

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 1122
(TO BE ANSWERED ON THE 10th March 2025)**

DELAYS IN FLIGHTS

1122. SMT PRIYANKA CHATURVEDI

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

- (a) whether Government has assessed the reasons for delays in flights and the economic losses to the passengers and airlines due to it;
- (b) if so, the details thereof, and if not, the reasons therefor;
- (c) whether Government has mandates on compensating passengers for delays;
- (d) if so, the details thereof, and details of the measures taken by Government to ensure its implementation; and
- (e) if not, the reasons therefor?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (e): Flights get delayed occasionally due to reasons like weather, technical, operational, ATC, ramp, airport issues, etc., which affect the airline's On Time Performance (OTP). As per IATA guidelines, a delay of more than 15 minutes from its scheduled departure time is considered a delayed flight.

In order to ensure facilitation for the air traveller in case of flight delay, 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". As per the provision specified in the aforementioned CAR, the following facilities shall be offered to the affected passengers:

1. Meals and refreshments in relation to waiting time to the passengers, who has checked in on time & the airline expects a delay of two hours or more of its original announced scheduled time of departure or a revised time of departure.
Flight Delay up to 2 hours - Drinking Water
Between 2 to 4 hours - Tea / Coffee with snacks/refreshments
More than 4 hours - Meals
2. Hotel accommodation including transfers, in case there is overnight delay.

3. If the excepted delay is more than 6 hours, airlines shall offer an option of either an alternate flight / full refund.

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

In order to check the compliance of provisions laid down in the CAR by the airlines, DGCA conducts regular surveillance inspections/spot checks at various airports in the country.
