JAGO GRAHAK JAGO

Fly High
...by asserting your rights

A passenger should be made aware of facilities being provided by the airlines through their respective website.

If a flight is cancelled, the amount paid by the passenger shall be refunded immediately by the airlines office, if cash payment was made and positively within 7 days in case of payments made through Credit Card.

Passengers who have not been informed at least 3 hours in advance about the cancellation of the flight on which they were scheduled to travel, shall be compensated by the airlines for the inconvenience, refund of ticket prices, if the passenger does not wish to travel and by facilities at the airport.

No airlines can refuse to carry persons traveling in a stretcher or incubator, when they are escorted by a person who will cater to their needs.

Detailed guidelines are available on Directorate General of Civil Aviation website : www.dgca.nic.in

davp 08101/13/0010/1112

National Consumer Help Line No.

1800-11-4000 (Toll free)

011-27662955, 56, 57, 58 (Normal Call Charges Apply)
(Monday - Saturday 9.30 a.m. to 5.30 p.m.)

Issued in Public Interest by:
Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs,
Krishi Bhawan, New Delhi-110001, website : www.fcamin.nic.in