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

AIR TRANSPORT CIRCULAR 03 OF 2026

F. No. DGCA-27036/58/2026-AED-DGCA Dated: 30th March 2026

Subject: Clarification regarding Extended "Look-in Option" and Name Correction without Penalty

Directorate General of Civil Aviation (DGCA) has revised its Civil Aviation Requirement (CAR), Section-3, Series M Part II, Rev 3 titled "*Refund of Airline Tickets to Passengers of Public Transport Undertakings*" on 24.02.2026 effective 26.03.2026. The draft CAR was put on DGCA website on 31.10.2025 for public comments and issued after due deliberations.

The revised provisions grant the following benefits to air travelers:

1. Extended "Look-in Option"

Airlines are now required to provide a **48-hour "Look-in Option"** (earlier 24 hours) from the time of booking. Within this period, passengers may cancel or modify their tickets **without incurring any additional charges**, except for any fare difference applicable in case of rebooking.

This provision will not apply if:

- The flight is scheduled to depart within **7 days** (for domestic travel), or
- Within 15 days (for international travel) from the date of booking, and the ticket is purchased directly through the airline's website.

2. Name Correction without Penalty

Airlines shall not impose any extra charges for correcting a passenger's name (for the same individual), provided the mistake is reported within **24 hours** of booking, *when the reservation is made directly through the airline's website.*

The above provisions are applicable when tickets are booked through the airline's website/apps, as DGCA primarily regulates airlines and not the travel agents. However, there is a contractual relationship between the airlines and travel agents, which may take the form of business-to-business or business-to-consumer agreements. In light of this relationship, airlines are obligated to ensure that all regulations and passenger-centric guidelines of DGCA are effectively implemented and communicated through their commercial agreements with travel agents and online booking platforms. In view of this, the airlines must take proactive steps to make these regulations practical and accessible, ensuring that both the travel agents and the online portals adhere to the necessary standards set forth by the DGCA.

This circular has been issued to promote transparency, protect passenger interests, improve communication, and enhance the overall travel experience.

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(Faiz Ahmed Kidwai)
Director General of Civil Aviation

To
1. All Scheduled Indian Airlines
2. Secretary, Ministry of Tourism, Govt. of India for onward circulation to Travel agents etc.
3. All Travel Agents