

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 2748  
(To be answered on the 16<sup>th</sup> March 2023)**

**COMPENSATION FOR FLIGHT DELAYS**

**2748. DR. AMAR SINGH**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Government has issued comprehensive guidelines for providing compensation to the customers experiencing flight delays; and  
(b) if so, the details thereof and if not, the reasons therefor?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(GEN. (DR) V. K. SINGH (RETD))**

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**(a) & (b): Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirement (CAR) Section 3- Air Transport, Series he M. Part IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights" in order to ensure appropriate protection for the air travelers including flight delays. There are inter-alia following provisions in the said CAR concerning flight delays:**

- i) Meals & refreshments in relation to waiting time beyond delay of two hours or more if passenger has checked-in on time.**
- ii) An alternate flight within a period of 6 hours or full refund of ticket to the passenger, if the domestic flight is expected to be delayed for more than 6 hours.**
- iii) Hotel accommodation, including transfers, if expected time of departure is more than 24 hours.**

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