

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 869  
(To be answered on the 21<sup>st</sup> July 2022)

REFUND OF AIRFARE

869. SHRI N.K. PREMACHANDRAN

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government proposes to instruct the Airlines and accredited agencies, travel agencies to reimburse the ticket charge due to cancellation of flights during Covid-19 restrictions;
- (b) if so, the action taken thereon;
- (c) whether it has come to the notice of the Government that the Airlines and travel agencies failed to refund the amount levied for ticket charge due to cancellation of flight during Covid-19;
- (d) if so, the details of the action taken thereon;
- (e) whether the Government proposes to fix a date and direct the airlines and travel agencies to refund the amount in a time bound manner;
- (f) if so, the details of the action taken thereon;
- (g) whether the Government proposes to initiate action against the Airlines and agencies who failed to refund the ticket charge due to cancellation of flights; and
- (h) 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) to (h): Due to COVID-19 pandemic situation and consequent lockdown, air passengers had faced problems of cancellation of flights and receiving refund for the tickets cancelled. To ensure appropriate protection of interests of passengers who got affected due to flight cancellation due to COVID-19 pandemic, DGCA (Directorate General of Civil Aviation) issued Circular dated 16/04/2020 on the subject 'Refund of air fare during lock down period, suspending domestic and international flight operations'. The said Circular was amended on 07/10/2020 with the title 'Refund on cancellation of air tickets during lockdown' on the basis of Hon'ble Supreme Court judgement passed on 01/10/2020 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 informed by the DGCA, the regulator, all airlines are compliant with the said DGCA Circular. Further, in the meetings held in April, 2021, the Ministry of Civil Aviation directed all Scheduled Airlines to refund the balance amount without any further delay, in compliance to the direction of the Hon'ble Supreme Court.

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