

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 5278
(To be answered on the 25th July 2019)**

CANCELLATION CHARGES

5278. SHRI JAYADEV GALLA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the details of cancellation charges being imposed by various domestic airlines, airline-wise;
- (b) whether cancellation charges are in line with the guidelines issued by the Government and if so, the details thereof and if not, the reasons therefor;
- (c) whether the passengers have been demanding for removing cancellation charges imposed by airlines; and
- (d) if so, whether any decision has been taken by the Government/AAI in this regard and if so, the details thereof?

ANSWER

Minister of State (IC) in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र पक्ष)

(Shri Hardeep Singh Puri)

(a): Details of cancellation charges imposed by various domestic airlines are attached as Annexure-I.

(b) to (d): Complaints regarding high cancellation charges by airlines have been received from various quarters from time to time. To address this issue, the Ministry of Civil Aviation released Charter of passenger's rights on 27.02.2019 after consultation with various concerned stakeholders. The charter of the passengers' rights, inter-alia, has defined certain rights to passengers in case of flight delays, flight cancellations, boarding denied due to overbooking, flight diversions, cancellation charges, lost /delayed / damaged baggage. To make the passenger charter enforceable, Directorate General of Civil Aviation (DGCA) has inter-alia amended the Civil Aviation Requirement (CAR), Section-II, Series M, Part-II titled "Refund of Airline Tickets to Passengers of Public Transport Undertakings", with the following provisions:

- (i) Cancellation charges must be indicated prominently at the time of booking.**
- (ii) Under no circumstances, the airline or its agent shall levy cancellation charge more than the basic fare plus fuel surcharge.**
- (iii) The airlines shall not levy any additional charge to process the refund.**

Cancellation Charges levied by Airlines

Airline	Cancellation Charge
Air India	Rs.2500 or the basic fare whichever is lower.
IndiGo	Rs. 3000/-
Go Air	Rs. 3000/-
Air Asia	Rs. 2198/-
SpiceJet	Rs. 3000/- to Rs. 3500/- depending upon class (economy or business)
Vistara	Rs. 3000/- to Rs. 3500/- depending upon class (economy or business)