

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2239

ANSWERED ON:24.08.2012

ON-TIME PERFORMANCE OF AIRLINES

Abdulrahman Shri ;Ahir Shri Hansraj Gangaram;Kodikunnil Shri Suresh;Tandon Annu;Yadav Shri Om Prakash

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) the details of on-time performance of each scheduled domestic airline during each of the last three years and the current year;
- (b) whether the Government has any details about the on-time performance of other international airlines;
- (c) if so, the details thereof and if not, the reasons therefor;
- (d) whether the Government has framed any policy for regulating the operation of airlines in the country in view of large number of cancellations and delays by various airline companies;
- (e) if so, the details thereof and the action proposed to be taken against such airlines along with the details of compensation that the passengers can claim for flight cancellations, delays and denial of boarding; and
- (f) if not, the reasons therefor along with the measures taken/proposed to be taken by the Government/Directorate General of Civil Aviation (DGCA) to alleviate the problems faced by passengers due to frequent cancellations and delays of flights by airlines?

**Answer**

MINISTER OF CIVIL AVIATION( SHRI AJIT SINGH )

- (a): The details of on-time performance for scheduled domestic airlines for last three years and the current year is enclosed at Annexure-I.
- (b) & (c): There are no regulations under which Directorate General of Civil Aviation (DGCA) can monitor the On-time Performance (OTP) of foreign airlines. However, some of the foreign airlines file their OTP with DGCA for both arrivals and departures.
- (d) to (f): DGCA has issued Civil Aviation Requirement (CAR), Section-3, Series-M, Part-IV on facilities to be provided to passengers by airlines in case of denied boarding, cancellation of flights and delays in flights. The provision of compensation are provided in the said CAR. The above said CAR is available on the website of DGCA. ([www.dgca.nic.in](http://www.dgca.nic.in)).