

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2347  
ANSWERED ON:08.12.2014  
REFUND FOR FLIGHT DELAYS AND CANCELLATIONS  
Birla Shri Om;Chinnaraj Shri Gopalakrishnan

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether it has come to the notice of the Directorate General of Civil Aviation (DGCA) that certain private airlines are reluctant to refund fare to air passengers in the event of flight delays/cancellations;
- (b) if so, whether the DGCA has taken any action in this regard; and
- (c) if so, the details thereof and if not, the reasons therefor?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION (Dr. Mahesh Sharma)

(a) to (c) About 80 complaints related to refund of air fares have been received by Directorate General of Civil Aviation (DGCA) during the year 2014 (January - October). These complaints are taken up with airline concerned for redressal. Majority of such complaints pertain to booking made through travel portals/travel agents, which are not regulated by DGCA. Refund in the event of flight cancellation is regulated under the provision of Civil Aviation Requirements (CAR), Section 3, Air Transport, Series M, Part II and Part IV.