

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3420

ANSWERED ON:16.03.2011

REFUND OF CANCELLATION CHARGES

Owaisi Shri Asaduddin;Patil Shri Sanjay Dina ;Yadav Shri Ranjan Prasad

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Air Passengers Association has urged refund of charges in the event of passengers unable to travel against roundtrip tickets;
- (b) if so, the details thereof alongwith the reaction of the Government thereto;
- (c) the details of cancellation charges levied by airlines, airline-wise alongwith the reasons for variation amongst airlines; airline-wise;
- (d) whether private airlines have increased the cancellation and other service charges in domestic sectors;
- (e) if so, the details thereof; and
- (f) the steps taken by the Government for bringing uniformity and transparency in cancellation charges?

Answer

MINISTER OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

(a) and (b):- No, Madam.

(c)to(e):- Charges applicable for Air travel are not fixed by the Government, as they are determined by market forces. Such charges/fares keep changing depending upon market conditions. As per the mandate of Directorate General of Civil Aviation (DGCA), Airlines are required to display their refund policy on their respective websites in an unambiguous manner.

(f):- DGCA has issued Civil Aviation Requirements (CAR), SECTION 3 – AIR TRANSPORT SERIES 'M', PART II, ISSUE I, Dated 22 May, 2008 regarding 'Refund of Airline Tickets to Passengers of Public Transport Undertakings', which is available on the website of DGCA (www.dgca.nic.in). Compliance of the CAR is mandatory for all scheduled airlines.