

PUBLIC NOTICE

Subject: Transparency in Airfare Information

In order to have transparency in airfare advertising, rule 135 of the Aircraft Rules, 1937 had been amended vide notification NO. GSR 254(E) dated 16th April, 2009 whereby airlines shall display tariff in a conspicuous manner to show the total amount payable by a passenger and a complete break-up of the total amount, indicating the fare, tax, fees or any other charge, if any, separately and advise their Travel Agents for similar action.

Consequent upon amendment to rule 135, all the airline operating to/from/within India were advised to comply with the revised provisions of the Aircraft Rules by 15th June, 2009 vide this office Circular No. 9/9/2009-IR dated 11th May, 2009. Since no reply was received from airlines, the deadline for action taken report was extended upto 30th June, 2009.

Based on the survey of websites conducted by DGCA and the feedback received from various quarters, following has been observed:

- a) Scheduled domestic airlines have carried out amendment of their websites with regard to display of tariff. However, following issues are still of concern:
 - There is no uniformity of airfare display on the website.
 - Passenger unfriendly terms have been used in the fare break-up e.g. YQ, YR, WO, etc.
 - The display in the website is not fully in accordance with the Rule.
- b) There are 70 international airlines operating to/from India. Tariff display of these airlines is not in accordance with Aircraft Rules.
- c) There are about 33 travel agents/portals who book the air tickets through their websites. Travel agents/portals have not amended their website in this regard.

DGCA has now issued Air Transport Circulars 5 & 6 of 2009 dated 24th July, 2009 to scheduled domestic airlines and international airlines operating to/from India to display the tariff in accordance with Aircraft Rules latest by 15th Aug., 2009.