

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:830  
ANSWERED ON:22.11.2007  
REGULATOR FOR DOMESTIC CARRIERS  
Adsul Shri Anandrao Vithoba

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

- (a) whether there is an urgent need to set up regulator for the domestic carriers as the complaints against them are growing as reported in the `Times of India`, dated October 25, 2007;
- (b) if so, whether the Union Government has issued instructions to the domestic carriers to set up an independent industry regulator;
- (c) if so, the details thereof;
- (d) the response of the domestic airlines thereon;
- (e) whether the Government is considering alternative mechanism in case the domestic carriers do not follow the Government instructions; and
- (f) if so, the details thereof?

**Answer**

MINISTER OF THE STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) to (f):- With reference to passengers complaints regarding refund of tickets, charges being levied for wheel chairs etc. the Chief Executive Officers of Private Airlines have been impressed upon the need to evolve a credible mechanism for self regulations during periodic meetings taken by senior officials. The response from the industry is expected in due course. As the self regulating mechanism is still to be put in place the question of alternative mechanism is not being considered at this stage.