

Seventeenth Loksabha

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Title: Regarding the problems faced by the passengers travelling by flights

**DR. K. JAYAKUMAR (TIRUVALLUR):** Sir, I rise to draw the attention of the hon. Civil Aviation Minister regarding the inconvenience faced by the passengers during their air travel. While cancelling the tickets, the airlines are taking more than 75 per cent of the funds. Hardly any amount is being returned to the passengers who are cancelling the tickets.

The second point is that abnormal and unreasonable taxes, varieties of taxes are being levied. They are inventing new names through the taxes. For example, airlines are charging 'aviation security fee', user development fee' etc. Recently, there is a tax introduced by Indigo airline called 'CUTE tax'. This is for common use of terminal equipment by the passengers. Airport Authority is levying its own tax.

Sir, the pathetic thing is that some of the airlines like Indigo is auctioning the seats. In the web check-in, if you do not pay, you will not get a boarding pass at all and you have to get it at the airport. It is a very difficult thing when you rush to the airport to catch a flight. So, all these things should be taken care of. We have a dynamic Civil Aviation Minister. He should apply his mind and look into it, so that the passengers do not face any inconvenience.