

AV-29017/14/2020-DT Section-MOCA-Part (1)
Government of India
Ministry of Civil Aviation
DT Section

'B' Block, Rajiv Gandhi Bhawan,
New Delhi, Dated 21st July, 2022

Subject: No additional charges for issuing boarding passes at Airlines Counters

The undersigned is directed to refer to the Order no. AV.29017/5/2020-DT dated 21.05.2020, enclosing therewith general instructions to be followed by passengers and Specific Operating Guidelines for major stakeholders for recommencement of domestic air travel for passengers w.e.f. 25.05.2020 *inter-alia* indicating that passengers have to ensure that they make a web check-in and generate Boarding Pass. Further, it is also requested to refer to the letter of even reference dated 09.05.2022 advising airlines to encourage, facilitate and guide the air passengers for making timely web check-in and bag tag printing and minimize/avoid penal charge on non-web-check-in traveling passengers.

2. It has come to the notice of Ministry of Civil Aviation that Airlines are charging additional amount for issuing boarding passes from the passengers seeking check-in at airport counters. Such additional amount is not in accordance with the Instructions given in the aforesaid Order or as per extant provisions of Aircraft Rules, 1937.
3. In view of the above, the Airlines are advised not to charge any additional amount for issuing boarding passes at the airport check-in counters, as the same cannot be considered within the 'tariff' as provided under Rule 135 of the Aircraft Rules, 1937.
4. This has the approval of Competent Authority.


21/07/2022
(Mritunjaya Sharma)
Deputy Secretary to Govt. of India
Tele: 24653750

To,

All Scheduled Airlines

Copy to:

The Director General, DGCA, New Delhi