

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 998  
( TO BE ANSWERED ON THE 5th February 2026 )

**DEPLOYMENT OF SUITABLE AIRCRAFT ON REGIONAL ROUTES**

998. SMT KANIMOZHI KARUNANIDHI

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) whether the Union Government is aware of the concerns raised by the State Government of Tamil Nadu regarding the deployment of small ATR aircraft on intra-state routes such as Chennai-Thoothukudi and Chennai-Tiruchirappalli despite high passenger loads and if so, the response of the Union Government thereto;
- (b) whether the Union Government proposes to direct or advise airline operators to deploy larger and more suitable aircraft on high-demand regional routes and if so, the details thereof; and
- (c) the details of the steps taken by the Union Government to ensure that airlines maintain adequate service standards?

**ANSWER**

Minister of State in the Ministry of CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (b): With the repeal of Air Corporations Act in March 1994, the Indian domestic aviation was deregulated. Airlines are free to induct capacity with any aircraft type, free to select whatever markets and network they wish to service and operate. Hence, it is upto the airline operators to introduce air services to/from any airport in the country depending on their operational & commercial viability.

(c): The Passenger Charter is a comprehensive document about a passenger's rights and responsibilities while flying by air. Ministry of Civil Aviation has issued the 'Passenger Charter' in order to increase awareness among air travellers about their rights in case of various exigencies including flight delays, cancellations, denial of boarding due to over booking, refund issues, flight diversions, medical emergencies, lost/ delayed or damaged baggage etc.

To ensure appropriate protection for air travellers due to flight delay/cancellation, Directorate General of Civil Aviation (DGCA) has issued 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."

Further, the AirSewa portal, an initiative by the Ministry of Civil Aviation (MoCA) enables grievance redressal in a time bound manner and provides a one-stop solution for hassle-free air travel. It allows passengers to submit and track grievances related to various stakeholders such as Airlines, Airports, Security, DGCA, Customs, Immigration, BCAS, Helicopter Services under various grievance categories viz. Refunds, Cancellations, Baggage Claim, Flight delay etc.

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