

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 2242
(TO BE ANSWERED ON THE 16th December 2024)

TIE-UP FOR ONLINE TICKET BOOKING

2242. SHRI R. GIRIRAJAN

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

- (a) whether the airlines have tie-up with online ticket booking Apps for sharing the revenue in booking the air tickets as well as for the cancellation of air tickets;
- (b) if so, the details thereof and the total amount paid as Airport User Development Fee and Airline Taxes during the last three years;
- (c) whether Government is aware of the fact that the online booking companies do not pay back these User Development Fees and Airline Taxes for cancelled tickets; and
- (d) if so, the details thereof and measures taken by Government in this regard?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (d) : Revenue sharing between an airline and an online ticket-booking App is a commercial agreement between the contracting parties. The Government does not interfere in such agreements.

As per Airports Authority of India, the User Development Fees (UDF) accounted for the last 03 years, is Rs. 995.76 Crores in 2021-22, Rs. 1880.78 crores in 2022-23 and Rs.3006.66 crores in 2023-24, for the airports managed by the Airport Authority of India (AAI).

Cancellation charges levied by airlines are not regulated by the Government. The Government has, however, issued Civil Aviation Requirement (CAR) Section 3 Series-M, Part-II which, inter alia, provides that the cancellation charges must be indicated prominently at the time of booking, the airline or its agent shall not levy cancellation charges more than the basic fare plus fuel surcharge, the airline shall refund all statutory taxes and User Development Fee (UDF)/ Airport Development Fee (ADF)/ Passenger Service Fee (PSF) to the passengers in case of cancellation/ non-utilisation of tickets/ no show. The CAR also stipulates that in case of purchase of the ticket through a travel agent/portal, the onus of refund shall lie with the airlines as agents are their appointed representatives.
