

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
STARRED QUESTION NO : 161
(TO BE ANSWERED ON THE 18th December 2023)

**APATHY TOWARDS THE INTERESTS OF PASSENGERS OF DELAYED
FLIGHTS**

*161. **SHRI RAM NATH THAKUR**

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

- (a) whether Government takes punitive action against flights operating after more than two hours of the scheduled time, keeping in view the interests of air passengers in the country;
- (b) if so, the duration of delay on the occurrence of which it is provided to take action keeping in mind the interests of the passengers;
- (c) the details of the action taken on delayed flights during last one year; and
- (d) the details of the action taken during the last one year against delayed airlines where a passenger missed his connecting flight and the rules in this regard?

ANSWER

MINISTER OF CIVIL AVIATION

(Shri Jyotiraditya M. Scindia)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT IN RESPECT OF RAJYA SABHA STARRED QUESTION NO. 161 REGARDING "APATHY TOWARDS THE INTERESTS OF PASSENGERS OF DELAYED FLIGHTS" TO BE ANSWERED ON 18.12.2023

(a) & (b): Flights are affected due to various reasons such as weather, technical, operational, Air Traffic Control (ATC), ramp, airport issues etc. which are beyond the control of the airlines.

In order to provide appropriate safeguards to the air travellers in case of denied boarding, cancellation of flights and delays, Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements (CAR) titled "Facilities to be provided to Passengers by airlines due to denied boarding, cancellation of flights and delay in flights".

The CAR provides for meals and refreshments in case of delay as under:

2 hours or more for flight block time up to 2.5 hours.

3 hours or more for flight block time from 2.5 hours to 5 hours.

4 hours or more for flight block time more than 5 hours

The airline shall offer an option of either an alternate flight within a period of 6 hours or full refund of ticket to the passenger in case of a delay of more than 6 hours.

The airline shall offer hotel accommodation in case of a delay of more than 24 hours or more than 6 hours for flights scheduled to depart between 2000 and 0300 hours of the original announced scheduled time of departure.

(c) & (d) : DGCA carries out inspection at various airports in the country on random basis to ensure compliance of laid down regulations. In case any airline is found in violation of the regulations, penal action, including financial penalty, is imposed. Due to flights delayed, an amount of Rs 2312.06 lakhs has been spent towards facilitation by the airlines.

During the recent inspection carried out in the month of September 2023, Air India was found not in compliance with regard to the facilities to be given to affected passengers on delay of flights. Based on the finding of the inspection, a penalty has been imposed on the airline as per the Aircraft Rules, 1937.

No data in respect of passengers who missed their connecting flight due to delay is maintained.
