

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:279

ANSWERED ON:23.02.2011

COMPENSATION FOR IRREGULARITIES IN FLIGHTS

Jagannath Dr. M.;Sugavanam Shri E.G.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether according to the guidelines framed by the Directorate General of Civil Aviation (DGCA), fliers can claim compensation for flight delays, denial of boarding or flight cancellations;

(b) if so, the details thereof;

(c) whether the above guidelines will be applicable to scheduled and non-scheduled airlines equally;

(d) if so, the details thereof; and

(e) the number of passengers likely to be benefited as a result thereof?

Answer

MINISTER OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

(a) and (b):- Yes, Madam. Directorate General of Civil Aviation (DGCA) has issued a Civil Aviation Requirements (CAR) Section 3, Series M, Part IV in August, 2010, which provides for compensation and facilities to the passengers in case of denied boarding, cancellations and delays.

(c) and (d):- The provision of above CAR are applicable to scheduled and non-scheduled airlines and also to foreign carriers operating to/from India.

(e):- The number of passengers likely to be benefitted can not be anticipated as it would depend upon numbers who are affected by the related contingencies.