

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 3538
(TO BE ANSWERED ON THE 4th April 2022)

CHARGING OF EXTRA FEE FOR SEAT SELECTION ON FLIGHTS

3538. SHRI VAIKO
SHRI Y.S. CHOWDARY

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) whether complaints have been received about various airlines charging extra fee for seat selection on flights;
- (b) if so, the response of Government thereto;
- (c) whether fixing of different fares for selection of seats in the same category arbitrary and unjustifiable;
- (d) if so, whether Government would issue instructions to discontinue the practice of levying seat selection fee at the time of ticket booking or issue of boarding pass to passengers; and
- (e) if not, the reasons therefor?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a) to (e): DGCA has issued Air Transport Circular (ATC) - 01 of 2021 titled, "Unbundle of Services and fees by scheduled airlines" as per which, some services like preferential seating, have been allowed to be unbundled and charged separately from the travellers. Such unbundled services are provided on "opt-in" basis by Airlines and are not mandatory in nature.

Ministry of Civil Aviation / Directorate General of Civil Aviation, from time to time, has been receiving grievances related to services provided by airlines. They are redressed as per the established mechanism / extant guidelines in the matter. Further, Ministry of Civil Aviation has launched Air-Sewa Application - a digital platform, for enabling travellers to submit grievances and seek information on air travel in India. Passengers may report their grievances on Air-Sewa Application for expeditious disposal.
