

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3724

ANSWERED ON:20.03.2013

CANCELLATION OF FLIGHTS

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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether private airlines refuse to provide accommodation to the passengers on cancellation of their flight;
- (b) if so, the details thereof;
- (c) whether private airlines have been directed to inform the passengers well in time about the cancellation of the flight or provide accommodation/assistance to the stranded flyers who were not informed about the cancellation; and
- (d) if so, the details thereof and if not, the reasons therefor?

Answer

Minister of State in the Ministry of CIVIL AVIATION (SHRI K. C. VENUGOPAL)

(a) and (b): Directorate General of Civil Aviation (DGCA) has not received any such complaints. As the carriage by air is a contractual matter between passengers and the carrier, complaints are generally filed by the passengers directly with the airlines.

(c) and (d): DGCA has issued Civil Aviation Requirements (CAR), Section 3, Series-M, Part-IV on facilities to be provide to passengers by airlines due to denied boarding, cancellation of flights and delays in flights. All scheduled airlines are complying with the provisions of the above CAR.