

**GOVERNMENT OF INDIA**  
**MINISTRY OF CIVIL AVIATION**  
**Lok Sabha**  
**STARRED QUESTION NO. : 154**  
**( TO BE ANSWERED ON THE 1st August 2024 )**  
**FLIGHTS FROM GULF SECTOR**

**154. SHRI ANTO ANTONY**

**Will the Minister of CIVIL AVIATION**

**be pleased to state:-**

- (a) whether the Government has noticed that Air India and Air India Express have cancelled four flights in Kerala Gulf sector on 15th July 2024 which led to more than 800 passengers stranded at different airports in Kerala and Gulf countries;**
- (b) if so, the details thereof and the reasons for last minute cancellations;**
- (c) whether it is true that the passengers are entitled to get compensations for the flight cancellation as per the Civil Aviation Rules;**
- (d) if so, the details thereof including compensations provided to the passengers during the last six months, month-wise;**
- (e) whether the Government has noticed that on cancellation of booking, almost 40 per cent of ticket charge is being deducted even before 24 hours of departure of the flight; and**
- (f) if so, the details thereof along with the justification for the said cases/incidents?**

**ANSWER**

**Minister of CIVIL AVIATION (Shri Kinjarapu Rammohan Naidu)**

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (F) IN RESPECT OF LOK SABHA STARRED QUESTION NO. 154 FOR REPLY ON 01.08.2024 REGARDING FLIGHTS FROM GULF SECTOR ASKED BY SHRI ANTO ANTONY.; (a) & (b) : Domestic airlines operate their flights as per the schedules approved by Directorate General of Civil Aviation (DGCA). However, the flights are sometimes get cancelled due to various reasons such as weather, technical, operational which are beyond the control of airlines. Air India cancelled 03 flights between Kerala and Gulf countries on 15.07.2024 due to technical reasons. No flight of Air India Express was, however, cancelled on this date. (c) & (d): In order to ensure appropriate protection for the air travellers, DGCA has issued 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". Under the provisions of this CAR, if the passenger is not informed of the cancellation at least 24 hours before the scheduled flight operation, the airline shall either provide an alternate flight or provide compensation in addition to the full refund of the ticket. In addition, the airline shall provide meals and refreshments to the passengers who have already reported for their original flight at the airport. The details of number of passengers affected and the facilities and compensation amount in the last 6 months are at Annexure. (e) & (f) : Cancellation charges are not regulated by the Government. DGCA has, however, issued CAR Section 3 Series-M, Part-II titled 'Refund of Airline Tickets to Passengers or Public Transport Undertakings' which provides, inter alia, that cancellation**

**charges must be indicated prominently at the time of booking, the airline or its agent shall not levy cancellation charges more than the basic fare plus fuel surcharge, the airline shall refund all statutory taxes and User Development Fee (UDF)/ Airport Development Fee (ADF)/ Passenger Service Fee (PSF) to the passengers in case of cancellation/ non-utilisation of tickets/ no show.**

**ANNEXURE**

<b>Months</b>	<b>No. of Pax Affected</b>	<b>Facilities and Compensation (in Rs. Lakhs)</b>
Jan-24	68352	143.74
Feb-24	29143	99.96
Mar-24	23675	40.30
Apr-24	32314	89.26
May-24	62100	130.23
Jun-24	77276	119.22
	292860	623