

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 807
(TO BE ANSWERED ON THE 28th July 2025)**

**STRENGTHENING AIR PASSENGER'S RIGHTS AMID AIRLINE
DISRUPTIONS**

807. **SHRI SANJAY RAUT**

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

- (a) whether Government proposes to revise the Air Passenger Charter of Rights to address mass cancellations, overbooking, and systemic airline failures;
- (b) whether the revised charter will include provisions for automatic refunds, compensation, accommodation during delays, and real-time grievance redressal;
- (c) the measures that are being taken to protect passengers during peak seasons, especially vulnerable categories such as the elderly and patients;
- (d) whether the DGCA is being empowered to take stricter action against repeated violations by airlines; and
- (e) whether Government plans to set up a dedicated air passenger welfare fund or insurance-backed mechanism to ensure relief during large-scale disruptions?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

- (a) to (b) : No such proposal is under consideration.
- (c) to (d) : The Passenger Charter is a comprehensive document about a passenger's rights and responsibilities while flying by air. Ministry of Civil Aviation has issued the 'Passenger Charter' in order to increase awareness among air travellers about their rights in case of various exigencies including flight delays, cancellations, denied boarding due to over booking, refund issues, flight diversions, medical emergencies, lost/ delayed or damaged baggage etc.

(e) : No such plan is under consideration. However, in order to facilitate and reduce the inconvenience caused to the passengers as a result of the delay of the flights, DGCA has issued 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".
