

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 821
(TO BE ANSWERED ON THE 11th December 2023)**

GUIDELINES FOR COMPENSATING AIR PASSENGERS

821. SHRI SUSHIL KUMAR MODI

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

- (a) whether airlines are supposed to compensate affected passengers and/or give them hotel accommodation along with a full refund when flights are suddenly delayed or cancelled without prior information, if so, detailed guidelines thereon;
- (b) whether existing provisions have clauses that enable airlines to sometimes not follow them;
- (c) whether Government will remove such clauses and simplify the rules;
- (d) whether Government will display and give ample publicity to consumer rights and duties; and
- (e) whether Government will review the existing rules to make them more passenger friendly?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

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

(a): The airline has to facilitate affected passengers due to cancellation & delay in flight in accordance with Directorate General of Civil Aviation (DGCA) 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".

Under the provisions of said CAR, the airline has to provide following:

I. In case of cancellation, the airlines shall either provide alternate flight or provide compensation in addition to the full refund of air ticket. Additionally, 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.

II. In case of delay in flight, the airline is required to provide meals and refreshments, an alternate flight/full refund of ticket to the passenger or hotel accommodation (including transfers) depending on the total flight delay.

b): Airline shall not be obliged to compensate in cases where the cancellation & delay is caused by a force majeure event i.e. extraordinary circumstance(s) beyond the control of the airline.

(c): No such proposal is under consideration.

(d): Facilities to be offered to the affected passengers in case of flight disruption are already available on public domain in form of Passenger Charter published on Ministry's website, CARS on DGCA website & on respective airline website.

(e): Adequate provisions to safeguard the interests of passengers are already in place.
