

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1927
(To be answered on the 5th May 2016)**

HIKE IN CANCELLATION CHARGES

1927. SHRI CHANDULAL SAHU

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Ministry has taken note of steep hike in cancellation charges by airlines;
- (b) if so, the details thereof and the action taken by the Directorate General of Civil Aviation (DGCA) in this matter;
- (c) whether the airlines have responded to notice given by DGCA on the issue, if so, the details thereof; and
- (d) the details of cancellation charges slabs, airline-wise?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Dr Mahesh Sharma)

(a) and (b): Analysis on the increase of the cancellation charge was carried out and it was found that there was increase in cancellation charges. Cancellation charges is not fixed. It varies from airlines to airlines from Rs. 1500/- to 100% fare of the ticket depending upon class of tickets, fare level and time before departure.

(c): Air fares are not regulated by the Government. With the repeal of Air Corporation Act in March 1994, the provision of fare approval was dispensed with by the Governmental including charges for cancellation.

(d): Airline wise details of cancellation charge slabs are placed at Annexure-I.

ANNEXURE-1

Airline	Class	Fare Level/RBD	Re-issuance/Change Charges	Cancellation/Refund Charges	No-Show Charges
Go Air	Business Class	Go Smart	Only difference in base fare and applicable taxes and surcharge	1. 0-2 hours: 100% except taxes 2. 2-48 hours: 2249 per passenger segment 3. 48 hours to 7 days: 1999 per passenger segment 4. 7 days to 30 days: 1499 per passenger per segment 5. 30 days or beyond: 1249 per passenger segment	N/R (except PSF/UDF/Cure/Service Tax)
	Economy Class	Go Flexi	Only difference in base fare and applicable taxes and surcharge	400/-	N/R (except PSF/UDF/Cure/Service Tax)
Go Air	Economy Class	Go Business	Rs. 1500/- + difference in base fare and applicable taxes and surcharge	1. 0-2 hours: 100% except taxes 2. 2-48 hours: 2249 per passenger segment 3. 48 hours to 7 days: 1999 per passenger segment 4. 7 days to 30 days: 1499 per passenger per segment 5. 30 days or beyond: 1249 per passenger segment	N/R (except PSF/UDF/Cure/Service Tax)
		Economy	1500/- plus fare difference up to 2 hrs before dep	1. 1500/- up to 7 days before dep 2. 2250/- between 2-11 hours to 7 days before dep	N/R (except WO & NI)
Vistara	Economy	Super Saver	2250	Non Refundable	Non Refundable
		Saver	2000	2500	2115
Vistara	Premium Economy	Flexi	1000	2000	1058
		Saver	2000	2500	2174
Spicejet	Business	Flexi	1000	2000	1631
		Saver	2500	2500	2174
Spicejet	Economy Class	Flexi	1000	2000	1631
		Saver	2500	2500	2174
Jet Airways	Economy Class (Jet Airways)	All Levels	INR 2250	INR 2250	N/R (except PSF/UDF)
		Level 1-3	INR 4000	INR 4500	Non Refundable
Jet Airways	Premier Class (Jet Airways)	Level 4	INR 2000	INR 2500	Non Refundable
		Level 5-7	Nil	Nil	Nil
Jet Airways	Economy Class (Jet Airways)	Level 1-9	INR 3500	Non Refundable	Non Refundable
		Level 10-13	INR 3000	INR 3500	Non Refundable
Jet Airways	Economy Class (Jet Airways)	Level 14-18	INR 2000	INR 3000	Non Refundable
		Level 19-22	INR 1500	INR 2000	Non Refundable

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IndiGo	Economy Class	All Levels	INR 2250	INR 2250	INR 2250	N/R (except PSF/UDF)
Air Asia	All Fare Class	All Fare Level	Rs. 1522/- below 2 hrs prior to departure Rs. 1550/- above 2 hrs prior to departure	INR 2250	INR 2250	N/R (except PSF/UDF)
Air India	First Class	F	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	Rs. 2000/-
	Business Class	C,D,J	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	Rs. 2000/-
	Business Class	Z	Rs. 2000/- (Till 1 hr before dep)	Rs. 2000/- (Till 1 hr before dep)	Rs. 2000/- (Till 1 hr before dep)	Rs. 2000/-
	Economy Class	Y	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	Nil (Till 1 hr before dep)	Rs. 2000/-
	Economy Class	B,M	Rs. 2000/- (Till 1 hr before dep)	Rs. 2000/- (Till 1 hr before dep)	Rs. 2000/- (Till 1 hr before dep)	Rs. 2000/-
Air India	Economy Class	H,K,Q,V,W,G,L,U	Rs. 2000/- (Till 1 hr before dep)	Rs. 2000/- (Till 1 hr before dep)	Rs. 2000/- (Till 1 hr before dep)	Non-Refundable - Basic and Fuel Charge would be forfeited.
	Economy Class Apex Fare	E,S,T	Rs. 2000/- (Till 24 hr before dep)	Rs. 2000/- (Till 24 hr before dep)	Rs. 2000/- (Till 24 hr before dep)	Non-Refundable - Basic and Fuel Charge would be forfeited.
Air Pegasus	All Fare Class	All Fare Level	Not permitted less than 24 hrs before departure	INR 1500	INR 1500	Non-Refundable - Basic and Fuel Charge would be forfeited.
Trujet	All Fare Class	All Fare Level				
	All Fare Class	All Fare Level				

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