

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Rajya Sabha
UNSTARRED QUESTION NO. : 196
TO BE ANSWERED ON THE 5th February 2024
FACILITIES TO AIR PASSENGERS

196. SHRI C. VE. SHANMUGAM

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

- (a) whether it is a fact that the country is witnessing an unprecedented growth in the aviation sector;**
- (b) if so, the details thereof;**
- (c) the details of various efforts being made by Government to provide more facilities to the flight passengers; and**
- (d) the details of the total number of new airports and terminals opened in the last twelve months?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (GEN. (DR) V. K. SINGH (RETD))

(a) & (b): Domestic Passengers carried by Scheduled Operators on Scheduled Services from 2018 to 2023 (upto December, 2023) is enclosed in Annexure-I.

(c): In order to ensure appropriate protection for the air travelers, DGCA has issued following passenger centric regulations/circulars to safeguard the interest of the travelling public:

- (i) Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility [Civil Aviation Requirement (CAR) Section 3, Series M, Part I].**
- (ii) Refund of Airline Tickets to Passengers (CAR Section 3, Series M, Part II).**

(iii) Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights (CAR Section 3, Series M, Part IV).

(iv) Facilitation in case of diversion of aircraft (CAR Section 3, Series M, Part V).

(v) Air Transport Circular ATC 1 of 2023 - Facilities/Courtesies to esteemed travelling public at airports.

(vi) Air Transport Circular ARC 01 of 2021 - Unbundle of services and fees by scheduled airlines.

(d): Number of Aerodromes licensed by DGCA in the last 12 months is enclosed as Annexure-II.

Annexure-I**Passenger growth (%) under Domestic Operations since 2018 to 2023 (P).**

Year	Domestic Operations		
	Passenger numbers)	Carried (in	Growth (%)
2018	138,698,284		18.8
2019	143,736,256		3.6
2020	62,858,348		-56.3
2021	82,745,079		31.6
2022	123,242,014		48.9
2023(P)	152,040,530		23.4
(P)- Provisional			

ANNEXURE-II**LIST OF AIRPORTS LICENSED IN LAST 12 MONTHS**

S.NO.	NAME OF AERODROME AS PER LICENSE	LOCATION	STATE	DATE OF ISSUE
1.	SHIVAMOGGA AIRPORT	SHIVAMOGGA	KARNATAKA	24.02.2023
2.	RAJKOT INTERNATIONAL AIRPORT	RAJKOT	GUJARAT	24.07.2023
3.	UTKELA AIRPORT	UTKELA	ODISHA	07.08.2023
4.	MORADABAD AIRPORT	MORADABAD	UTTAR PRADESH	17.11.2023
5.	AYODHYA AIRPORT	AYODHYA	UTTAR PRADESH	14.12.2023
6.	AZAMGARH AIRPORT	AZAMGARH	UTTAR PRADESH	15.12.2023
7.	ALIGARH AIRPORT	ALIGARH	UTTAR PRADESH	27.12.2023
8.	CHITRAKOOT AIRPORT	CHITRAKOOT	UTTAR PRADESH	09.01.2024