

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 1601
(TO BE ANSWERED ON THE 15th December 2025)**

EXAMINATION OF DRAFT REGULATIONS PROPOSED BY THE DGCA

1601. SHRI S.R. SIVALINGAM

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

(a) whether Government has examined the draft regulations proposed by the Directorate General of Civil Aviation on full refunds, extended amendment windows and revised norms for differently abled passengers, including medical-emergency cancellations and stricter refund accountability, if so, the details thereof, and if not, the reasons therefor;

(b) steps Government proposes to ensure timely refunds, regulate free-of-charge amendment windows and strengthen protections for passengers booking through travel agents or online platforms; and

(c) the measures Government intends to implement for improving inclusive travel facilities, including ambulifts, towable ramps, signages and regulated wheelchair access at airports?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (c): The regulation on 'Air Ticket refund', CAR, Section 3, Series M, Part II, titled "Refund of Airline Tickets to Passengers of Public Transport Undertakings", is currently under review by the Directorate General of Civil Aviation (DGCA).

In order to safeguard the interests of senior citizen passengers, DGCA has issued CAR Section 3, Series M, Part I regarding "Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility" and Air Transport Circular 2 of 2019 titled "Facilities / Courtesies to esteemed travelling public at airports" which lays down the general requirements for airlines and airports to ensure adequate facilitation of the passengers, particularly senior citizens, passengers with disability etc.
