

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4602
ANSWERED ON:22.12.2014
MERGING OF FLIGHTS
Singh Shri Bholra

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether a flight scheduled to take off at a fixed time can be cancelled or merged with next flight owing to less number of passengers;
- (b) if so, the details thereof and if not, the details of the airlines which have neglected this rule during the last three years and the current year along with the action taken against them;
- (c) the parameters for return of booking amount to a passenger who fails to board the flight along with the time-limit fixed by airlines to wait for a delayed passenger to reach; and
- (d) the number of passengers who have been paid compensation due to airlines defaults during the said period?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

(a) & (b): No specific guidelines have been issued by Directorate General of Civil Aviation (DGCA) in this regard . Airlines are required to operate as per approved flight schedule except in case of force majeure conditions specified in Civil Aviation Requirements (CAR), Section 3, Air Transport, Series M, Part IV. Airlines are required to provide facilities/compensation to affected passengers as per the CAR in case of flight cancellation. Detail of flights cancelled during 2012, 2013, 2014 (Up to October), as informed by scheduled domestic airlines, are placed at Annexure - I

(c) As specified in CAR, Section 3, Series M, Part II, Airlines shall refund Passenger Service Fees (PSF) collected by them, any charge such as congestion charge, fuel surcharge etc along with the refund of the ticket unless they are clubbed with basic fares.

Conditions for compensation/facilitation including refund, in case of denied boarding/flight cancellation is as specified in CAR , Section-3 Series M, Part IV.

(d) Number of passenger affected and amount spent on facilities and compensation as informed by the scheduled domestic airlines are placed at Annexure - II.