



GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
TECHNICAL CENTRE, OPP SAFDURJUNG AIRPORT, NEW DELHI

CIVIL AVIATION REQUIREMENTS
SECTION 3 – AIR TRANSPORT
SERIES 'M', PART II
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EFFECTIVE FORTHWITH

Subject: Refund of Airline Tickets to Passengers of Public Transport Undertakings.

1. Introduction

1.1 The issue of refund of tickets by airlines has become a major source of grievance amongst airline passengers. A large number of complaints are regularly received which can broadly be divided into the following categories:

- (a) Delay in refund of unused tickets
- (b) The amount which is refunded by the airlines against cancelled tickets.
- (c) Policy of not to refund the ticket amount but to adjust against tickets to be purchased by the passenger for future travel in the same airline that too valid for a limited period of time.

1.2 While the Government is committed not to interfere in the commercial practices of the airlines, the volume of the complaints necessitates some affirmative action to safeguard the interest of the traveling public. The matter has been discussed in several meetings with the airlines with no improvement in the system adopted by airlines for refund of tickets. It is now considered that the onus rests with the Government to fix some minimum bench marks, as far as the refund policy is concerned in order to stem the growing dissatisfaction among the passengers regarding the refund procedures adopted by some airlines.

2. Without interfering with the deeper commercial practices of the airlines, this CAR prescribes minimum requirements for refund of ticket purchased by persons/ passengers with respect to air transport undertakings including

scheduled and non-scheduled operators. This CAR is issued in public interest as per Rule 133A of the Aircraft Rules and Ministry of Civil Aviation Order No. AV 13030/105/2007-DT dated 12 May, 2008.

3. Requirements

- (a) In case of credit card payments, refund shall be made by the airlines within seven days of the cancellation to the account of credit card holder.
- (b) In case of cash transactions, refund shall be made immediately by the airlines office from where the ticket was purchased.
- (c) In case of purchase of ticket through travel agents, the arrangement for refund be left to the passenger and the travel agent.
- (d) Airlines shall necessarily return the PSF collected by them from the passengers on non-utilization/ cancellation of tickets.
- (e) Airlines shall refund any charges such as congestion charge, fuel surcharge etc., alongwith the refund of the ticket, unless these are clubbed with basic fares.

Note: For the charges, surcharges levied by the airlines, the word 'tax' or 'taxes' should not be used.

- (f) When being offered tickets for future travel, passengers shall be allowed an option for refund of money instantly.
- (g) The airlines should indicate in an unambiguous manner the amount of refund of money admissible on cancellation of a ticket. For this purpose, the amount and its break-up may be indicated on the ticket itself or through separate form used for the purpose, and the policy and amount of refund shall also be displayed by the airlines on their respective websites.
- (h) In case of lost ticket coupons, the airlines shall take prompt action to refund the ticket amount after verification from their records,



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