

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 821  
(TO BE ANSWERED ON THE 8<sup>th</sup> December 2025)**

**REVIEW OF TICKET REFUND NORMS BY DGCA**

821. SHRI GOLLA BABURAO

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

- (a) whether it is a fact that Directorate General of Civil Aviation (DGCA) is working seriously on ticket refund norms and allowing to cancel tickets within 48 hours without any charges;
- (b) if so, the details thereof;
- (c) the measures proposed when the ticket is purchased through agent or through portal;
- (d) who will be responsible for not collecting money if ticket is booked from (c) above; and
- (e) whether the airline will be made responsible for refund?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (e): The regulations on 'Air Ticket refund', Civil Aviation Requirements (CAR), Section 3, Series M, Part II, titled Refund of Airline Tickets to Passengers of Public Transport Undertakings, are presently under revision by the Directorate General of Civil Aviation (DGCA ).

As per the proposed CAR revision, the passenger can cancel or amend the flight ticket without any additional charges within a period of 48 hours after booking the ticket, except for the normal prevailing fare for the revised flight for which the ticket is sought to be amended.

This facility shall not be available for a flight whose departure is less than 5 days for domestic flights and 15 days for international flights from the booking date.

Further, the facility above can be exercised by the passenger when the ticket is booked directly through the airline's website.

In case of purchase of a ticket through a travel agent/portal, the onus of refund shall lie with the airlines, as agents are their appointed representatives. The airlines shall ensure that the refund process is completed within 21 working days.

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