

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1649
ANSWERED ON:10.08.2011
SUDDEN CANCELLATION OF FLIGHTS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether cases of sudden cancellation of flights by Airlines are constantly increasing;
- (b) if so, the details of the cases of sudden cancellation of flights by Government and Private Sector Airlines during the last six months, Airlines-wise;
- (c) whether the Government has received any complaints from passengers in this regard; and
- (d) if so, the details thereof including the action taken by the Government in this regard?

Answer

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

(a) and (b):- Scheduled airlines generally operate their flights as approved scheduls. However, at times the flights are cancelled due to watch hour restrictions, weather, technical reasons, etc. beyond the control of the airlines.

Airlines-wise details of flight cancellation from January-June, 2011 are as follows:

Airline Flight Cancellations (Jan-June 2011)

Air India Ltd. 2753 ()

Jet Airways 540

JetLite 381

Kingfisher Airlines 682

Spicejet 351

Go Air 84

(i) Air India had 740 and 1848 cancellations in April and May, 2011 primarily due to pilot strike from 27th April to 6th May, 2011.

(c) and (d):- The carriage by Air is a contractual matter between the passenger and the carrier. The complaints are filed with the airlines by the passenger. However, some passengers choose to take up the matter with DGCA, which are taken up with the airlines for redressal.

DGCA has issued 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 providing compensation and facilities to the affected passengers in accordance applicable provisions of the CAR.