

1	2	3	4
Northern Region	935	Northern Region	1376
Southern Region	237	Southern Region	330
Headquarter	155	Headquarter	323
TOTAL	1740		2636

Denying boarding of aircrafts by Airlines

177. SHRI RAJKUMAR DHOOT:

SHRIMATI RENUKA CHOWDHURY:

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government has received complaints that Airlines are denying boarding of aircrafts by some air passenger seven after issuing boarding passes to them;

(b) if so, the details thereof for the last two years, year-wise and airlines-wise;

(c) what action Government has taken on such complaints; and

(d) what action Government propose to take to ensure that airlines do not resort to such practice in future?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) to (d) With the airlines making provision for web check-in facility for the passengers, it is feasible to get boarding passes well in advance. However, passengers reporting to boarding gate beyond the reporting time specified by airline on their boarding pass are not accommodated due to their late arrival/after gate closure. Such cases is treated as "No Show" by airline globally instead of denied boarding. Information in respect of such case is not required to be maintained as per prevailing regulations issued by Directorate General of Civil Aviation (DGCA).

As per regulation issued by DGCA, the airlines are required to refund all statutory taxes and User Development Fee (UDF)/Airport Development Fee (ADF)/Passenger Service Fee (PSF) to the passengers in case of No Show.

New Air Traffic Control Tower at IGI Airport

178. DR. T. SUBBARAMI REDDY:

SHRIMATI AMBIKA SONI:

Will the Minister of CIVIL AVIATION be pleased to state: