

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
STARRED QUESTION NO. : 324
TO BE ANSWERED ON THE 23rd March 2026

NEW TICKET REFUND AND CANCELLATION FRAMEWORK

324. SHRI KESRIDEVSINH JHALA

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

- (a) whether Government has issued a clear directive to all domestic and international carriers to operationalise the 48-hour look-in option, allowing free cancellations for tickets booked directly on airline websites;
- (b) if so, the details thereof;
- (c) the manner in which Government is enforcing the new 7-day refund mandate for tickets purchased via credit cards;
- (d) the penalties prescribed for airlines that fail to return funds to the original account within this timeframe; and
- (e) the mechanism established to ensure that airlines provide immediate cash refunds at their ticket offices for transactions made in cash, as required under the revised rules?

ANSWER

Minister of CIVIL AVIATION (Shri Kinjarapu Rammohan Naidu)

(a) to (e): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (E) IN RESPECT OF RAJYA SABHA STARRED QUESTION NO. 324 FOR REPLY ON 23.03.2026 REGARDING NEW TICKET REFUND AND CANCELLATION FRAMEWORK ASKED BY SHRI KESRIDEVSINH JHALA.

(a) & (b): The Directorate General of Civil Aviation (DGCA) has revised the Civil Aviation Requirement (CAR) titled "Refund of Airline Tickets to Passengers of Public Transport Undertakings" which will come into effect from 26 March 2026. The CAR on refund is applicable for Indian carriers. The primary regulations for refunds in case of International carriers are governed by the country of origin of the carrier. As per the revised provisions of the CAR, the "Look-in option" has been extended from 24 hours to 48 hours, thereby allowing passengers to cancel tickets booked directly on airline websites within 48 hours of booking without any cancellation charges.

(c) & (d):As per the provisions of the said CAR, in cases where tickets are purchased using a credit card, airlines are required to process refunds within seven (7) days of cancellation and the amount must be credited back to the original credit card account of the passenger. In instances of non-compliance with the provisions of the CAR, the DGCA is empowered to take enforcement action, including the imposition of penalties on defaulting airlines, in accordance with the applicable regulatory framework.

(e):Airlines are mandated to comply with all provisions of the CAR, including those relating to refunds for cash transactions. To ensure adherence, the DGCA conducts regular surveillance inspections and spot checks at airports across the country.
