

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 175
(TO BE ANSWERED ON THE 5th February 2024)**

MEASURES TO HANDLE FLIGHT DELAYS

175. SHRI IMRAN PRATAPGARHI

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) the measures that Government is taking to address the issue of flight delays and their impact on passengers;
- (b) the manner in which Government is holding airlines accountable for flight delays, and the penalties or incentives in place to ensure timely operations;
- (c) the details of any recent actions taken against airlines for repeated instances of flight delays; and
- (d) the details of any existing compensation schemes for passengers affected by flight delays?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a): In order to ensure adherence of the flight schedules by the airlines and to mitigate flight delays Director General of Civil Aviation (DGCA) has issued Air Transport Circular 05 of 2017. DGCA also conducts meetings to review Fog preparedness / low visibility operations with the stakeholders for smooth flight operations and issues periodic instructions in this regard.

DGCA has instructed all the airlines to activate an Emergency Control Room at each metro airport. The control room is manned by senior managers who are authorised to take prompt decisions to address any unforeseen developments, including any passenger complaints, providing of adequate amenities to affected passengers, optimal movement of aircraft etc.

(b): Rostering of inadequately qualified flight crew for low visibility operations makes airlines accountable for flight delays. Based on the severity of violations enforcement actions is taken by DGCA.

(c): DGCA has imposed financial penalties of Rs. 30,00,000 (Rs. Thirty Lakhs) each on M/s Spicejet and M/s Air India as they failed to comply with the instructions by DGCA regarding rostering of pilots as per CAR.

(d): In order to reduce inconvenience caused to the passengers as a result of the cancellations / delay of the flights, Directorate General of Civil Aviation (DGCA)

has issued Civil Aviation Requirement (CAR) Section 3, Series M, Part IV titled as "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights".

As per the provision laid down in the aforementioned CAR, in case of cancellation, if the passenger is not

informed earlier of the cancellation the airlines shall either provide alternate flight or provide compensation in addition to the full refund of air ticket. In addition, the airline has to provide meals and refreshments to the passengers who have already reported for their original flight at the airport while waiting for the alternate flight. In case of delay, the airline has to provide meals and refreshments/hotel accommodation/alternate flight /full refund to the passenger who has checked in on time depending on the expected delay beyond its original announced scheduled time of departure.

Airlines shall not be obliged to compensate in cases where the cancellation & delay is caused by a force majeure event i.e. extraordinary circumstance(s) beyond the control of the airline.
