

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3084
ANSWERED ON:12.08.2010
OVERBOOKING IN FLIGHTS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether it has come to the notice of the Government that many airlines including Air India are overbooking international and domestic flights;
- (b) if so, the details thereof and the prescribed rules in this regard;
- (c) the action taken against the defaulting airlines; and
- (d) the steps taken to remove the inconvenience of passengers due to overbooking?

Answer

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

(a) to (c):- Overbooking is a 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 revenue due to last minute no shows, as airline seats are a perishable product.

(d):- The Directorate General of Civil Aviation (DGCA) has issued a Civil Aviation Requirements (CAR) Section 3, Series M, Part IV, which provides for payment of compensation to passengers in case of denied boarding due to overbooking. The CAR is available on website of DGCA. The CAR inter-alia includes:

The financial compensation indicated below shall be given only if the amount of tickets costs is higher than the compensation amount:

- (a) Rs. 2,000/- or the value of the ticket whichever is less for flights having a block time of upto and including one hour
- (b) Rs. 3,000/- or the value of the ticket whichever is less for flights having block time of more than one hour and upto and including two hours.
- (c) Rs. 4,000/- or the value of the ticket whichever is less for flights having a block time of more than two hours. If the cost of the ticket is less than the amount of compensation indicated above, the airline will be liable to compensate an amount equivalent to the ticket cost in addition to refund of air ticket.

Additionally, passengers shall be offered free of charge the following:

- (a) Meals and refreshments in relation to waiting time.
- (b) Hotel Accommodation when necessary (including transfers).

Airlines shall pay particular attention to the needs of persons with reduced mobility and any other person(s) accompanying them.