

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
STARRED QUESTION NO. : 335
(To be answered on the 18th March 2021)**

SEAT FEE POLICY OF AIRLINES

***335. SHRI SUDARSHAN BHAGAT**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether most of the airline companies in the country are assigning most of the seats to the passengers on payment basis in the name of online check-in before travelling;**
- (b) if so, whether it is true that the passengers have been facing a lot of inconvenience due to it;**
- (c) the total number of complaints received in this regard so far and the action taken or proposed to be taken by the Government thereon; and**
- (d) whether any guidelines have been issued by the Government to the airline companies to regulate the sale and allotment of seats and if so, the details thereof?**

ANSWER

Minister of State (IC) in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT IN RESPECT OF LOK SABHA STARRED QUESTION NO. 335 REGARDING "SEAT FEE POLICY OF AIRLINES" TO BE ANSWERED ON 18.03.2021.

(a) to (d): As per the information received from Airlines, they offer some preferential seats on opt-in basis. However, passengers can always select any free seat available or would be assigned a seat, free of charge at the time of check-in at the airport, if they do not wish to purchase a preferred seat.

Directorate General of Civil Aviation (DGCA) has issued Air Transport Circular 01 of 2021 titled "Unbundle of services and fees by scheduled airlines". Under the provision of said circular, service for preferential seating is unbundled and charged separately on opt-in basis.

Government of India, in view of outbreak of pandemic COVID-19, vide order dated 21.5.2020 has made online check-in mandatory to ensure safety of the passengers. Ministry of Civil Aviation has a grievance redressal mechanism through Air Sewa where airfare related complaints are also received and same are addressed in a time-bound manner.
