

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Rajya Sabha**

UNSTARRED QUESTION NO. : 53

TO BE ANSWERED ON THE 21st July 2025

CHARGING OF ARBITRARY FARES FROM PASSENGERS

53. SHRI NEERAJ DANGI

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

- (a) the details of the increase in air fares by airlines in the wake of the recent terrorist attack in Pahalgam;**
- (b) whether the airlines increased the fares despite the orders issued by Government to the airlines;**
- (c) if so, the details of action taken by Government against the airlines; and**
- (d) whether Government has formulated any policy to take strict action against airlines companies in the future after such incidents?**

ANSWER

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

(a) to (c): In the aftermath of the sad incident in the Pahalgam attack, there was an apprehension of a mass exodus of tourists from J&K, which would have, in the normal course, led to a surge in airfares. Accordingly, the Directorate General of Civil Aviation (DGCA) issued advisories to all airlines and online travel agencies. These directives were designed to guarantee seamless connectivity for passengers traveling from Srinagar to multiple destinations throughout India, to ensure a clear and transparent display of airfares, and to provide assistance to stranded tourists. The Airlines were also urged to desist from surge pricing, and for this purpose, airlines were directed to cap airfares for two major sectors, i.e. Srinagar-Delhi (under 10,000), and Srinagar-Mumbai (under 13000). Any airline breaching this cap was to be subjected to regulatory action.

Understanding the challenges faced by many passengers, airlines worked diligently to ease the burden by waiving cancellation and rescheduling fees. Taking proactive action not only the number of flights To/From Srinagar were increased from 51 on 22/04/25 to 56 on 23/04/25, but also the prices were kept in control.

As a result of these interventions, a notable reduction in airfares from Srinagar was observed over two days. A flight from Srinagar to Delhi, priced over Rs 20,000/- on April 21, came down to a more accessible fare, falling below Rs 10,000/- by April 24.

(d) The airlines are mandated to display the Tariff Sheet at a prominent location on the home page of airlines' website. 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.

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.

Given the complex dynamics of the Indian aviation industry, Government is playing the role of a facilitator by way of creating enabling environment to support the growth of the sector.
