

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:208
ANSWERED ON:23.07.2001
REFUND OF LOST TICKETS
JASWANT SINGH YADAV

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Indian Airlines propose to change the refund rules of the lost tickets;
- (b) if so, the details thereof;
- (c) whether Consumer Forum has given any suggestion to the Indian Airlines in this regard;
- (d) if so, the details thereof; and
- (e) the action taken by the Indian Airlines thereon?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

(a): No, Sir.

(b): Does not arise.

(c) and (d): The National Commission on Consumer Disputes Redressal, New Delhi while passing order in favour of Indian Airlines in a case of refund against lost ticket made an observation that the Rule of no refund against lost ticket is archaic in today's situation when there is explosion in communication and spread of vast computer network in the country.

(e): The present level of automation communication and computerization of the passenger transactions in Indian Airlines is not sufficient to provide, without the possibility of misuse by unscrupulous persons intending to cause loss of revenue, spot refund in the case of lost domestic tickets.

Indian Airlines makes refund against lost domestic ticket within a specified period after completion of necessary formalities. Refund against lost international ticket is, however, made on the spot.