

**GOVERNMENT OF INDIA  
MINISTRY OF TOURISM**

**LOK SABHA  
UNSTARRED QUESTION NO.†1300  
ANSWERED ON 25.07.2022**

**INAPPROPRIATE TRADE PRACTICES BY ONLINE TRAVEL  
AGENTS**

**†1300. SHRI RAMCHARAN BOHRA:**

**Will the Minister of TOURISM be pleased to state:**

- (a) whether the Government is aware of any incident of inappropriate trade practices indulged into by online travel agents and hospitality service providers;**
- (b) if so, the details thereof and the action taken by the Government in this regard; and**
- (c) the steps taken/being taken by the Government to check exploitation of the customers and stakeholders by such agencies?**

**ANSWER**

**THE MINISTER OF TOURISM**

**(SHRI G. KISHAN REDDY)**

**(a) to (c): Yes, Sir.**

**Ministry of Tourism (MOT) through its Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal receives complaints/ grievances/suggestions related to service delivery deficiency, cheating etc. The CPGRAMS portal is available to the citizens 24x7 to lodge their grievances related to inappropriate trade practices by Tourism & hospitality service providers, including online travel agents. 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.**

**To ensure standardized services for tourists, Ministry of Tourism, Government of India 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. This is purely a voluntary scheme and is not mandatory for the service providers to seek Ministry's approval for conducting business. However, 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 arise related to deficiency in services, irregularities etc., or if 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. However, before taking a final decision, the opportunity is given to the service provider to explain their stand. In case no such clarification or reply is received from the agency within 30 days, the Ministry may take a suitable decision unilaterally.**

**The number of grievances received in the Ministry of Tourism are 2226, 2602 and 934 during the year 2020, 2021 and 2022 (till 30th June, 2022), respectively, for which the grievance redressal/disposal rate is more than 95%.**

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