

# Proposed Amendments to Passenger Related CARs

# CAR on Refund of Air Tickets

# Proposed Amendments

Existing Provision in CAR	Proposed Provision
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, <b>onus of refund shall lie with the airline as agents are appointed representatives of airlines. The refund process shall be completed within 15 working days in case of domestic travel and 30 working days in case of international travel</b>

# Proposed Amendments

<b>Existing Provision in CAR</b>	<b>Proposed Provision</b>
Airlines shall necessarily return the PSF collected by them from the passengers on non-utilization/ cancellation of tickets	Airlines shall refund <b>all statutory taxes and User Development Fee (UDF)/Airport Development Fee (ADF)/Passenger Service Fee (PSF)</b> to the passengers in case of cancellation/ <b>non-utilisation of tickets/no show</b>

# Proposed Amendments

<b>Existing Provision in CAR</b>	<b>Proposed Provision</b>
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 shall be the prerogative of the passenger and not a default practice of the airline
No provision of promo/special or non-refundable basic fare in the present CAR	Return of taxes and fee shall be applicable for all types of fares offered by airline including promos/special fares and where the basic fare is non-refundable

# Proposed Amendments

<b>Existing Provision in CAR</b>	<b>Proposed Provision</b>
No provision in the present CAR	Under no circumstances the cancellation charge shall be more than the basic fare
No provision in the present CAR	Airlines shall not levy any additional charge to process the refund
No provision in the present CAR	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 the provision of the CAR

# **CAR on Denied Boarding, Flight Cancellation and Flight Delays**

# Proposed Amendments

<b>Existing Provision in CAR</b>	<b>Proposed Provision</b>
<p>Financial compensation in case of Denied Boarding:</p> <p>a) Rs. 2,000/- or value of ticket whichever is less for flights having a block time of upto and including 01 hour</p> <p>b) Rs. 3,000/- or value of ticket whichever is less for flights having block time of more than 01 hour and upto and including 02 hours.</p> <p>c) Rs. 4,000/- or value of ticket whichever is less for flights having a block time of more than 02 hours.</p>	<p>a) No compensation in case airline arranges alternate flight that is scheduled to depart within one hour of original schedule departure time.</p> <p>b) Amount equal to 200% of booked one-way basic fare plus airline fuel charge subject to maximum of INR 10,000/- in case airline arranges alternate flight that is scheduled to depart within the 24 hours of the booked scheduled departure</p>



# Proposed Amendments

Existing Provision in CAR	Proposed Provision
<p>Financial compensation in case of Denied Boarding:</p> <p>a) Rs. 2,000/- or value of ticket whichever is less for flights having a block time of upto and including one hour</p> <p>b) Rs. 3,000/- or value of ticket whichever is less for flights having block time of more than one hour and upto and including two hours.</p> <p>c) Rs. 4,000/- or value of ticket whichever is less for flights having a block time of more than two hours.</p>	<p>c) Amount equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000, in case airline arranges alternate flight that is scheduled to depart beyond 24 hours of the booked scheduled departure</p> <p>d) In case passenger does not opt for alternate flight, refund of full value of ticket and compensation equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000</p>

# Proposed Amendments

<b>Existing Provision in CAR</b>	<b>Proposed Provision</b>
<p>Airlines overbook to a limited extent in order to reduce possibility of flights departing with empty seats due to 'No Shows' i.e. passengers who do not report for travel despite firm bookings before time limit stipulated by the airline. Under the provisions of this CAR, airlines shall be liable to pay compensation to passengers who are denied boarding. In order to minimize 'No Shows', airlines will be allowed to levy appropriate 'No Show' penalties in relation to the Fare which will be deducted from the Fare paid by the passenger</p>	<p>Deleted to ensure that 'No Show' passenger gets refund in accordance with the provisions of CAR Section 3, Series M, Part II</p>

# Proposed Amendments

<b>Existing Provision in CAR</b>	<b>Proposed Provision</b>
<p>Financial compensation for flight cancellation:</p> <ul style="list-style-type: none"><li>a) Rs. 2,000/- or value of ticket whichever is less for flights having a block time of upto and including 01 hour</li><li>b) Rs. 3,000/- or value of ticket whichever is less for flights having block time of more than 01 hour and upto and including 02 hours.</li><li>c) Rs. 4,000/- or value of ticket whichever is less for flights having a block time of more than 02 hours</li></ul>	<p>No compensation shall be paid in case passengers are informed of flight cancellation:</p> <ul style="list-style-type: none"><li>a) At least two weeks before scheduled time of departure and airline has arranged alternate flight of any day acceptable to the passenger</li><li>b) Less than two weeks before and upto 24 hours of scheduled time of departure and airline has arranged alternate flight scheduled to depart within two hours of their booked scheduled time of departure</li></ul>

# Proposed Amendments

Existing Provision in CAR	Proposed Provision
<p>Financial compensation for flight cancellation:</p> <ul style="list-style-type: none"><li>a) Rs. 2,000/- or value of ticket whichever is less for flights having a block time of upto and including 01 hour</li><li>b) Rs. 3,000/- or value of ticket whichever is less for flights having block time of more than 01 hour and upto and including 02 hours.</li><li>c) Rs. 4,000/- or value of ticket whichever is less for flights having a block time of more than 02 hours</li></ul>	<p>Else airlines shall pay following compensation in addition to refund of tickets:</p> <ul style="list-style-type: none"><li>a) INR 5,000 or booked one-way basic fare plus airline fuel charge, whichever is less for flights having a block time of upto and including 01 hour</li><li>b) INR 7,500 or booked one-way basic fare plus airline fuel charge, whichever is less for flights having block time of more than 01 hour and upto and including 02 hours.</li><li>c) INR 10,000 or booked one-way basic fare plus airline fuel charge, whichever is less for flights having a block time of more than 02 hours</li></ul>

# **CAR on Facilities to be Provided to Persons with Reduced Mobility**

# Proposed Amendments

Existing Provision in CAR	Proposed Provision
<p>Upon advance request, and with charge(s) as applicable, airlines shall make provisions for carriage of stretchers and associated equipment for passengers who cannot use the standard airline seat in a sitting/reclining position for the class of service desired. Such a request shall be made at least 48 hrs prior to the scheduled departure of the flight</p>	<p>Upon advance request, and with charge(s) as applicable, airlines shall make provisions for carriage of stretchers and associated equipment for passengers who cannot use the standard airline seat in a sitting/reclining position for the class of service desired. Such a request shall be made at least 48 hrs prior to the scheduled departure of the flight. <b>Airlines shall develop a procedure for making advance request of stretcher and same should be displayed on airline's website.</b></p>

# Proposed Amendments

Existing Provision in CAR	Proposed Provision
<p>All airlines, airport operators shall conduct training program for all personnel engaged in passenger services for sensitization and developing awareness for assisting persons with disability or reduced mobility and to ensure that they are well briefed about their responsibilities</p>	<p>Airlines, airport operators, <b>security personnel, customs &amp; immigration shall conduct training program, as per training module provided by Ministry of Social Justice &amp; Empowerment,</b> for all their personnel engaged in passenger services for sensitization and developing awareness for assisting persons with disability or reduced mobility and to ensure that they are well briefed about their responsibilities</p>

# Proposed Amendments

<b>Existing Provision in CAR</b>	<b>Proposed Provision</b>
No provision in the present CAR	Airports where ambulift or aerobridge facility is not available, provision of towable ramp should be made by airport operator
No provision in the present CAR	Airport operator shall ensure that assistive devices being used to assist a disabled passenger are as per the standards set by Ministry of Social Justice and Empowerment



# Checked-in Baggage Charges Issue

- At present, most of scheduled domestic airlines provide free checked-in baggage allowance up to 15 Kgs after which charges are INR 300 per kg
- Airlines have been asked to keep variable checked-in baggage fare between 15-20 kg to benefit passengers who carry checked-in baggage in excess of 15 kgs but less than 20 kgs as detailed below:
  - Free Checked-in baggage of 15 Kg (+ 5 Kg @ INR 100 per Kg)

**Thank you**