

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 1787  
(TO BE ANSWERED ON THE 17<sup>th</sup> March 2025)**

**QUALITY OF SEATS IN DOMESTIC AIRLINES**

1787. SHRI PARIMAL NATHWANI

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

- (a) whether the domestic airlines have regular inspections for quality of seats offered by them to the passengers in the plane, if so, the frequency of such inspections;
- (b) the number of broken or inferior quality seats that have been replaced by all the domestic airlines operating in the country during the last three years, airline-wise and yearwise; and
- (c) the steps Government has taken against complaints of bad quality of seats as well as other inferior quality of in-flight facilities provided by various domestic airlines in the country?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) : The responsibility of regular inspection of the seats and other inflight cabin equipment, lies with the airlines to ensure their serviceability in the cabin as per the approved manual. Whenever the defect is observed during the flight the cabin crew makes the entry in the cabin defect register. Further, the non-functional seat should be made functional before allotting the seat to the passenger.

(b) Ministry does not maintain the data for broken or non-functional seats replaced by all the airlines. However, DGCA has the mechanism for ensuring the compliance of the laid down requirements for safety of passenger and aircraft through conducting spot checks, night surveillance etc.

(c): With reference to the complaints of bad quality of seats as well as other inferior quality of in-flight facilities, the DGCA advised airline operators to conduct regular inspections for seats to ensure seat comfort/serviceability during operation of aircraft.

Accordingly, Air India has launched inspection program to check the seats cushions for sagging condition every 7days.

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