

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 337
(To be answered on the 17th November 2016)

COMPENSATION TO AIR PASSENGERS

337. DR. UDIT RAJ

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the number of air passengers who have been paid compensation due to airline defaults and delays during the last three years and the current year, year-wise; and
(b) the action taken against the erring airlines in each of these cases?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): Number of passengers affected due to denied boarding, cancellation of flights and flight delays and compensation paid thereto by the scheduled domestic airlines is placed at Annexure-I.

(b): Under the provision of Civil Aviation Requirements (CAR), Section-3, Series-M, Part-IV "Facilities to be provided to passengers by airlines due to denied boarding cancellation of flights and delays in flights" issued by DGCA, airlines are required to pay compensation/provide facilitation to passengers in case of denied boarding, cancellation and delays in flight. This is in line with practice prevailing worldwide.

Annexure-1

Month	Denied Boarding		Cancellation		Delays	
	No. of Pax Affected	Amount spent on Facilities & Compensation (lakhs)	No. of Pax Affected	Amount spent on Facilities & Compensation (lakhs)	No. of Pax Affected	Amount spent on Facilities & Compensation (lakhs)
Jan-13	951	28.79	25093	53.74	52116	38.02
Feb-13	1077	35.09	9708	34.03	36019	23.33
Mar-13	1039	37.00	7577	21.74	20891	43.77
Apr-13	500	15.66	6065	13.87	13654	12.83
May-13	872	25.99	6485	25.11	15447	17.41
Jun-13	942	24.51	10088	25.58	28840	31.04
Jul-13	804	20.07	7443	0.28	16399	0.25
Aug-13	1388	41.44	6928	17.49	14744	17.61
Sep-13	676	24.96	10595	17.95	13057	8.85
Oct-13	1096	28.67	9578	31.96	19113	18.98
Nov-13	1122	38.63	8790	36.44	21081	18.55
Dec-13	1465	48.02	14961	52.14	63355	34.81
Jan-14	1625	59.46	21441	85.52	62114	53.73
Feb-14	982	28.06	11825	18.04	36075	26.02
Mar-14	992	32.05	10689	25.02	24628	19.17
Apr-14	978	28.64	9258	31.24	22485	25.07
May-14	1352	50.11	5891	20.28	23740	26.55
Jun-14	999	35.08	9889	46.85	25040	22.96
Jul-14	714	24.81	7019	38	21701	21.52
Aug-14	1097	41.65	9375	35.55	33904	29.00
Sep-14	935	27.59	10127	58.5	24254	24.84
Oct-14	1805	88.67	9736	58.2	62011	69.40
Nov-14	1758	43.76	9007	47.79	34201	36.02
Dec-14	2321	87.86	21949	98.96	164957	111.85
Jan-15	1960	75.82	19869	79.72	189491	114.78
Feb-15	1530	69.01	9093	44.9	57439	48.80
Mar-15	936	31.98	10748	37.94	34119	31.99
Apr-15	1016	34.93	12593	47.43	45099	40.33
May-15	862	28.70	6068	28.36	35034	35.46
Jun-15	361	17.38	8332	32.39	51256	47.05
Jul-15	505	15.36	7224	39.17	43818	35.36
Aug-15	849	28.47	5716	26.8	37800	43.7
Sep-15	463	14.56	4837	37.05	30712	45.91
Oct-15	1035	30.71	4417	23.42	32214	43.33
Nov-15	1581	55.41	8524	29.91	63527	44.58
Dec-15	2077	56.72	19244	62.04	105874	84.49
Jan-16	1102	40.09	11247	40.58	116091	114.09
Feb-16	710	22.81	5143	29.38	57979	30.31
Mar-16	1109	34.73	6858	45.85	48696	52.41
Apr-16	1149	40.74	5025	25.1	40659	67.4
May-16	1873	57.82	7165	40.35	87323	94.24
Jun-16	1152	33.95	5793	31.65	50406	57.32
Jul-16	1111	35.56	4796	23.215	65953	61.33
Aug-16	872	47.91	18353	46.14	44158	55.98
Sep-16	680	37.11	17940	29.96	44824	48.08
Total	50423	1660.64	458502	1695.635	2132298	1928.52