

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 1602
(TO BE ANSWERED ON THE 1st August 2022)

CHECK-IN FEES AT AIRPORTS

1602. SHRI B. LINGAIAH YADAV

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) whether Government will examine the issue of some airlines charging a fee for check-in at airports in the name of facilitation fee and others, after passengers took to social media to raise the issue and to protest such decisions including some private airlines, if so, the details thereof and
- (b) whether consumer forums interfered and helped passengers in such cases, if so, the details thereof and steps being taken to resolve such issues?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a) & (b) : Directorate General of Civil Aviation (DGCA) has issued Air Transport Circular (ATC)-01 of 2021 titled, "Unbundle of Services and fees by scheduled airlines" as per which, some services like preferential seating, have been allowed to be unbundled and charged separately from the travellers. Such unbundled services are provided on "opt-in" basis by Airlines and are not mandatory in nature. There is also a provision for auto seat assignment to the passengers who have not selected any seat for web check-in before scheduled departure. Scheduled domestic airlines are not charging any fee for completing web check-in formalities. Regarding check-in at Airports, the Ministry of Civil Aviation has advised all the scheduled airlines not to charge any additional amount for issuing boarding passes at the airport check in counters as the same cannot be considered within 'tariff' as provided under Rule 135 of The Aircraft Rules, 1937.
