

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 3083  
(To be answered on the 11<sup>th</sup> July 2019)**

**CHARTER OF PASSENGER SERVICE**

**3083. DR. M.K. VISHNU PRASAD**

**Will the Minister of CIVIL AVIATION**

नागर विमानन मंत्री

**be pleased to state:-**

- (a) whether the Government has notified the charter of passenger rights of air travellers to increase the protection and compensation amounts for passengers for deficient services and if so, the details thereof and if not, the time by which the same is likely to be notified; and
- (b) the measures proposed to protect the interests of passengers who are being fleeced by private airlines by overcharging cancellation fees, change of travel date etc.?

**ANSWER**

**Minister of State (IC) in the Ministry of CIVIL AVIATION**

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

**(Shri Hardeep Singh Puri)**

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(a) Yes, Sir. The charter of passenger rights has been released by this Ministry on 27.02.2019. The Charter is applicable on all scheduled /non-scheduled domestic operators and foreign carriers operating to/from India. In the Charter, passengers have been given rights in case of flight delays, flight cancellations, boarding denied due to overbooking, cancellation charges, facilities for disabled passengers, lost /delayed / damaged baggage inter alia as under:-

**1. Facilities in case of flight delays -**

- (i) Beyond a delay of two hours or more, meals and refreshments are to be provided to the passengers.
- (ii) Hotel accommodation, including transfers, if expected time of departure is delayed by more than 24 hours.

**2. Compensation facilities for flight cancellations -**

If airline fails to provide alternate flight scheduled to depart within 2 hours, compensation, in addition to refund of air tickets, will be as follows:

INR 5000/- to 10000/- linked to flight block time (INR 5000/- upto 1 hour, INR

7500/- for more than 1 hour upto 2 hours and INR 10000/- for more than 2 hours).

**3. Compensation in case of denied boarding -**

If airline fails to provide alternate flight within 1 hour of original scheduled departure, compensation payable is as follows:-

(i) Amount varying from INR 10000/- to 20000/- in case airline arranges alternate flight.

(ii) If passenger does not opt for alternate flight refund of full value of ticket and maximum amount upto INR 20000/-.

**4. For persons with disabilities -**

Airlines shall provide convenient seats that are designated as accessible for persons with disabilities with adequate leg space. These will be issued free of charge. These seats shall remain blocked and shall only be unblocked for general public, close to the time of departure.

**5. Compensation in case of lost /delayed / damaged baggage:-**

(i) In case of lost /delayed / damaged baggage, a compensation upto a maximum of INR 20000/- per passenger to be paid by the airlines.

(ii) In case of lost /delayed / damaged baggage in cargo, the maximum liability of the airlines is INR 350 per kg.

(b) Through the passenger charter passengers have been given the following facilities in case of cancellations and change in travel date:-

**1. Refund Provisions:-**

(i) Immediate refund to be processed by airlines in case of cash transactions made by the passenger.

(ii) Refund to be made by the airlines within 30 working days in case ticket is purchased through travel agent /portal

(iii) All statutory taxes & fee (UDF/ADF/PSF) to be refunded by the Airlines.

(iv) Lock-in option for 24 hours after booking ticket to be provided to the passenger, by the airlines, where ticket can be cancelled or correction in name can be made without any charges be levied by the airlines.

**2. Airlines are required not to levy cancellation charges more than the basic fare plus fuel surcharge. No additional charge will be levied by the airlines to process the refund.**

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