

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 823
(TO BE ANSWERED ON THE 23rd July 2026)

RULES FOR GATE NO-SHOW

823. SHRI BALASHOWRY VALLABHANENI

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the meaning of gate no-show and the manner in which airlines facilitate and make efforts to ensure that passengers arrive at the boarding gate before the departure of the flight;
- (b) the time fixed for passengers to arrive at the boarding gate before the departure of the flight;
- (c) the manner in which gate no-show is different from no-show; and
- (d) whether it is true that different airlines have different rules in their Conditions of Carriage with regard to gate no-show and if so, the reasons for not prescribing uniform rules for all airlines in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

(Shri Murlidhar Mohol)

(a): Ministry of Civil Aviation/ DGCA has not issued any specific regulations or guidelines defining the terms "no-show" or "gate closure time".

However, as a standard and globally recognised aviation term, "gate no-show" refers to a situation where a passenger has completed check-in but fails to report at the boarding gate within the stipulated time and, therefore, is denied boarding. Airlines facilitate timely boarding of passengers through multiple channels, including issuance of boarding passes indicating boarding time, announcements at the airport, display of flight information on information screens and, where feasible, SMS/e-mail alerts.

(b): While the exact gate closure time may vary depending on the airline, airport, and route, airlines communicate the applicable gate closure time to passengers through their Conditions of Carriage at the time of booking, and the same is also indicated on the boarding pass.

(c): A no-show refers to a passenger who does not check in or does not present himself/herself for travel on the booked flight, whereas as a standard and globally recognised aviation term, a gate no-show refers to a passenger who has checked in but fails to report at the boarding gate within the prescribed time.

(d): With the repeal of Air Corporations Act in March 1994, Indian domestic aviation was totally deregulated. Airlines are permitted to frame their own Conditions of Carriage and fare rules, subject to the applicable regulatory framework.
