

ANNEXURE-A

The said formulations read as under: “Formulations based on the discussions with scheduled domestic airlines on refund of air fare A. For domestic airlines when the ticket has been booked directly by the passenger with the airline. 1. If the tickets have been booked during the first lockdown period, i.e. 25th of March, 2020 to 14th of April, 2020 for the journeys to be undertaken in both first and second lockdown period i.e. from 25th of March, 2020 to 3rd of May, 2020, in all such cases, full refund shall be given by the airlines immediately (this is being mandated vide MoCA’s OM dated 16TH April, 2020 as the airlines were not supposed to book such tickets).

2. For all other cases, the airlines shall make all endeavours to refund the collected amount to the passenger within 15 days.

3. If on account of financial distress, if the airlines are not able to do so they shall provide a credit shell equal to the amount of fare collected. This credit shell shall be issued in the name of the passenger who has booked the ticket.

a. The passenger shall be able to consume the credit shell up to 31st March, 2021 on any route of his choice. If the passenger wants to buy a ticket of value more than the credit shell, then he can use cash to top it up. If he wants to buy a ticket of value less than the credit shell, he/she can do so and the balance amount of credit shell shall be available to him/her.

b. There shall be an incentive mechanism to compensate the passenger if there is a delay in consuming the credit shell – from the date of cancellation upto 30th June, 2020 the value of credit shell shall be enhanced by 0.5% of the face value (the amount of fare collected) for every month or part thereof between the date of cancellation and 30th June, 2020. Thereafter, the value of credit shell shall be enhanced by 0.75% of the face value per month, up to March 2021.

c. The credit shell shall be transferable. The passenger can transfer the credit shell to any person, and the airlines shall honour such a transfer. The airlines shall devise a mechanism to facilitate such a transfer.

d. By the end of March, 2021, the Airlines shall refund cash to the holder of the credit shell.

4. Notwithstanding what is stated above, the airlines shall refund the full amount in case of travellers who have since expired to the account of the passenger or to his representative.

B. For domestic airlines when the ticket has been booked through a travel agent (including OTA) by the passenger with the airline.

1. If the tickets have been booked during the lockdown period for travel within the lockdown period, in all such cases full refund shall be given by the airlines immediately

(this is being mandated vide MoCA's OM dated 16th April, 2020 as the airlines were not supposed to book such tickets). This amount shall be passed on immediately by the Agent to the passengers.

2. For all other cases, the airlines shall make all endeavours to refund the collected amount within 15 days. This amount shall be passed on immediately by the Agent to the passengers.

3. If on account of financial distress, if the airlines are not able to do so they shall provide a credit shell equal to the amount of fare collected. This credit shell shall be issued in the name of the passenger who has booked the ticket. The credit shell shall be transferred by the Agent to the passengers (if booking is through an agent).

a. The passenger shall be able to consume the credit shell up to 31st March, 2021 on any route of his choice. If the passenger wants to buy a ticket of value more than the credit shell, then he can use cash to top it up. If he wants to buy a ticket of value less than the credit shell, he/she can do so and the balance amount of credit shell shall be available to him/her.

b. There shall be an incentive mechanism to compensate the passenger if there is a delay in consuming the credit shell – from the date of cancellation up to 30th June, 2020 the value of credit shell shall be enhanced by 0.5% of the face value (the amount of fare collected) for every month or part thereof between the date of cancellation and 30th June, 2020. Thereafter, the value of credit shell shall be enhanced by 0.75% of the face value per month, up to March 2021.

c. The credit shell shall be transferable. The passenger can transfer the credit shell to any person, and the airlines shall honour such a transfer. The airlines shall devise a mechanism to facilitate such a transfer.

d. By the end of March, 2021, the Airlines shall refund cash to the holder of the credit shell.

e. The travel agents shall be entitled for their usual fees/service charges/commission.

4. Notwithstanding what is stated above, the airlines shall refund the full amount in case of persons who have since expired. This amount shall be passed on immediately by the Agent to the passengers.

C. For international travel when the ticket has been booked on an Indian carrier and the booking is ex-India

1. If the tickets have been booked during the lockdown period for travel within the lockdown period, in all such cases full refund shall be given by the airlines immediately (this is being mandated vide MoCA's OM dated 16th April, 2020 as the airlines were not supposed to book such tickets). This amount shall be passed on immediately by the Agent to the passengers, as the case may be.

2. For all other cases, the airlines shall make all endeavours to refund the collected amount within 15 days. This amount shall be passed on immediately by the Agent to the passengers, as the case may be.

3. If on account of financial distress, if the airlines are not able to do so they shall provide a credit shell equal to the amount of fare collected. This credit shell shall be issued in the name of the passenger who has booked the ticket. The credit shell shall be transferred by the Agent to the passengers (if booking is through an agent).

a. The passenger shall be able to consume the credit shell up to 31st March, 2021 on any route of his choice. If the passenger wants to buy a ticket of value more than the credit shell, then he can use cash to top it up. If he wants to buy a ticket of value less than the credit shell, he/she can do so and the balance amount of credit shell shall be available to him/her.

b. There shall be an incentive mechanism to compensate the passenger if there is a delay in consuming the credit shell – from the date of cancellation up to 30th June, 2020 the value of credit shell shall be enhanced by 0.5% of the face value (the amount of fare collected) for every month or part thereof between the date of cancellation and 30th June, 2020. Thereafter, the value of credit shell shall be enhanced by 0.75% of the face value per month, up to March 2021.

c. The credit shell shall be transferable. The passenger can transfer the credit shell to any person, and the airlines shall honour such a transfer. The airlines shall devise a mechanism to facilitate such a transfer.

d. By the end of March, 2021, the Airlines shall refund cash to the holder of the credit shell.

e. Notwithstanding what is stated above, the airlines shall refund the full amount in case of persons who have since expired. This amount shall be passed on immediately by the Agent to the passenger's representative.

D. For international travel when the ticket has been booked on a foreign carrier and the booking is exIndia

1. If the tickets have been booked during the lockdown period for travel within the lockdown period, in all such cases full refund shall be given by the airlines immediately (this is being mandated vide MoCA's OM dated 16th April, 2020 as the airlines were not supposed to book such tickets). This amount shall be passed on immediately by the Agent to the passengers, as the case may be. 2. For all other cases, the airlines shall refund the collected amount to the passenger within 15 days. This amount shall be passed on immediately by the Agent to the passengers. (If the booking is through an agent)."