

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1148
(To be answered on the 8th February 2024)**

COMPENSATION TO PASSENGERS ON FLIGHT DELAYS

**1148. SHRI M.V.V. SATYANARAYANA
SHRI N. REDDEPPA
SHRIMATI CHINTA ANURADHA**

**Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री**

be pleased to state:-

- (a) the details of the current measures in place to assist and support passengers affected by weather-related cancellations and delay of flights;**
- (b) the details of regulations that govern the compensation and assistance provided to passengers during such disruptions; and**
- (c) the steps taken by the Government to ensure that airlines comply with said regulations?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

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

(a) & (b): In order to ensure appropriate protection for the air travelers due to flight delay or in the case of cancellation, Directorate General of Civil Aviation (DGCA) has 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". Under the provisions of the said CAR:

(i) In case of cancellation, if the passenger is not informed earlier of the cancellation the airlines shall either provide alternate flight or provide compensation in addition to the full refund of air ticket. In addition the airline has to provide meals and refreshments to the passenger who have already reported for their original flight at the airport while waiting for the alternate flight.

(ii) In case of delay, the airline has to provide meals and refreshments/hotel

accommodation/alternate flight/full refund to the passenger who has checked in on time depending on the expected delay beyond of its original announced scheduled time of departure.

However, an operating airline shall not be obliged to compensate in cases where cancellation & delay is caused by a force majeure event i.e. extraordinary circumstance(s) beyond the control of the airline.

(c) DGCA carries out inspections at various airports in the country on random basis in order to check the compliance of laid down CAR by stakeholders.
