

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 5297  
(To be answered on the 25<sup>th</sup> July 2019)**

**FACILITIES TO PASSENGER**

**5297. SHRI RAMCHARAN BOHRA**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) the details of the facilities/services actually provided to passengers and the criteria fixed for these facilities/services to be provided to the passengers by the Government owned and private aviation companies;**
- (b) whether certain complaints have come to light regarding less facilities and services provided by the aviation companies during the last three years and the current year;**
- (c) if so, the details and the nature of such complaints received during the said period, aviation company-wise;**
- (d) the action taken by the Government against such companies; and**
- (e) the mechanism set up by the Government to solve the complaints of 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)**

---

**(a):The charter of passenger rights was released on 27.02.2019 after consultation with various concerned stakeholders. The charter of the passengers' rights, interalia, has defined certain rights to passengers in case of flight delays, flight cancellations, boarding denied due to overbooking, flight diversions, cancellation charges, lost /delayed / damaged baggage. To make the passenger charter enforceable, certain amendments have been brought about in following passenger centric regulations outlining the provisions for compensation/facilitation for the air travelers:**

- (i) Civil Aviation Requirement (CAR), Section 3 -Air Transport, Series M, Part I titled "Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility"**
- (ii) CAR, Section 3 - Air Transport, Series M, Part II titled "Refund of Airline tickets to passengers of public transport undertakings"**

**(iii) CAR, 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 delay in flights"**

**(b): Yes, Sir. As submitted by the scheduled domestic airlines, as a part of monthly submission of traffic data, compensation/facilitation provided to affected passengers in the event of delay in flight, cancellation of flight and denied boarding is placed at Annexure-I.**

**(c): Details of complaints as submitted by the airlines as a part of monthly submission of traffic data from January-2016 to May-2019 is at Annexure-II.**

**(d) & (e): As per the prevailing regulation, aggrieved passengers are required to lodge his/her complaint to the concerned airline. For timely redressal of passenger grievance, every airline appoints a nodal officer and an appellate authority and displays the contact details of them on their respective website. The passenger may also file their grievance on Air Sewa app or portal. If the passenger is not satisfied with the resolution of grievance by airline and/or Air Sewa, the passenger has the liberty to complain to any statutory body/court set up under relevant applicable laws.**

\*\*\*\*\*

## Compensation paid due to Denied Boarding, Delay and Cancellation of Flights

Airlines	2016				2017				2018				2019 (Till May)	
	Facilities/ Compensation paid due to delay (In Lakhs)	Facilities/ Compensation paid due to Cancellation (In Lakhs)	Compensation paid due to Denied Boarding (in Lakhs)	Facilities/ Compensation paid due to delay (in Lakhs)	Facilities/ Compensation paid due to Cancellation (In Lakhs)	Compensation paid due to Denied Boarding (in Lakhs)	Facilities/ Compensation paid due to delay (in Lakhs)	Facilities/ Compensation paid due to Cancellation (in Lakhs)	Facilities/ Compensation paid due to Denied Boarding (In Lakhs)	Facilities/ Compensation paid due to delay (In Lakhs)	Facilities/ Compensation paid due to Cancellation (in Lakhs)	Compensation paid due to Denied Boarding (in Lakhs)		
Air India	664.24	192.03	143.90	547.90	190.42	121.86	648.22	197.46	396.00	355.76	89.40	458.11		
Jet Airways & Spicejet	Facilities as per CAR	83.91	765.32	2.97	29.90	2694.55	3.73	15.52	1705.06	Facilities as per CAR	53.31	264.20		
Go Air	Facilities as per CAR	Facilities as per CAR	0.00	Facilities as per CAR	Facilities as per CAR	0.00	Facilities as per CAR	Facilities as per CAR	0.00	Facilities as per CAR	Facilities as per CAR	0.00		
Indigo	Facilities as per CAR	1.34	0.04	Facilities as per CAR	4.88	0.34	Facilities as per CAR	6.10	5.43	Facilities as per CAR	12.14	4.63		
Air Asia	31.34	30.68	3.53	103.37	45.25	8.08	188.76	42.18	12.85	66.74	5.92	0.86		
Vistara	Facilities as per CAR	21.13	2.06	Facilities as per CAR	7.05	3.41	20.14	42.86	7.79	24.07	5.50	5.61		
<b>Total</b>	<b>859.31</b>	<b>425.19</b>	<b>925.07</b>	<b>1,189.88</b>	<b>507.79</b>	<b>2,855.39</b>	<b>1,338.19</b>	<b>495.63</b>	<b>2,232.53</b>	<b>819.10</b>	<b>293.96</b>	<b>811.36</b>		

## Details of complaints received during the last three years and the current year

Months	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Jan-16	7	51	251	184	236	1	49	1	43	823
Feb-16	7	45	193	210	196	1	48	1	58	759
Mar-16	10	23	176	165	240	2	50	1	70	737
Apr-16	26	52	159	131	201	1	59	2	43	674
May-16	9	35	213	156	230	2	75	3	59	782
Jun-16	7	47	193	155	239	2	61	1	83	788
Jul-16	8	61	324	166	260	4	52	3	70	948
Aug-16	15	42	283	151	250	2	79	2	61	885
Sep-16	10	55	93	169	87	21	69	1	223	728
Oct-16	9	54	209	146	222	18	89	1	42	790
Nov-16	19	59	304	180	208	16	121	2	42	951
Dec-16	22	53	262	216	223	17	82	1	31	907
<b>Total</b>	<b>149</b>	<b>577</b>	<b>2660</b>	<b>2029</b>	<b>2592</b>	<b>87</b>	<b>834</b>	<b>19</b>	<b>825</b>	<b>9772</b>

Months	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Jan-17	22	53	278	201	198	21	56	1	47	877
Feb-17	18	39	258	215	155	13	63	1	48	810
Mar-17	15	44	210	166	139	4	59	3	40	680
Apr-17	13	40	144	180	165	5	56	2	38	643
May-17	15	19	182	180	199	2	63	2	54	716
Jun-17	22	24	207	105	181	0	49	3	40	631
Jul-17	29	39	197	135	185	3	37	2	51	678
Aug-17	14	45	156	111	187	0	47	2	37	599
Sep-17	12	56	157	100	190	2	56	1	32	606
Oct-17	9	53	105	144	200	5	49	1	90	656
Nov-17	23	37	173	157	215	4	47	6	54	716
Dec-17	32	51	144	159	206	4	35	3	47	681
<b>Total</b>	<b>224</b>	<b>500</b>	<b>2211</b>	<b>1853</b>	<b>2220</b>	<b>63</b>	<b>617</b>	<b>27</b>	<b>578</b>	<b>8293</b>

Months	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Jan-18	25	51	191	168	169	2	40	1	47	694
Feb-18	25	44	202	163	124	1	37	4	42	642
Mar-18	33	53	179	155	179	0	23	3	32	657
Apr-18	8	34	200	148	237	1	39	3	36	706
May-18	9	28	221	173	211	3	47	1	31	724
Jun-18	8	33	198	186	167	2	55	1	27	677
Jul-18	3	23	200	180	206	2	48	0	52	714
Aug-18	4	19	186	187	165	4	44	5	54	668
Sep-18	4	30	165	174	184	4	23	1	84	669
Oct-18	1	19	202	237	146	5	24	0	35	669
Nov-18	4	21	250	188	244	2	36	0	41	786
Dec-18	4	18	241	192	261	1	37	0	49	803
<b>Total</b>	<b>120</b>	<b>334</b>	<b>1944</b>	<b>1771</b>	<b>1788</b>	<b>24</b>	<b>380</b>	<b>19</b>	<b>440</b>	<b>6820</b>

Months	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Jan-19	5	23	261	286	229	13	55	0	45	917
Feb-19	9	20	509	178	193	6	27	0	41	983
Mar-19	6	198	1011	274	106	28	27	0	34	1684
Apr-19	11	432	335	126	203	1	21	8	81	1218
May-19	0	17	248	180	261	2	19	0	19	746
<b>Total</b>	<b>31</b>	<b>690</b>	<b>2364</b>	<b>1044</b>	<b>992</b>	<b>50</b>	<b>149</b>	<b>8</b>	<b>220</b>	<b>5548</b>