

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 988
(TO BE ANSWERED ON THE 19th December 2018)**

COMPLAINTS ON WEB CHECK-IN FEE BY AIRLINES

988. **SHRI SANJAY RAUT**

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

- (a) whether Government has received complaints from passengers that IndiGo and SpiceJet are charging a fee for completing their check-in formalities on the web;
- (b) if so, the details thereof; and
- (c) what steps Government is taking to introduce a new policy on this issue?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

- (a) to (c) No such complaint has been received in this Ministry.
