

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4877
(To be answered on the 25th March 2021)**

CONVENIENCE FEE

4877. SHRI A.K.P. CHINRAJ

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether airlines are entitled to levy convenience fee for the domestic flight bookings made through airlines' own website; and
(b) if so, the details thereof?**

ANSWER

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

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र पक्ष)

(Shri Hardeep Singh Puri)

(a) & (b): Convenience fee is a part of tariff. Airlines may charge convenience fee for establishing, maintaining and operating the online booking system to enable the passenger to book the air ticket electronically as per the policy of airlines. The term "Commission", "Transaction fee", "Convenience fee" or any other terms used for the purpose means the same i.e. payment of remuneration to the intermediaries for the services rendered by them and therefore, all these terms are treated as "Commission", as a part of tariff to be determined by the airlines. As per the Order dated September 16, 2013 passed by the Ministry of Civil Aviation, the term "Commission", "Transaction Fees", "Convenience Fees" or any other terms used for the purpose means the same i.e. payment of remuneration to the intermediaries for the services rendered by them and therefore, all these terms are treated as "Commission", mentioned in the existing rule 135 of the Aircraft Rules, 1937 as a part of the tariff to be determined by the airlines. All these forms of levy of fees as remuneration to the intermediaries for the services rendered by them for issuing tickets to passengers on behalf of the airlines are permissible under existing rules provided these are shown as part of Tariff within the definition of Tariff and no amount will be collected from the consumers over and above this."
