

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. : 3375**  
TO BE ANSWERED ON THE 23rd March 2026

**RISING NUMBER OF FLIGHT DELAYS AND CANCELLATIONS AT  
MAJOR AIRPORTS**

3375. SHRI JOSE K. MANI

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

- (a) whether Government has taken note of the rising number of flight delays and cancellations reported at major airports during the last two years;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether Government proposes to strengthen passenger compensation mechanisms; and
- (d) the steps taken to improve air traffic management and airport infrastructure to reduce congestion?

**ANSWER**

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

(a) & (b): Scheduled airlines operate flights as per approved schedules. However, delays or cancellations may occur due to factors such as weather, technical issues, operational constraints, ATC restrictions, airport-related issues or reactionary effects. Airlines are required to comply with Civil Aviation Requirements (CAR) issued by the Directorate General of Civil Aviation (DGCA), which provide for assistance to passengers in cases of delays, cancellations and denied boarding.

(c): The airlines are directed to ensure that refunds and compensation is paid strictly in accordance with the provisions of Civil Aviation Requirements (CAR), Section 3, Series M, Part II and Part IV, issued by the DGCA, either in cash, through bank transfer, or in the form of travel vouchers, subject to the consent of the passenger.

(d): Expansion, Modernisation and development of airport infrastructure including strengthening air traffic management, modernisation of passenger and cargo handling facilities, is a continuous process, which is undertaken by the Airports Authority of India (AAI) and the other Airport Operators/Developers concerned depending upon traffic demand, commercial feasibility, operational requirements for safety of aircraft operation and demand from airlines etc. Development works are taken up in a phased manner depending upon availability of land and viability, as well as other facilities with reference to intended aircraft operations.

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