

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 3269  
(To be answered on the 20<sup>th</sup> March 2025)**

**INSTANCES OF FLIGHT DELAYS**

**3269. SHRI RAJMOHAN UNNITHAN**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) the measures being taken by the Government to address the issue of flight delays and their impact on passengers;**
- (b) the manner in which the Government is holding airlines accountable for flight delays along with the penalties or incentives in place to ensure timely operations;**
- (c) the details of any actions taken recently against airlines for repeated instances of flight delays; and**
- (d) the details of any existing compensation schemes for passengers affected due to flight delays?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(Shri Murlidhar Mohol)**

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**(a) to (d): In order to ensure adherence of the flight schedules by the airlines and to mitigate flight delay, Directorate General of Civil Aviation (DGCA) has issued Air Transport Circular 05 of 2017, titled "Procedure to be followed to mitigate flight delays". Additionally, DGCA conducts meeting for fog preparedness and low visibility operations aimed at ensuring smooth flight operations during the winter months before commencement of the fog period during winter. Furthermore, DGCA issues instructions in the form of Civil Aviation Requirements (CARs), circulars, and minutes of meetings, as deemed necessary, to address and resolve any emerging operational challenges on an ongoing basis.**

**In order to facilitate and reduce the inconvenience caused to the passengers as a result of the delay of the flights, DGCA has issued CAR Section 3, Series M, Part IV titled as "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". As per the provision specified in the aforementioned CAR, following facilities**

**shall be offered to the affected passengers:**

**(i) Meals and refreshments in relation to waiting time to the passengers, who have checked in on time and the airline expects a delay of two hours or more of its original announced scheduled time of departure or a revised time of departure.**

**Flight Delay upto 2 hour - Drinking Water**

**Between 2 to 4 hours - Tea / Coffee with snacks / refreshment**

**More than 4 hours - Meals**

**(ii) Hotel accommodation, including transfers, in case there is overnight delay.**

**(iii) If the excepted delay is more than 6 hours, airlines shall offer an option of either an alternate flight or full refund.**

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