

TRIPURA HUMAN RIGHTS COMMISSION
KUNJABAN : AGARTALA

Complaint No. 06 of 2023
(Suo Moto Cognizance)

ORDER SHEET

Sl No	Date	Order	Note
1	06.06.2023	Attention of the Commission is drawn to the consecutive news items published in a largely circulated daily newspaper of Tripura, namely, 'Dainik Sambad' dated 04.06.2023, 05.06.2023 and 06.06.2023 regarding lacks of essential services required to be provided to the air travelling passengers by the airlines, namely, Indigo, other required inflight services need to be provided to the passengers, prices of air tickets in spite of reduction of taxes by the Government of Tripura in respect of the fuel required for the flights, un ethical restriction on the passengers towards their luggages etc. with further allegation that the State Government and the Central Government are not taking necessary steps to rationalise the fare and other services required to be provided to the passengers which has been reported in the news items of 'Dainik Sambad' dated 04.06.2023 with the heading "বিমানে পানীয় জলের বোতলও মিলছে না ইন্ডিগোতে,	

ক্ষোভ”, dated 05.06.2023 with the heading “ভ্যাট কমানোয় সস্তা জ্বালানি বিমান টিকিট অগ্নিমূল্যই, ক্ষোভ” and dated 06.06.2023 with the heading “ফ্রি লাগেজেও ঠকানো হচ্ছে ইন্ডিগোর যাত্রীদের, অসন্তোষ”.

The State of Tripura is situated in a corner of the country wherefrom the people move to other parts of the country, mostly using air services run by different airlines. The students, the patients often require urgent travel by air. News items foster exploitation of the people in need of air journey which is against the Constitutional concept of welfare Government.

India has since established a well-organized mechanism under the Constitution to provide all sorts of services to the common man. The provisions prescribed in Part-III and Part-IV of the Constitution have to be looked into by all authorities/organisations functioning within the territory of India. No one has any right to exploit people in any manner whether directly or indirectly. Of course the business organisations will earn profit but has to deal with their business fairly, transparently and with all accountability. No one can claim an unfettered right to deal with the business of cheating the common men applying indirect or invisible tactics.

The allegations which have been, *prima facie*, made in the news items do violate the precious human rights of the people at large in the State of Tripura, who are in their need of availing air services.

We are, therefore, constrained to invoke our jurisdiction in the matter and see whether the authorities, who are supposed to take care and deal with the issues of public welfare, are taking steps in terms of law and ethics and, therefore, we direct (1) the Secretary, Civil Aviation, Government of India; (2) the Secretary, Transport Department, Government of Tripura; (3) the Director General of Civil Aviation, Government of India; (4) the Director, Airport authority of Agartala and (5) the Indigo Airlines, represented by the Station Manager/Officer-in-charge of Indigo Airlines at Agartala, to give response to the following queries for *prima facie* consideration of the Commission, namely :

- (1) Whether drinking water is provided/given to the passengers travelling from/to Agartala by Indigo Airlines and if so, whether it is on payment of price or complementary?
- (2) Whether it is customary in India to provide drinking water to any person in need without

any charge and if so, whether that has been followed by Indigo authority decently or not?

- (3) Whether the air hostesses of Indigo Flight, while on flight, attend the passengers' need or remain busy in selling packaged goods and drinks etc. at an inflated price?
- (4) Whether there is DGCA guide lines that in case of delay of flights for more than two hours at breakfast, lunch or dinner time, the flight authority should supply the required breakfast, lunch or dinner free of cost to the passengers at airport lounge and whether Indigo flight authority is following the guide lines?
- (5) Whether Indigo flight authority is providing free hotel facilities in case of cancellation of flight?
- (6) Whether Government of Tripura reduced VAT and/or GST over fuel prices and charging only 1% of such tax to give relief to the poor passengers of Tripura, and whether Indigo flight authority is enjoying the benefit of low price fuel from Tripura, but not

providing commensurate low price or fare to the passengers of Tripura?

- (7) Whether the State Government or Central Government has taken any steps to control and/or to regulate fuel collection of the flights from Agartala airport for commensurate reduction on the passengers fare?
- (8) Under what authority of law Indigo airlines is fixing weight limit of check in luggage as well as hand luggage of the passengers?
- (9) Whether Indigo airlines are compelling the passengers that they cannot carry more than 15 kg check-in-luggage and that also has to be in one luggage?
- (10) Whether Indigo airlines are collecting Rs.1000/- extra for each luggage in addition to one luggage within 15 kg limit from a single passenger?
- (11) Whether Indigo or other airlines charge passengers' fare according to their own wisdom or there is any law, rule or lawful

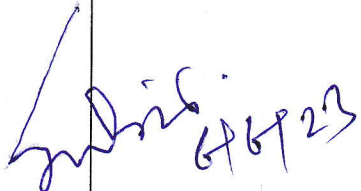
guide lines for fixing the air fare and if there are any rules or guide lines to that effect, Indigo airlines authority as well as the respective department of the Central Government and the State Government shall submit a copy of the same to the Commission.

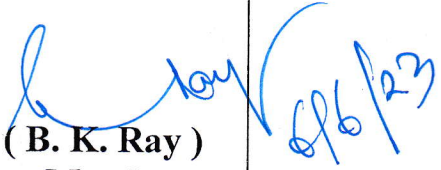
The response on the queries should be submitted to the Commission within four weeks.

Issue notice to the above mentioned authorities along with a copy of this order and the paper cuttings.

List it on 10/07/2023.


(Justice S.C. Das)
Chairperson


(S. C. Saha)
Member


(B. K. Ray)
Member