

consent to Haj Committee for New Embarkation point at Gannavaram airport for Haj Pilgrims; and

(b) if so, the details thereof and the status thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) No, Sir.

(b) Does not arise in view of (a) above.

Uniform policy for levy of charges for seats

301. DR. T. SUBBARAMI REDDY: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether some private airlines in India have started charging new levy for all seats as fees for web check-in and luggage scanning;

(b) if so, the response of Government;

(c) what is the rationale of charging all seats apart from preferred seats; and

(d) whether any uniform policy would be framed for levying charges for preferential seating, meal-on-board, check in baggage, luggage scanning so that private airlines do not fleece the air passengers?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) to (c) Airlines are charging for some of their preferential seats, the details of which are available on their respective websites. Airlines do not charge for their web check-in and luggage scanning facility. Additional charges are only applicable if the passenger opts to avail preferential seats during web check-in process.

(d) Considering the fact that unbundling of services and charges thereto has the potential to make the basic fare more affordable and provides consumer an option of paying for the services which he/ she wishes to avail, it has been decided, by the Government to allow some of the services to be unbundled and charged separately on opt-in basis.

Under the provision of Air Transport Circular 03 of 2013 (as amended by ATC 02 of 2016), issued by DGCA, scheduled airlines are required to disclose all fees for

following optional services on 'opt-in' basis through a prominent link on their website:

- (i) Preferential seating.
- (ii) Meal/ snack' drink charges (except drinking water)
- (iii) Charges for using airline lounges.
- (iv) Check-in baggage charges.
- (v) Sports equipment charges.
- (vi) Musical instrument carriage.
- (vii) Fee for special declaration of valuable baggage.

Infrastructure issues of Bengaluru airport

302. SHRI B.K. HARIPRASAD: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Bengaluru airport has been one of the most neglected airport in the country for international travel connections as lack of service quality at the airport, the lack of multi-level arrival and departure concourses tremendous chaos; and

(b) if so, the details thereof and steps taken to preserve its identity as 'Gateway to South India'?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) The international traffic Cumulative Annual Growth Rate (CAGR) of Kempegowda International Airport, Bengaluru (KIAB) for the past 5 years is 9.7% (FY 2014-FY 2018). The Airports Council International, the global trade representative of the world's airports carries out the ASQ (Airport Service Quality) survey to measure the service quality at airports. Currently, the ASQ rating of KIAB stands at 4.83 on a scale of 1-5. In July 2018, KIAB achieved highest rating and was declared as the airport with best "Arrival Experience" in the world, followed by Abu Dhabi and Toronto Pearson International Airports. KIAB has an integrated passenger terminal, international section is properly designed and developed with adequate capacity. Arrival and departure flows are ideally segregated and processed efficiently. Airport provides state of the art facilities and excellent service to its arriving and departing passengers. The international travel connections are not connected with either the service quality or lack of infrastructure facility.