

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 714
(To be answered on the 7th February 2019)**

PENALTY FOR DENYING SEATS ON CONFIRMED TICKETS

714. DR. UDIT RAJ

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

whether the Directorate General of Civil Aviation (DGCA) has asked the airlines to pay for denying seats to those with confirmed tickets due to overbooking?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) DGCA has issued CAR Section-3, Series M, Part IV titled “Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights”.

As per para 3.2.2 of the said CAR, in case of denied boarding, if the airlines fails to provide alternate flight within one hour of original schedule departure, airline has to compensate passengers as follows:

•An amount equal to 200% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 10,000, in case airline arranges alternate flight that is scheduled to depart within the 24 hours of the booked scheduled departure.

•An amount equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000, in case airline arranges alternate flight that is scheduled to depart more than 24 hours of the booked scheduled departure.

•In case passenger does not opt for alternate flight, refund or full value of ticket and compensation equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000.
