

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3499
ANSWERED ON:15.12.2014
AIR INDIA S BOOKING OFFICES .
Venugopal Shri K. C.

Will the Minister of CIVIL AVIATION be pleased to state:

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- (a) whether Air India has decided to close its booking offices in various cities/States of the country; and
(b) if so, the details thereof, State-wise including Kerala along with the reasons therefor?

Answer

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

(a) and (b): 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 Stations where Air India booking offices have been closed are as follows:

- i) Southern India - Tiruvalla, Trichur, Madurai
ii) Northern India - Jullundur, Udaipur, Raipur
iii) Eastern India - Agartala, Darjeeling, Silchar, Jorhat, Lilabari, Gaya, Aizawl.

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

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