



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

AIR TRANSPORT CIRCULAR 01 OF 2026

F. No. DGCA-27037/2/2026-AED-DGCA

Dated: 09th February 2026

Subject: Provision of Passenger's Mobile Number and Email ID at the Time of Booking of Air Tickets

It has been observed that, during recent instances of flight disruptions, several passengers did not receive timely flight-related information owing to the non-availability of their mobile numbers and email addresses in the records of the airlines. As a result, the processing of refunds and compensation arising out of flight cancellations was also delayed.

It has further come to the notice of the competent authority that, in many cases, air ticket bookings contained the contact details of travel agents or intermediaries instead of the passenger's mobile numbers and email IDs, leading to miscommunication and failure in the dissemination of critical flight information to passengers.

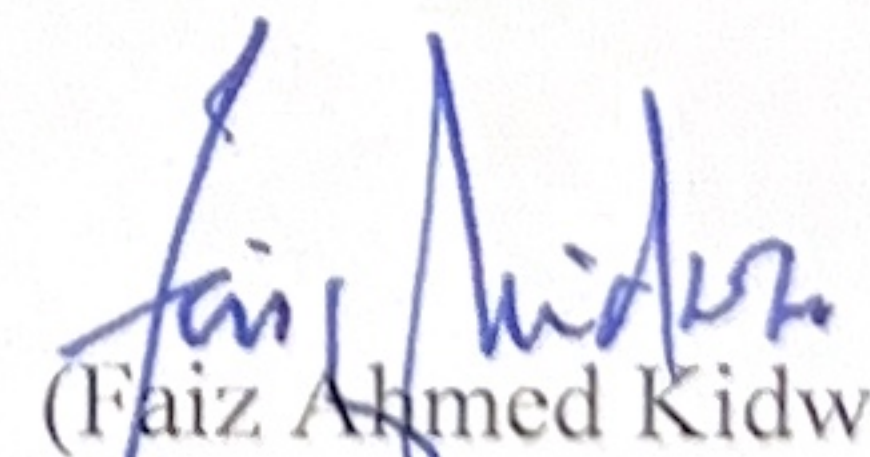
In order to ensure effective and direct communication with passengers and to facilitate the timely processing of refunds and compensation, it is hereby directed that all passengers booking Air Tickets shall provide their own valid mobile number and email ID at the time of booking of air tickets, including bookings made through travel agents or other intermediaries.

All airlines, travel agents, online travel portals, and other booking entities shall ensure strict compliance with the above direction. The practice of providing the contact details of travel agents or intermediaries in place of passenger's personal contact information shall be avoided.

Further, airlines shall take necessary measures to sensitize travel agents and intermediaries and conduct periodic checks to ensure that passenger's contact details are accurately captured at the time of booking. The airlines are also advised to include the above mentioned directions in their agreements with travel agents.

This circular is issued in the interest of ensuring transparency, safeguarding passenger interests, improving communication, and enhancing the overall passenger experience.

All concerned stakeholders are directed to comply with the provisions of this circular in letter and spirit.


(Faiz Ahmed Kidwai)

Director General of Civil Aviation

To

All Scheduled Indian / Foreign Airlines