

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:456

ANSWERED ON:14.03.2012

ARBITRARY INCREASE IN FARES BY AIRLINES

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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government is aware that Low Cost Carriers (LCC) are charging unrealistic fares for travel, particularly during festival and season timings and the resultant problems being faced by the air travellers;

(b) if so, the details thereof;

(c) the steps being taken by the Government to restrict airlines from arbitrarily increasing fares;

(d) whether the Government is considering an independent ombudsman to monitor the airlines on the consumer services that they are supposed to provide; and

(e) if so, the details thereof?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

a)to(c):- The Government does not categorise any airline as low cost. Air fares applicable for domestic passengers are determined by market forces and therefore are not fixed by Government. With a view to maintain transparency in tariff publication, Directorate General of Civil Aviation (DGCA) has taken following steps:

Scheduled domestic airlines have been directed to display established tariff route-wise and fare category-wise in their websites, on monthly basis and also to notify any significant and noticeable changes to DGCA within 24 hrs of effecting such a change.

A Tariff Analysis Unit has been set up in DGCA to monitor tariff on regular basis at periodic intervals. DGCA has not noted any significant hike in fares beyond fare band communicated to it by airlines.

(d)and(e):- A Working Group has been constituted to examine feasibility of setting up Ombudsperson for Civil Aviation Sector.