

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

STARRED QUESTION NO:340  
ANSWERED ON:20.03.2013  
GUIDELINES GOVERNING AIRLINES TRAVEL PORTALS  
Dubey Shri Nishikant

**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;
- (c) whether the tickets sold by various airlines including Indian Airlines through company sales counters are substantially higher than the tickets sold by the travel agencies and travel portals in the country and if so, the details thereof and the reasons therefor;
- (d) the details of rules/regulations/guidelines, governing the operation of airlines/travel portals with respect to protection of consumers? interests including prohibition of fictitious bookings; and
- (e) the steps taken/being taken by the Government for the protection of consumers? interests?

**Answer**

Minister of CIVIL AVIATION ( SHRI AJIT SINGH )

(a) to (e): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN REPLY TO STARRED QUESTION NO. 340 DATED 20.03.2013 REGARDING GUIDELINES GOVERNING AIRLINES/TRAVEL PORTALS

(a) and (b): No, Madam. No instances of fictitious booking and abusive ticketing practices by airline companies have come to the notice of the Government. However, Directorate General of Civil Aviation (DGCA) had received complaints from a few domestic airlines in March 2012 that on-line travel portals MakeMyTrip.com, Via.com, Yatra.com were selling airline tickets under 'opaque/bargain fare' wherein the identity of the airline and flight details were not being displayed upfront.

(c): No such record about the airlines tickets sold is maintained by the Government.

(d): DGCA has issued Civil Aviation Requirement (CAR) 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. Presently, no scheduled domestic airline is participating in opaque/bargain fares and online travel portals have removed these from their respective websites, as per the information furnished by DGCA.

(e): DGCA has 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. With a view to maintaining transparency in tariff publication, the DGCA has taken following step:- Scheduled domestic airlines have been directed to display established tariff, route wise and fare category-wise on their respective websites on monthly basis and also to notify any significant and noticeable changes to the DGCA within 24 hrs of effecting such a change.

# A Tarriff Analysis Unit has been set up in DGCA to monitor tariff on regular basis.