

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 771
(To be answered on the 7th December 2023)**

GUIDELINES FOR SEAT BOOKING PORTALS

771. SHRI MOHANBHAI KALYANJI KUNDARIYA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether it is a fact that airlines are displaying every seat as paid on booking portals including their allied vendor's portals and if so, the details thereof;**
- (b) whether specific regulations or guidelines are in place to prevent airlines from misleadingly showing all seats as paid on booking portals;**
- (c) if so, the details of action taken in this regard; and**
- (d) if not, the reasons therefor and the time by which regulations or guidelines would be implemented to address this issue?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

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

(a) to (d) No Sir. All airlines are not displaying every seat as paid on booking portals.

With a view to make basic fare more affordable and provide the consumer an option of paying for the services which he/she wishes to avail, Government has allowed some of the services unbundled and charged separately on "opt-in" basis which includes preferential seats too.

Accordingly, airlines are charging only preferential seats on an opt-in basis in accordance with Directorate General of Civil Aviation (DGCA) Air Transport Circular 01 of 2021, titled "Unbundle of services and fees by scheduled airlines". However, if the passenger doesn't wish to opt for a preferred seat, the passenger will be assigned seat free of cost before departure through Auto-Assigned seat selection mode.
