

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2962
(To be answered on the 5th December 2019)**

PROTECTION OF PASSENGER RIGHTS UNDER NCDRC

2962. SHRI GURJEET SINGH AUJLA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether according to latest orders of National Consumer Disputes Redressal Commission (NCDRC), all passengers stuck at various airports have the right to free refreshment, meals and communications during the delay of flights;
- (b) if so, the details thereof; and
- (c) whether Director General of Civil Aviation (DGCA) proposes to issue instructions to all airlines on the basis of the orders of NCDRC and if not, the reasons therefor?

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) National Consumer Disputes Redressal Commission (NCDRC) in the order dated 15.10.2019 made the observation, which is not a part of its operative portion. While deciding the revision petition no. 1933 - 1937 of 2017 against a scheduled airline, the NCDRC only upheld the compensation amount awarded by District Forum which was reduced by the State Commission. However, the Civil Aviation Requirement (CAR) Section-3, Series M, Part IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights" issued by the Directorate General of Civil Aviation (DGCA) has provisions to safeguard passenger interest with regard to facilities such as meals etc to be provided to a passenger by airlines in case of delays, cancellation and denied boarding.
