

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1982
ANSWERED ON:05.08.2010
OVERBOOKING/CANCELLATION OF FLIGHTS
Owaisi Shri Asaduddin

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Directorate General of Civil Aviation (DGCA) has revived its three year old plan for asking airlines to compensate passengers denying in boarding over booked flights and sudden cancellation;
- (b) if so, the details thereof;
- (c) the other facilities made available to passengers under such circumstances;
- (d) the compensation likely to be paid to passengers in such cases;
- (e) whether all the airlines are complying with the guidelines issued by DGCA; and
- (f) if so, the provisions of actions available for not complying with these guidelines of DGCA?

Answer

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

(a)to(f):- Directorate General of Civil Aviation (DGCA) has drafted a Civil Aviation Requirement (CAR) on facilities to be provided to passengers in case of denied boarding, flight cancellation and flight delays. The CAR is being finalised after obtaining views of the various stake holders.

The CAR will have the provisions of both compensation and facilities to the passengers in the event of denied boarding, flight cancellation and flight delays.

Non-compliance of the provisions of a CAR is punishable under the provisions of Schedule VI to the Aircraft Rules 1937. This will be a Category III offence attracting a maximum penalty of six month imprisonment or Rs. two lakhs fine or both.