

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

STARRED QUESTION NO:290

ANSWERED ON:28.07.2014

DELAY CANCELLATION OF FLIGHTS

Gandhi Shri Dilip Kumar Mansukhlal;Meghwal Shri Arjun Ram

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the number of flights of public and private airlines cancelled, postponed and delayed during the last three years and the current year along with the reasons therefor, airline-wise;
- (b) whether the Directorate General of Civil Aviation has instructed all the airlines to make satisfactory administrative arrangements for the convenience of passengers in the event of cancellation/ postponement of the flights;
- (c) if so, the details thereof along with the facilities/amenities provided to the affected passengers;
- (d) the mechanism put in place at airports to provide requisite information to the passengers in such eventualities; and
- (e) the corrective steps taken or being taken by the Government for strict compliance of time schedule of the flights by airlines and to strengthen the existing mechanism for immediate redressal of grievances of air passengers?

Answer

Minister of CIVIL AVIATION (Shri Ashok Gajapathi Raju Pusapati)

(a) to (e): A Statement is laid on the table of the House.

STATEMENT IN REPLY TO PARTS (a),(b),(c),(d) & (e) OF LOK SABHA STARRED QUESTION NO. 290 FOR 28.7.2014 REGARDING DELAY/CANCELLATION OF FLIGHTS

(a) The details are placed at Annexure -1. Generally scheduled airlines operate their flights as per approved schedule. However, at times the flights are delayed/cancelled due to technical, operational, commercial, weather related and miscellaneous reasons.

(b) & (c) Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements (CAR), Section-3, Series-M, Part-IV on facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights for all airlines to comply with. The same is being strictly adhered to by scheduled domestic airlines.

(d) & (e): Airlines are required to inform passengers of their rights and liabilities of the airlines through their websites. Airline counters at airports disseminate reasons of cancellations and delays to the affected passengers and attend to their grievances. Airlines are required to display the details of their Nodal Officer and Appellate Authority in a conspicuous manner at key areas of the airport indicating their names, contact number and email addresses. DGCA has issued Air Transport Circular 01 of 2014 on 'Facilities/Courtesies to esteemed travelling public at airports'. In case of non-redressal of the matter within the stipulated time frame by operator, the complainant has the option to take up the matter with DGCA at sugam.dgca@nic.in for redressal.