

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 853
(To be answered on the 7th December 2023)**

CANCELLATION OF FLIGHTS

853. SHRI VIJAY KUMAR DUBEY

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

(a) whether the cancellation of number of flights due to technical reasons is increasing continuously and if so, the details thereof;

(b) whether the Directorate General of Civil Aviation (DGCA) has released the draft guidelines related to refund of airline tickets and facilities to be provided to passengers by airlines due to cancellation of flights; and

(c) if so, the details thereof and the steps proposed to be taken by the the Government to ensure that the cancellation of flights is avoided due to technical reasons?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

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

(a) As a part of monthly submission of traffic data received from scheduled domestic airlines, the flight cancelled due to technical reason from Jan-2023 to Oct-2023 (in %) is placed at Annexure -1.

(b) & (c) In order to reduce inconvenience caused to the passengers as a result of the cancellations of the flights, Directorate General of Civil Aviation (DGCA) has already issued Civil Aviation Requirement (CAR) Section 3, Series M, Part IV titled as "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". As per the provision of the said CAR, in case of cancellation and if the passenger is not informed earlier of the cancellation the airlines shall either provide alternate flight or compensation in addition to the full refund of air ticket in addition to meals and refreshments to the passenger who have already reported for their original flight at the airport, while waiting for the alternate flight.

DGCA issues the Air Operator Certificate (AOC) to the airline on compliance with laid down Civil Aviation Requirements (CARs) which require the airline to have their own maintenance organisation approved or have arrangement with an approved maintenance organisation for maintaining their aircraft in a continuous state of airworthiness. The responsibility for maintaining the aircraft lies with the airline which is required to ensure that the aircraft is maintained as per the maintenance programme approved by DGCA. Airline/ Operator is also responsible for ensuring that the required qualified and experienced manpower, equipment and spares including maintenance data are available for maintaining the aircraft.

DGCA ensures that the airline and the maintenance organisation continue to comply with the regulatory requirements against which they have been initially approved through a system of surveillance, audits, spot checks, night surveillance etc. and in case of the non-compliances, DGCA ensures that rectification is taken by the airline/ maintenance organisation. DGCA initiates enforcement actions against organisation and personnel in case violations are found which may include warning, suspension and cancellation including the imposition of a financial penalty.

| % Flight cancelled due to technical reasons | |
|---|------|
| Jan-23 | 0.07 |
| Feb-23 | 0.07 |
| Mar-23 | 0.15 |
| Apr-23 | 0.17 |
| May-23 | 0.25 |
| Jun-23 | 0.18 |
| Jul-23 | 0.37 |
| Aug-23 | 0.33 |
| Sep-23 | 0.20 |
| Oct-23 | 0.25 |