

**GOVERNMENT OF INDIA**  
**MINISTRY OF CIVIL AVIATION**  
**Rajya Sabha**  
**UNSTARRED QUESTION NO. : 34**  
**TO BE ANSWERED ON THE 25th November 2024**  
**CANCELLATION AND DELAYS IN FLIGHTS**

**34. SHRI P. P. SUNEER**

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

**(a) the number of domestic flights cancelled during the last three years, including reasons for cancellations as provided by the respective airlines;**

**(b) the yearly number of passengers affected by such cancellations and details of the compensation provided to the passengers, if any, airline-wise;**

**(c) whether Government and the DGCA have taken note of frequent cancellations and delays causing inconvenience to passengers, if so, the details of the action taken against airlines and officials; and**

**(d) whether the DGCA will formulate any Standard-Operating-Procedure (SOP) in cases of cancellations and inordinate delays to help the passengers?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)**

**(a): The details of cancelled domestic flights from year 2022 along with the reasons for cancellation is attached as Annexure-I.**

**(b): Airline-wise number of passenger affected due to cancellation of flights along with the details of the amount spent on compensation/facilitation from the year 2022 is attached as Annexure-II.**

**(c) & (d): Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements (CAR), Section -3, Series- M, Part-IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights" to ensure facilitation /compensation for passengers affected due to delay or cancellation of a flight. In order to check the compliance of provisions laid down in the CAR by the airline, including flight cancellation, DGCA conducts surveillance inspections/spot checks at various airports in the country.**

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## Annexure - I

Airline-wise flight Cancellation details

Year 2022								
Airline	Total Departures Scheduled	No. of flights cancelled	% Cancellation	Cancellation Due to				
				Technical	Commercial	Operational	Weather	Misc
Air Asia	54451	104	0.19	13	13	14	64	0
Air India	87191	379	0.43	122	100	56	55	46
Akasa Air	4343	14	0.32	10	0	0	4	0
Alliance Air	35674	614	1.72	179	96	67	244	28
Fly Big	5848	278	4.75	54	6	20	188	10
Go First	72338	49	0.07	12	0	7	30	0
Indiaone Air	80	0	0.00	0	0	0	0	0
IndiGo	559476	4071	0.73	613	772	1210	1476	0
Spice Jet	89883	533	0.59	151	2	0	278	102
Star Air	6098	70	1.15	24	12	5	0	29
Trujet	420	44	10.48	0	44	0	0	0
Vistara	80451	257	0.32	6	120	0	68	63

Year 2023								
Airline	Total Departures Scheduled	No. of flights cancelled	% Cancellation	Cancellation Due to				
				Technical	Commercial	Operational	Weather	Misc
Air Asia	59206	61	0.10	19	0	16	26	0
Air India	105999	488	0.46	181	27	89	168	23
AIX Connect	10866	49	0.45	14	0	6	29	0
Akasa Air	39879	84	0.21	1	0	73	2	8
Alliance Air	38735	1068	2.76	324	34	358	323	29
Fly Big	5394	180	3.34	32	0	0	148	0
Go First	22468	15	0.07	11	0	0	4	0
Indiaone Air	3243	556	17.14	424	0	90	30	12
Indigo	615633	4258	0.69	931	74	72	2185	996
Spice Jet	59986	432	0.72	150	0	0	186	96
Star Air	7890	62	0.79	18	0	10	20	14
Vistara	89867	174	0.19	4	2	0	89	79

Year 2024 ( till Sept 2024)								
Airline	Total Departures Scheduled	No. of flights cancelled	% Cancellation	Cancellation Due to				
				Technical	Commercial	Operational	Weather	Misc
Air India	110351	1067	0.97	107	15	645	272	28
AIX Connect	40167	299	0.74	140	0	77	82	0
Akasa Air	33204	118	0.36	41	0	32	35	10
Alliance Air	24281	1025	4.22	572	27	359	67	0
Fly Big	2119	415	19.58	169	45	14	169	18
Fly91	1744	50	2.87	13	0	22	15	0
Indiaone Air	3022	200	6.62	10	0	164	26	0
Indigo	492746	7135	1.45	936	0	0	3951	2248
Spice Jet	35208	766	2.18	305	2	0	255	204
Star Air	10333	69	0.67	19	2	18	20	10
Vistara	75574	561	0.74	3	0	0	110	448
Zoom	104	2	1.92	2	0	0	0	0

Note: Air Asia is rebranded as AIX Connect effective November 2023

## Annexure - II

### Airline-wise details on passengers affected due to flight cancellation

Year 2022		
Airline	No. of passengers affected due to Cancellation of flight	Amount spent on Compensation / Facilitation (in Lakhs)
Air Asia	2598	21.49
Air India	18050	79.32
Akasa Air	750	3.84
Alliance Air	30637	6.89
Fly Big	9067	159.63
Go First	4378	3.88
Indiaone Air	0	0.00
Indigo	101167	0.18
Spice Jet	45627	144.58
STAR AIR	1396	0.00
Tru Jet	0	0.00
Vistara	7205	37.89
Total	220875	457.70

Year 2023		
Airline	No. of passengers affected due to Cancellation of flight	Amount spent on Compensation / Facilitation (in Lakhs)
Air Asia	1698	20.35

Air India	46534	414.96
AIX Connect	309	4.36
Akasa Air	3697	100.48
Alliance Air	55402	6.22
Fly Big	4659	86.80
Go First	3482	0.00
Indiaone Air	881	27.58
Indigo	142050	0.00
Spice Jet	45013	217.07
STAR AIR	1792	0.00
Vistara	6874	110.92
Total	312391	988.74

Note: Air Asia is rebranded as AIX Connect effective November 2023

Year 2024 ( till Sept 2024)		
Airline	No. of passengers affected due to Cancellation of flight	Amount spent on Compensation / Facilitation (in Lakhs)
Air India	68926	467.14
AIX Connect	6092	39.09
Akasa Air	9040	25.83
Alliance Air	57824	1.85
Fly Big	581	0.00
Fly91	1450	18.64
Indiaone Air	1088	34.00
Indigo	304722	0.00
Spice Jet	78220	257.43
STAR AIR	1956	0.00
Vistara	4550	91.07
Zoom	2	0.03
Total	534451	935.06