

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4799
(To be answered on the 30th March 2017)

UPGRADATION OF SEATS IN FLIGHTS

4799. DR. SUNIL BALIRAM GAIKWAD
SHRI ASHOK SHANKARRAO CHAVAN
SHRI T. RADHAKRISHNAN

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether Air India has specific rules and regulations for upgradation of seats during the air journey;
(b) if so, the details thereof;
(c) whether the Government is aware that most of the upgraded seats in flights are held by the Officers/their family members and bureaucrats;
(d) if so, the details thereof; and
(e) the steps proposed by the Government to ensure that the seats held by senior citizens, handicapped, women and patients are upgraded, if available?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a)&(b): Yes, Madam. Air India has specific rules and regulations for upgradation of seats during the air journey. Upgrades are carried out by Air India on the following grounds:

- i. On payment basis at the airport,
- ii. Upgrades on account of overbooking,
- iii. Upgrades done on other commercial considerations,
- iv. Employee Upgrades done as per company policy.

(c)&(d): The upgrades are done subject to availability of seats in the higher class. Revenue paying passengers are not displaced and there is no revenue loss to Air India. The employees/ officers/their families are upgraded as per company's passage policy and rules/regulations as applicable. The details regarding the number of upgradations reported during the last three years are at Annexure.

(e): Currently, there is no proposal of upgrading senior citizens, disabled, women and patients.

The details regarding the number of up-gradations reported during the last three years, year wise are as follows:

Year	Total No. of passengers	No. of passengers upgraded	% of Total passengers upgraded
2013-14	15410000	128174	0.83
2014-15	16870000	105594	0.63
2015-16	17000000	84894	0.50