

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2710  
ANSWERED ON:13.03.2013  
DELAY CANCELLATION OF FLIGHTS  
Lal Shri Kirodi ;Vijayan Shri A.K.S.

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

- (a) whether cases of unscheduled delays and cancellations of flights by public and private carriers in the country have come to the notice of the Government causing a lot of inconvenience to the air passengers;
- (b) if so, the details thereof and the reasons therefor along with the revenue loss suffered by the airlines including Air India during each of the last three years and the current year, carrier-wise;
- (c) whether the Government has received any complaints from passengers or passenger associations in this regard and if so, the details thereof during the above period and the reaction of the Government thereto;
- (d) whether any compensation has been given to the passengers in such cases; and
- (e) if so, the details thereof and if not, the reasons therefor, case-wise along with the corrective steps taken/being taken by the Government in this regard?

**Answer**

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

(a) and (b): Yes, Madam. Details of cancellations of flights of public and private airlines during year 2012 are enclosed at Annexure-I. These flights have been cancelled due to technical, operational, weather, ATC, commercial reasons, etc. Govt. does not maintain the data of unscheduled delays and revenue loss suffered by the airlines due to delay/cancellation.

(c): As informed by scheduled domestic airlines, the details of complaints for the year 2010-2011 and 2012 which are on account of ticket refund, lost baggage, staff misbehavior, IT related & misc. are as follows:

Airlines 2010 (Mar. onwards) 2011 2012

Air India 692 1244 1220

Kingfisher 1716 1846 355#

Indigo 1930 2595 1971

Jet Lite 1166 782 497

Go Air 989 1207 985

Spicejet 2155 1860 1121

Jet Airways 4975 3351 1678

(#Permit suspended since 22 October, 2012)

(#Operation stopped since august 2010).

(d): The carriage by air is a contractual matter between the passenger and the carrier. Hence, Govt. do not maintain records of compensation given to the passenger in such cases.

(e): The complaints are filed with the airlines by the passenger directly and DGCA is not concerned with this matter in the normal course. However, some passengers choose to take up the matter with DGCA also. Such complaints are taken up with the concerned airline for redressal.