

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO : 191**  
(TO BE ANSWERED ON THE 5<sup>th</sup> February 2024)

**UNFAIR PRACTICES BY AIRLINES**

191. SHRI JOSE K. MANI

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

- (a) whether Government is cognizant of the fact that the National Consumer Helpline has received more than 10,000 complaints in a year related to the unfair practices of airlines
- (b) if so, actions that have been taken by Government to address the complaints received and
- (c) whether Government has taken any measures to address the challenges posed by dark patterns in online interfaces and ensure the protection of consumers in accordance with the Consumer Protection Act, 2019 in the context of online tools and applications used by airlines?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

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

(a) & (b): The National Consumer Helpline (NCH) administered by Department of Consumer Affairs had received 8806 complaints from consumers pertaining to airline sector during 01-01-2023 to 31-12-2023. Companies, who have voluntarily partnered with NCH, as part of the 'Convergence' programme directly respond to these complaints according to their redressal process, and revert by providing a feedback to the complainant on the portal directly. Complaints against those companies, who have not partnered with National Consumer Helpline, are forwarded to the company's email id available on public domain for redressal. During the year 2023, Ministry of Civil Aviation received 893 grievances over INGRAM portal (NCH) which were taken up with respective airlines through Directorate General of Civil Aviation (DGCA) for redressal.

The Central Consumer Protection Authority (CCPA) also took cognizance of such complaints received on National Consumer Helpline and initiated suo-moto action under section 19 of the Consumer Protection Act, 2019 against online Travel Platforms regarding non-refund of airline tickets cancelled due to Covid-19.

(c): The Central Consumer Protection Authority, in exercise of the powers conferred by Section 18 of the Consumer Protection Act, 2019, has issued "Guidelines for Prevention and Regulation of Dark Patterns, 2023" on 30th November, 2023 for prevention and regulation of dark patterns listing 13 specified dark patterns.

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