

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 2933  
(To be answered on the 5<sup>th</sup> December 2019)**

**EXORBITANT AIRFARE**

**2933. SHRI ACHYUTANANDA SAMANTA**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Government is aware that the airlines are charging exorbitant rate during the peak season, if so, the details thereof and the action taken thereon;
- (b) whether the Government proposes to fix a maximum charge for tickets to each destination and if so, the details thereof and the action taken in the matter so far; and
- (c) whether the Government is aware that the companies are not providing accommodation and food to the passengers during the cancellation and inordinate delay of the flights and if so, the action taken by the Government to provide the requisite service?

**ANSWER**

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

**नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)**

**(Shri Hardeep Singh Puri)**

---

(a) to (c) : As per prevailing regulation, air fares are neither established nor regulated by the Government. Under the provision of Sub Rule (1) of Rule 135 of the Aircraft Rules, 1937, every air transport undertaking engaged in scheduled air services is required to establish tariff having regard to all relevant factors, including cost of operation, characteristic of services, reasonable profit and the generally prevailing tariff. Airlines are free to charge reasonable air fares as per their operational viabilities subject to compliance to above said rule. The airline pricing system runs in multiple levels [buckets or Reservation Booking Designators (RBDs)] which are in line with practice being followed globally. The prices are fixed by airlines keeping in mind the market, demand, seasonality and other market forces. The air fare increases with rise in demand of seats. Some of the airlines offer advance purchase (Apex fare) at discounted fares which would entail travelling even during peak seasons. The fare structures are displayed by airlines on their websites. The airlines remain compliant to the prevailing regulation as long as

**air fares charged by them are in line with fare displayed on their website.**

**Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements (CAR) Section 3- Air Transport, Series M, Part IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". As per the CAR, affected passengers are required to be compensated and facilitated by the airlines. Airline-wise detail in respect of number of passengers affected due to cancellation & delay of flights and compensation/facilitation provided to them for the last 06 months (May, 2019 to October, 2019) is attached as Annexure.**

**Further, with a view to maintain transparency, DGCA monitors air fares on certain routes selected on random basis to ensure that airlines do not charge air fares outside the range declared by them. The fare monitoring analysis carried out by DGCA in the recent past has shown that the air fares remained well within the fare bucket uploaded by the airlines on the respective websites. In case, any steep fare hike is observed, Ministry of Civil Aviation/ DGCA sensitize the airlines for necessary intervention.**

**\*\*\*\*\***

## Airline-wise detail in respect of number of passengers affected due to cancellation &amp; delay of flights

Airline	May-19			
	Cancellations		Delays Beyond 2 Hrs	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)	No. of Pax Affected	Status of Facilities (In lakhs)
Air India	4767	17.72	32635	37.74
Pawan hans	-	-	16	0.47
Spicejet	6732	27.78	43450	69.71
Go Air	233	-	1574	-
IndiGo	1346	0.26	32547	-
Air Asia	1785	0.13	4005	10.53
Vistara	878	0.40	7154	-
Star Air	82	-	-	-
Trujet	125	1.18	-	-
Air Deccan	-	-	-	-
<b>TOTAL</b>	<b>15948</b>	<b>47.46</b>	<b>121381</b>	<b>118.45</b>

Airline	Aug-19			
	Cancellations		Delays Beyond 2 Hrs	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)	No. of Pax Affected	Status of Facilities (In lakhs)
Air India	10037	15.24	46160	54.23
Pawan hans	33	1.01	26	-
Spicejet	5858	33.07	47600	93.97
Go Air	185	-	4703	-
IndiGo	8187	0.23	95682	-
Air Asia	653	0.39	1264	3.52
Vistara	531	0.74	8100	-
Star Air	201	-	39	0.07
Trujet	675	4.37	486	0.26
Air Deccan	8	0.14	4	-
<b>TOTAL</b>	<b>26368</b>	<b>55.20</b>	<b>204064</b>	<b>152.05</b>

Airline	Jun-19			
	Cancellations		Delays Beyond 2 Hrs	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)	No. of Pax Affected	Status of Facilities (In lakhs)
Air India	9324	22.11	52934	87.47
Pawan hans	13	0.37	-	-
Spicejet	5966	20.36	39795	67.95
Go Air	219	-	1872	-
IndiGo	3123	0.28	96620	-
Air Asia	28	1.07	5345	12.99
Vistara	1109	8.66	12012	28.90
Star Air	111	0.06	39	0.07
Trujet	48	1.17	275	0.08
Air Deccan	32	0.48	-	-
<b>TOTAL</b>	<b>19973</b>	<b>54.55</b>	<b>208892</b>	<b>197.46</b>

Airline	Sep-19			
	Cancellations		Delays Beyond 2 Hrs	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)	No. of Pax Affected	Status of Facilities (In lakhs)
Air India	3050	18.92	58147	52.14
Pawan hans	9	0.29	3	-
Spicejet	4723	37.53	47825	62.73
Go Air	345	-	5216	-
IndiGo	11366	0.13	29698	-
Air Asia	345	2.51	5589	19.76
Vistara	488	0.90	7878	-
Star Air	187	-	39	0.07
Trujet	2826	2.20	48	0.03
Air Deccan	2	0.04	-	-
Air Heritage	-	-	36	0.10
<b>TOTAL</b>	<b>23341</b>	<b>62.52</b>	<b>154479</b>	<b>134.82</b>

Airline	Jul-19			
	Cancellations		Delays Beyond 2 Hrs	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)	No. of Pax Affected	Status of Facilities (In lakhs)
Air India	10000	25.30	54525	64.34
Pawan hans	13	0.37	-	-
Spicejet	15149	75.35	64661	108.25
Go Air	315	-	4378	-
IndiGo	18678	0.23	96620	-
Air Asia	578	2.21	11266	30.35
Vistara	2782	8.08	23404	-
Star Air	142	0.30	39	0.07
Trujet	601	9.35	441	0.18
Air Deccan	14	0.12	-	-
<b>TOTAL</b>	<b>48272</b>	<b>121.33</b>	<b>255334</b>	<b>203.19</b>

Airline	Oct-19			
	Cancellations		Delays Beyond 2 Hrs	
	No. of Pax Affected	Status of Facilities & Compensation (In lakhs)	No. of Pax Affected	Status of Facilities (In lakhs)
Air India	6485	20.81	63189	62.93
Pawan hans	9	0.30	3	-
Spicejet	6885	24.23	45326	80.29
Go Air	106	-	4884	-
IndiGo	9526	0.15	93771	-
Air Asia	1176	21.22	4347	9.44
Vistara	465	0.29	7991	-
Star Air	57	-	-	-
Trujet	980	0.82	103	0.02
Air Deccan	10	-	-	-
Air Heritage	77	1.08	77	1.08
Zoom Air	-	-	-	-
<b>TOTAL</b>	<b>25776</b>	<b>68.89</b>	<b>219691</b>	<b>153.76</b>