

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

**LOK SABHA
UNSTARRED QUESTION NO.4369
ANSWERED ON 07.01.2019**

ONLINE TRAVEL AGGREGATORS

4369. SHRIMATI MEENAKASHI LEKHI:

Will the Minister of TOURISM be pleased to state:

- (a) whether it is true that the Online Travel Aggregators (OTAs) will now have to secure accreditation from the Government for conducting any operations and if so, the details thereof;**
- (b) whether the Government is considering to set up a grievances redressal mechanism for any complaints against the operations of such OTAs; and**
- (c) if so, the details thereof?**

ANSWER

**MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)
(SHRI K.J. ALPHONS)**

(a) to (c): The guidelines for the scheme of approval/re-approval of Online Travel Aggregators (OTAs) have been formulated and notified by the Ministry of Tourism, Government of India. The scheme is purely voluntary in nature and it is not binding upon any Online Travel Aggregators to obtain accreditation from the Ministry of Tourism. A grievance redressal mechanism, set up by the Government of India, namely Centralized Public Grievance Redress And Monitoring System (CPGRAMS), is already in place for dealing with grievances, if any.
