

Review of cancellation charges for delayed flights

25. SHRI K.R. ARJUNAN: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether it is a fact that Government is reviewing the cancellation charges policy to ensure that the same is reasonable;
- (b) if so, the details thereof;
- (c) whether it is also a fact that Government had in August, 2016 asked airlines to pay fines of upto ₹ 20,000 to a flyer for denying boarding and fine upto ₹ 10,000 for delaying or cancelling a flight beyond two hours, if the delay is due to carrier's fault;
- (d) whether it is also a fact that Government is reviewing this as well; and
- (e) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) and (b) A Draft Passenger Charter incorporating rights for air passengers was released on 22.05.2018 for public consultation. The draft passenger charter, *inter alia*, includes measures in the areas of cancellation of tickets by passenger, name change on the ticket and lock-in period of ticket.

(c) Existing provisions as per CAR Section 3 Series M Part IV effective from 15th July 2016 in case of denied boarding, flight delay and cancellation are as follows: For denied boarding- When airline fails to provide alternate flight within one hour of original schedule departure, compensation payable to passengers is as follows:

- (i) Amount varying from INR 10000 to 20000 in case airline arranges alternate flight,
- (ii) in case passenger does not opt for alternate flight, refund of full value of ticket and maximum amount upto INR 20000.

For Delays-

- (i) Meal and Refreshments in relation to waiting time beyond delay of two hours or more if passenger has checked -in on time,
- (ii) hotel accommodation, including transfers, if expected time of departure is more than 24 hours,
- (iii) it is responsibility of the airlines to inform passengers about flight delays.

For cancellations - When airline fail to provide alternate flight schedules to depart-within two hours, compensation payable to passengers, in addition to refund of air ticket is as follows:

- (i) INR 5000 to 10000 - linked to flight block time,
- (ii) additional meals and refreshments in relation to waiting time and hotel accommodation when necessary (including transfers).

(d) and (e) The draft passenger charter released on 22.05.2018 for public consultation, *inter alia*, includes the measures for denied boarding, delay or cancellation of flights.

Charter for passengers

26. SHRI A.K. SELVARAJ: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether it is a fact that Government is reviewing issues like behind schedule operations and cancelling flight tickets, etc.;
- (b) if so, the details thereof;
- (c) whether it is also a fact that Government is drawing up a charter for passengers which will spell out everything clearly in an intelligible manner; and
- (d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) to (d) A Draft Passenger Charter incorporating rights for air passengers was released on 22.05.2018 for public consultation.

The draft passenger charter includes measures in the areas of delays and cancellations of flights, denied boarding due to over-booking, cancellation of tickets by passenger, name change on the ticket and lock-in period of ticket and various facilities at airports.

Proposal for new airports

27. SHRIMATI VIJILA SATHYANANTH: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether it is a fact that Government has received feasibility report from consultants for many new airports proposed;