

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Rajya Sabha
UNSTARRED QUESTION NO. : 659
TO BE ANSWERED ON THE 2nd December 2024
RIGHTS AND GRIEVANCES OF FLYERS

659. SMT SUMITRA BALMIK

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

(a) whether there is any mechanism by which Government keeps track of the airline fare charged by airlines, if so, the details thereof;

(b) whether there are any rights of flyers that have been codified by Government, if so, the details thereof; and

(c) whether there are any online ticket raising and tracking mechanism for flyers to raise grievances pertaining to fare, delays, services, etc., to Government?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

(a) & (b): Directorate General of Civil Aviation (DGCA) has setup a Tariff Monitoring Unit (TMU) that monitors airfares on select domestic sectors on random basis by using airlines' websites on monthly basis to ensure that the airlines do not charge airfares outside the range declared by them.

Furthermore, with continuous engagement with airlines & Online Ticketing Agents (OTAs) and keeping a watch on the movement of airfares by the government, the airfares have moderated in 2024 relative to 2023. The airlines have also been sensitized to ensure reasonability while fixing the airfares and to keep passengers' interest in mind. The airlines are mandated to display the Tariff Sheet at a prominent location on the home page of airlines' website.

Airfares are not subject to regulation by the Government and airlines have the flexibility to determine their airfares based on their operational needs, while adhering to Rule 135 of the Aircraft Rules, 1937. While the government generally refrains from regulating airfares to maintain market competitiveness, however, it remains vigilant, and the Government intervenes to shift capacity from one sector to another to prevent exorbitant pricing to ensure passenger comfort and welfare.

In order to ensure appropriate protection for the air travelers, DGCA has issued following passenger centric regulations to safeguard the interest of the traveling public:

- (i) Carriage by Air of Persons with Disability and/ or Persons with Reduced Mobility [Civil Aviation Requirement (CAR) Section 3, Series M, Part I].**
- (ii) Refund of Airline Tickets to Passengers (CAR Section 3, Series M, Part II).**
- (iii) Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights (CAR Section 3, Series M, Part IV).**

(c): The Ministry has launched AirSewa portal and Mobile App in 2016 for grievances, flight information, airport information and other services related to air travelers. The aggrieved passengers can lodge their grievances through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), an online portal administered by the Department of Administrative Reforms and Public Grievances (DARPG) and Air Sewa Portal managed by the Ministry of Civil Aviation. These grievances are taken up with the concerned airlines for redressal. If the petitioner is not satisfied with the resolution of grievance by airline, he/she has option to file an appeal. Disposal of the grievances is monitored at various levels. Every airline appoints a nodal officer and an appellate authority and displays their contact details on their respective websites.
