

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 1132
(TO BE ANSWERED ON THE 10th March 2025)

GUIDELINES FOR DELAYED FLIGHTS

1132. SHRI NARHARI AMIN

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

- (a) whether it is a fact that Government has issued guidelines to cancel flights delayed by more than three hours;
- (b) if so, the details thereof;
- (c) the number of domestic flights cancelled in the country due to delays during the last year;
- (d) the details of the major reasons for the cancellation of flights;
- (e) whether any special scheme has been formulated to provide relief to air passengers due to inconvenience caused by flight cancellations; and
- (f) if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) & (b): In view of the fog-induced disruptions and adverse weather conditions at various airports causing delays, flight cancellations and inconvenience to passengers, Directorate General of Civil Aviation (DGCA) has mandated the airlines to follow certain Standard Operating Procedures (SOPs) during such period.

As part of the SOP, with a view to obviate congestion at the airport and mitigate passenger inconvenience, DGCA advised airlines to cancel such flights that are anticipated to be delayed beyond a period of 3 hours.

(c) & (d): The total number of flights cancelled during 2024 is 14978 out of a total of 1121736. Scheduled flights are generally cancelled for various reasons such as weather, technical, operational, commercial, etc.

(e) & (f): In order to facilitate and reduce the inconvenience caused to the passengers as a result of the delay of the flights, 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 specified in the aforementioned CAR, following facilities shall be offered to the affected passengers:

(i) Meals and refreshments in relation to waiting time to the passengers, who have checked in on time and the airline expects a delay of two hours or more of its original announced scheduled time of departure or a revised time of departure.

Flight Delay upto 2 hour - Drinking Water

Between 2 to 4 hours - Tea / Coffee with snacks / refreshment

More than 4 hours - Meals

(ii) Hotel accommodation, including transfers, in case there is overnight delay.

(iii) If the excepted delay is more than 6 hours, airlines shall offer an option of either an alternate flight / full refund.
