

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:194
ANSWERED ON:24.11.2014
ONLINE TRAVEL PORTALS
Kodikunnil Shri Suresh

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the details of online travel portals operating in the country for booking of air tickets;
- (b) the quantum of air tickets booked through online travel portals during the last three years and the current year;
- (c) whether the Directorate General of Civil Aviation (DGCA) has received a number of complaints against these online portals during the said period; and
- (d) if so, the details thereof along with the action taken by DGCA thereon?

Answer

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

- (a) Details of online travel portals are not maintained by Ministry of Civil Aviation. As per the existing regulations, travel agents / travel portal does not require approval of Ministry of Civil Aviation.
- (b) The information in respect of booking details are not required to be submitted to the Government.
- (c) As the online travel portals are not regulated by Directorate General of Civil Aviation (DGCA), the complaints in this respect are not maintained by it.
- (d) Question does not arise.