



Press Release

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CAIT expressed concern about data security & uneven competition in travel and tourism sector

The Confederation of All India Traders (CAIT) while raised a big question mark on some big companies having Chinese investments operating in India's travel and tourism sector, said that saying that some big companies, it has disrupted the domestic involvement in this sector and by collecting huge data through transactions, the possibilities of misuse or transfer of data and creation of an uneven level playing field is apprehended and as such CAIT has urged Finance Minister Smt. Nirmala Sitharaman and Commerce Minister Shri Piyush Goyal to examine business module of such companies and necessary action is taken, if required.

CAIT National President Shri BC Bhartia and Secretary General Shri Praveen Khandelwal today said that in the last years, travel and tourism business in India has been done by more than 10 lakh travel agents spread across the country who were providing huge employment but in the last few years, with the help of Chinese and other foreign investments, some big companies have completely taken over this business and now they do all the bookings through their portals and have been able to create a monopoly in this sector.

Citing an example, both trade leaders said that the travel and tourism sector company Make My Trip, by virtue of its huge amount of Chinese money invested in this company, 5 out of 10 directors on the company's board are representatives of a Chinese company Trip.com which is controlled from Shanghai. Another company of Trip.com is Sky Scanner which compares cheap tickets for air travel between different airlines and indirectly creates an environment of unhealthy competition in the market by providing advantage to MakeMyTrip which is construed as unhealthy competition.

It is known that a large number of people book air tickets every day on the MakeMyTrip portal, due to which a large amount of people's data is collected and it is apprehended that this data is being misused somewhere and might be in control of its parent company Trip.com

Mr. Bhartia and Mr. Khandelwal said that these companies and their affiliated companies have a large amount of personal data of the people of the country and many other important information and there is a possibility of such data going out of the country due to the investment or control of the Chinese people. From this point of view, it is necessary to investigate every company which is operating in India but in which Chinese investment has been made.

CAIT said that when small and big travel agents and tour operators were working in the country and providing employment to a large number of common people, this business was running with healthy competition and the consumer had a choice, but since the era of online booking, many companies including companies like Make My Trip have almost eliminated travel agents through their business model, which is not a good sign for the country's economy. From this point of view, the government should review this sector and if data is being misused or unhealthy competition is growing, then it is very important to stop it in time.



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