

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO : 2102**  
(TO BE ANSWERED ON THE 20<sup>th</sup> March 2023)

**ONLINE ALLOTMENT OF SEATS BY AIRLINES**

2102. SHRI S. SELVAGANABATHY

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

- (a) whether most of the airline companies in the country are assigning most of the seats to the passengers on payment basis in the name of online check-in;
- (b) if so, whether it is a fact that the passengers have been facing a lot of inconvenience due to it;
- (c) the total number of complaints received in this regard so far and the action taken or proposed to be taken by Government thereon; and
- (d) whether any guidelines have been issued by Government to the airline companies to regulate the sale and allotment of seats and if so, the details thereof?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

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

(a) to (d): Directorate General of Civil Aviation (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. There is also a provision for auto seat assignment to the passengers who have not selected any seat for web check-in before scheduled departure. Scheduled domestic airlines are not charging any fee for completing web check-in formalities.

Ministry of Civil Aviation / Directorate General of Civil Aviation has been receiving grievances related to air transport. They are redressed as per the established mechanism / extant guidelines in the matter.

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