

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 572  
(To be answered on the 25<sup>th</sup> July 2024)**

**INORDINATE DELAY IN FLIGHT SERVICES**

**572. COM. SELVARAJ V  
SHRI SUBBARAYAN K**

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

**be pleased to state:-**

- (a) whether the Government is aware that most of the flight services are delayed for hours and sometimes even after boarding the flights, the take off is delayed for hours putting the passengers into difficulties and if so, the details thereof; and**
- (b) the steps being taken to see that the operations of flights are as per the schedule to ensure that the passengers reach their destination on time?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION  
नागर विमानन मंत्रालय में राज्य मंत्री**

**(Shri Murlidhar Mohol)**

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**(a) & (b) : Scheduled flights get sometimes delayed due to various reasons such as weather, technical and operational issues. In order to reduce inconvenience caused to the passengers as a result of the cancellations/delay of the flights, Director General of Civil Aviation (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 delay in flights." DGCA carries out inspection at various airports in the country on random basis to ensure compliance of laid down regulations. In case any airline is found in violation of the regulations, penal action, including financial penalty, is imposed.**

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