

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1314  
ANSWERED ON:04.03.2010  
BOOKING FOR FLIGHTS  
Ramasubbu Shri S.

**Will the Minister of CIVIL AVIATION be pleased to state:**

(a) whether the Government is aware of the reports that some of the booking agents and portals are making huge profit by making fake booking and depriving the genuine passengers;and

(b) if so, the details thereof alongwith the preventive measures being taken by the Government in this regard?

**Answer**

MINISTER OF THE STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) and (b): No, Madam. However, as per standard industry practice world over, almost all airlines overbook flights in line with demand pattern and individual experience of no shows on flights across their network. This is done to minimise loss of revenues due to last minute no shows, as airline seats are perishable product.

In case of denied boarding except no shows or cancellations, schedule domestic airlines reschedule the passenger to next available flight or give cash compensation, etc. Airlines also refund the tickets as per regulations issued by DGCA.