

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1067
(To be answered on the 21st December 2017)

CANCELLATION/REFUND OF AIR TICKETS

1067. SHRI HARI OM PANDAY
DR. RATNA DE (NAG)
SHRI MALLIKARJUN KHARGE
SHRI R. GOPALAKRISHNAN
SHRI C.S. PUTTA RAJU
SHRI S.P. MUDDAHANUME GOWDA
SHRI P. KUMAR

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has received any complaints regarding irregular ticket cancellation charges of all airlines and if so, the details thereof during the last three years and the current year, year-wise;
- (b) whether the Directorate General of Civil Aviation (DGCA) has formulated policies/rules/guidelines for cancellation charges/refund of air tickets by various airlines;
- (c) if so, the details thereof;
- (d) whether the rules would be applied uniformly on all the airlines and for all types of fares offered by airlines; and
- (e) if so, the details of the position in case of change of date of journey or flight and the details of relief proposed to be given to the air passengers?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) to (e) : Directorate General of Civil Aviation(DGCA) has not received any complaints specific to irregular ticket cancellation charges. DGCA has issued Civil Aviation Requirements (CAR) Section 3 - Air Transport Series 'M', Part II titled Refund of Airline Tickets to Passengers of Public Transport Undertakings.

When a passenger buys an air ticket, he enters into a contract with the airline, thereby agreeing with the terms and condition stipulated therein. All the

information regarding the rights of the passenger, with regard to seat reservation, fare and conditions for cancellation etc., are available in the ticket itself.

DGCA prescribes minimum requirements for refund of ticket purchased by persons/passengers with respect to air transport undertakings included scheduled domestic/non-scheduled operators/foreign carriers operating to/from India. As per this CAR, under no circumstances, the airline shall levy cancellation charges more than the basic fare plus fuel surcharge.

With regard to refund position in respect of, change of date of journey or flight, it is stated that, passenger has to abide by the airline's ticketing policy.

With regard to relief to air passenger, the CAR specifies that airline shall not levy any additional charge for correction in the name of the same person, when error in his name spelling is pointed out by the passenger to the airline after booking of his ticket.
