

GOVERNMENT OF INDIA  
MINISTRY OF TOURISM

**RAJYA SABHA**  
**UNSTARRED QUESTION NO.2558**  
ANSWERED ON 10.12.2019

**MIGRATION OF TOUR AND TRAVEL OPERATIONS TO ONLINE SERVICES**

2558. SHRI ANIL DESAI:

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

- (a) whether it is a fact that a large number of tour and travel operators have switched over to online services;
- (b) the details of regulations prescribed for them to save common people from fraud; and
- (c) whether any complaint received about the fraud or malpractices by these agents, if so, details thereof?

**ANSWER**

MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)

(SHRI PRAHLAD SINGH PATEL)

(a) to (c): Service providers in Tourism and Hospitality sectors sell their products and services through various platforms including online. However, Government of India, Ministry of Tourism does not maintain any record regarding number of tour and travel operators switching over to online services.

The Government of India, Ministry of Tourism does not have any regulatory powers in this regard. Complaints regarding fraud or malpractices by service providers either from the complainants or through 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 or any fraud against 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. The complainant is also advised to approach the appropriate forum, such as consumer court, for redressal, on case to case basis.

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