

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:3523

ANSWERED ON:04.08.2014

FICTITIOUS BOOKING BY TRAVEL PORTALS

Godse Shri Hemant Tukaram;Kaswan Shri Rahul;Kothapalli Smt. Geetha

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

- (a) whether it has come to the notice of the Government that certain airlines and online travel portals are indulging in fictitious booking of seats so as to sell them at higher price;
- (b) if so, whether DGCA has taken any action in this regard and if so, the details thereof and if not, the reasons therefor; and
- (c) whether Air India has cut travel agents` commission to save costs and if so, the details thereof?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION (Shri G.M. Siddeshwara)

(a): Yes, Madam. Directorate General of Civil Aviation (DGCA) had received complaints from few domestic airlines in March 2012 that MakeMyTrip.com, Via.com & Yatra.com are selling certain airline tickets under opaque/bargain fare wherein the the identity of the airline and flight details are not displayed upfront.

(b): DGCA had called a meeting on 28th March, 2012 and, accordingly, a Public Notice was issued with regard to opaque/bargain fares 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.

DGCA has also issued Civil Aviation Requirements (CAR) Section 3, Series M, Part III on the 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.

(c): Air India had reduced agency commission payable to travel agents from 3% to 1% in India with effect from 16th July 2012. This was done to fall in line with competition where several international Carriers operating in the Indian market were not offering agency commission and also to save on distribution costs for Air India.