

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

**LOK SABHA
STARRED QUESTION NO.*103
ANSWERED ON 25.11.2019**

UNFAIR PRACTICES BY ONLINE TRAVEL AGENTS

***103. SHRI P.P. CHAUDHARY:**

Will the Minister of TOURISM be pleased to state:

- (a) whether the Government is aware of any instances of unfair business practices resorted to by online travel agents and hospitality service providers;**
- (b) if so, the details thereof and the action taken thereon; and**
- (c) the steps taken/proposed to be taken by the Government to avoid exploitation of customers and partners by such entities?**

ANSWER

**MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)
(SHRI PRAHLAD SINGH PATEL)**

(a) to (c): A statement is laid on the table of the House.

STATEMENT IN REPLY TO PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. *103 ANSWERED ON 25.11.2019 REGARDING UNFAIR PRACTICES BY ONLINE TRAVEL AGENTS.

(a) to (c): Complaints regarding deficiency in services or other issues relating to service providers including Online service providers are received in the Ministry either from the complainants or through the Centralized Public Grievance Redress and Monitoring Systems (CPGRAMS) portal. On receipt of such complaints, the matter is taken up with the concerned service providers seeking clarification to facilitate resolution of the issues. In case instances of exploitation of tourists are brought to the notice of the Ministry of Tourism, the grievance is taken up with the concerned State Government/ Union Territory (UT) Administration since service providers are required to be registered/licensed under local rules/acts of the concerned State/UT. The complainant is also advised to approach the appropriate forum, such as consumer court, for redressal on case to case basis.

To ensure standardized services for tourists, the Ministry of Tourism Government of India gives approval to different categories of service providers in the Travel and Hospitality industry including Online Travel Aggregators/Tour Operators/Travel Agents/Tourist Transport Operators/different categories of Hotels/ Motels/ Convention Centres, etc. in accordance with the guidelines issued by the Ministry for each category. This is purely a voluntary scheme and it is not mandatory for the service providers to seek approval of the Ministry for conducting business. In case of complaints of serious nature against the approved service providers, the Ministry of Tourism may take action against them, which may include withdrawal of the approval/re-approval granted.
