

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:3188  
ANSWERED ON:29.08.2013  
CHARGES FOR ANCILLARY SERVICES  
Krishnaswamy Shri M.

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

- (a) whether the practice of charging of ancillary services on domestic flights is likely to grow as competition soars;
- (b) if so, the details thereof and the present status thereof; and
- (c) the steps being taken/proposed to be taken by the Government to safeguard the interests of the passengers and provide them better services?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION (SHRI K. C. VENUGOPAL)

(a) and (b): With a view to make basic fare more affordable and to provide consumer an option of paying for the services which he/she wishes to avail, scheduled airlines have been allowed to unbundle services like Check-in baggage charges, Preferential seating, Meal/snack/drink charge, Charges for using airline lounges, charges for carriages Sports equipment and Musical instruments, Fees for special declaration of valuable baggage (allow for higher unit on carrier liability) etc. to be unbundled and charged separately on opt-in basis subject to compliance of requirements specified in Air Transport Circular No. 03/2013 issued by Directorate General of Civil Aviation (DGCA). The said circular is available in DGCA website <http://www.dgca.nic.in>. The process of unbundling has just been started. Therefore, no assessment is possible at this stage about its future growth.

(c) With regard to passenger facilitation, DGCA has issued the following Civil Aviation Requirements:

- (i) CAR, Section 3, Series M, Part-I on `Carriage by Air of Person with Disability and or With Reduced Mobility,
- (ii) CAR, Section 3, Series M, Part-II on `Refund of Airlines Ticket to Passengers of Public Transport`
- (iii) CAR, Section 3, Series M, Part IV on `Facilities to be provided to the passengers by airlines due to Denied Boarding, Cancellation of Flights and Delays of Flights`.