

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2438
ANSWERED ON:08.12.2014
BOARDING PASSES
Rao Shri Rayapati Sambasiva

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Air India Provides boarding passes to its passengers on `first come, first-serve` basis;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether this is causing inconvenience to the passengers; and
- (d) if so, the action taken or proposed to be taken by the Government in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr. Mahesh Sharma)

(a) to (c): As per the standard check-in procedure, Air India issues boarding passes to confirmed passengers at the airport on first come first serve basis in the booked cabin class. Air India also provides the facility of remote check-in-like Web check-in, mobile check-in, tele check-in etc wherein passengers can check-in in advance from locations other than airports. No such feedback has been received by the airlines on issuance of Boarding Cards on first-cum-first-serve basis

(d): All airlines adopt similar practice for issuance of boarding cards. The procedure to be adopted for issuance of Boarding Passes is a commercial decision of the airline.