

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2101  
ANSWERED ON:22.08.2013  
ONLINE TRANSACTION CHARGES  
Singla Shri Vijay Inder

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

- (a) whether the Government is aware that some domestic airlines are charging an online transaction fee for booking tickets;
- (b) if so, the details thereof;
- (c) whether such a system of an online transaction fee is to admissible as per aviation policy and if so, the details thereof;
- (d) whether the Government has laid down some norms which need to be adopted by domestic airlines in the public interest; and
- (e) if so, the details thereof?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI K. C. VENUGOPAL)

(a), (b), (c), (d) and (e) Hon`ble Supreme Court vide order dated 23rd January, 2013 against Civil Appeal No. 8771 of 2012, has directed that transaction fees in any form whatsoever shall not be collected from the passengers by the airlines till any order by an appellate authority under Rule 3B or any other is passed from any court. Directorate General of Civil Aviation (DGCA) issued a circular dated 17.12.2012 prohibiting airlines from charging the passengers/ ticket buyers, the transaction fee.

There is no regulation/norms issued by DGCA in respect of admissibility of online fees. However, DGCA has issued Air Transport Circular No. 05/2009 regarding `Transparency in display of air fare` and Air Transport Circular No. 02/2010 regarding `Publishing of Tariff` .