

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:3491  
ANSWERED ON:04.08.2014  
FACILITIES FOR AIR PASSENGERS  
Khan Shri Md. Badariddoza

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

- (a) whether the Directorate General of Civil Aviation (DGCA) had invited public opinion on the draft Civil Aviation Rule (CAR) about the facilities to be provided by airlines if a passenger is denied boarding or in case of cancellations or delays in flight;
- (b) if so, the details of the suggestions received by DGCA in this regard; and
- (c) the follow-up action taken by DGCA/Government in this regard?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION (Shri G.M. Siddeshwara)

(a) & (b) Yes, Madam. Draft CAR on facilities to be provided to passengers in case of denied boarding, cancellation & delays was uploaded on Directorate General of Civil Aviation (DGCA) website for inviting comments with last date as 21.7.2010. Suggestions were received from Voice Society, Federation of Indian Airlines and IATA. Majority of these comments were related to conditions for compensation/facilitation, applicability of CAR, display of airline policy on website, information to passenger on flight delays/cancellation, definition, time limit for advance notice, mode of information, etc.

(c) Feasible aspects of suggestions were incorporated in the CAR after deliberations with stakeholders. Civil Aviation Requirements (CAR), Section 3 - Air Transport, Series 'M' Part IV, Issue I on 'Facilities to be provided to passengers by airline due to denied boarding, cancellation of flights and delays in flight' was issued on 6.8.2010.