

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO : 8**  
(TO BE ANSWERED ON THE 4<sup>th</sup> December 2023)

**SETTLEMENT OF TICKETS CANCELLED DUE TO COVID-19**

8. SHRI SUSHIL KUMAR GUPTA

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

- (a) whether Government has taken any step to direct the online travel aggregators to settle all unpaid amounts for the tickets that were cancelled due to the Covid-19 Pandemic; and  
(b) if so, the details in this regard?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a) & (b) DGCA, vide circular dated 07.10.2020, issued direction to all airlines operating in the country to refund on cancellation of air tickets during Covid-19 lockdown. This includes the booking of tickets through travel agents also.

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