

Fine tuning of Civil Aviation Rule, 2008

2478. SHRIMATI RENUKA CHOWDHURY: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government has taken any steps to fine tune the Civil Aviation Rule, 2008, in pursuance of the recent directions of the Supreme Court;

(b) if so, the details thereof; and

(c) the fresh steps taken by Government to ensure that no disabled person is offloaded/deboarded from a flight owing to her/his disability?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) to (c) Yes Sir. In order to comply the directions of Hon'ble Supreme Court of India, the Civil Aviation Requirements (CAR) Section-3, Air Transport, Series-M, Part-I on "Carriage by Air-Persons with Disability and/or Persons with Reduced Mobility" was reviewed and Revision 4 was issued by Directorate General of Civil Aviation on 12th July, 2016. The latest revision covers the following aspects:

1. Development of a procedure for making advance request of stretcher and uploading the same on airline's website.
2. Standardization of assistive devices being used to assist persons with disability at airport as per the standards set by Ministry of Social Justice and Empowerment.
3. Provision of towable ramp at airport where ambulift or aerobridge facility is not available.
4. Training aspects for sensitization and development of awareness to all personnel engaged in passenger services at airport for assisting persons with disability or reduced mobility and to ensure that they are well briefed about their responsibilities. Earlier provision of training was applicable for personnel from airport operators and airlines.

Status of International Airports to Ranchi, Raipur and Jharsuguda

2479. SHRI RANVIJAY SINGH JUDEV: Will the Minister of CIVIL AVIATION be pleased to state whether Government is planning to make Ranchi, Raipur and Jharsuguda airports International Airports?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): Development of an airport to international standards is a continuous process which is undertaken by Airports Authority of India (AAI) depending upon demand from airlines, traffic potential, economic viability, availability of land for

infrastructure upgradation, etc. Swami Vivekanand airport, Raipur has been upgraded with the necessary infrastructure to international standards. On the request of State Government of Chhattisgarh for declaration of Swami Vivekanand airport, Raipur as an International Airport, the proposal was examined and it was observed that the traffic has not picked up at some of the recently declared international airports such as Imphal, Bhubaneswar, etc. Moreover, expected International Traffic potential at Raipur Airport is also low and thus, the proposal was not found viable. No such proposal has been received for declaration of Ranchi and Jharsuguda airports as International Airports.

Compensation to passengers for denied boarding

2480. SHRIMATI AMBIKA SONI:

DR. T. SUBBARAMI REDDY:

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Directorate General of Civil Aviation (DGCA) have announced a new rule to pay up to ₹ 20,000 as compensation to passengers for being denied boarding;

(b) if so, the details thereof;

(c) whether cases of overbooking by airlines came to the notice of DGCA recently;

(d) if so, the action taken against such airlines for overbooking and cancelling the confirmed tickets of some passengers; and

(e) if not, whether Government would frame rules for booking of exact number of passengers?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) and (b) DGCA has amended the Civil Aviation Requirements (CAR) Section-3, Air Transport, Series-M, Part-IV issued on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation offlights and delays in flights." As per the amended CAR the airline shall compensate the passengers as per the following provisions:

- An amount equal to 200% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 10,000, in case airline arrange alternate flight that is scheduled to depart within the 24 hours of the booked scheduled departure.
- An amount equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000, in case airline arrange alternate