



सत्यमेव जयते

**GOVERNMENT OF INDIA  
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION  
TECHNICAL CENTRE, OPP SAFDURJUNG AIRPORT, NEW DELHI**

**CIVIL AVIATION REQUIREMENTS  
SECTION 3 – AIR TRANSPORT  
SERIES ‘M’ PART III  
ISSUE I, DATED 31<sup>st</sup> JULY 2010**

**EFFECTIVE: FORTHWITH**

F. No. 23-13/2009-RD

Subject: Computer Reservation System (CRS)/Global Distribution System (GDS)

**1. INTRODUCTION**

- 1.1 Computer Reservations Systems (CRSs) are used for hosting airline seat inventory and seat reservation transactions. Originally designed, owned and operated by airlines, the use of CRSs had been extended to travel agents as a distribution tool. Over the years CRSs have evolved into Global Distribution Systems (GDSs) that host inventory of multiple airlines and other modes of travel and travel related associated services.
- 1.2 In multi-airline environment, GDS displays schedules of participating carriers in a single display running into multiple screens that are used by travel agents and/or users to effect reservations and/or sales. Airline transportation is the most important travel service sold through the systems, and airlines obtain a larger share of their revenues from CRS bookings.
- 1.3 In order to promote fair competition in the airline sector and to ensure that consumers do not receive inaccurate or misleading information on airline services, it is necessary to have regulations on CRS/GDS. This will prevent the systems from engaging in anti-competitive conduct that is likely to prejudice competition in the airline industry (e.g. display bias, discriminatory booking fees, etc.).

1.4 This CAR is issued under the provisions of Rule 133 A of the Aircraft Rules, 1937 and Ministry of Civil Aviation letter No. AV.13011/04/2010-DT dated 16<sup>th</sup> April, 2010 for information, guidance and compliance of all concerned. The requirements contained in this CAR are complementary to the Policy and Guidance Material on the Economic Regulations as contained in ICAO Doc 9587.

## 2. **APPLICABILITY**

2.1 The requirements contained in this CAR shall be applicable to all Computer Reservation Systems (CRS)/Global Distribution Systems (GDSs) and its essential elements operating in India for the purpose of displaying or selling air services irrespective of the following:

- (a) Legal status or nationality of the system vendor;
- (b) Source of the information used or the location of the relevant data processing centre; and
- (c) Where the air services are provided.

## 3. **DEFINITIONS**

**Computer Reservation System (CRS)** - A computerised system which contains information about schedules, availability of seats and fares of more than one air carrier, with or without facilities to make reservations or issue tickets, to the extent that some or all of these services are made available to subscribers.

**Display** - The presentation by a system of air carrier schedules, fares, rules or availability to a subscriber by means of a visual display terminal.

**Global Distribution System (GDS)** - A system containing information about availability, prices and related services for airlines, car companies, hotels, railways etc. through which reservations can be made and tickets can be issued. A GDS also makes some or all of these functions available to subscribing travel agents, booking engines and airlines.

**Participating Carrier** - A carrier that has an agreement or arrangement with a system vendor for the display of its schedules, fares, rules or seat availability or for making reservations or issue of tickets through a system.

**Subscriber** - A travel agent or other entity which acts as source of information about the air service industry to the public/travellers and makes

reservations or issues tickets for air services. The subscriber contracts with a system vendor to use a system.

**System Vendor** - An entity that owns, controls, operates markets or distributes a CRS.

#### 4. REQUIREMENTS

##### 4.1 Display Information

4.1.1 All systems shall provide at least one integrated display that includes the schedules, fares, rules and seat availability of all participating carriers. It shall also be ensured that these displays are comprehensive, neutral and non-discriminatory so as to meet the preference indicated by a consumer.

4.1.2 The information shall be sequenced and applied consistently to all participating carriers and to all markets within each display. For this purpose, the system shall not use any factor that relates, directly or indirectly pertaining to carrier identity.

4.1.3 Each display must either use elapsed time as a significant factor in selecting service options from the database or give single-airplane flights a preference over connecting services in ranking services in displays.

4.1.4 At the choice of the subscriber, travel options in the principal display shall be ranked by fares and in the following order:

- (i) Non-stop travel options ranked by departure time;
- (ii) All other travel options ranked by elapsed journey time.

4.1.5 Flights involving stops enroute must be clearly identified. In case a flight involves a change of aircraft at intermediate point before the final destination, the display shall indicate such change from one aircraft to another.

4.1.6 Systems shall not use any factors directly or indirectly relating to carrier identity in constructing the display of connecting flights on the integrated display. Systems shall provide, to any person upon request, current information on all connecting points used for each market and all criteria used to select connecting points.

4.1.7 Where flights operated by an air carrier are not identified by its designator code, the actual operator of the flight must be clearly identified.

4.1.8 Where air carriers operate under code-share arrangements, each of the air carriers concerned shall be allowed to have a separate display using its individual carrier-designator code.

#### **4.2 Obligations of System Vendor**

4.2.1 A system vendor shall not create or maintain any function that prefers one or more participating carriers over other participating carriers.

4.2.2 A system vendor shall not intentionally or otherwise display incomplete, inaccurate or misleading information in its system.

4.2.3 Where a system vendor establishes that a carrier has provided inaccurate or misleading information about its air services or about the identity of the carriers operating its air services, the system vendor shall inform the carriers and the subscribers.

4.2.4 A system vendor shall not enter into any arrangement or agreement with any participating carrier with the objective of promoting/marketing or granting preference to such participating carrier over other participating carrier.

4.2.5 A system vendor shall not offer incentive(s), monetary or otherwise, to any subscriber to promote/market or prefer any participating carrier over other participating carriers.

4.2.6 A system vendor shall not enter into any arrangement or agreement with any participating carrier with the objective of promoting bookings in relation to such participating carriers on the CRS/GDS managed by such system vendor.

#### **4.3 Obligations of Participating Carriers**

4.3.1 Each participating carrier shall ensure that complete and accurate information is provided in a form such that the system is able to display its flights in a conspicuous manner.

4.3.2 Each participating carrier in providing information on its air transport services to the systems vendor shall not misrepresent services and clearly identify non-scheduled flights, schedule enroute change of equipment, the name of operator of each flight and the number of schedule enroute stops.

**4.4. Obligation of Subscribers**

- 4.4.1 The subscriber shall not manipulate information supplied by the CRS/GDS in a manner that would result in biased, inaccurate or misleading information to the consumer.
- 4.4.2 The subscriber shall not make fictitious reservations in the CRS/GDS and shall not resort to any abusive ticketing practice. On detection, the concerned participating carrier shall report the matter to DGCA for appropriate action in the matter.
- 4.4.3 The subscriber shall provide to a consumer all relevant information furnished by the participating carriers in respect of services in the following manner:
- a) Orally, at the time the consumer expresses an interest and at the time of reservation or sale; and
  - (b) In writing, at the time of reservation, when requested by the consumer, and at the time of issue of ticket.
- 4.4.4 In any direct oral communication with a consumer concerning a flight that is part of a code-share arrangement, a subscriber shall act in a following manner:
- (a) Inform the consumer, before effecting booking, that the carrier whose designator code will appear on the ticket is not the transporting carrier and shall identify the transporting carrier.
  - (b) At the time of sale, provide the consumer with written notice of the carrier that will be operating the service or segment of an itinerary.

**5. PROHIBITION**

- 5.1 No carrier may induce or attempt to induce a system to create a display that would not comply with the requirements contained in Para 4.

  
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