

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3875
(To be answered on the 18th March 2021)**

UNIFORMITY IN CANCELLATION CHARGES

3875. SHRI T.R. BAALU

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether there is no uniformity in the cancellation charges levied by the airlines and if so, the details thereof;
- (b) the initiatives taken by the Government to restrict the cancellation charges to not more than 50% of the base fare; and
- (c) the steps taken by the Government to ensure that the tax and fuel surcharge collected is refunded to the passengers on cancellation of tickets?

ANSWER

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

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

(a) to (c): Cancellation charges are not regulated by the Government. However, Directorate General of Civil Aviation (DGCA) being a regulator has issued a Civil Aviation Requirement (CAR), Section-3, Series-M, Part-II titled "Refund of airline tickets to passenger of public transport undertakings" wherein inter-alia the following provisions in respect of cancellation charges have been laid down:-

- i) Cancellation charges must be indicated prominently at the time of booking
- ii) The airlines shall refund all statutory taxes and User Development Fee (UDF)/ Airport Development Fee (ADF)/ Passenger Service Fee (PSF) to the passengers in case of cancellation/non-utilization of tickets / no show. This provision shall also be applicable for all types of promos/special fares and where the basic fare is nonrefundable.
- iii) Under no circumstances, the airline or its agent shall levy cancellation charge more than the basic fare plus fuel surcharge. This will exclude any charges levied by the travel agent, which have been fully disclosed at the time of booking. It shall be the responsibility of the airline to ensure this through their contracts with travel agents/portals.
