

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2456

ANSWERED ON:28.03.2012

FLIGHT SERVICE

Meghwal Shri Arjun Ram ;Rana (Raju Rana) Shri Rajendrasinh Ghanshyamsinh;Rana Shri Kadir

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the number of cities in the country where the Government proposes to start air services in the financial year 2012-13 alongwith the details thereof;
- (b) whether air passengers have to face many difficulties in the cities from which flights are operated;
- (c) if so, the details of the said difficulties received through complaint books; and
- (d) the arrangement made by the Government to address the said difficulties alongwith the details thereof?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

(a): Operations in domestic sector have been deregulated and flights are being operated by concerned airlines on the basis of commercial viability subject to adherence of Route Dispersal Guidelines. Government has laid down Route Dispersal Guidelines with a view to achieving better regulation of air transport services taking into account the need for air transport services of different regions of the country including North-East region. It is, however, up to the airlines to provide air services to specific places depending upon the traffic demand and commercial viability while complying with Route Dispersal Guidelines.

(b)to(d): Carriage by air is a contractual matter between the passenger and carrier. The complaints are filed with the airlines by the passenger. However, some passengers choose to take up the matter with Directorate General of Civil Aviation (DGCA) also for redressal. Such complaints are taken up with the concerned airlines for redressal.

Passenger facilitation is a priority area for the Government. Government always take cognizance if any inconvenience/difficulties are faced by passengers and policy directives are issued to address the same. This is an ongoing process.

The Government has issued the following Civil Aviation Requirements (CAR) for passenger facilitation.

(i) CAR, Section, 3 – AIR TRANSPORT SERIES 'M'PART I ISSUE 2, DATED 1st May 2008 :- Carriage by Air of Persons with Disability and/ or Persons with Reduced Mobility.

(ii) CAR, SECTION 3 – AIR TRANSPORT SERIES 'M', PART II ISSUE I, DATED 22 May, 2008 :- Refund of Airline Tickets to Pass

(iii) engers of Public Transport Undertakings.

(iii) CAR, SECTION 3 – AIR TRANSPORT SERIES 'M' PART IV ISSUE I, DATED 6TH AUGUST, 2010 :- Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights.

(iv) CAR, SECTION 3 – AIR TRANSPORT SERIES 'M' PART III , DATED 3 1 JULY, 2010 :- Computer Reservation System (CRS)/Global Distribution System (GDS)

(v) The flight information to the passengers is provided through Flight Information Display System (FIDS). Regular announcements are made regarding delay or disruption or cancellation of flights and Flight Information Display System are also kept updated accordingly. Passengers of such flight are not denied entry inside the Terminal Building. Restaurant and snack bar are available and in case of prolonged delay, airlines provide meals and accommodation also to the passengers. Airlines staff is always available there to provide proper information and assistance to the passenger.