

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2805
ANSWERED ON:23.07.2009
CHARGES FROM AIR PASSENGERS
Pal Shri Jagdambika

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the aviation companies are charging original fare tax and other charges along with air traffic congestion cess from the passengers;
- (b) if so, the details and justification thereof;
- (c) whether aviation companies are expected to pay compensation to their passengers in case of delay/cancellation of flights due to technical or other reasons on the pattern of foreign aviation companies which pay compensation to their passengers in the event of such eventualities; and
- (d) if so, the reaction of the Government in this regard?

Answer

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

(a) and (b):- At present air fare charged by the private scheduled domestic airlines comprises of basic fare, congestion surcharge, passenger service fee, User Development Fee (UDF)(wherever charged)and transaction fee (if the ticket is booked through any point of purchase other than the website).Out of the aforesaid charges, only passenger service fee and UDF (wherever charged) is collected by the Airlines on behalf of the Airport operators.

(c) and (d): In case of delays and cancellations, full service airlines provide adequate facilities to the passengers which include provision of food, hotel accommodation, conveyance, cash compensation, etc. Low cost airlines also provide refreshments to passengers in case the flight is delayed more than two hours. Airlines also refund the tickets as per regulations issued by DGCA.