

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:5313  
ANSWERED ON:27.04.2015  
BOOKING OFFICES OF AIR INDIA  
Antony Shri Anto

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) the total number of booking offices of Air India functioning in various States of the country, State-wise;
- (b) whether Air India has decided to close some of its booking offices in various cities/ States of the country;
- (c) if so, the details thereof, State-wise including Kerala along with the reasons therefor;
- (d) whether the Government has received any representation against the closure of these booking offices of Air India; and
- (e) if so, the details thereof along with the action taken by the Government thereon?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

- (a): The total number of booking offices of Air India functioning in various States of the Country, state-wise, is given at Annexure-I.
- (b) and (c): Yes, Madam. Air India has decided to close some of the City Booking Offices at certain stations as part of the cost control measures, and with a view to reduce expenditure. The details of the booking offices closed are given at Annexure-II.

The booking offices have been closed mainly due to the following reasons:

- i. Most of the sales is done by Agents
- ii. Passengers can also make bookings from Air India website
- iii. Number of walk-in passengers are negligible.

(d) and (e): Air India has received a few representations in this regard. However, the decision to close Booking Offices has been taken with a view to reduce expenditure.