

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
STARRED QUESTION NO. : 128
(To be answered on the 10th February 2022)**

CANCELLATION OF AIR TICKETS

***128. SHRIMATI SARMISTHA SETHI**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government is aware of arbitrary cancellation charges levied by private airlines at the time of crisis like pandemic, lockdown, cyclone etc. and if so, the details thereof;
- (b) whether any guidelines or instructions have been issued to the private airlines against such arbitrary cancellation charges and if so, the details thereof; and
- (c) whether any complaints have been received for levying of such charges against private airlines during the last three years and if so, the details thereof, category and year-wise alongwith the action taken thereon?

ANSWER

Minister of CIVIL AVIATION

नागर विमानन मंत्री

(Shri Jyotiraditya M. Scindia)

(a) to (c): A statement is laid on the Table of the House.

STATEMENT IN RESPECT OF LOK SABHA STARRED QUESTION NO. 128 REGARDING "CANCELLATION OF AIR TICKETS" TO BE ANSWERED ON 10.02.2022.

(a) & (b): Directorate General of Civil Aviation (DGCA) 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.**

During the lockdown due to COVID - 19 pandemic, Directorate General of Civil Aviation (DGCA) had issued circular dated 07/10/2020 directing the airlines to issue refund as per directions thereof for cancelled tickets on account of lockdown due to COVID-19 pandemic. As per this circular, the Airlines were 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.

(c): Ministry of Civil Aviation / Directorate General of Civil Aviation has been receiving grievances related to air transport including on the airfare charges payable by the public. They are redressed as per the established mechanism / extant guidelines in the matter. Further, Ministry of Civil Aviation has launched Air-Sewa Application - a digital platform, for enabling travellers to submit grievances and seek information on air travel in India. Passengers may report their grievances on Air-Sewa Application for expeditious disposal. Details of the number of passenger complaints against private airlines during last three years, as submitted by the scheduled domestic airlines to Directorate General of Civil Aviation (DGCA) as part of monthly submission of traffic data, are attached as Annexure.

Annexure

Statement referred to in reply of Lok Sabha Starred Question no. 128 for answer on 10.02.2022.

2019

Airline	Nature of Complaint									Total Complaints
	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	
Air Asia	0	67	62	44	22	0	20	0	0	215
Vistara	5	16	8	14	25	1	30	0	0	99
Go Air	0	0	94	444	102	0	9	17	82	748
IndiGo	0	48	1679	857	664	65	23	0	0	3336
Spicejet	0	0	898	163	110	0	36	0	123	1330
Air India (Dom)	0	60	1133	566	1323	19	218	0	2	3321
Trujet	1	4	14	3	0	0	0	0	3	25
Total	6	195	3888	2091	2246	85	336	17	210	9074

2020

Airline	Nature of Complaint									Total Complaints
	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	
Air Asia	0	41	22	13	10	0	1	0	0	87
Vistara	1	6	1	11	13	0	7	0	0	39
Go Air	0	0	173	166	19	0	0	1	25	384
IndiGo	0	44	288	164	224	9	1	0	0	730
Spicejet	0	0	346	62	65	3	21	6	79	582
Air India (Dom)	0	2129	250	110	313	0	93	0	34	3104
Trujet	0	6	6	5	0	0	0	0	0	17
Total	1	2226	1086	531	644	12	123	7	138	4943

2021

Airline	Nature of Complaint									Total Complaints
	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	
Air Asia	0	25	20	8	22	0	3	0	0	78
Vistara	1	12	2	0	32	3	5	0	5	60
Go Air	0	0	17	50	17	0	0	6	2	92
IndiGo	0	2	99	82	78	0	0	0	0	261
Spicejet	0	0	331	68	39	0	17	6	77	538
Air India (Dom)	0	2145	344	193	855	0	300	2	29	3868
Trujet	0	6	6	1	0	0	0	0	1	14
Alliance Air	125	69	209	36	11	5	6	0	8	469
Total	126	2259	1028	438	1054	8	331	14	122	5380