

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 2978  
(To be answered on the 4<sup>th</sup> January 2018)

Complaints against Airlines

2978. SHRI CHANDRA PRAKASH JOSHI  
SHRI RABINDRA KUMAR JENA  
SHRI R.GOPALAKRISHNAN

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the details as to the number of consumer complaints received by the Government with regard to domestic air travel operators along with the prominent reasons of such complaints received during the last three years and the current year, year-wise;
- (b) whether the Ministry is aware of the industry practice of overbooking seats in a flight followed by all airlines operating in domestic routes, if so, the details thereof;
- (c) whether the Ministry has a plan to implement the recommendations of National Consumer Disputes Redressal Commission to formulate a rational policy to prevent harassment of passengers left out from over-booked flights, if so, the details thereof;
- (d) whether the Directorate General of Civil Aviation has any records of punitive action taken against airlines that have not compensated flyers for denying boarding in cases of overbooking as well as for flight delays and cancellations, if so, the details thereof and if not, the reasons therefor;
- (e) whether the Government acknowledges that the cancellation and refund rules associated with the domestic air travel is more airline operator friendly than consumer friendly in the country and if so, the reasons therefor along with any proposal of the Government to establish a balance between the rights of the two groups; and
- (f) the action 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): Airline wise details, in respect of number of complaints received by them and their redressal status, submitted to Directorate General of Civil Aviation (DGCA) by the scheduled domestic airlines, as a part of domestic traffic report for the year 2015, 2016 & 2017 (up to November) is placed at Annexure -I. The details in respect of complaints registered on AirSewa portal (since its launch on 25.11.2016) against domestic air travel operators, is placed at Annexure-II.

**(b) to (d): Overbooking of seats in a flight by the airlines is a common practice followed by the airlines globally.**

However, DGCA has issued Civil Aviation Requirement(CAR) Section -3, Series - M, Part-IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights", to ensure appropriate protection for the air travelers in case of flight disruptions and, in particular, denied boardings, flight cancellations and delays without due notice to the passengers booked on the flight(s) and to raise the standards of protection both to strengthen the rights of the passengers and to ensure that the airlines operate under harmonized conditions.

Under the provision of this CAR, when the number of passengers, who have been given confirmed bookings for travel on the flight and who have reported for the flight well within the specified time ahead of the departure of the flight, are more than the number of seats available, an airline must first ask for volunteers to give up their seats so as to make seats available for other booked passengers to travel on the flight.

If the boarding is denied to any passengers against their will, the airline shall not be liable for any compensation in case alternate flight is arranged that is scheduled to depart within one hour of the original schedule departure time of the initial reservation.

Failing to do so, the airline shall compensate the passengers as per the following provisions:

---Amount varying from INR 10,000 to 20,000, in case airline arranges alternate flight

---In case passenger does not opt for alternate flight, refund of full value of ticket & max. amount upto INR 20,000

Airlines are giving compensation to the passenger affected due to denied boarding delays, cancellations and submitting compliance to DGCA under the provisions of CAR Section -3, Series M, Part-IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". Details of number of passenger affected and compensation provided by the airlines, during the year 2017 (up to November) is at Annexure-III.

**(e) & (f): To save the interest of the consumers, DGCA has issued the following passenger centric Civil Aviation Requirements (CAR) under Section -3- Air Transport to address the issues of refund and flight disruptions and in particular, denied boardings, flight cancellations and delays:**

--- Series-M, Part-II titled "Refund of Airline Tickets to passengers of Public Transport Undertakings"

---Section-3, Series-M, Part-IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights" to ensure appropriate protection for the air travelers in case of flight disruptions and in particular, denied boardings, flight cancellations and delays.

## ANNEXURE-I

**No. of complaints addressed by airlines**

Airline	2015	2016	2017*
Air Costa	59	66	11
Air Asia	155	170	152
Vistara	20	40	40
Go Air	1425	822	721
IndiGo	2100	1334	996
Spicejet	1904	813	568
Jet Airways + JetLite	2537	2720	2413
Air India (Dom)	2786	3488	2680
Air Pegasus	50	283	-
Trujet	16	33	28
Air Carnival	-	3	1
Zoom Air	-	-	2
Total	11052	9772	7612

\* Upto November 2017

Annexure II

Details of consumer complaints received with regard to domestic air travel operators on AirSewa Portal

S NO	AIRLINES	Grievance received during 25.11.2016-31.12.2016	Grievance received during 01.01.2017-31.12.2017
1	AIR INDIA	108	1201
2	JET AIRWAYS	38	827
3	INDIGO	144	776
4	SPICEJET	34	555
5	GO AIR	18	399
6	AIRASIA	05	206
7	VISTARA	03	84
8	AIRCOSTA	01	123
9	ALLIANCE AIR	00	01
10	JETLITE	00	05
	<b>TOTAL</b>	<b>351</b>	<b>4177</b>

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## Annexure III

**PASSENGERS AFFECTED AND COMPENSATION PROVIDED**

Month	Denied Boarding		Cancellations		Delays	
	No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities
Jan-17	2598	Rs. 170.26 lakhs compensation	20010	Rs. 76.68 lakhs compensation and facilities	239454	Rs. 146.36 lakhs towards compensation and facilities
Feb-17	2988	Rs. 1391.86 lakhs compensation	8761	Rs. 60.98 lakhs compensation and facilities	104591	Rs. 77.88 lakhs towards compensation and facilities
Mar-17	1313	Rs. 53.10 lakhs compensation	12167	Rs. 47.15 lakhs compensation and facilities	56087	Rs. 61.22 lakhs towards compensation and facilities
Apr-17	2702	Rs. 99.58 lakhs compensation	9980	Rs. 26.19 lakhs compensation and facilities	51314	Rs. 65.50 lakhs towards compensation and facilities
May-17	2627	Rs. 137.27 lakhs compensation	19175	Rs. 55.11 lakhs compensation and facilities	91213	Rs. 88.97 lakhs towards compensation and facilities
Jun-17	1359	Rs. 69.28 lakhs compensation	13254	Rs. 37.31 lakhs compensation and facilities	85009	Rs. 99.91 lakhs towards compensation and facilities
Jul-17	1323	Rs. 276.88 lakhs compensation	14231	Rs. 48.67 lakhs compensation and facilities	99528	Rs. 99.55 lakhs towards facilitation
Aug-17	1712	Rs. 72.67 lakhs compensation	13055	Rs. 63.09 lakhs compensation and facilities	85669	Rs. 73.73 lakhs towards facilitation
Sep-17	2052	Rs. 92.40 lakhs compensation	17520	Rs. 56.52 lakhs compensation and facilities	103266	Rs. 113.28 lakhs towards facilitation
Oct-17	1915	Rs. 124.06 lakhs compensation	8458	Rs. 40.51 lakhs compensation and facilities	102100	Rs. 107.60 lakhs towards facilitation
Nov-17	2839	Rs. 197.85 lakhs compensation	13117	Rs. 49.22 lakhs compensation and facilities	118224	Rs. 91.82 lakhs towards facilitation
<b>Total</b>	<b>23428</b>		<b>149728</b>		<b>1136455</b>	

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