

B Block, Rajiv Gandhi Bhawan,
Safdarjung Airport, New Delhi
Dated the 16th April, 2020

OFFICE MEMORANDUM

Subject: Refund of air fare during the lockdown period, suspending domestic and international flight operations.

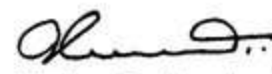
In view of the pandemic situation of COVID-19, a lockdown was imposed by the Government from the 25th of March, 2020 to the 14th of April, 2020 for a period of 21 days. Pursuant to the imposition of the lockdown, a ban on operation of all domestic and international flights for this period was imposed.

2. In the meanwhile, substantial number of travellers eager to move from the places where they were have booked tickets for the travel after the end of above lockdown period, i.e. from 15th April, 2020 onwards. Currently, the Government has further extended the lockdown period up to the 3rd of May, 2020, with the ban continuing on operation of all domestic and international flights.

3. The Ministry of Civil Aviation (MoCA) acknowledges the unusual situation that has arisen due to the lockdown being imposed to contain the further spread of COVID-19 and its consequential effect on the air passengers and airlines. After detailed examination of the grievances received from various quarters, the following advisories are issued:-

- (i) If a passenger has booked a ticket during the first lockdown period (from 25th of March to 14th of April, 2020) and the airline has received payment for booking of the air ticket during the first lockdown period for travel during the same period, **for both domestic and international air travel** and refund is sought by the passenger against that booking being cancelled, the Airline shall refund the full amount collected without levy of cancellation charge. The refund shall be made within a period of three weeks from the date of request of cancellation.
- (ii) If a passenger has booked a ticket during the first lockdown period and the airline has received the payment for booking of air ticket during first lockdown period (from 25th of March to 14th of April, 2020) for travel during the second lockdown period (from 15th of April to 3rd of May, 2020) **for both domestic and international air travel** and the passenger seeks refund on cancellation of the ticket, the Airline shall refund the full amount collected without levy of cancellation charge. The refund shall be made within a period of three weeks from the date of request of cancellation.

4. Directorate General of Civil Aviation is requested to monitor the compliance of the advisories.


(Usha Padhee) 16/4/20

Joint Secretary to the Government of India