

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
QUESTION NO 09.11.2010
ANSWERED ON

HELP TO THE PASSENGERS OF DELAYED CANCELLED FLIGHTS .

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SHRI SYED AZEEZ PASHA

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

- (a) whether there has been a consistent demand from the Forum on Social and Human Rights that passengers at airports be given access to airlines directly rather than through the call centres;
- (b) whether it is a fact that passengers are turned away at airports without any explanations when flights are cancelled or disrupted;
- (c) whether Government has any machinery in place at airports to help passengers get information and relief from airlines when their flights are delayed or cancelled; and
- (d) the steps proposed to have a Government office at all airports to meet such a need?

ANSWER

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION

(SHRI PRAFUL PATEL)

(a):- No such request has been received with the Ministry.

(b) to (d):- The passengers are informed by the airlines regarding delay/cancellation of flights, if any, either through telephone or SMS at the number provided by them at the time of booking their tickets. Directorate General of Civil Aviation (DGCA) has issued a Civil Aviation Requirements (CAR) Section 3, Series M, Part IV, which provides for compensation and facilities to the passengers in case of denied boarding, cancellations and delays. The violation of the provisions of the CAR is punishable under the provisions of Schedule VI to the Aircraft Rules, 1937. This will be a Category III offence attracting a maximum penalty of six months imprisonment or Rs. Two Lakhs fine or both. The CAR is available on DGCA website www.dgca.nic.in.