

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 2796
(TO BE ANSWERED ON THE 18th August 2025)

IRREGULARITIES BEING COMMITTED BY TRAVEL AGENTS

2796. DR. LAXMIKANT BAJPAYEE

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

- (a) whether Government is aware of the irregularities being committed by travel agents including issuing tickets at higher prices, cancellation of tickets without the consent of customers, suspicious practices such as GST evasion, misleading claims and related violations;
- (b) whether Government has designated Public Grievance Officers and Nodal Appellate Authorities for redressal of grievances, if so, the number of complaints received;
- (c) action taken by Government to cancel the affiliation/license of agents and to inform the concerned authorities to disclose tax evasion and irregularities; and
- (d) if not, the reasons therefor?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

- (a) to (d): Ministry of Tourism, to ensure standardized services for tourists, gives recognition to different categories of service providers in Travel & Hospitality industry including Online Travel Agents in accordance with the guidelines issued by the Ministry in each category for a period of 5 years.

Ministry of Tourism (MoT) through its Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal receives complaints/grievances related to service delivery, suspicious practices etc. The CPGGRAMS portal is available to the citizens 24x7 to lodge their grievances related to inappropriate trade practices by Tourism & hospitality service providers. All such matters are examined in the Ministry and taken up with the concerned Travel & Tourism Service provider for resolution of the grievance/complaint. Accordingly, reply of the grievances is furnished to the complainants. However, if the complainant is not satisfied with the response he/she can submit appeal to the higher authority for reconsideration.

If MoT approved Travel & Tourism Stakeholders are not found to be working in

the manner fulfilling the required service standards or complaints of serious nature related to deficiency in services, irregularities etc., or it is found that the agency has got recognition on the basis of false or fabricated documents, etc., the Ministry of Tourism may consider to withdraw/terminate/revoke the recognition granted.
