

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 836
(To be answered on the 24th July 2025)**

CHARGING OF CONVENIENCE FEES

836. SHRI MATHESWARAN V S

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

(a) whether the Government is aware that the District Consumer Redressal Commission, Karur, Tamil Nadu, in Consumer Complaint No. 22 of 2021 (B. Bharanitharan vs M/s Interglobe Aviation Limited) dated 26.10.2022, held that airline operators cannot charge a convenience fee when tickets are booked directly on the airline's own website, as per Ministry of Civil Aviation Order No. AV.13030/34/2013-DT and if so, the details thereof; and

(b) whether it is a fact that airline operators are still charging convenience fees on direct bookings made through their own websites, in violation of the said order and if so, the details thereof?

ANSWER

Minister of CIVIL AVIATION

नागर विमानन मंत्री

(Shri Kinjarapu Rammohan Naidu)

(a) to (b): Airlines charge a convenience fee for operating online ticket booking systems to enable passengers to book tickets electronically, which includes bank transaction costs that vary according to the payment mode. This fee is displayed on airline websites and forms part of the tariff. As per MoCA Order No. AV.13030/34/2013-DT dated 24.09.2013, such fees are permitted under existing Rules as long as they are included within the tariff and no extra amount is charged beyond this.
