

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 2
(TO BE ANSWERED ON THE 21st July 2025)**

**DELAYS, CANCELLATIONS, AND LONG QUEUES PLAGUING
DOMESTIC AIR TRAVEL**

2. DR. KANIMOZHI NVN SOMU

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

- (a) whether Government is aware that delays, cancellations, and long queues plague Indian domestic air travel and whether airlines prioritizing profits over passenger comfort;
- (b) whether Government is also aware that passengers are facing difficulties due to arbitrary fare hikes and baggage fee gouging;
- (c) if so, the steps taken by Government to regulate airlines and improve airport infrastructure and by when will Indian air travel offer a hassle-free experience for all; and
- (d) if not, the reasons therefor?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a): Flights get delayed or cancelled due to various reasons such as weather, technical, operational, Air Traffic Control (ATC), ramp, airport issues, reactionary or may be due to force majeure event i.e. extraordinary circumstance(s) beyond the control of the airline.

In order to facilitate and reduce the inconvenience caused to the passengers as a result of the delay of the flights, DGCA has issued 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".

(b) to (d) : The Government does not regulate the commercial fares set by airlines - Indian or foreign. The fares on any route are dependent, inter-alia, on seasonality, holidays and festivals, cost of Aviation Turbine Fuel (ATF), competition and other similar factors. Airline pricing runs in multiple levels {buckets or RBDs} which are in line with the practice being followed globally and due to dynamic fare pricing, the tickets bought in advance are much cheaper than those purchased near

the travel date. Under the provisions of Rule 135(1) of the Aircraft Rules, 1937, the airlines are free to fix tariffs, having regard to all relevant factors, including cost of operation, characteristics of services, generally prevailing tariff etc. DGCA's Tariff Monitoring Unit (TMU) ensures that the fares being charged by the airlines are as per the tariff established by the airlines.

The expansion and development of infrastructure at airports is a continuous process and is undertaken from time to time depending on the passenger demand forecast, operation requirements for the safety of aircraft operations and demand from airlines depending on the availability of land, financial viability as well as other facilities related to intended aircraft operations.
