

**Government of India**  
**Ministry of Consumer Affairs, Food and Public Distribution**  
**Department of Consumer Affairs**

**LOK SABHA**

**STARRED QUESTION NO. \*256**  
**TO BE ANSWERED ON 15.12.2021**

**CONSUMER RIGHTS IN TOURISM INDUSTRY**

\*256. SHRI N.K. PREMACHANDRAN:

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:**

- (a) whether the Government proposes to protect the rights of consumers in tourism industry and if so, the details of action taken in this regard;
- (b) whether the provisions of Consumer Protection Act are insufficient to protect the consumers in tourism sector and if so, the details thereof;
- (c) whether the existing system of consumer disputes redressal is also insufficient to redress the grievances of consumers in tourism sector;
- (d) if so, the corrective action proposed to be taken to improve the system; and
- (e) whether the Government is aware that international and inter-State tourists are unable to have their grievances redressed due to the delay in the process and if so, the details of the action taken for redressal of the grievances of inter-State and international tourists?

**ANSWER**

**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री**  
**(श्री पीयूष गोयल)**

**THE MINISTER OF**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI PIYUSH GOYAL)**

(a) to (e) : A Statement is laid on the Table of the House.

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**STATEMENT REFERRED IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO.\*256 FOR 15.12.2021 REGARDING CONSUMER RIGHTS IN TOURISM INDUSTRY.**

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The Consumer Protection Act, 2019 provides for establishment of a three tier quasi-judicial mechanism – District Consumer Disputes Redressal Commissions, State Consumer Disputes Redressal Commissions and National Consumer Disputes Redressal Commission, where consumers can file complaints for redressal of their disputes in relation to any goods sold or delivered or agreed to be sold or delivered or any service provided or agreed to be provided, including that of tourism Industry.

As per the data available on CONFONET, as on 10.12.2021 a total of 4317 cases have been filed in State Consumer Commissions and District Consumer Commissions pertaining to that of tourism service and 2420 cases have been disposed.

In addition to the above facilities, National Consumer Helpline has been set up by the Government, providing toll free number 1800-11-4000 for redressal of consumer grievances at a pre-litigation stage, relating to booking, cancellation, refund and deficiency of services. These grievances can also be received through SMS to 8130009809, website <https://consumerhelpline.gov.in/>, NCH App and UMANG App.

Further, the Central Consumer Protection Authority (Central Authority/CCPA) which has been set up and duly empowered under the Consumer Protection Act, 2019 has taken cognizance of various challenges faced by the consumers with respect to tourism sector particularly on the issue of non-refund of cancelled air tickets and tour packages due to COVID 19 pandemic. CCPA, so far has issued 12 Show Cause Notices.

Further, to facilitate dispute resolution, the provision for e-filing has been introduced in the Act. Consumers, including interstate and international tourists can file their complaints online via e-Daakhil website <https://edaakhil.nic.in/> and get their disputes resolved through appropriate Commissions virtually as per the provision of Consumer Protection Act, 2019

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