

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3416
(To be answered on the 15th March 2018)**

Cancellation Charges

**3416. SHRI CHANDRA PRAKASH JOSHI
SHRI RAMDAS C. TADAS**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government contemplates to reduce cancellation charge or fix it in case of cancellation or delay of flight during air travel;
- (b) if so, the time by which it is likely to be done and if not, the reasons therefor;
- (c) the number of flights cancelled/delayed from Nagpur and Udaipur Airport during the last three years and the current year, year-wise;
- (d) whether there is any provision to refund entire amount of ticket to air passengers in case the flight does not land at the airport where it should and is diverted to some other airport due to some reason, if so, the details thereof; and
- (e) the number of incidents of flight diversion came into light during the last three years?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) & (b): Under the provision of Sub Rule (1) of Rule 135, Aircraft Rules 1937, airlines are free to fix reasonable tariff having regard to all relevant factors, including the cost of operation, reasonable profit generally prevailing tariff and the characteristics of service including cancellation charges of pre booked air ticket also. Detail of the cancellation charges established by the Indian carries is placed at Annexure-1.

DGCA has issued Civil Aviation Requirements (CAR) Section 3 Series 'M' Part II titled "Refund of Airline Tickets to Passengers". Under the provision contained at Para 3(h) of the said CAR, under no circumstances, the airline shall levy cancellation charge more than basic fare plus fuel surcharge.

(c): Number of flights cancelled/delayed from Nagpur and Udaipur Airport

during the last three years is given below:

Year.....Delayed Flight.....Cancelled Flight

2015.....31.....4

2016.....57.....38

2017.....70.....57

2018*.....28.....18.

* Data till 12.03.2018.

(d): No such provision is specified in CAR Section 3, Series 'M' Part II titled "Refund of Airlines Tickets to Passengers" issued by DGCA.

(e): The number of incidents of flight diversion are as follows:

Year..... In Nagpur..... In Udaipur

2015.....25.....16

2016.....38.....23

2017.....35.....35

Annexure -1

	Domestic	International
	Cancellation Fee (Rs.)	Cancellation Fee (Rs.)
IndiGo	3000	3500
Spicejet	3000	3500
Go Air	2950	NA
Jet	4200	7200
Vistara	3500	NA
Air Asia India	2198	NA
Air India	2500	2600

Note: The airline have displayed on their website that cancellation charges will not be more than basic plus fuel surcharge in compliance with DGCA CAR , Section -3, Series M , Part -II

