

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2761
(To be answered on the 8th August 2024)**

EXPLOITATION OF PASSENGERS AT AIRPORTS

**2761. SHRI M K RAGHAVAN
SHRI GURJEET SINGH AUJLA**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government is aware of the strategies of airlines for exploitation of NRIs during holidays and festive seasons and if so, the details thereof;
- (b) the details of the remedial measures taken by the Government in this regard;
- (c) whether it has come to the notice of the Government that the passengers travelling abroad are being exploited and troubled by airline employees at international airports and if so, the details thereof;
- (d) whether the Government has conducted any enquiry for such corrupt practices at the airports and if so, the details thereof; and
- (e) whether the Government has taken action against such employees in this regard and if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Murlidhar Mohol)

(a) & (b): Airfares are market driven and under the provisions of Rule 135(1) of the Aircraft Rules, 1937, airlines are free to fix tariffs, having regard to all relevant factors, including cost of operation, characteristics of services, generally prevailing tariff etc. The airline fare system runs in multiple levels (buckets or Reservation Booking Designators) which are in line with practice being followed globally. The fares are fixed by airlines keeping in mind the market, demand, seasonality, prevailing international scenarios and other market forces. The airfare increases with increase in demand of seats as the

lower fare buckets get sold out faster and move to higher fare buckets. DGCA's Tariff Monitoring Unit (TMU) ensures that the fares being charged by the airlines are as per the tariff established by the airlines.

(c): No such complaint of exploitation of passengers travelling abroad by airline employees has been received in the DGCA/Ministry of Civil Aviation.

(d) & (e): Does not arise.
