

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 8
(TO BE ANSWERED ON THE 3rd February 2025)

CHARTER OF RIGHTS FOR FLYERS IN THE COUNTRY

8. SHRI KARTIKEYA SHARMA

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

- (a) whether Government has formulated a charter of rights for the flyers in the country, if so, the details thereof;
- (b) the rights and duties of the flyers and the airline carriers during in-flight and on airport, if so, the details thereof;
- (c) the steps being taken to minimise delays by airline carriers and to compensate such flyers, if so, the details thereof; and
- (d) the number of complaints that have been received against airline carriers for unprofessionalism, if so, the action taken and details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) and (b) : Ministry of Civil Aviation has issued 'Passenger Charter' in order to increase the awareness among air travellers of their rights in case of various exigencies including flight delays, cancellations, denied boarding due to over booking, refund issues, flight diversions, medical emergencies, lost/ delayed or damaged baggage etc.

The Passenger Charter is a comprehensive document about a passenger's rights and responsibilities while flying by air. The details regarding 'Passenger Charter' rights is available at <https://www.civilaviation.gov.in/ministry-documents/passenger-charter-of-rights>.

(c) : In order to ensure adherence of the flight schedules by the airlines and to mitigate flight delays, DGCA has issued Air Transport Circular 05 of 2017, titled "Procedure to be followed to mitigate flight delays".

(d) : As per Air Sewa Portal, from 01.01.2024 to 31.01.2025, 527 Grievances have been received against Airlines for Staff / Crew behaviour, of which, 523 Grievances have been closed.