

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:4333  
ANSWERED ON:19.08.2010  
COMPENSATION TO AIR PASSENGERS  
Sinha Shri Yashwant

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

- (a) whether the Directorate General of Civil Aviation (DGCA) has directed all the airlines to compensate the passengers for delay in take off of flights;
- (b) if so, the details thereof;
- (c) the details and names of the airlines whose flight took off late from metropolitan and international airports during last one year alongwith the reasons for the delay;
- (d) whether the American Federal Aviation Administration has threatened to downgrade India`s rating;
- (e) if so, the reasons therefor; and
- (f) the concrete steps taken by the Government to ensure timely operation of flights?

**Answer**

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

(a) and (b): Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirments(CAR) Section 3, Series M, Part IV dated 06-08-2010, which provides for payment of compensation and facilities to the passengers in case of denied boarding, cancellation and delays. The CAR is available on the website of DGCA.

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

(c): Information is being collected from the scheduled domestic airlines.

(d) & (e): Federal Aviation Administration (FAA) of USA carried out an audit of DGCA under their International Aviation Safety Assessment (IASA) programme in March, 2009. On completion of the audit, the FAA audit team made a number of observations on the safety oversight capability of DGCA to oversee the airlines of India. DGCA was in turn required to rectify these deficiencies.

In September 2009, the FAA team reviewed and validated the actions taken by DGCA to rectify the deficiencies pointed out and found India to be in compliance with international standards for aviation safety. FAA team appreciated the various initiatives taken by DGCA and stated that DGCA has not only sustained the actions taken till September 2009 but has also demonstrated an improvement in continuing to enhance and improve safety oversight system. In their conclusion. FAA stated that India continues to meet FAA`s IASA Category I status and described India as Role Model in Asia Aviation Sector.

(f): DGCA has issued a Circular in October 2009 on procedure to be followed by airlines, Air Traffic Control Units and airport operators, which is being implemented to ensure timely operation of flights.