

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2102
(To be answered on the 10th March 2016)

HIKE IN CANCELLATION CHARGES

2102. SHRI K. ASHOK KUMAR

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether Air India has hiked ticket cancellation charges, if so, the details thereof;
- (b) whether the cancellation charges range from Rs. 1,055 to Rs. 2,750 depending upon class of tickets, fare level and time before departure, if so, the details thereof;
- (c) whether under the provision of existing regulations, airlines are free to establish reasonable fee/charges for the services being offered by them; and
- (d) if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Dr Mahesh Sharma)

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- (a) Yes, Madam. Air India has marginally hiked its cancellation charges effective 15.02.2016. Cancellation Charges (All Inclusive) effective 15.02.2016 are attached at Annexure A, and Cancellation charges, as applicable prior to this revision are attached at Annexure B.
- (b) Currently there are different fare levels and corresponding cancellation charges. Cancellation charges are applicable for Date change, Reissuance, Refund and No Show. The cancellation charges vary from Nil to Rs 2000 (All Inclusive) till 1 hour before departure, based on the class of tickets, fare level and time before departure . For Economy class Apex fare, for cancellation less than 24 hours before departure, the basic fare and airline fuel charges are forfeited.
- (c) Yes, Madam.
- (d) Under the provision of-Sub Rule (1) of Rule 135 of Aircraft Rules 1937, airlines are free to fix reasonable tariff having regard to all relevant factors, including the cost of operation, characteristics of service, reasonable profit and the generally prevailing tariff. Air fare so established by the airlines is published on their respective website under the provision of Sub Rule (2) of Rule 135, Aircraft Rules 1937.

CANCELLATION CHARGES

ANNEXURE-A

RE-ISSUANCE, REFUND AND NO SHOW CHARGES
IN DOMESTIC SECTORS (EFFECTIVE 15TH FEBRUARY 2016)

	RBD	Reissuance - Including date change (All Inclusive)	Refund (All Inclusive)	No-show (All Inclusive)
First Class	F	Nil (Till 1 hr before departure)	Nil (Till 1 hr before departure)	INR 2000
	C	Nil (Till 1 hr before departure)	Nil (Till 1 hr before departure)	INR 2000
	D & J	Nil (Till 1 hr before departure)	Nil (Till 1 hr before departure)	INR 2000
Business Class	Z	INR 2000- (Till 1 hr before departure)	INR 2000(Till 1 hr before departure)	INR 2000
	Y	Nil (Till 1 hr before departure)	Nil (Till 1 hr before departure)	INR 2000/-
Economy Class	B, M	INR 2000/- (Till 1 hr before departure)	INR 2000/- (Till 1 hr before departure)	INR 2000/-
	H, K, Q, V,W, G, L & U	INR 2000/- (Till 1 hr before departure)	INR 2000/- (Till 1 hr before departure)	Non Refundable (Basic + YQ Forfeited) **
Economy Class Apex Fare	T, S & E	INR 2000/- (Till 24 hr before departure). Reissuance / Date Change is not Permitted less than 24 hours before departure	INR 2000/- (Till 24 hr before departure). Non Refundable (Basic and YQ) forfeited less than 24 hours before departure	Non Refundable (Basic + YQ Forfeited)**

**YQ – Fuel Charge

- Above Charges are applicable per coupon. The levies are applicable on the Airline charges, that is, Basic Fare and Airline Fuel Charge. e.g. in case of 'non-refundable' No-show ticket Basic fare as well as Airline fuel charge will be forfeited.
- Air India No-Show Waiver at Airport - For RBDs - H, K, Q, V,W, G, L, U,T, S & E in case, the passenger has reported at the airport (after closure of counter but before departure of flight) would be permitted to roll over, on no-show, at a charge of INR 2500.
- Further, fare difference if any as per the RBD/ Fare Basis available/ applicable on the next available flight is charged from the passenger in addition to the no-show penalty.
- No cancellation fee would be applicable on Infant Tickets.

CHARGES APPLICABLE FOR REFUND / DATE CHANGE / NO SHOW

	RBD	Date Change	Refund	No-show
First Class	F	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	INR 1087/-
Business Class	C	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	INR 1087/-
	D & J	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	INR 1087/-
	Z	INR 1087/- (Till 1 hr before dep)	INR 1087/- (Till 1 hr before dep)	INR 1631/-
Economy Class	Y, B, M	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	INR 1058/-
	H & K	INR 1058/- (Till 1 hr before dep)	INR 1058/- (Till 1 hr before dep)	Non Refundable
	Q	INR 1058/- (Till 1 hr before dep)	INR 1058/- (Till 1 hr before dep)	Non Refundable
	V	INR 1058/- (Till 1 hr before dep)	INR 1058/- (Till 1 hr before dep)	Non Refundable
	W, G, L & U	INR 1058/- (Till 1 hr before dep)	INR 1058/- (Till 1 hr before dep)	Non Refundable
Economy Class Apex Fare	T & S	INR 1587/- (Till 1 hr before dep)	INR 1587/- (Till 1 hr before dep)	Non Refundable
Economy Class Apex Fare	E	INR 1587/- (Till 1 hr before dep)	INR 1587/- (Till 1 hr before dep)	Non Refundable

*No-Show charges for domestic sector is INR 2000, when the passenger has reported at the Airport and being rolled over / travelling on the next available flight of Air India.