

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2384
ANSWERED ON:30.08.2007
CHARTER ON RIGHTS OF AIR PASSENGERS
Bishnoi Shri Kuldeep

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government proposes to formulate a charter on rights of air passengers in order to check errant airlines;
- (b) if so, the details thereof; and
- (c) the steps taken/proposed to be taken by the Government to ensure liberal compensation to air passengers for delayed flights, lost baggage and overbooking?

Answer

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

(a) and (b):- No, Sir. Government, rather than regulating the level of services, will encourage airlines to maintain certain basic level of services for passengers. Government will also encourage airlines to introduce a mechanism of self regulation either through an ombudsman or through any other suitable means.

(c):- All scheduled domestic airlines have displayed on their websites the procedure for refund of air fares in the event of cancellation/delay of flights, lost baggage, etc. In this regard, passenger claims are settled by the airlines as per their company policy.