

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 2420
(TO BE ANSWERED ON THE 8th August 2018)

REFORMS IN AIRLINE TICKET CANCELLATION POLICY

2420. SHRI SUSHIL KUMAR GUPTA

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

- (a) whether Government proposes to reform airline ticket cancellation policy;
- (b) if so, what are the details in this regard;
- (c) whether Government would consider free cancellation of airline tickets if done within 24 hours of booking; and
- (d) what are the guidelines at present issued to the airlines for cancellation of air tickets?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

(a) to (c) : Directorate General of Civil Aviation (DGCA) has proposed amendments in CAR Series M, Part -II, titled "Refund of Airline Tickets to Passengers of Public Transport Undertakings" which will be finalized after following due procedures. Salient features of proposed changes to regulations are as follows:

- Introduction of compensation for passengers who miss their connecting flights due to delay, cancellation or denied boarding.
- Option of full refund to passenger in case of delay beyond 6 hours of original departure time.
- Airline to provide Lock-in option for 24 hours after booking ticket where ticket can be cancelled without any charges.
- No additional charge for correction in name (same person) within 24 hours of booking the ticket.

(d): DGCA has issued Civil Aviation Requirements (CAR), Section - 3, Series M, Part - II on "Refund of Airline Tickets to passengers of Public Transport Undertakings".
