

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2155
(To be answered on the 4th July 2019)

COMPLAINTS AGAINST AIR SERVICES BY REPRESENTATIVES OF
PEOPLE

2155. SHRI BHARTRUHARI MAHTAB
SHRI RAHUL RAMESH SHEWALE

Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has received any complaints from the Representatives of People for charging very high fares for their domestic air journeys and delinquent services by Airport Staff in the recent past and if so, the details thereof;
- (b) the action taken on such complaints so far, Airline-wise;
- (c) whether the Government has conducted any enquiry in this regard and if so, the details thereof; and
- (d) the other corrective steps taken by the Government in this regard?

ANSWER

Minister of State (IC) in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

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- (a) Yes, Sir. During the period from January to June 2019, four letters have been received regarding high airfare and delinquent services at airport. Two letters are regarding high airfare in Kolkata-Aizawl-Kolkata sector, one is regarding high airfare in respect of flights to and fro Srinagar and one is regarding misbehaviour by an Indigo staffer at Bagdogra airport.
- (b) In respect of two letters, M/s Air India have informed that fares offered by them are competitive and are based on market considerations such as fares offered by the competitors, seasonality, product features like frequency, timings, direct/indirect operations, etc. Fares offered are multiple levels on the domestic network. At no point of time the fares are arbitrarily increased. The issues in other two letters are under process.
- (c) & (d) As per the prevailing regulation, air fare is neither regulated nor established by the Government. Airlines are free to fix the reasonable tariff under the provision of Sub-rule (1) of Rule 135 of Aircraft Rules 1937 having regard to all relevant factors including the cost of operation, characteristics of service, reasonable profit and the generally prevailing tariff. Fares offered by airlines are market driven primarily depending on demand and supply. On the supply side, the Government has facilitated the induction of more aircraft by airlines to check any rise in airfare.