

INDIA



Ministry of Civil Aviation  
Government of India

# Passenger Charter

Know your rights when you fly



February 2019



# Fly Informed Reach Relaxed

Air travel is now a part of everyday life: many first-time fliers are now experiencing the ease and convenience of flying.

At the Ministry of Civil Aviation, we strive to keep the system efficient, fair and approachable to provide you with a smooth experience; less than 0.1% of flyers face inconvenience in flying. However, sometimes things don't work out as planned.

We believe that if you know your rights, as a passenger you can enjoy a more comfortable and a relaxing journey. This

**Passenger Charter** brings to you rules and rights that apply to your air travel in an easy-to-understand format.

Disclaimer: For more details and specific rules, please refer to the Civil Aviation Requirements (CAR) Series M, Section-3 on the Directorate General Civil Aviation (DGCA) portal ([www.dgca.nic.in](http://www.dgca.nic.in)) and other relevant laws and rules. This booklet is for general guidance and information only.





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# Flight delays



If you experience flight delay while traveling, your rights are as follows, depending on the scenario:

## Scenario1:

**You have checked-in on time, but the airline expects a delay of:**

- A. 2 hours or more in case of flights having a block time\* of up to 2 ½ hours
- B. 3 hours or more in case of flights having a block time\* of more than 2 ½ hours and up to 5 hours, or
- C. 4 hours or more in case of flights not falling in the above two categories

### **Your Right:**

You must be offered free-of-charge meals and refreshments, in relation to waiting time

## Scenario2:

**If your domestic flight is expected to be delayed by more than 6 hours:**

### **Your Rights:**

- A. rescheduled time should be communicated to you more than 24 hours prior to original scheduled departure time
- B. The airline shall offer an option of either an alternate flight within a period of 6 hours or full refund of ticket to you

## Scenario3:

**The airline experiences a delay in flight departure communicated more than 24 hours prior to its original scheduled time and if delay is more than 24 hours or more than 6 hours for flights scheduled to depart between 20:00 and 03:00 hours:**

### **Your Right:**

Free hotel accommodation





# Flight cancellation



Airlines must inform you of the flight cancellation at least two weeks before the scheduled time of departure and arrange alternate flight or refund as acceptable to you.

## Scenario1:

**You are informed of the flight cancellation less than two weeks before but, up to 24 hours of the scheduled departure time**

### **Your Right:**

The airline must offer an alternate flight allowing you to depart or refund the ticket, as acceptable to you

## Scenario2:

**You are not informed as per the above provisions or have missed the connecting flight booked on the same ticket number**

### **Your Rights:**

The airline shall either provide alternate flight as acceptable by you or provide compensation, in addition to the full refund, as follows:

**A.** For flights having a block time of up to and including 1 hour, compensation of ₹ 5,000 or booked one-way basic fare plus airline fuel charge, whichever is less

**B.** For flights having a block time of more than 1 hour and up to and including 2 hours, compensation of ₹ 7,500 or booked one-way basic fare plus airline fuel charge, whichever is less

**C.** For flights having a block time of more than 2 hours, compensation of ₹ 10,000 or booked one-way basic fare plus airline fuel charge, whichever is less

### **Additionally:**

**A.** If you have already reported for the original flight and while you wait for the alternate flight, the airline must provide free-of-charge meals and refreshments, in relation to waiting time

**B.** You must provide adequate contact information at the time of booking, or else, no financial compensation shall be payable

**C.** If the airline offers a flight to/from an airport or terminal other than that for which you had booked, the airline shall bear the cost of transferring you to/from that alternate airport or terminal from/to to the one for which you booked. If you have been informed of the change at least 6 hours in advance, you shall be responsible for making your own arrangements



# Boarding denied due to over-booking



Over-booking is when the number of passengers, who have been given confirmed bookings for flight travel and have reported for the flight well-within the specified time ahead of flight departure, is more than the number of seats available. In such a situation, the airline must first ask for volunteers to give up their seats so as to make seats available for other booked passengers to travel on the flight, in exchange of such benefits as the airline, at its own discretion, may wish to offer and provided that concerned airports have dedicated check-in facilities/ gate areas which makes it practical for the airline to do so.

## Scenario1:

**An alternate flight scheduled to depart within one hour of the original scheduled departure time is arranged**

### **Your Right:**

You cannot hold the airline liable for any compensation for the missed original flight on which you were denied boarding due to over-booking

## Scenario2:

**The airline fails to arrange for an alternate flight scheduled to depart within one hour of the original scheduled departure time**

### **Your Rights:**

You must be compensated by the airline as per the following provisions:

**A.** Compensation equal to 200% of booked one-way basic fare plus airline fuel charge, subject to maximum of ₹ 10,000, if airline arranges an alternate flight scheduled to depart within 24 hours of the booked scheduled departure

**B.** Compensation equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of ₹ 20,000, if airline arranges an alternate flight scheduled to depart more than 24 hours of the booked scheduled departure

**C.** Refund of full-value of ticket and compensation equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of ₹ 20,000, if you do not opt for alternate flight

## How long before you get your refund?

**A.** Immediately, if payment was made by cash  
**B.** Within 7 days, if payment was made by credit card

**C.** From the travel agent, if payment was made through travel agent

# Flight diversion

## **Your flight is diverted to different destination.**

Concerned staff will communicate to all your queries and provide constant information

### **Your Rights:**

- A. If waiting time is more than two hours, the airline should make immediate arrangement to disembark at the nearest airport. Facilitation/refreshment should be provided during the waiting time
- B. If waiting time is less than two hours at alternative airport, appropriate announcement for boarding to be made. Refreshment, water, tea/coffee to be provided

# Cancellation charges



## **At the time of booking, make sure to check the ticket cancellation charges.**

The airline must clearly indicate the amount of refund money admissible on cancellation of ticket. The amount and its break-up must be indicated on the ticket itself or through a separate form used for the purpose, and the policy and amount of refund shall also be displayed by the airlines on their respective websites.

### **Your Rights:**

- A. If you cancel the ticket, airlines must refund all statutory taxes and user development fee, airport development fee, passenger service fee to you. This shall also be applicable for all types of fares offered including promos/special fares and where the basic fare is non-refundable
- B. Option of holding the refund amount in credit shell by the airlines is your prerogative and not a default practice
- C. You are not liable to pay any additional charge to process the refund
- D. You shall get your ticket refund in accordance with regulations of the airline's country of origin if the airline is a foreign carrier operating to/from India
- E. At least one integrated display should be provided that includes the schedules, fares, rules and seat availability of all participating carriers
- F. If you point out a legitimate correction of your name within 24 hours of booking, the airline shall not levy any additional charge to incorporate the correction



## No-charge cancellation or amendment within 24 hours

You can cancel or amend the ticket without any additional charges, within 24 hours of booking the ticket. This facility is available up to 7 days prior to the specified flight departure on the first leg

## If you have a disability



### Your Rights:

- A.** No airline can refuse to carry you along with your assistive aids/devices, escorts and guide dogs
- B.** All the necessary information about your specific requirements shall be obtained by the airlines at the time of ticketing/online booking processes
- C.** You must notify the airlines about your needs at least 48 hours prior to scheduled departure time
- D.** If you are assisted by an escort, the airlines shall make all reasonable efforts to give him/her a seat next to you
- E.** Cabin-crew in charge must brief you before taking-off on the emergency procedures, cabin layout and specialized equipment on board the aircraft to cater to your needs
- F.** If you are being denied carriage basis your disability, the airline must specify in writing the reasons for same
- G.** You hold the highest priority for transportation, including your escorts, if for any reason off-loading has to be done by the airline
- H.** If you wish to travel without an escort, you are not required to produce medical certificate or fill up special forms
- I.** You will be allocated convenient seats and provided with all relevant and available assistive devices within India without any extra cost
- J.** Arrangements for your quick clearance and baggage delivery shall be made by the airlines

# Medical emergency at airport



**If you ever feel unfit or can sense a medical emergency, stay calm.  
All the airports are equipped with the following:**

- A. Medical doctors B. Ambulance C. Medical support equipment  
D. Paramedical personnel E. Expert handling of medical emergencies

## In an unfortunate eventuality

### **During International Travel:**

- A. In case of death or bodily injury to a passenger on-board an aircraft, the airline is liable to pay damages up to 113,100 SDR per passenger  
B. In case of death inside the aircraft due to natural causes, airline is not liable to pay any compensation

### **For Domestic Travel:**

- A. In case of death or bodily injury to a passenger on-board an aircraft, airline is liable to pay up to ₹ 20,00,000 per passenger  
B. In case of death inside the aircraft due to natural causes, airline is not liable to pay any compensation





## Lost, delayed or damaged baggage or cargo



You can claim damages from the airlines only when the event which caused the loss, delay or damage took place on board the aircraft or during any period within which the checked baggage was in the charge of the carrier.

Additionally, in case of unchecked baggage, the carrier is liable if the damage has resulted from its fault or that of its agents.

### **International Carriage:**

**A.** In case of loss, delay or damage to baggage, the liability is limited to 1,131 SDR per passenger

**B.** In case of loss, delay or damage to cargo, the liability is limited to 19 SDR per kg

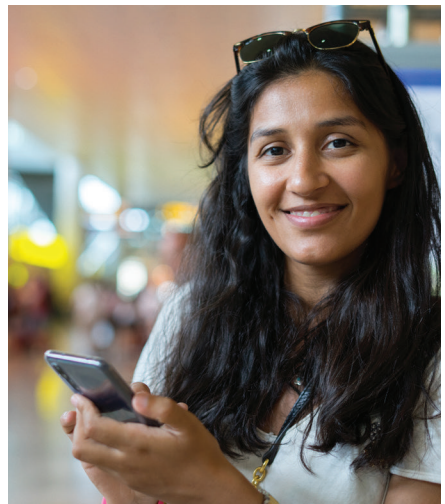
### **Domestic Carriage:**

**A.** In case of loss, delay or damage to baggage, the carrier liability is limited to ₹ 20,000 per passenger

**B.** In case of loss, delay or damage to cargo, the carrier liability is limited to ₹ 350 per kg

## Free Wi-Fi services

While you travel, your need to stay connected is well taken care of: all airports are equipped to provide free Wi-Fi services





## Your right to Information

**A.** A clearly legible notice is displayed at check-in, containing the following text, 'If you are denied boarding or if your flight is cancelled or delayed, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance'

**B.** If you are denied boarding or a flight is cancelled, the operating carrier must provide you with a written notice setting out the rules for compensation and assistance in line with this regulation. The contact details of the escalation mechanism shall also be given to you in written form

**C.** If you are visually impaired, the provision of this article shall be applied using alternative means

**D.** Go through the copy of the Passenger Charter given along with your ticket. It's also kept along with in-flight magazines and at airports

**E.** Airlines are required to regularly submit data on number of cases of denied boarding, cancellations and delays on a monthly basis to DGCA. You can see the details on the DGCA portal

## Your right to escalation

**A.** You can lodge and claim compensation at help desks placed at arrival and departure stations or do so electronically

**B.** If you are not satisfied with the resolution of the airline, you can file the grievance on AirSewa app or portal

**C.** If you are not satisfied with the resolution of grievance by airline and/or Airsewa, you can complain to any statutory body/court set up under relevant applicable laws



## Force majeure

**A.** Airline will not have the obligation to pay compensation in cases where the delays and cancellations are caused by an event of force majeure i.e. extraordinary circumstances beyond the control of the airline, the impact of which lead to the delay of flights, and which could not have been avoided even if all reasonable measures had been taken by the airline. Such extraordinary circumstances may in particular, occur due to political instability, natural disaster, civil war, insurrection or riot, flood, explosion, government regulation or order affecting the aircraft, strikes and labor disputes causing cessation, slowdown or interruption of work or any other factors that are beyond the control of the airline

**B.** Additionally, airline will also not be liable to pay any compensation in respect of delay clearly attributable to air traffic control, meteorological conditions, security risks, or any other causes that are beyond the control of the airline but which affect their ability to operate flights on schedule. Extraordinary circumstances should be deemed to exist where the impact of an air traffic management decision in relation to a particular aircraft or several aircrafts on a particular day, gives rise to a long delay or delays, an overnight delay, or the cancellation of one or more flights by that aircraft, and which could not be avoided even though the airline concerned had taken all reasonable measures to avoid or overcome the impact of the relevant factor and, therefore, the delays





For further information, please log on to:  
[www.airsewa.gov.in](http://www.airsewa.gov.in)



**Ministry of Civil Aviation**  
Government Of India



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GOVERNMENT OF INDIA  
**OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION**  
TECHNICAL CENTRE, OPP SAFDURJUNG AIRPORT, NEW DELHI

**CIVIL AVIATION REQUIREMENTS**

**SECTION 3 – AIR TRANSPORT**

**SERIES M PART IV**

**ISSUE I, DATED 6<sup>TH</sup> AUGUST, 2010**

**EFFECTIVE: 15<sup>th</sup> February 2023**

File No. 23-15/2016-AED

Subject: Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights.

**1. INTRODUCTION**

- 1.1 In view of rapid expansion of air services within India and on international routes to/from India and with the increase in the volume of passenger traffic, it has become necessary for the Government to take appropriate action to ensure appropriate protection for the air travelers in case of flight disruptions and, in particular, denied boardings, flight cancellations and delays without due notice to the passengers booked on the flight(s).
- 1.2 The Government accordingly considers it necessary to raise the standards of protection both to strengthen the rights of the passengers and to ensure that the airlines operate under harmonized conditions. As the distinction between the scheduled and non-scheduled services is reducing, such protections shall be provided to passengers traveling not only on scheduled flights but also on non-scheduled flights and foreign carriers operating to/from India.
- 1.3 In order to ensure effective application of this CAR, the obligation of compliance shall rest with the airline which performs or intends to perform the flight in question whether with its own aircraft, aircraft under dry or wet lease or on any other basis subject to the conditions laid down herein. This CAR, however, does not restrict the rights of the operating airline to seek compensation from any person, including third parties, in accordance with the applicable law.
- 1.4 The operating airline would not have the obligation to pay compensation in cases where the cancellations and delays have been caused by an event(s)

of force majeure i.e. extraordinary circumstance(s) beyond the control of the airline, the impact of which lead to the cancellation/delay of flight(s), and which could not have been avoided even if all reasonable measures had been taken by the airline. Such extraordinary circumstances may in particular, occur due to political instability, natural disaster, civil war, insurrection or riot, flood, explosion, government regulation or order affecting the aircraft, strikes and labour disputes causing cessation, slowdown or interruption of work or any other factors that are beyond the control of the airline.

- 1.5 Additionally, airlines would also not be liable to pay any compensation in respect of cancellations and delays clearly attributable to Air Traffic Control (ATC), meteorological conditions, security risks, or any other causes that are beyond the control of the airline but which affect their ability to operate flights on schedule. Extraordinary circumstances should be deemed to exist where the impact of an air traffic management decision in relation to a particular aircraft or several aircraft on a particular day, gives rise to a long delay or delays, an overnight delay, or the cancellation of one or more flights by that aircraft, and which could not be avoided even though the airline concerned had taken all reasonable measures to avoid or overcome of the impact of the relevant factor and, therefore, the delays or cancellations.
- 1.6 This CAR is issued under the provisions of Rule 133 A of the Aircraft Rules, 1937 and with the approval of Ministry of Civil Aviation for information, guidance and compliance of all concerned.
- 1.7 This CAR shall be applicable to all scheduled and non-scheduled operators.

## **2. DEFINITIONS**

- 2.1 *Airline* means an air transport undertaking with a valid Operating Permit operating Scheduled or Non Scheduled services.
- 2.2 *Operating airline* means an airline that performs or intends to perform flights under a contract with a passenger or on behalf of another person, legal or natural, having a contract with that passenger.
- 2.3 *Reservation* means the fact that the passenger has a confirmed ticket or other proof which indicates that the booking for travel on a particular flight or several flights has been accepted and registered by the airline.
- 2.4 *Final destination* means the last destination shown on the ticket presented at the check-in counter for a flight or in case of directly connecting flight, the destination of the last flight. Alternative connecting flights available shall not be taken into account if the original arrival time is respected.

- 2.5 *A person with reduced mobility* shall be as is defined in CAR Section 3, Series M, Part I.
- 2.6 *Denied Boarding* means a refusal to carry a passenger or passenger holding confirmed ticket on a flight although he/she has presented himself/herself for boarding within the time specified by the airline, except where there are reasonable grounds to refuse carriage such as reasons of health, safety or security, or inadequate travel documentation.
- 2.7 *Volunteer* means a person who has presented himself for boarding and responds positively to the air carrier's call for passengers who are prepared to surrender their reservation on the flight.
- 2.8 *Cancellation* means non-operation of a flight which was previously planned to be operated and on which at least one place was reserved for a passenger.
- 2.9 *Block time* is the total time from the moment an aircraft first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.
- 2.10 *Downgrading* means change in booked class of ticket of a passenger to a lower class.

### **3. REQUIREMENTS**

#### **3.1 Information about Flights and Reservations**

- 3.1.1 While making enquiries or making a booking for a flight through an airline or its designated travel agent, each passenger shall be provided neutral and accurate information on the flight details and reservation status as also the applicable conditions specified by the airline for both the fare category and the conditions of travel.
- 3.1.2 Unless a passenger specifies, the airline/agent must provide neutral information on the different options available for a journey ranked in the following order:
- a) Non stop flights
  - b) Flights with intermediate stops but without a change of aircraft
  - c) Connecting flights
  - d) All the fares available from airlines, as applicable

However, the airline will have the right to give preference to its own flights in providing the information in order to promote business on its services.

3.1.3 The airline or its designated travel agent must pass on to the passengers the following information in the form of a computer print-out:

- a) The identity of the airline which will actually provide the service, as opposed to the airline mentioned on the ticket;
- b) Changes of aircraft during the journey;
- c) Stops en-route during the journey;
- d) Transfer between the airports during the journey.

### **3.2 Denied Boarding**

3.2.1 When the number of passengers, who have been given confirmed bookings for travel on the flight and who have reported for the flight well within the specified time ahead of the departure of the flight, are more than the number of seats available, an airline must first ask for volunteers to give up their seats so as to make seats available for other booked passengers to travel on the flight, in exchange of such benefits/facilities as the airline, at its own discretion, may wish to offer, provided airports concerned have dedicated check-in facilities/gate areas which make it practical for the airline to do so.

3.2.2 If the boarding is denied due to condition stated at Para 3.2.1 to passengers against their will, the airline shall not be liable for any compensation in case alternate flight is arranged that is scheduled to depart within one hour of the original schedule departure time of the initial reservation. Failing to do so, the airline shall compensate the passengers as per the following provisions:

- a) An amount equal to 200% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 10,000, in case airline arranges alternate flight that is scheduled to depart within the 24 hours of the booked scheduled departure.
- b) An amount equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000, in case airline arranges alternate flight that is scheduled to depart more than 24 hours of the booked scheduled departure.
- c) In case passenger does not opt for alternate flight, refund of full value of ticket and compensation equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000.

3.2.3 A passenger booked on connecting flights of the same airline or of the other airline, shall be compensated by the airline of the first flight for the first leg in



accordance with the provisions of Para 3.2.2 of this CAR, when he has been delayed at the departure station on account of denied boarding, but has arrived at the final destination at least three hours later than the scheduled arrival time.

### **3.3 Cancellation of Flight**

3.3.1 In order to reduce inconvenience caused to the passengers as a result of the cancellations of the flights on which they are booked to travel, airline shall inform the passenger of the cancellation at least two weeks before the scheduled time of departure and arrange alternate flight/refund as acceptable to the passenger. In case the passengers are informed of the cancellation less than two weeks before and up to 24 hours of the scheduled time of departure, the airline shall offer an alternate flight or refund the ticket, as acceptable to the passenger.

3.3.2 Passengers who have not been informed as per the provisions contained in Para 3.3.1, or missed the connecting flight booked on the same ticket number of an airline, the airlines shall either provide alternate flight as acceptable to the passenger or provide compensation in addition to the full refund of air ticket in accordance with the following provisions:

- a) INR 5,000 or booked one-way basic fare plus airline fuel charge, whichever is less for flights having a block time of up to and including 01 hour
- b) INR 7,500 or booked one-way basic fare plus airline fuel charge, whichever is less for flights having block time of more than 01 hour and up to and including 02 hours.
- c) INR 10,000 or booked one-way basic fare plus airline fuel charge, whichever is less for flights having a block time of more than 02 hours.

Additionally, the airline shall provide them facilities at the airport in accordance with Para 3.8.1 (a) in the event they have already reported for their original flight and whilst they are waiting for the alternate flight.

3.3.3 No financial compensation shall be payable to passengers who have not provided adequate contact information (email id or a phone number) at the time of making booking or when the ticket for firm travel on the selected flight is issued. Airlines shall require travel agents to provide that information to the airline for operational purposes only. In respect of such passengers the airlines will either refund the ticket prices or make reasonable endeavour to make alternate travel arrangements as per the choice of the passengers. Additionally, in respect of such passengers who elect to travel to their destination on an alternate flight, the airline shall provide them with reasonable facilities during the period that they are required to wait at the airport for the alternate flights in accordance with Para 3.8.1 (a).

3.3.4 No such compensation shall be payable to any of the affected passengers in case the cancellations occur due to extraordinary circumstances beyond the

control of the airline (as described in Para 1.4 and Para 1.5) even if all reasonable measures had been taken by the airline.

- 3.3.5 The refund of air ticket shall be made in accordance with CAR Section 3, Series M, Part II.

### **3.4 Delays in Flight**

- 3.4.1 The airlines shall provide facilities in accordance with Para 3.8.1 (a) if the passenger has checked in on time, and if the airline expects a delay beyond its original announced scheduled time of departure or a revised time of departure. of:

- a) 2 hours or more in case of flights having a block time of up to 2 ½ hrs; or
- b) 3 hours or more in case of flights having a block time of more than 2 ½ hrs and up to 5 hours; or
- c) 4 hours or more in case of flights not falling under sub-para (a) and (b) of Para 3.4.1.

- 3.4.2 When domestic flight is expected to be delayed for more than 6 hrs from the published scheduled time of departure or previously revised departure time (communicated more than 24 hours prior to original scheduled departure time), airlines shall offer an option of either an alternate flight within a period of 6 hours or full refund of ticket to the passenger.

- 3.4.3 When total delay is more than 24 hrs from the published scheduled time of departure or more than 6 hrs for flights scheduled to depart between 2000 and 0300 hrs, passenger shall be offered facility in accordance with the provisions of Para 3.8.1 (b) of this CAR.

- 3.4.4 An operating airline shall not be obliged to adhere to Para 3.8 if the delay is caused due to extra ordinary circumstances as defined in Para 1.4 and Para 1.5 which could not have been avoided even if all reasonable measures had been taken.

- 3.4.5 The burden of proof concerning the questions as to whether and when the passenger has been informed of the delay of the flight shall rest with the operating airline.

### **3.5 Downgrading**

- 3.5.1 In case the passenger is downgraded involuntarily and is carried in a class lower than that for which the ticket is purchased, the airline shall reimburse the passenger as follows :-

- a) For domestic sector:-75% of the cost of ticket including taxes.

b) For international sector:-

- 30% of the cost of ticket including taxes for flights of 1500 km or less.
- 50% of the cost of ticket including taxes for flights between 1500 km to 3500 km.
- 75% of the cost of ticket including taxes for flights more than 3500 km.

### **3.6 Compensation by Foreign Carriers**

3.6.1 In the case of foreign carriers, the amount of compensation paid to the passengers shall be as contained in the regulations of their country of origin or as given in para 3.2.2/3.3.2/3.5.1 of this CAR.

### **3.7 Mode of Compensation**

3.7.1 The compensation referred to in Para 3.2.2 and 3.3.2 shall be paid in cash, by bank transfer or with the signed agreement of the passenger in the form of travel vouchers.

### **3.8 Facilities to be offered to Passengers**

3.8.1 Passengers shall be offered free of charge the following:

- a) Meals and refreshments in relation to waiting time.
- b) Hotel Accommodation when necessary (including transfers).

3.8.2 Airlines shall pay particular attention to the needs of persons with reduced mobility and any other person (s) accompanying them.

### **3.9 Passenger Redressal**

3.9.1 When affected by denied boarding, a cancellation or a long delay, the passenger may complain directly to the airline in the event the airline has not provided the compensation and/or reasonable facilities as specified in this CAR.

3.9.2 The passenger may file the grievance on Air Sewa App or Portal.

3.9.3 If the passenger is not satisfied with the resolution of grievance by airline and/or Air Sewa, the passenger has liberty to complain to any statutory body/court set up under relevant applicable laws.

### **3.10 General**

3.10.1 If airlines offer a flight to/from an airport or terminal alternative to that for which booking was made, where it is served by several airports or terminals, the airline

shall bear the cost of transferring the passenger to/from that alternate airport or terminal to the one for which the booking was made. In the event, the passenger has been informed of the change at least 6 hrs in advance, the passenger shall be responsible for his/her own travel arrangements.

- 3.10.2 The airlines shall display their policies in regard to compensation, refunds and the facilities that will be provided by the airline in the event of denied boardings, cancellations and delays on their respective websites as part of their passenger Charter of Rights. Passengers shall be fully informed by the airlines of their rights in the event of denied boarding, cancellations or delays of their flights so that they can effectively exercise their rights provided at the time of making bookings/ticketing, they have given adequate contact information to the airline or their agents. The obligation of airlines to fully inform the passenger(s) shall be included in ticketing documents and websites of the airlines and concerned third parties (GDS and travel agents) issuing such documents on airlines' behalf.
- 3.10.3 Airline shall display policy on their respective websites about passenger handling in the event of cancellation and delays. Airline counters at airports shall disseminate reasons of cancellation and delays to the affected passengers and attend to their grievances.
- 3.10.4 Each Airline shall appoint a Nodal officer and Appellate Authority to settle passenger grievances in a stipulated time frame. Airlines shall conspicuously display the details of Nodal Officer and Appellate Authority on their respective website.
- 3.10.5 The internal grievance mechanism of airlines shall be transparent with a provision of on line complaint handling. All complaints registered shall be issued a unique reference number.
- 3.10.6 Airline shall regularly submit data on number of cases of denied boarding, cancellations and delays along with the status on a monthly basis so as to reach DGCA office before the tenth day of the next month.



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