

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:630

ANSWERED ON:11.11.2010

DENIAL OF BOARDING TO AIR PASSENGERS

Bapurao Shri Khatgaonkar Patil Bhaskarrao;Gaikwad Shri Eknath Mahadeo;Nirupam Shri Sanjay Brijkishorilal ;Ray Shri Rudramadhab ;Yaskhi Shri Madhu Goud

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether thousands of domestic air travellers were denied boarding in September 2010 due to over bookings and flight cancellations;
- (b) if so, the details thereof, airlineswise;
- (c) the penal action proposed against the airlines;
- (d) the steps being taken to prevent occurrence of such instances;and
- (e) the compensation provided to the affected passengers, airline-wise?

Answer

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

(a)&(b)- As informed by the scheduled domestic airlines, in the month of Sept 2010, a total of 407 passengers were affected due to denied boarding and 8113 due flight cancellations. Airline-wise details are as follows:

Airline Number of Passengers Affected due to

Denied Flight
Boarding Cancellation

NACIL 100 803

Jet Airways & JetLite 103 2106

Kingfisher Airlines 143 1402

Spicejet Nil 1538

Go Air Nil 212

IndiGo Nil Nil

Total 407 8113

(c) and (d):- Directorate General of Civil Aviation (DGCA) has a Civil Aviation Requirements (CAR) Section 3, Series M, Part IV, which provides for compensation and facilities to the passengers in case of denied boarding, cancellations and delays. The CAR is available on DGCA website www.dgca.nic.in. All the airlines are required to provide compensation and facilities to the affected passengers in accordance applicable provisions of the CAR.

(e):- As informed by Jet Airways and JetLite, they provided a compensation of Rs.18.74 lakhs to the affected passengers.

As informed by Kingfisher Airlines, they provided a compensation of Rs.3.83 lakhs to the affected passengers. As informed by Spicejet, they provided a compensation of Rs.1.01 lakhs to the affected passengers. Amount paid by NACIL for compensation for denied boarding due to overbooking and cancellation of flights is being collected.