

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA

UNSTARRED QUESTION NO. : 1636
TO BE ANSWERED ON THE 3rd August 2026

COMPENSATION FOR FLIGHT DELAYS AND CANCELLATIONS

1636. SHRI SURENDRA SINGH NAGAR

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

- (a) number of complaints received on the AirSewa portal during the last three years relating to flight delays, cancellations and denial of boarding, year-wise;
- (b) number of such cases in which compensation was paid under the Civil Aviation Requirements (CAR), Section 3, Series M, Part IV and the average time taken for such payment;
- (c) whether the Directorate General of Civil Aviation (DGCA) has considered introducing a mechanism for automatic payment of compensation, without requiring individual complaints, on the basis of on-time performance data; and
- (d) if so, the details thereof?

ANSWER

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

- (a) The number of complaints received on the AirSewa portal during the last three years relating to flight delays, Check-in & Boarding and Ticketing, Fare & Refunds, year-wise may be seen at Annexure I.
- (b) The year-wise number of passengers affected due to denied boarding, flight cancellations, and flight delays, along with the corresponding expenditure incurred by scheduled domestic airlines towards facilitation and compensation, as per DGCA's Air Traffic data, is placed in Annexure II. The complaint filed under AirSewa portal is resolved as per the SLA, placed at Annexure III.
- (c) and (d) 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' to reduce inconvenience. At present, no such mechanism for automatic payment of compensation on the basis of on-time performance is under consideration of DGCA.

ANNEXURE I

Flight Delays cases from 01/01/2023 to 31/12/2025

Year	Received	Resolved	Pending
01.01.2023 to 31.12.2023	2544	2544	0
01.01.2024 to 31.12.2024	4590	4590	0
01.01.2025 to 31.12.2025	6335	6335	0
Total	13469	13469	0

Check-In & Boarding cases from 01/01/2023 to 31/12/2025

Year	Received	Resolved	Pending
01.01.2023 to 31.12.2023	1510	1510	0
01.01.2024 to 31.12.2024	1969	1969	0
01.01.2025 to 31.12.2025	1859	1859	0
Total	5338	5338	0

Ticketing, Fares & Refunds from 01/01/2023 to 31/12/2025

Year	Received	Resolved	Pending
01.01.2023 to 31.12.2023	4836	4836	0
01.01.2024 to 31.12.2024	5369	5369	0
01.01.2025 to 31.12.2025	10804	10800	4
Total	21009	21005	4

Air Fare 01/01/2025 to 31/12/2025

Year	Received	Resolved	Pending
01.01.2025 to 31.12.2025	383	383	0
Total	383	383	0

ANNEXURE II

Year	Denied Boarding		Cancellations		Delays	
	No. of Pax Affected	amount spent (in lakhs)	No. of Pax Affected	amount spent (in lakhs)	No. of Pax Affected	amount spent (in lakhs)
2023	12278	1006.76	312391	988.74	2251158	2653.87
2024	18746	1732.68	670784	1159.60	2675245	3353.40
2025	13603	1130.52	1460668	2970.41	1960488	2145.89
2026 till June	6920	535.92	402348	598.01	1077637	2372.37

ANNEXURE III

Stakeholder	Grievance Category	SLA Timeline
Airlines	Cleanliness	6 hours
	Air Fare	21 days
	Flight Delays	1 day
	Check-in & Boarding	3 days
	Assistance to Persons with Disabilities	3 days
	Ticketing, Fares & Refunds	15 days
	Maintenance	15 days
	Meals	15 days
	Baggage	21 days
	Staff/Crew Behaviour	21 days
	Other	15 days
Airports	Baggage Lost & Found	6 hours
	Cleanliness/Hygiene	6 hours
	Air-conditioning/Maintenance	1 day
	Assistance to Persons with Disabilities	3 days
	Trolley/Amenities/Buggy/Wi-Fi	3 days
	Taxi/Parking	7 days
	Retail Shops/Food & Beverage	7 days
	Signages/Flight Display	7 days
	Seating/Waiting Area	7 days
	Staff Behaviour	15 days
	Other	15 days
BCAS	Entry Passes	3 days
	Security Clearances	7 days
	Security Programme Approval	15 days
	Other	15 days
Customs	Arrival	7 days

	Departure	7 days
	Other	15 days
DGCA	Airworthiness	15 days
	Engineering Training School	15 days
	Examination	15 days
	Flying School	15 days
	Licence	15 days
	Manufacturer	15 days
	MRO	15 days
	Permit & Permission	15 days
	Other	15 days
	International Airlines	15 days
Immigration	Departure	3 days
	Arrival	7 days
	Other	3 days
Security	Boarding Gate	30 days
	Security Check	30 days
	Terminal Entry	30 days
	Other	30 days
