



Strengthening Passenger Facilitation in Indian Aviation

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India has emerged as the third-largest domestic aviation market globally, with air travel becoming increasingly accessible and inclusive under the UDAN scheme. Indian airports today handle over five lakh passengers daily, reflecting the rapid growth of the sector.

Passenger facilitation remains the highest priority of the Ministry of Civil Aviation. In line with this commitment, the Ministry has undertaken several passenger-centric initiatives to enhance ease of travel, including UDAN Yatri Cafés for affordable food, Flybrary for free access to books and provision of free Wi-Fi at airports.

To further strengthen passenger convenience, transparency and uniformity of practices across airlines, the Ministry has issued the following directions through the Directorate General of Civil Aviation (DGCA):

- Minimum 60% of seats on any flight to be allocated free of charge to ensure fair access
- Passengers travelling on the same PNR to be seated together, preferably in adjacent seats
- Carriage of sports equipment and musical instruments to be facilitated in a transparent and passenger-friendly manner, subject to applicable safety and operational regulations. Airlines shall also bring out clear, transparent policies for carriage of pets.
- Strict adherence to passenger rights framework, particularly in cases of delays, cancellations and denied boarding
- Prominent display of passenger rights across airline websites, mobile applications, booking platforms, and airport counters
- Clear communication of passenger entitlements in regional languages to ensure wider accessibility and awareness

The Ministry of Civil Aviation remains committed to enhancing passenger experience, ensuring transparency, reducing grievances and upholding the highest standards of safety across the aviation ecosystem.

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