

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 2423
(TO BE ANSWERED ON THE 8th August 2018)

COMPENSATION FOR PASSENGERS FOR FLIGHT DELAYS

2423. SHRI A.K. SELVARAJ

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

- (a) whether it is a fact that the Air Passengers Association of India (APAI) has sought compensation for passengers for flight delays of over two hours and for no notification at least two to four hours prior to the scheduled departure;
- (b) if so, the details thereof;
- (c) whether it is also a fact that the APAI demanded appointment of an Ombudsman for the civil aviation sector; and
- (d) if so, the steps taken in this regard?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

(a) to (d) A Draft Passenger Charter incorporating rights for air passengers was released on 22.05.2018 for public consultation. In this regard, comments of APAI have been received, that are under consideration. However, in accordance with the Civil Aviation Requirement Section 3, Series M, Part IV, between July 2017 and June 2018, a total of 17,35,939 affected passengers due to delays, have been paid a compensation of 1335.46 lakhs by the airlines.
