

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 1615
(TO BE ANSWERED ON THE 1st August 2022)**

ASSIGNING SEATS TO PASSENGERS ON PAYMENT BASIS

1615. SHRI S. SELVAGANABATHY

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

- (a) whether most of the airline companies in the country are assigning most of the seats to the passengers on payment basis in the name of online check-in before travelling
- (b) if so, whether it is a fact that the passengers are facing a lot of inconvenience
- (c) the total number of complaints received in this regard so far and the action taken or proposed to be taken by Government thereon and
- (d) whether any guidelines have been issued by Government to the airline companies to regulate the sale and allotment of seats?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

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

(a) to (d): 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. As far as check-in at Airports is concerned, 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. Ministry of Civil Aviation / Directorate General of Civil Aviation has been receiving grievances related to air transport. They are redressed as per the established mechanism / extant guidelines in the matter.
