

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA**

**UNSTARRED QUESTION NO. : 2740
(To be answered on the 2nd August 2018)**

FLIGHT CANCELLATION POLICY OF AIRLINES

**2740. SHRI B.N. CHANDRAPPA
SHRI PRALHAD JOSHI**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Ministry proposes to review cancellation policy of airlines and if so, the details thereof;
- (b) whether on changing name and cancelling tickets within 24 hours entail charges and if so, the details thereof;
- (c) whether the Government is aware that passengers are not informed by airlines about flight cancellation well in advance thereby putting them into great hardships at last minutes of travel and if so, the details thereof;
- (d) the number of such cases of cancellation of flights reported during the last three years and the current year, airline and year-wise;
- (e) whether the Government is taking any measures to prevent such incidents and make the air travel comfortable to all air passengers; and
- (f) if so, the details thereof and the measures being 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)

(a) & (b) : Directorate General of Civil Aviation (DGCA) has proposed draft amendments in CAR Series M. Part -II, titled "Refund of Airline Tickets to Passengers of Public Transport Undertakings". Salient features of proposed changes to regulations are as follows:

- Introduction of compensation for passengers who miss their connecting flights due to delay, cancellation or denied boarding.
- Option of full refund to passenger in case of delay beyond 6 hours of original departure time.
- Airline to provide Lock-in option for 24 hours after booking ticket where ticket can be cancelled without any charges.

-- No additional charge for correction in name (same person) within 24 hours of booking the ticket.

(c)&(d): In order to reduce inconvenience caused to the passengers as a result of the cancellations of the flights on which they are booked to travel, under the provision of the prevailing regulation, airline shall inform the passenger of the cancellation at least two weeks before the scheduled time of departure and arrange alternate flight/refund as acceptable to the passenger. Aggrieved passengers are free to take up their grievance in this regard with DGCA and at Airsewa, which are taken up with the concerned airlines for redressal in a time bound manner.

As reported by the airlines as part of monthly submission of traffic data, airline wise details in respect of cancellation of flights due to various reasons, number of passenger affected and compensation provided, for the period 2015, 2016, 2017 & current rear (Up to June) is at Annexure-1.

(e) & (f): In order to ensure appropriate protection for the air travellers in case of flight disruptions like denied boarding, flight cancellation and delays, DGCA issued Civil Aviation Requirements, Section 3 - Air Transport, Series 'M', Part-IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights"

ANSWER

Minister of State in the Ministry of Civil Aviation

(Shri Jayant Singh)

Shri Jayant Singh

(a) & (b) : Directorate General of Civil Aviation (DGCA) has proposed draft amendments in CAR Series M, Part-IV, titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". Salient features of proposed changes to regulations are as follows:

--Introduction of compensation for passengers who miss their connecting flights due to delay, cancellation or denied boarding.
--Option of full refund to passenger in case of delay beyond 6 hours of original departure time.
--Airlines to provide check-in option for 24 hours after booking ticket where ticket can be cancelled without any charge.

ANNEXURE-1

Airlines	Year 2015			Year 2016			Year 2017			Year 2018 (upto June)		
	Cancellation	Pax Effected	Compensation (in Lakhs)	Cancellation	Pax Effected	Compensation (in Lakhs)	Cancellation	Pax Effected	Compensation (in Lakhs)	Cancellation	Pax Effected	Compensation (in Lakhs)
Air India	1353	50422	286.51	1083	41676	192.03	1427	35925	190.42	927	24104	100.84
Jet Airways and JetLite	1012	26315	63.08	1124	18587	83.91	870	18071	29.90	442	7902	3.56
SpiceJet	679	20233	14.96	454	30475	96.10	568	39149	230.30	274	15305	28.41
Go Air	315	1136	-	204	552	-	331	3422	-	265	1693	-
IndiGo	823	-	-	2027	11120	1.34	1934	52489	4.88	1889	110576	5.01
Air Costa	585	8117	96.03	637	10656	142.63	32	1595	43.55	-	-	-
Air Asia	46	3475	12.05	164	1128	30.68	44	2546	45.25	32	2028	19.06
Vistara	36	935	11.46	49	2583	21.13	109	8618	7.05	57	7092	16.99
Trujet	122	166	-	580	785	12.08	415	4870	73.51	45	1196	27.36
Air Deccan	-	-	-	-	-	-	1	-	-	297	687	15.05
Air Odisha	-	-	-	-	-	-	-	-	-	420	401	8.18
Total	4981	112803	485.1	6322	117963	579.89	5731	166785	624.86	4643	170384	264.57

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