

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) and (b) As per prevailing regulations, air fares are neither established nor regulated by the Government. Under the provision of Sub Rule (1) of Rule 135 of the Aircraft Rules, 1937, every air transport undertaking engaged in scheduled air services are required to establish tariff having regard to all relevant factors, including the cost of operation, characteristic of services, reasonable profit and the generally prevailing tariff.

The fares established by airlines under the provision of Sub Rule (1) of Rule 135 of the Aircraft Rules, 1937 are required to be displayed by the airlines on their websites in compliance of Sub Rule 02 of Rule 135, of the Aircraft Rule, 1937.

(c) DGCA has issued Air Transport Circular 2 of 2010 wherein airlines are required to display on their respective website the tariff sheet route-wise across their network in various fare categories and the manner it is offered in the market. The intention behind the above directions is to keep the passengers informed of pricing pattern of airlines.

DGCA has also set up a Tariff Monitoring Unit in 2010 that monitors airfares on certain routes selected on random basis to ensure that the airlines do not charge airfares outside the range declared by them. The analysis has shown that the airfares remained well within the fare bucket uploaded by the airlines on the respective website. On regular basis, random monitoring of air fares on certain routes, published on the airline's website, it has been observed that fare charged by the airlines does not exceed the fare established and displayed by them on their respective website.

Upgradation of Bagdogra airport

965. SHRIMATI SHANTA CHHETRI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether steps are being taken to upgrade Bagdogra airport which is the gateway to Darjeeling, North Bengal and Bhutan; and

(b) whether any policy and programme has been taken to increase the frequency of flights due to steady rise in demand from major cities such as Kolkata, Delhi, Mumbai, Chennai, etc.?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) Bagdogra Airport belongs to Indian Air Force (IAF) and

Airports Authority of India (AAI) maintains a Civil Enclave. Development/upgradation of airports is a continuous process which is undertaken by AAI based on the operational demand, traffic projections, availability of land etc. For the upgradation of Bagdogra Airport, AAI has projected a land requirement of 104 acres (approx.) to the State Government of West Bengal.

(b) Flight operations in domestic sector have been deregulated and the airlines are free to operate anywhere in the country subject to Route Dispersal Guidelines (RDG) issued by the Government. It is upto the airline operators to provide air services to specific places depending upon the traffic demand and commercial viability.

Complaints lodged by passengers against Air India

966. SHRI T. RATHINAVEL: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Air India had the most number of complaints lodged against it by passengers;

(b) if so, the details thereof;

(c) whether it is also a fact that various reasons for complaints were due to flight problem followed by baggage issues and customer service;

(d) whether it is also a fact that staff behaviour, refund fare, disability and catering were the other reasons why passengers had lodged complaints; and

(e) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) to (e) As per the data maintained in the DGCA, (from January, 2018 to October, 2018) Air India had the most number of complaints lodged against it by passengers, except for the months of March, September and October. The total complaints received by Air India from 1st January, 2018 to 30th November, 2018 are 2926.

The breakup of the complaints received by Air India from 01st January, 2018 to 30th November, 2018 is as under:—

Customer Service	1297
Flight Problem	933