

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2023
(To be answered on the 14th December 2023)**

PASSENGER SATISFACTION AND SAFETY

2023. SHRI RAJENDRA DHEDYA GAVIT

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

(a): the measures implemented by the Government to enhance passenger satisfaction and safety during the last ten years?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

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

(a): In order to facilitate and safety of air travellers and safeguard their interests, Directorate General of Civil Aviation (DGCA) has issued the following regulations:

- i. Carriage by Air of Persons with Disability and or Persons with Reduced Mobility [Civil Aviation Requirement (CAR) Section 3. Series M. Part I].**
- ii. Refund of Airline Tickets to Passengers (CAR Section 3. Series 'M', Part II)**
- iii. Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights (CAR Section 3. Series M. Part IV).**
- iv. Facilitation in case of diversion of aircraft (CAR Section 3. Series M, Part V).**
