



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**  
File No. 23-16/2016-AED

**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 no refund of 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 to no interference in the commercial practices of the airlines, the volume of the complaints necessitates some affirmative action to safeguard the interest of the travelling public. The matter has been discussed in several meetings with the airlines with no significant improvement in the system adopted by airlines for refund of tickets. It is, therefore, now considered necessary by 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. This CAR prescribes minimum requirements for refund of ticket purchased by persons/passengers with respect to air transport

undertakings including scheduled domestic/non-scheduled operators/  
foreign carriers operating to/from India.

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.~~ In case of purchase of ticket through travel agent/portal, onus of refund shall lie with the airlines as agents are their appointed representatives. The airlines shall ensure that the refund process is completed within 15 working days in case of domestic travel and 30 working days in case of international travel.
- d) ~~Airlines shall necessarily return the PSF collected by them from the passengers on non-utilization/ cancellation of tickets.~~ The airlines shall refund all statutory taxes and User Development Fee (UDF)/Airport Development Fee (ADF)/Passenger Service Fee (PSF) to the passengers in case of cancellation/non-utilisation of tickets/no show. This provision shall also be applicable for all types of fares offered including promos/special fares and where the basic fare is non-refundable.
- 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.~~

- e) ~~When being offered tickets for future travel, passengers shall be allowed an option for refund of money instantly.~~ The option of holding the refund amount in credit shell by the airlines shall be the prerogative of the passenger and not a default practice of the airline.

- f) 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.
- g) ~~In case of lost ticket coupons, the airlines shall take prompt action to refund the ticket amount after verification from their records,~~
- h) Under no circumstances, the airline shall levy cancellation charge more than the basic fare.
- i) The airlines shall not levy any additional charge to process the refund.
- j) Foreign carriers operating to/from India shall refund the tickets in accordance with regulations of their country of origin. The mode of refund shall be in accordance with Para 3 (a),(b) & (c) of this CAR.

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