

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4352
ANSWERED ON:19.12.2012
FICTITIOUS BOOKING OF SEATS
Gandhi Shri Dilip Kumar Mansukhlal

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether instances of fictitious bookings and abusive ticketing practices by airline companies have come to the notice of the Government;
- (b) if so, the details thereof during the last three years and the current year, airline and year-wise, and;
- (c) the action taken against such airlines and travel portals under Rule 133 A of Aircraft Rules?;

Answer

Minister of State in the Ministry of CIVIL AVIATION (SHRI K. C. VENUGOPAL)

(a) to (c) : Directorate General of Civil Aviation (DGCA) received complaints from a few domestic airlines in Mar 2012 that certain on-line travel portals were selling airline tickets under opaque/bargain fare wherein the identity of the airline and flight details were not being displayed upfront.

DGCA had stepped in and issued a Public Notice directing the airlines to immediately withdraw participation in any such scheme where the complete information about the carrier is not revealed upfront. At present, no scheduled domestic airline is participating in opaque/bargain fares and online travel portals have removed these from their respective websites, as per information furnished by the DGCA.

However, no complaint of fictitious booking has been received by DGCA.

DGCA has issued Civil Aviation Requirements (CAR) Section 3, series M, Part III on Computer Reservation System (CRS)/Global Distribution System (GDS), which has the provision that subscriber shall not make fictitious reservations in the CRS/GDS and shall not resort to any abusive ticketing practice.