

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2908
(To be answered on the 4th January 2018)

Overbooking in Flights

2908. SHRI E.T. MOHAMMED BASHEER
DR. P. VENUGOPAL

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether it has come to the notice of the Government that overbooking of seats in the Air India is creating hardship to the passengers at the last moment and if so, the details thereof and the measures Government proposes to take to regulate the same;
- (b) whether the Government has taken any action to crack down on the incidents of overbooking on domestic flights which rose by more than 60% in the last eight months despite stiff compensation rules for airlines and if so, the details thereof;
- (c) whether such overbooking has resulted in thousands of passengers being denied boarding despite holding a ticket and if so, the details thereof; and
- (d) whether a meeting has been held to discuss the rising number of boarding denial cases in 2016-17 and if so, the details thereof and the deliberations made in the said meeting?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): Air India, as and when necessitated, does overbook its scheduled flights, both on domestic and international sectors, to a limited extent over the aircraft capacity, in order to reduce the possibility of flights departing with unoccupied or empty seats, because of "No Shows" passengers (passengers who do not report for travel despite firm bookings before the time stipulated by the airline). In some cases this leads to inconvenience. However the same is attended to as per existing norms.

(b) & (c): DGCA did not initiate any action in this regard. From the analysis of the monthly traffic data, it was observed that the incidents of denied boarding due to overbooking, on domestic flights in the year 2016 was 0.016% and in the year 2017 (up to November) was 0.022%.

(d): In view of rapid expansion of air services within India and on international route to/from India, Civil Aviation Requirements (CAR), Section-3, Series-M, Part-VI titled "facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights" has been amended after consulting all the stake holders including common public. Amended CAR has been placed on the public domain with effect from 15/07/2016.
