

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 3529
(TO BE ANSWERED ON THE 4th April 2022)**

**FLIGHT CANCELLATION AND ALTERNATIVE ARRANGEMENT
PROVIDED TO PASSENGERS**

3529. SHRI ABDUL WAHAB

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

- (a) whether Government has any data on the number of flights cancelled due to the denial of permission from the DGCA
- (b) if so, the details of the same for the last five years
- (c) the names of airlines which made alternative arrangements for passengers of the cancelled flights
- (d) whether Government has received any complaints from the passengers against any airlines with respect to the reimbursement of money due to cancellation and
- (e) if so, the details of the complaints received against various airlines with year-wise breakup for the last five years?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a) & (b): No flight has been cancelled due to the denial of permission from Directorate General of Civil Aviation(DGCA). However, the airlines generally cancel the flights due to various reasons such as operational, commercial and technical issues and also issues such as weather etc.

(c) to (e): DGCA has issued Civil Aviation Requirement (CAR) Section 3, Series M, Part IV titled as 'Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights' in order to reduce inconvenience caused to the passengers due to cancellations of the flights by the airlines, without due notice to the passengers booked on the flight.

As per the provision of the CAR, if the passenger is not informed of the cancellation of flight the airline shall provide meals and refreshments to the passenger who have already reported for their original flight at the airport while waiting for the alternate flight. All scheduled domestic airlines are compliant of the aforesaid CAR.

To ensure appropriate protection of interests of passengers who got affected due to flight cancellation due to COVID-19 pandemic, DGCA issued Circular dated 16/04/2020 on the subject 'Refund of air fare during lock down period, suspending domestic and international flight operations'. The said Circular was amended on 07/10/2020 with the title 'Refund on cancellation of air tickets during lockdown' on the basis of Hon'ble Supreme Court judgement passed on 01/10/2020. All airlines are compliant with the said DGCA Circular.

Ministry of Civil Aviation / Directorate General of Civil Aviation has been receiving grievances related to air transport including issues pertaining to the airfare charges payable by the public. They are redressed as per the established mechanism / extant guidelines in the matter. Ministry of Civil Aviation has launched Air-Sewa Application - a digital platform, for enabling travellers to submit grievances and seek information on air travel in India. Passengers may report their grievances on Air-Sewa Application for expeditious disposal. A total of 60,306 complaints have been received on Air-Sewa from 25.11.2016 To 30.03.2022. Out of 60,306 complaints, 60,245 have been resolved.
