

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2706
(To be answered on the 17th March 2022)**

HIGH CANCELLATION CHARGES FOR AIR TICKETS

2706. SHRI E.T. MOHAMMED BASHEER

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government is aware that airlines are charging exorbitant rate for cancellation of air tickets especially for international travel and if so, the details thereof and action taken in the matter; and
(b) whether the Government proposes to take steps for rationalising the same 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))

(a) During the lockdown due to COVID - 19 pandemic, 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 as per other conditions mentioned therein for both domestic and international air travel.

(b) The 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.
