

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3186
(To be answered on the 21st December 2023)**

ADDITIONAL CHARGES FOR SEAT ALLOCATION

3186. SHRI DUSHYANT SINGH

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government is aware that some Airlines are charging extra amount for allocation of seats during online check-in for preferential seats in aircrafts and if so, the details thereof;**
- (b) whether it is legal to charge extra amount during online check-in after purchase of ticket and if so, the details thereof;**
- (c) whether it is possible to get a boarding pass online without paying extra amount for seat allocation in private airlines;**
- (d) if so, the details thereof and if not, the reasons therefor;**
- (e) the steps proposed to be taken by the Government to stop this unauthorized collection of money from passengers;**
- (f) whether the online travel aggregators have cleared all dues for tickets that were cancelled during Covid-19 pandemic in the country;**
- (g) if so, the details thereof and if not, the reasons therefor; and**
- (h) the details of the steps being taken by the Government to clear all dues of the affected commuters in this regard?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

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

(a) to (e): In view of the fact that unbundling of services and charges thereto has the potential to make basic fare more affordable and provides the consumer an option of paying for the services which he/she wishes to avail, the Civil Aviation Requirement (CAR) has been issued by Directorate General of Civil Aviation (DGCA) regarding the unbundling of services and fees by scheduled airlines. Some of the services, which includes preferential seating also, have thus been unbundled and they are charged separately on opt-in basis .

In case the passenger doesn't wish to opt for a preferred seat, the seat will be assigned free of cost through auto assigned seat mode by the airline. The

boarding pass with the auto-assigned seat will be sent via email to the passenger, few hours prior to the flight departure.

(f) to (h): DGCA has issued direction to all airlines operating from the country to refund on cancellation of air tickets during Covid-19 lockdown. The direction covers the booking of tickets through travel agents also.

All airlines have confirmed that refunds against cancellation of air tickets due to Covid-19 pandemic have been issued to the passengers or the travel agents.
