

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

STARRED QUESTION NO:16

ANSWERED ON:19.11.2009

OVERBOOKING IN FLIGHTS

Bapurao Shri Khatgaonkar Patil Bhaskarrao;Gaikwad Shri Eknath Mahadeo

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

- (a) whether it is permissible for airlines to overbook international and domestic flights;
- (b) if so, the details thereof;
- (c) whether in this Diwali festive weekend, several airlines had booked more than the permissible passengers for accomodating high yield last minute flyers and had offloaded even those passengers who arrived well before time in various airports, particularly in Mumbai-Delhi route;
- (d) if so, the response and the action taken by the Government against each such airlines;
- (e) whether there is any regulator to check such practices;
- (f) if so, the details thereof; and
- (g) if not,the reasons therefor and the corrective steps likely to be taken by the Government in this regard?

**Answer**

MINISTER OF THE STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a)to(g):- A statement is laid on the table of the House.

STATEMENT IN REPLY TO PARTS (a), (b), (c), (d), (e), (f) and (g) OF THE LOK SABHA STARRED ( ) QUESTION NO.16 FOR ANSWER ON 19.11.2009 REGARDING OVERBOOKING IN FLIGHTS.

(a) to (d):- Overbooking is a standard industry practice world over. Almost all airlines overbook flights in line with demand pattern and individual experience of `no shows` on flights across their network. This is done to minimise loss of revenue due to last minute no shows,as airline seats are a perishable product.

During the month of October 2009, the details of passenger load factor of scheduled domestic airlines indicate that scheduled domestic airlines have not operated at full load in the month.

(e) to (g):- At present, there is no regulation for payment of denied boarding compensation in India. However, in case of denied boarding/cancellation except no shows, scheduled domestic airlines reschedule the passengers to the next available flight. Airlines also refund the tickets as per regulations issued by Directorate General of Civil Aviation.