

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

STARRED QUESTION NO:133
ANSWERED ON:30.11.2011
CANCELLATION OF FLIGHTS BY PRIVATE AIRLINES
Patil Shri A.T. Nana;Singh Shri Vijay Bahadur

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether various private airlines have been cancelling their flights in several sectors and are contemplating to increase their fares;
- (b) if so, the details thereof along with the action taken by the Government against such airlines;
- (c) whether the passengers have been adequately compensated in such cases;
- (d) if so, the details thereof; and
- (e) the further steps being contemplated by the Government in this regard?

Answer

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

(a)to(e): A Statement is laid on the table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN REPLY TO STARRED QUESTION NO. 133 DATED 30.11.2011 REGARDING CANCELLATION OF FLIGHTS BY PRIVATE AIRLINES.

(a)and(b): In the winter scheduled 2011 effective from 30th October, 2011 , airlines-wise details of approved departure vis-a-vis actual operation and Action Taken are indicated in Annexure.

With a view to maintaining transparency in tariff publication, Directorate General of Civil Aviation (DGCA) has taken following steps:

Scheduled domestic airlines have been directed to display established tariff route-wise and fare category-wise in their websites, on monthly basis and also to notify any significant and noticeable changes to DGCA within 24 hrs of effecting such a change.

A Tariff Analysis Unit has been set up in DGCA to monitor air fares of Domestic airlines on a regular basis at periodic intervals. DGCA has not noted any significant hike in fares beyond fare band communicated to DGCA by Airlines.

(c)to(e): To redress the issue of flight delays and cancellation and passenger inconvenience, 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. All the airlines are required to provide compensation and facilities to the affected passengers in accordance applicable provisions of the CAR. DGCA regularly monitors on monthly basis compensation and facilities accorded to passengers by airlines.