

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 5003
(To be answered on the 25th March 2021)**

REFUND OF AIRFARE

5003. SHRI RAM KRIPAL YADAV

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has issued any instructions to airlines for full refund without levying any cancellation charges for all bookings made and payment received during the lockdown period from 25th March, 2020 to 03rd May, 2020 for travel during the same period and if so, the details thereof;
- (b) whether it applies for tickets sold in India for both domestic and international travel;
- (c) whether the order is implemented by all airlines and if so, the details thereof;
- (d) whether Air India has refunded all amounts to passengers; and
- (e) if so, the details thereof and if not, the reasons therefor and the time by which they will refund all amounts to the customers?

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): Directorate General of Civil Aviation (DGCA) has issued circular dated 07/10/2020, pursuant to the Hon'ble Supreme Court of India's order in the case of Pravasi Legal Cell vs Union Of India directing the airlines to issue refund as per directions of Hon'ble Supreme Court. As per the circular dated 07/10/2020, Airlines are to refund the full amount against the ticket booked during the prescribed period and other conditions mentioned therein for both domestic and international air travel.

(d) & (e): Air India has informed that there is no refund application pending of ticket purchased during the period 25/03/2020 to 03/05/2020 for travel during the lockdown period.
