

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 2897  
(To be answered on the 5<sup>th</sup> August 2021)**

**Refund of Airfare**

**2897. ADV. ADOOR PRAKASH**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Government is aware that many passengers have not yet received the refund of credit shell amount from the airlines for the tickets cancelled / not travelled during the lockdown year, if so, the details thereof and if not, the reasons therefor;
- (b) the reasons for not adhering the order of the Hon'ble Supreme Court for completing the refund process before 31st March, 2021;
- (c) whether the Directorate General of Civil Aviation (DGCA) have done any review on the same and if so, the details thereof;
- (d) the details of credit shell amount still pending for refund, airline wise; and
- (e) whether the Government proposes to issue direction on the airlines to complete the process without further delay and if so, the details thereof?

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(GEN. (DR) V. K. SINGH (RETD))**

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(a) & (b): Yes, Sir. Due to COVID-19 pandemic situation and consequent lockdown, air passengers had faced problems of cancellation of flights and refund for the tickets cancelled. Accordingly, Ministry of Civil Aviation (MoCA) had issued the Order dated 16.04.2020 for refund of air fare during the lockdown period. Subsequently, MoCA has been monitoring the status of implementation of the Hon'ble Supreme Court's Order.

(c) to (e): Directorate General of Civil Aviation (DGCA) has undertaken five meetings with Schedule Domestic Airlines to review the status of refund. The details, airline-wise, as on 05.04.2021 as submitted by Scheduled Domestic Airlines are placed at Annexure. MoCA has issued directions for implementation of Order passed by Hon'ble Supreme Court and to monitor the same regularly.

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Statement referred to in reply of Lok Sabha unstarred Q.no 2897 for answer on 05.08.2021

Air India

Refunds details of Air India in India from 01JAN2020 to 31MAR 2021, as on 01APR21						
	Jan to Mar20	Apr to Jun20	July to Sep20	Oct to Dec20	Jan to Feb21	Total
No. of Tickets	2318	48495	117716	242411	114502	525441
Total amt in INR crs	1.44	19.83	44.10	77.79	53.86	197.03

Spicejet

Spicejet has informed the following status on refunds:

Description	No of Tickets (PNRs)	Total Amount(Cr)
Ticket Cancelled (Credit Shell Created)	377,453	381.25
Credit Shells (Utilized)	50,838	102.75
Ticket Refunded	280,968	241.83
Ticket Pending ( Available Credit Shell)	45,647	36.67

Indigo

Indigo has informed the following status on refunds:

Description	No. Of Tickets	Amount (Approx.)
Tickets cancelled	1198156	1033CR
Tickets refunded	1197353	1032CR
Credit Shells	803	0.43CR
Pending	803	0.43CR

Vistara

Vistara has informed the following status on refunds:

Description	No of tickets (PNRs)	Total Amount (Cr)
Total	301475	132.5
Exchanged	49720	22.7
Refunded	228129	98.9
Unutilized	23626	10.8

Go Air

Go Air has submitted the following status on refunds:

Description	No of tickets (PNRs)	Total Amount (Cr)
Tickets Cancelled pre and during Covid	3,95,761	273.40
Refunded/reused/system constrained	3,95,761	273.4
Pending Liability	-	-

**Air Asia**

Air Asia has submitted the following status on refunds:

	No of tickets (PNRs)	Total Amount (Cr)	Remarks
Tickets cancelled	2,43,846	114.03	There is a slight change in the total amount for tickets cancelled. This has been revised after adjusting the duplicate cases
Tickets refunded / settled	230,831	136.5	
Tickets booked and flown on Alternate Flights	10218	5.55	
Credit shell	0	0	Air Asia India had created credit shells only for such cases where customers had opted for credit shells as the service recovery option against the cancelled flights. Following the regulatory directive, AirAsia India refunded all the credit shell PNRs except the 673 credit shell PNRs shown below in "Credit Shell Pending for Refund" due to non-availability of the passenger's bank details.
Credit Shells Pending for Refund (due to unavailability of customer's bank account details)	673	0.58	These are the cases where we have not received any bank details from the guests despite multiple requests.
Tickets Pending for Refund (Neither received any service recovery request nor bank details from the guests)	2,124	1.3	We have communicated multiples times to all these guests seeking their preferred service recovery options (free move flight or full refund). We have also sent communication to these guests seeking their bank account details to process full refunds. These guests have yet not shared their bank account details for us to process their refunds.

**Trujet**

Trujet has submitted that they have settled all the refunds of cancelled air tickets during COVID-19.

**Air India Express**

Air India Express has submitted that they had processed refunds on all INR PNRs as per the Supreme Court order.