

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2778
(To be answered on the 5th December 2019)**

OVERBOOKING OF TICKETS

**2778. SHRI DEVJI M. PATEL
DR. RAM SHANKAR KATHERIA**

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

be pleased to state:-

- (a) whether more tickets than the seats are booked by the airlines to earn more profits and if so, the details thereof including the steps taken by the Government to resolve the issue;
- (b) whether the Government has received any complaints regarding passengers not given a seat in the flight even after having a confirmed ticket due to overbooking;
- (c) if so, the details thereof including the action taken by the Government against such airlines;
- (d) whether there are different charges of all airlines for cancellation of tickets, seat of choice and travel certificate and if so, the details thereof; and
- (e) whether the Government proposes to fix uniform charges for the said purpose and if so, the details thereof?

ANSWER

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

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

(a) to (c): Directorate General of Civil Aviation (DGCA) receives details of passengers affected due to denied boarding from the scheduled domestic airlines as part of monthly submission of traffic data. In order to ensure appropriate protection for the air travelers in case of denied boarding, DGCA has issued Civil Aviation Requirements (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 delays in flights". As per the CAR, if the boarding is denied to passengers against their will, the airline shall not be liable for any compensation in case alternate flight is arranged that is scheduled to depart within one hour of the original schedule departure time of the initial reservation. Failing to do so, the airline shall compensate the passengers as per the following provisions:

- (i) An amount equal to 200% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 10,000, in case airline arranges alternate flight that is scheduled to depart within the 24 hours of the booked scheduled departure.
- (ii) An amount equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000, in case airline arranges alternate flight that is scheduled to depart more than 24 hours of the booked scheduled departure.
- (iii) In case passenger does not opt for alternate flight, refund of full value of ticket and compensation equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000.

As submitted by the scheduled domestic airlines, airline wise details of passengers affected due to denied boarding with the status of facilities & compensation provided by them to the affected passengers for the period May, 2019 to October, 2019 are attached as Annexure-I.

(d) and (e): The details are attached as Annexure-II. Directorate General of Civil Aviation (DGCA), primarily being a safety regulatory body does not regulate the commercial activities of the airlines.

Annexure -I

Stament referred to in the reply of Lok Sabha Unstarred Q No. 2778

Airline wise details of passengers affected due to denied boarding

May-19		
Airline	Denied Boarding	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)
Air India	2563	114.52
Pawan hans	-	-
Spicejet	736	14.27
Go Air	-	-
IndiGo	12	1.31
Air Asia	8	0.19
Vistara	32	2.60
Star Air	-	-
Trujet	-	-
Air Deccan	-	-
TOTAL	3351	132.89

Aug-19		
Airline	Denied Boarding	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)
Air India	874	37.25
Pawan hans	-	-
Spicejet	272	20.21
Go Air	-	-
IndiGo	32	6.64
Air Asia	2	-
Vistara	12	0.65
Star Air	-	-
Trujet	-	-
Air Deccan	-	-
TOTAL	1192	64.75

Jun-19		
Airline	Denied Boarding	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)
Air India	3043	129.16
Pawan hans	-	-
Spicejet	613	21.42
Go Air	-	-
IndiGo	132	15.51
Air Asia	6	0.27
Vistara	40	3.45
Star Air	-	-
Trujet	-	-
Air Deccan	-	-
TOTAL	3834	169.81

Sep-19		
Airline	Denied Boarding	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)
Air India	582	26.14
Pawan hans	-	-
Spicejet	347	10.06
Go Air	-	-
IndiGo	17	1.40
Air Asia	12	0.43
Vistara	2	0.03
Star Air	-	-
Trujet	17	1.05
Air Deccan	-	-
Air Heritage	33	0.18
TOTAL	1010	39.29

Jul-19		
Airline	Denied Boarding	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)
Air India	2094	89.44
Pawan hans	-	-
Spicejet	430	13.58
Go Air	-	-
IndiGo	97	6.64
Air Asia	9	0.62
Vistara	12	1.00
Star Air	-	-
Trujet	5	0.11
Air Deccan	-	-
TOTAL	2647	111.39

Oct-19		
Airline	Denied Boarding	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)
Air India	822	37.51
Pawan hans	-	-
Spicejet	226	6.50
Go Air	-	-
IndiGo	35	2.68
Air Asia	14	0.33
Vistara	5	0.30
Star Air	-	-
Trujet	-	-
Air Deccan	-	-
Air Heritage	-	-
Zoom Air	-	-
TOTAL	1102	47.32

Annexure- II

Stament referred to in the reply of Lok Sabha Unstarred Q No. 2778

Airline wise details of charges for various services

Airline	Cancellation Charges	Charges for Choice of Seat	Charges for Travel Certificate
Go Air	Vary from INR 2500/- to 3500/- depending on the time of cancellation.	Vary from INR 49/- to 800/- depending on the destination(Domestic & International) & position of the seat	INR 200/-
Vistara	Vary from INR 3000/- to 3500/- depending on the time of cancellation & class of seat.	No charge	INR 300/-
SpiceJet	Vary from INR 3000/- to 3500/- depending on the time of cancellation & class of seat.	Vary from INR 99/- to 450/- depending on the type of aircraft, position of the seat & destination(Domestic & International).	INR 200/-
Air Deccan	INR 1000/-	No charge	No charge
Trujet	Vary from INR 2000/- to 3000/- depending on the time of cancellation	INR 250/-	No charge
Star Air	INR 2500/-	Vary from INR 300/- to 700/-	No charge
Indigo	Vary from INR 3000/- to 3500/- depending on the time of cancellation.	Vary from INR 100/- to 800/- depending on the position of the seat .	INR 200/-
Air Asia	INR 3500/-	Vary from INR 200/-to 800/- depending on the position of the seat .	No charge
Heritage Air	INR 1000/-	No charge	No charge
Air India	Vary from NIL to INR 2500/- depending on the time of cancellation & class of seat.	Vary from NIL to 3500/- depending on the position of the seat & destination(Domestic & International).	INR 250/-