

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 1095  
(To be answered on the 27<sup>th</sup> June 2019)**

**PASSENGER SERVICES**

**1095. SHRI D.K. SURESH**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Government is aware that passengers are not informed by airlines about flight cancellation well in advance and put them into great hardship at last minutes of travel and if so, the details thereof;
- (b) the number of cases of cancellation of flights causing hardship to passengers were reported during each of the last three years, airline-wise; and
- (c) the measures taken by the Government to prevent such incidents and make the air travel comfort to all air passengers?

**ANSWER**

**Minister of State (IC) in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)**

**(Shri Hardeep Singh Puri)**

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- (a) In order to reduce inconvenience caused to passengers as a result of the cancellation of the flights on which they are booked to travel, DGCA has issued Civil Aviation Requirements (CAR) Section 3, Series M Part IV wherein it is stated that 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. In case the passenger is informed of the cancellation less than two weeks before and upto 24 hours of the scheduled time of departure, the airline shall offer an alternate flight or refund the ticket, as acceptable to the passenger.
  - (b) Details of passenger affected and compensation provided to them by airlines is at Annexure I.
  - (c) For air passengers' comfort, DGCA has issued Civil Aviation Requirements (CAR) Section 3, Series M Part IV, Rev 03 dated 27.02.2019 with respect to the facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights.

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## Annexure I

Airlinewise Number of Pax Affected and Compensation paid due to Cancellation of Flights								
Airlines	2016		2017		2018		2019 (Till May)	
	Pax Effected	Compensation (In Lakhs)	Pax Effected	Compensation (In Lakhs)	Pax Effected	Compensation (In Lakhs)	Pax Effected	Compensation (In Lakhs)
Air India	41676	192.03	35925	190.42	52514	197.46	37079	89.40
Jet Airways and JetLite	18587	83.91	18071	29.90	15758	15.52	50920	53.31
Spicejet	30476	96.10	39149	230.30	37525	191.51	70060	127.70
Go Air	552	-	3422	-	2492	0.00	1454	-
IndiGo	11120	1.34	52489	4.88	175379	6.10	62958	12.14
Air Costa	10656	142.63	1595	43.55	-	-	-	-
Air Asia	1128	30.68	2646	45.25	4434	42.18	2544	5.92
Vistara	2983	21.13	8618	7.05	15229	42.86	6635	5.50
Trujet	785	12.08	4870	73.51	2736	61.82	383	6.84
Zoom Air					686	0.00	-	-
Air Deccan	-	-	-	-	720	15.05	-	-
Air Odisha	-	-	-	-	422	8.17	-	-
Star Air	-	-	-	-	-	-	264	-
Air Heritage	-	-	-	-	-	-	-	-
Total	117963	579.89	166785	624.86	307895	580.67	232297	300.81