

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3059
(TO BE ANSWERED ON THE 18th December 2025)

REVISION IN AIRFARE REFUND NORMS

3059. PROF SOUGATA RAY

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) whether the Government has any proposal to revise airfare refund norms and if so, the details thereof;
- (b) whether there is any proposal to introduce Ambu lift to facilitate the journey of wheelchairborne passengers and if so, the details thereof;
- (c) whether the Government is aware that the passengers have to pay extra charges for seat selection in flights; and
- (d) if so, the details thereof along with the steps taken to stop such illegal charges?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

- (a): The regulations on 'Air Ticket Refund', Civil Aviation Requirement (CAR), Section 3, Series M, Part II, titled 'Refund of Airline Tickets to Passengers of Public Transport Undertakings', is currently under review by Directorate General of Civil Aviation (DGCA).;
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- (b): CAR, Section 3 - Air Transport, Series M, Part I, titled "Carriage by Air of Persons with Disability and/ or Persons with Reduced Mobility" provides that airport operator has to make appropriate provision for ambulift at the airport to enable persons with disability (Divyangjan) or reduced mobility to embark/disembark. Facility of towable ramp or equivalent accessible equipment is provided at airports where ambulift or aerobridge facility is not available.;
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- (c) & (d): In order to make base fare more affordable, DGCA has issued Air Transport Circular (ATC) 01 of 2024 on 'Unbundling of Services and Fees by Scheduled Airlines' which provides passengers an option of paying for the services they opt to avail including selection of preferential seat.
