

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1469  
ANSWERED ON:01.12.2005  
COMPENSATION TO PASSENGERS  
Patil Shri Balasaheb Vikhe

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

- (a) whether delays/cancellation of flights have become general phenomenon in the recent times, causing inconvenience and financial loss to the passengers;
- (b) if so, whether the passengers being a customer is entitled to claim for compensation;
- (c) if so, whether the Government proposes to compensate, besides providing boarding and lodging to the passengers who have suffered financial or opportunity loss due to airlines with no fault of them; and
- (d) if so, the reaction of the Government thereto?

**Answer**

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION ( SHRI PRAFUL PATEL )

- (a) and (b): No, Sir. However, whenever there are delays/cancellations, efforts are made by airlines to keep their passengers' discomfort to the bare minimum by providing food, hotel accommodation, re-routings and re-booking on other airlines etc.
- (c): No such proposal is under consideration of the Government.
- (d): Does not arise.