



KAMARAJ IAS ACADEMY
Only IAS Academy by Grandson of "Perunthalaivar Kamarajar"

Civil Aviation Guidelines for Passenger Convenience & Transparency

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The Ministry of Civil Aviation, through the Directorate General of Civil Aviation (DGCA), issued new passenger-friendly guidelines.

Aim: Improve transparency, affordability, and passenger experience in air travel.

Guidelines apply to all airlines operating in India to ensure uniform practices.

Major Provisions of the Guidelines

Free Seat Allocation:

Minimum 60% of seats on every flight must be provided without extra seat selection charges.

Seating for Same PNR:

Passengers booked under the same PNR (Passenger Name Record) must be seated together, preferably in adjacent seats.

Transparent Pricing:

Airlines must clearly display fare structure and additional charges to avoid hidden costs.

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Passenger Rights Awareness:

Airlines should inform passengers about their rights, including refunds, cancellations, and facilities.

Communication in Regional Languages:

Information related to passenger services must be made accessible in regional languages for wider understanding.

Improved Grievance Redressal:

Strengthening mechanisms for complaints and dispute resolution.

Directorate General of Civil Aviation (India):

Headquarters: New Delhi

Minister of Civil Aviation: KinjarapRam Mohan Naidu

Minister of State of Civil Aviation: Murlidhar Mohol

Director General: Faiz Ahmed Kidwai