

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 4346  
(To be answered on the 11<sup>th</sup> August 2016)**

**UPGRADATION OF SEATS IN FLIGHTS BY AIR INDIA**

4346. **SHRI V. ELUMALAI**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether Air India upgrades economy class seats to premium/higher class seats in its flights;
- (b) if so, the details thereof and the norms/basis for such upgradations;
- (c) whether upgrades recommended by cabin crew members and bureaucrats is a routine practice in Air India and if so, the details thereof and the reasons therefor;
- (d) whether the Government proposes to curb this practice by cabin crew and bureaucrats to upgrade seats for their friends booked in lower class; and
- (e) if so, the details thereof and the action taken by the Government in this regard?

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**ANSWER**

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

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(a) and (b): Up-grades are carried out by Air India on the following grounds:

- i. On payment of the prescribed amount by the passengers
- ii. Up-grades done by Air India during overbooked flights
- iii. Up-grades done on other commercial considerations

These up-grades are done subject to availability of higher class seats on payment of the specified charges by the passenger on first come first served basis. Such upgrades are done by the authorized executives of Air India at different levels depending upon the nature of upgrade.

(c): No, Madam.

(d) and (e): Do not arise in view of (c) above.

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