

**GOVERNMENT OF INDIA**  
**MINISTRY OF CIVIL AVIATION**  
**Lok Sabha**  
**STARRED QUESTION NO. : 171**  
**( TO BE ANSWERED ON THE 28th July 2022 )**  
**COMPENSATION FOR FLIGHT DELAYS**

**171. SHRI N.K. PREMACHANDRAN**  
**Will the Minister of CIVIL AVIATION**

**be pleased to state:-**

- (a) whether the Government proposes to introduce a system to ensure that the flight services are operating on time as per the schedule and if so, the details thereof and if not, the reasons therefor;**
- (b) whether the Government has taken cognizance of the delay in operation of flight services by airline companies and if so, the details thereof;**
- (c) whether the airline companies are liable to compensate the passengers for the loss caused to them due to the delay in flight services, if so, the details thereof and if not, the reasons therefor;**
- (d) whether the Government proposes to take steps in this regard and if so, the details thereof;**
- (e) whether the Government has collected data regarding the delay in flight services of various airlines; and**
- (f) if so, the details thereof and the action taken thereon?**

**ANSWER**

**Minister of CIVIL AVIATION (Shri Jyotiraditya M&#46; Scindia)**

**(a) to (f): A Statement is laid on the Table of the House.**

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**STATEMENT IN RESPECT OF LOK SABHA STARRED QUESTION NO. 171, REGARDING "COMPENSATION FOR FLIGHT DELAYS" TO BE ANSWERED ON 28.07.2022.;**

**(a): Generally, flights are operated as per the schedule filed by the Airlines and as approved the Directorate General of Civil Aviation (DGCA). However, to handle flight delays, the DGCA has issued an Air Transport Circular (ATC) 05 of 2017 titled "Procedure to be followed to mitigate flight delays" for all scheduled Airlines & Airport operators which mention about evenly distribution of departure slots per hour, filing of flight plans, reservation of slots for non-scheduled operations, etc.**

**(b): The delay in operating services by the Airlines are dealt by the DGCA as per aforementioned ATC.**

**(c) & (d): As per the provision specified in DGCA's Civil Aviation Requirements (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", the airlines are required to provide meals & refreshments/alternate flight/full refund and/or hotel accommodation to the passengers affected due to the delay of flight depending on the expected delay from the original announced scheduled time of departure or a revised time of departure.**

**(e) & (f): Flights are delayed at times due to various reasons, such as weather, operational, Air Traffic congestion,**

**technical, airport issues etc. As a part of monthly submission of traffic data, On-Time Performance (OTP) of scheduled domestic airlines are computed for congested metro airports namely Bangalore, Delhi, Hyderabad and Mumbai and are published on DGCA's website under the tab Data & Reports. Airline-wise OTP data at four metro airports from January-2022 to May-2022 is placed at Annexure.**

**In order to ensure appropriate protection for the air travelers in case of flight disruptions in particular delays and cancellations without due notice to the passengers, DGCA has issued the aforementioned CAR. Under the provision of the said CAR, airlines are required to provide facilities/compensations to the affected passengers due to delays and cancellations of scheduled flights. All the scheduled airlines are compliant to this regulation as on date.**

**Annexure**

<b><u>On Time Performance (%)</u></b>						
<b>Airlines</b>	<b>Jan-22</b>	<b>Feb-22</b>	<b>Mar-22</b>	<b>Apr-22</b>	<b>May-22</b>	<b>June-22 (P)</b>
<b>Go First</b>	94.5	94.1	93.0	87.2	71.8	76.0
<b>Indigo</b>	93.9	95.4	93.9	90.1	82.0	84.5
<b>Vistara</b>	93.6	90.9	91.9	90.9	87.5	86.4
<b>Air India Group</b>	92.9	89.8	91.2	81.8	81.0	83.1
<b>Air Asia</b>	92.0	88.5	91.3	94.8	90.8	89.8
<b>Spice Jet</b>	87.5	90.9	90.4	89.2	70.9	79.4
<b>Alliance Air</b>	82.6	84.9	78.5	63.0	67.7	66.4

**\*P=Provisional**