

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 434
(To be answered on the 19th July 2018)

CANCELLATION FEES CHARGED BY AIRLINES

434. **SHRIMATI KAVITHA KALVAKUNTALA**
SHRI KESINENI NANI
SHRI SUMAN BALKA
SHRI M.I. SHANAVAS
SHRI PRABHAKAR REDDY KOTHA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Directorate General of Civil Aviation (DGCA) has released the draft guidelines related to refund of airline tickets and facilities to be provided to passengers by airlines due to denied boarding, cancellation of and delays in flights and if so, the details thereof;
- (b) whether the Government proposes to issue a directive to cap the maximum cancellation fees charged by the airline industry and if so, the expected timeline for the notification;
- (c) the number of cancelled flights in the past three years and the total quantum of compensation offered to the passengers due to such cancellations;
- (d) whether the total compensation actually paid matches with compensation calculated using the data of number of flights cancelled and amount of cancellation per ticket and if so, the details thereof;
- (e) whether the Government proposes to draft a Passenger Bill of rights to spell out the rights and duties of the flyers and if so, the key provisions of the document and if not, the reasons therefor; and
- (f) whether the Government is contemplating on bringing a proposal to waive off the cancellation charges of a booked flight ticket and paperless boarding and if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

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- (a) Yes, Madam. Salient features of proposed changes to the regulations are as follows:

- (i) Introduction of compensation for passengers who miss their connecting flights due to delay, cancellation or denied boarding.
- (ii) Option of full refund to passenger in case of delay beyond 6 hours of original departure time.
- (iii) Airline to provide lock-in option for 24 hours after booking ticket where ticket can be cancelled without any charges.
- (iv) No additional charge for correction in name(same person) within 24 hours of booking the ticket.
- (b) Under the provisions of CAR Series M Part II titled "Refund of Airline tickets to Passengers of Public Transport Undertakings", the airlines shall not levy any additional charge to process the refund and under no circumstances, the airline shall levy cancellation charge more than the basic fare, including fuel surcharge.
- (c) Number of flights cancelled, Number of passenger affected and compensation paid to them in the year 2016, 2017 & 2018 (upto May) is placed at Annexure I.
- (d) No such analysis has been carried out.
- (e) & (f) A Draft Passenger Charter incorporating rights for air passengers was released on 22.05.2018 for public consultation. The draft passenger charter includes measures in the areas of delays and cancellations of flights, denied boarding due to over-booking, cancellation of tickets by passenger, name change on the ticket and lock-in period of ticket and various facilities at airports.

ANSWER

Minister of State in the Ministry of Civil Aviation
(Shri Jayant Sinha)

(a) The following salient features of proposed changes to the regulations are as follows:

Airlines	Year 2016			Year 2017			Year 2018 (upto May)		
	Cancellation	Pax Effectuated	Compensation (In Lakhs)	Cancellation	Pax Effectuated	Compensation (In Lakhs)	Cancellation	Pax Effectuated	Compensation (In Lakhs)
Air India	1083	41676	192.03	1427	35925	190.42	623	17356	76.91
Jet Airways and Jetlite	1124	18587	83.91	870	18071	29.90	331	5271	3.21
Spicejet	454	30476	96.10	568	39149	230.30	225	11754	72.62
Go Air	204	552	-	331	3422	-	204	986	-
Indigo	2027	11120	1.34	1934	52489	4.88	1824	108549	4.55
Air Costa	637	10656	142.63	32	1595	43.55	-	-	-
Air Asia	164	1128	30.68	44	2646	45.25	20	1714	13.19
Vistara	49	2983	21.13	109	8618	7.05	37	4557	11.96
Trujet	580	785	12.08	415	4870	73.51	23	794	17.53
Air Deccan	-	-	-	1	-	-	244	687	15.05
Air Odisha	-	-	-	-	-	-	312	401	8.18
Total	6322	117963	579.89	5731	166785	624.86	3843	152069	223.21

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Activity	Description	April 2016		April 2017		April 2018 (p/c/p/m/a)	
		Competition (m)	Competition (m)	Competition (m)	Competition (m)	Competition (m)	Competition (m)
100m	100m	1:15.00	1:15.00	1:15.00	1:15.00	1:15.00	1:15.00
200m	200m	2:30.00	2:30.00	2:30.00	2:30.00	2:30.00	2:30.00
400m	400m	5:00.00	5:00.00	5:00.00	5:00.00	5:00.00	5:00.00
800m	800m	10:00.00	10:00.00	10:00.00	10:00.00	10:00.00	10:00.00
1600m	1600m	20:00.00	20:00.00	20:00.00	20:00.00	20:00.00	20:00.00
3200m	3200m	40:00.00	40:00.00	40:00.00	40:00.00	40:00.00	40:00.00
6400m	6400m	80:00.00	80:00.00	80:00.00	80:00.00	80:00.00	80:00.00
12800m	12800m	160:00.00	160:00.00	160:00.00	160:00.00	160:00.00	160:00.00
25600m	25600m	320:00.00	320:00.00	320:00.00	320:00.00	320:00.00	320:00.00
51200m	51200m	640:00.00	640:00.00	640:00.00	640:00.00	640:00.00	640:00.00
102400m	102400m	1280:00.00	1280:00.00	1280:00.00	1280:00.00	1280:00.00	1280:00.00
204800m	204800m	2560:00.00	2560:00.00	2560:00.00	2560:00.00	2560:00.00	2560:00.00
409600m	409600m	5120:00.00	5120:00.00	5120:00.00	5120:00.00	5120:00.00	5120:00.00
819200m	819200m	10240:00.00	10240:00.00	10240:00.00	10240:00.00	10240:00.00	10240:00.00
1638400m	1638400m	20480:00.00	20480:00.00	20480:00.00	20480:00.00	20480:00.00	20480:00.00
3276800m	3276800m	40960:00.00	40960:00.00	40960:00.00	40960:00.00	40960:00.00	40960:00.00
6553600m	6553600m	81920:00.00	81920:00.00	81920:00.00	81920:00.00	81920:00.00	81920:00.00
13107200m	13107200m	163840:00.00	163840:00.00	163840:00.00	163840:00.00	163840:00.00	163840:00.00
26214400m	26214400m	327680:00.00	327680:00.00	327680:00.00	327680:00.00	327680:00.00	327680:00.00
52428800m	52428800m	655360:00.00	655360:00.00	655360:00.00	655360:00.00	655360:00.00	655360:00.00
104857600m	104857600m	1310720:00.00	1310720:00.00	1310720:00.00	1310720:00.00	1310720:00.00	1310720:00.00
209715200m	209715200m	2621440:00.00	2621440:00.00	2621440:00.00	2621440:00.00	2621440:00.00	2621440:00.00
419430400m	419430400m	5242880:00.00	5242880:00.00	5242880:00.00	5242880:00.00	5242880:00.00	5242880:00.00
838860800m	838860800m	10485760:00.00	10485760:00.00	10485760:00.00	10485760:00.00	10485760:00.00	10485760:00.00
1677721600m	1677721600m	20971520:00.00	20971520:00.00	20971520:00.00	20971520:00.00	20971520:00.00	20971520:00.00
3355443200m	3355443200m	41943040:00.00	41943040:00.00	41943040:00.00	41943040:00.00	41943040:00.00	41943040:00.00
6710886400m	6710886400m	83886080:00.00	83886080:00.00	83886080:00.00	83886080:00.00	83886080:00.00	83886080:00.00
13421772800m	13421772800m	167772160:00.00	167772160:00.00	167772160:00.00	167772160:00.00	167772160:00.00	167772160:00.00
26843545600m	26843545600m	335544320:00.00	335544320:00.00	335544320:00.00	335544320:00.00	335544320:00.00	335544320:00.00
53687091200m	53687091200m	671088640:00.00	671088640:00.00	671088640:00.00	671088640:00.00	671088640:00.00	671088640:00.00
107374182400m	107374182400m	1342177280:00.00	1342177280:00.00	1342177280:00.00	1342177280:00.00	1342177280:00.00	1342177280:00.00
214748364800m	214748364800m	2684354560:00.00	2684354560:00.00	2684354560:00.00	2684354560:00.00	2684354560:00.00	2684354560:00.00
429496729600m	429496729600m	5368709120:00.00	5368709120:00.00	5368709120:00.00	5368709120:00.00	5368709120:00.00	5368709120:00.00
858993459200m	858993459200m	10737418240:00.00	10737418240:00.00	10737418240:00.00	10737418240:00.00	10737418240:00.00	10737418240:00.00
1717986918400m	1717986918400m	21474836480:00.00	21474836480:00.00	21474836480:00.00	21474836480:00.00	21474836480:00.00	21474836480:00.00
3435973836800m	3435973836800m	42949672960:00.00	42949672960:00.00	42949672960:00.00	42949672960:00.00	42949672960:00.00	42949672960:00.00
6871947673600m	6871947673600m	85899345920:00.00	85899345920:00.00	85899345920:00.00	85899345920:00.00	85899345920:00.00	85899345920:00.00
13743895347200m	13743895347200m	171798691840:00.00	171798691840:00.00	171798691840:00.00	171798691840:00.00	171798691840:00.00	171798691840:00.00
27487790694400m	27487790694400m	343597383680:00.00	343597383680:00.00	343597383680:00.00	343597383680:00.00	343597383680:00.00	343597383680:00.00
54975581388800m	54975581388800m	687194767360:00.00	687194767360:00.00	687194767360:00.00	687194767360:00.00	687194767360:00.00	687194767360:00.00
109951162777600m	109951162777600m	1374389534720:00.00	1374389534720:00.00	1374389534720:00.00	1374389534720:00.00	1374389534720:00.00	1374389534720:00.00
219902325555200m	219902325555200m	2748779069440:00.00	2748779069440:00.00	2748779069440:00.00	2748779069440:00.00	2748779069440:00.00	2748779069440:00.00
439804651110400m	439804651110400m	5497558138880:00.00	5497558138880:00.00	5497558138880:00.00	5497558138880:00.00	5497558138880:00.00	5497558138880:00.00
879609302220800m	879609302220800m	10995116277760:00.00	10995116277760:00.00	10995116277760:00.00	10995116277760:00.00	10995116277760:00.00	10995116277760:00.00
1759218604441600m	1759218604441600m	21990232555520:00.00	21990232555520:00.00	21990232555520:00.00	21990232555520:00.00	21990232555520:00.00	21990232555520:00.00
3518437208883200m	3518437208883200m	43980465111040:00.00	43980465111040:00.00	43980465111040:00.00	43980465111040:00.00	43980465111040:00.00	43980465111040:00.00
7036874417766400m	7036874417766400m	87960930222080:00.00	87960930222080:00.00	87960930222080:00.00	87960930222080:00.00	87960930222080:00.00	87960930222080:00.00
14073748835532800m	14073748835532800m	175921860444160:00.00	175921860444160:00.00	175921860444160:00.00	175921860444160:00.00	175921860444160:00.00	175921860444160:00.00
28147497671065600m	28147497671065600m	351843720888320:00.00	351843720888320:00.00	351843720888320:00.00	351843720888320:00.00	351843720888320:00.00	351843720888320:00.00
56294995342131200m	56294995342131200m	703687441776640:00.00	703687441776640:00.00	703687441776640:00.00	703687441776640:00.00	703687441776640:00.00	703687441776640:00.00
112589990684262400m	112589990684262400m	1407374883553280:00.00	1407374883553280:00.00	1407374883553280:00.00	1407374883553280:00.00	1407374883553280:00.00	1407374883553280:00.00
225179981368524800m	225179981368524800m	2814749767106560:00.00	2814749767106560:00.00	2814749767106560:00.00	2814749767106560:00.00	2814749767106560:00.00	2814749767106560:00.00
450359962737049600m	450359962737049600m	5629499534213120:00.00	5629499534213120:00.00	5629499534213120:00.00	5629499534213120:00.00	5629499534213120:00.00	5629499534213120:00.00
900719925474099200m	900719925474099200m	11258999068426240:00.00	11258999068426240:00.00	11258999068426240:00.00	11258999068426240:00.00	11258999068426240:00.00	11258999068426240:00.00
1801439850948198400m	1801439850948198400m	22517998136852480:00.00	22517998136852480:00.00	22517998136852480:00.00	22517998136852480:00.00	22517998136852480:00.00	22517998136852480:00.00
3602879701896396800m	3602879701896396800m	45035996273704960:00.00	45035996273704960:00.00	45035996273704960:00.00	45035996273704960:00.00	45035996273704960:00.00	45035996273704960:00.00
7205759403792793600m	7205759403792793600m	90071992547409920:00.00	90071992547409920:00.00	90071992547409920:00.00	90071992547409920:00.00	90071992547409920:00.00	90071992547409920:00.00
14411518807585587200m	14411518807585587200m	180143985094819840:00.00	180143985094819840:00.00	180143985094819840:00.00	180143985094819840:00.00	180143985094819840:00.00	180143985094819840:00.00
28823037615171174400m	28823037615171174400m	360287970189639680:00.00	360287970189639680:00.00	360287970189639680:00.00	360287970189639680:00.00	360287970189639680:00.00	360287970189639680:00.00
57646075230342348800m	57646075230342348800m	720575940379279360:00.00	720575940379279360:00.00	720575940379279360:00.00	720575940379279360:00.00	720575940379279360:00.00	720575940379279360:00.00
115292150460684697600m	115292150460684697600m	1441151880758558720:00.00	1441151880758558720:00.00	1441151880758558720:00.00	1441151880758558720:00.00	1441151880758558720:00.00	1441151880758558720:00.00
230584300921369395200m	230584300921369395200m	2882303761517117440:00.00	2882303761517117440:00.00	2882303761517117440:00.00	2882303761517117440:00.00	2882303761517117440:00.00	2882303761517117440:00.00
461168601842738790400m	461168601842738790400m	5764607523034234880:00.00	5764607523034234880:00.00	5764607523034234880:00.00	5764607523034234880:00.00	5764607523034234880:00.00	5764607523034234880:00.00
922337203685477580800m	922337203685477580800m	11529215046068469760:00.00	11529215046068469760:00.00	11529215046068469760:00.00	11529215046068469760:00.00	11529215046068469760:00.00	11529215046068469760:00.00
1844674407370955161600m	1844674407370955161600m	23058430092136939520:00.00	23058430092136939520:00.00	23058430092136939520:00.00	23058430092136939520:00.00	23058430092136939520:00.00	23058430092136939520:00.00
3689348814741910323200m	3689348814741910323200m	46116860184273879040:00.00	46116860184273879040:00.00	46116860184273879040:00.00	46116860184273879040:00.00	46116860184273879040:00.00	46116860184273879040:00.00
7378697629483820646400m	7378697629483820646400m	92233720368547758080:00.00	92233720368547758080:00.00	92233720368547758080:00.00	92233720368547758080:00.00	92233720368547758080:00.00	92233720368547758080:00.00
14757395258967641292800m	14757395258967641292800m	1844674407370955161600:00.00	1844674407370955161600:00.00	1844674407370955161600:00.00	1844674407370955161600:00.00	1844674407370955161600:00.00	1844674407370955161600:00.00
29514790517935282585600m	29514790517935282585600m	3689348814741910323200:00.00	3689348814741910323200:00.00	3689348814741910323200:00.00	3689348814741910323200:00.00	3689348814741910323200:00.00	3689348814741910323200:00.00
59029581035870565171200m	590295810358						