

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:6560

ANSWERED ON:16.05.2012

DELAY/CANCELLATION OF FLIGHTS

Chowdhury Shri Adhir Ranjan;Lal Shri Kirodi ;Pandey Shri Ravindra Kumar;Viswanathan Shri P.

Will the Minister of CIVIL AVIATION be pleased to state:

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

(b) if so, the details thereof;

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

(d) if so, the details thereof along with the number of passengers likely to be benefited as a result thereof and if not, the reasons therefor;

(e) whether information system of airline companies is not functioning satisfactorily and there is food crisis for onboard passengers in public as well as private airlines;

(f) if so, the reasons therefor along with the measures being taken by the Government to ensure that airlines stick to their time schedule to minimize inconvenience to air passengers; and

(g) the details of the dues of caterers towards public sector undertaking Air India?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

(a) to (d): Yes Madam. Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements (CAR), Section-3, Series-M, Part-IV on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". Refunds are made as per the provisions made in the said CAR. This CAR is applicable to both scheduled and non-scheduled airlines. All the airlines are complying with the various provisions of the above CAR, and wherever applicable are paying compensation and/or providing facilities to the affected passengers.

(e): No Madam.

(f): Do not arise, in view of the reply of (e) above.

(g): The information is being collected.