

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 123
(To be answered on the 2nd February 2017)

REFUND TO AIR PASSENGERS

123. SHRI LAKHAN LAL SAHU

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the norms laid down to return booking amount of passengers who could not board the flight before take off;
- (b) the time-frame, if any, fixed by the airlines for passengers to reach and wait at airport;
- (c) the number of passengers who have been paid compensation due to cancellation and delay of flights during the last three years and the current year, year-wise; and
- (d) the action taken against the erring airlines in each case and the corrective steps taken by the Government in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

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- (a): Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements, Section-3- Air Transport, Series M, Part-II on "Refund of Airline Tickets to Passengers of Public Transport Undertakings", wherein the conditions for refund of ticket purchased by persons/passengers have been specified.
 - (b): DGCA has not issued any regulation in this regard. Airlines are specifying check-in time as per their experience and requirements.
 - (c): As informed by the scheduled domestic airlines, total number of passengers who have been paid compensation due to cancellation and delay of flights during 2014, 2015 & 2016 is placed at Annexure-I.
 - (d): Under the provision of Civil Aviation Requirement Section 3, Series M, Part IV, airlines are required to pay the compensation in case of cancellation/delays of flights and no additional action than those specified in the CAR is envisaged by DGCA under the provisions of the Aircraft Act 1934 and the Aircraft Rules 1937 issued thereunder.

Month	Cancellation		Delays	
	No. of Pax Affected	Amount spent on Facilities & Compensation	No. of Pax Affected	Amount spent on Facilities & Compensation
Jan-14	21441	85.52 lakhs	62114	53.73 lakhs
Feb-14	11825	18.04 lakhs	36075	26.02 lakhs
Mar-14	10689	25.02 lakhs	24628	19.17 lakhs
Apr-14	9258	31.24 lakhs	22485	25.07 lakhs
May-14	5891	20.28 lakhs	23740	26.55 lakhs
Jun-14	9889	46.85 lakhs	25040	22.96 lakhs
Jul-14	7019	38 lakhs	21701	21.52 lakhs
Aug-14	9375	35.55 lakhs	33904	29 lakhs
Sep-14	10127	58.5 lakhs	24254	24.84 lakhs
Oct-14	9736	58.2 lakhs	62011	69.4 lakhs
Nov-14	9007	47.79 lakhs	34201	36.02 lakhs
Dec-14	21949	98.96 lakhs	164957	111.85 lakhs
Jan-15	19869	79.72 lakhs	189491	114.78 lakhs
Feb-15	9093	44.90 lakhs	57439	48.8 lakhs
Mar-15	10748	37.94 lakhs	34119	31.99 lakhs
Apr-15	12593	47.43 lakhs	45099	40.33 lakhs
May-15	6068	28.36 lakhs	35034	35.46 lakhs
Jun-15	8332	32.39 lakhs	51256	47.05 lakhs
Jul-15	7224	39.17 lakhs	43818	35.36 lakhs
Aug-15	5716	26.8 lakhs	37800	43.7 lakhs
Sep-15	4837	37.05 lakhs	30712	45.91 lakhs
Oct-15	4417	23.42 lakhs	32214	43.33 lakhs
Nov-15	8524	29.91 lakhs	63527	44.58 lakhs
Dec-15	19244	62.04 lakhs	105874	84.49 lakhs
Jan-16	11247	40.58 lakhs	116091	114.09 lakhs
Feb-16	5143	29.38 lakhs	57979	30.31 lakhs
Mar-16	6858	45.85 lakhs	48696	52.41 lakhs
Apr-16	5025	25.10 lakhs	40659	67.4 lakhs
May-16	7165	40.35 lakhs	87323	94.24 lakhs
Jun-16	5793	31.65 lakhs	50406	57.32 lakhs
Jul-16	4796	23.215 lakhs	65953	61.33 lakhs
Aug-16	18353	46.14 lakhs	44158	55.98 lakhs
Sep-16	17940	29.96 lakhs	44824	48.08 lakhs
Oct-16	9376	62.03 lakhs	58925	57.10 lakhs
Nov-16	24201	70.72 lakhs	83260	77.72 lakhs
Dec-16	25600	134.92 lakhs	300749	176.20 lakhs