

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO. : 30
TO BE ANSWERED ON THE 20th July 2026
TICKET CANCELLATION/REFUND ISSUES AND GRIEVANCE
REDRESSAL

30. SHRI GHANSHYAM TIWARI

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

- (a) whether it is a fact that the number of complaints regarding ticket cancellations and refunds by passengers in domestic commercial aviation has increased in recent years;
- (b) if so, the concrete steps taken by Government in this regard; and
- (c) whether any guidelines have been issued for future solutions so that consumers do not have to face these problems?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

(a): (a): The number of refund-related complaints, as reported by the airlines during the last four years, is as under:

Year	Complaints
2022	1508
2023	961
2024	1315
2025	4386

(b) & (c): The Ministry of Civil Aviation (MoCA) has established a permanent 24×7 Passenger Assistance Control Room (PACR) to strengthen passenger-centric governance. The PACR integrates MoCA, Directorate General of Civil Aviation (DGCA), Airports Authority of India (AAI) and airlines for real-time monitoring of flight disruptions, baggage issues and refunds, with a view to ensuring expeditious grievance redressal and improving the overall passenger experience.

Further, to ensure appropriate protection of air travellers in cases of cancellation of flights by airlines or cancellation of tickets by passengers, the Directorate General of Civil Aviation (DGCA) has issued passenger-centric regulations in the form of Civil Aviation Requirements (CAR), Section 3, Series 'M', Part II, titled "Refund of Airline Tickets to Passengers", and CAR, Section 3, Series 'M', Part IV, relating to facilities to be provided to passengers affected by denied boarding, cancellation of flights and delays in flights. DGCA regularly monitors compliance with these regulations and takes appropriate enforcement action in cases of non-compliance.
