



**SCREENING CHAPTER 28  
CONSUMER PROTECTION AND HEALTH**

**AGENDA ITEM XVI:  
COMPENSATION AND ASSISTANCE TO PASSENGERS**

**Country Session: The Republic of TURKEY 6-7 July 2006**



## LEGAL BASIS

- **LAW NO. 2920 TURKISH CIVIL AVIATION LAW (OG No: 18196, 19 October 1983)**

**Came into force on 19 October 1983**

- **LAW NO. 5431 REORGANISATION OF DIRECTORATE GENERAL OF CIVIL AVIATION (OG No:25997, 18 November 2005)**

**Came into force on 18 November 2005**



# **COMPETENT AUTHORITY**

**MINISTRY OF TRANSPORT**

**DIRECTORATE GENERAL FOR CIVIL AVIATION**



- **Directorate General for Civil Aviation is responsible for establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.**
- **Directorate General evaluates passenger complaints within the scope of Turkish Civil Aviation Law.**



- **The procedures for accumulation due to over booking, flight cancellation, long time delays are implemented by the airlines pursuant to the rules and procedures established by international organizations.**
- **Directorate General for Civil Aviation coordinates and monitors airlines registered in Turkey for the implementation of these procedures.**



- **The Airline Passenger Services Commitment had been signed and implemented by Turkish Airlines within the framework of European Airlines Association (AEA) and International Air Transport Association (IATA).**
- **The airlines which are member to the Turkish Private Airlines Association (TOSHID) have also signed and started to implement an Airline Passenger Services Commitment.**



- **Internal instructions of airlines have been updated in compliance with Regulation EC 261/2004 and is being applied in flights to Community Airports.**
- **Technical studies for alignment with the Regulation still continue.**



**THANK YOU FOR YOUR ATTENTION**