



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

AIR TRANSPORT CIRCULAR 9 OF 2009

File No: 23-11/2004-RD

Dated: 5th Sept, 2009

Subject: Compliance of CAR Section 3, Series M, Part II regarding Refund of Airline Tickets to Passengers of Public Transport Undertakings

In view of large number of complaints received with regard to delay/denial in refund of unused tickets by the scheduled domestic airlines on account of cancellation, DGCA had issued the subject CAR on 22nd May, 2008 laying down various requirements for refund.

However, it has been observed that airlines are not following the subject CAR in letter and spirit leading to general grievance of passengers that there is still delay in the refund process and at times airlines are forcing the passengers to accept refund by way of future travel.

Airlines are, therefore, once again advised to refund the amount to passengers in accordance with the provisions of the subject CAR. In this regard, airlines should also file a monthly return as per the enclosed proforma so as to reach this office latest by 5th of every month indicating the details of refund cases handled in the preceding month.

This issues with the approval of Director General of Civil Aviation.

(Lalit Gupta)

Director (R&D)/Air Transport
For Director General of Civil Aviation

To:

All Scheduled Domestic Airlines

Mode of Transaction	Number of Refund Cases Received		
	Total	Settled with Details	Not Resolved with Reasons
Cash			
Credit Card			
Travel Agents			

Note: If the settlement has been done by way of offering future travel, it should be indicated in each case as to whether the consent of the concerned passenger was obtained.