

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:139
ANSWERED ON:19.11.2009
DELAY CANCELLATION OF FLIGHTS
Chavan Shri Harischandra Deoram

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government is planning to issue guidelines to make airlines more accountable towards passengers for much delay in flights and sudden cancellation of flights;
- (b) if so, the details thereof;
- (c) whether there is any proposal to give compensation to the passengers by the airlines in case of delay/cancellation of flights;
- (d) if so, the details thereof; and
- (e) the extent to which these guidelines/proposal will help in providing facilities to the passengers?

Answer

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

(a) to (e):- In case of delay/cancellations, scheduled domestic airlines refund the air fares as per company policy displayed on their respective websites and as per guidelines issued by the Directorate General of Civil Aviation (DGCA). Adequate facilities for meals,accomodation etc. are made when necessary.Directorate General of Civil Aviation (DGCA) has issued a Civil Aviation Requirement (CAR) Section 3, Series M,Part II stipulating the requirements for refund of air tickets to the passengers. Compliance of above mentioned CAR is mandatory for all the domestic scheduled airlines. Government is also monitoring the punctuality of airline operations and continuously improving the infrastructure at the airports and reviewing procedures to accomodate more flights at busy airports.