

GOVERNMENT OF INDIA
MINISTRY OF ENVIRONMENT, FOREST AND CLIMATE CHANGE

RAJYA SABHA
UNSTARRED QUESTION NO. 2293
TO BE ANSWERED ON 20.03.2025

Manipulation of online bookings for the Gir Lion Safari

2293. SHRI PARIMAL NATHWANI:

Will the Minister of ENVIRONMENT, FOREST AND CLIMATE CHANGE be pleased to state:

- (a) whether Government is aware of illegal websites and intermediaries manipulating online booking slots for the Gir Lion Safari, thereby depriving genuine tourists of access and enabling unfair practices;
- (b) if so, the details of the reported cases of such manipulation and actions taken by Government to address this issue;
- (c) whether Government has identified any individuals or organizations involved in such illegal activities and the status of action taken against them; and
- (d) whether Government plans to introduce technological upgrades or collaborations with cybersecurity agencies to enhance the security of the booking system, and if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF ENVIRONMENT, FOREST AND CLIMATE CHANGE
(SHRI KIRTI VARDHAN SINGH)

- (a) to (c) As informed by the State Government of Gujarat, unauthorised online booking, tampering of official website and creation of unauthorised website were reported. The State Government identified unauthorized websites operating and offering online booking slots for the Gir jungle Safari and lodged complaints with Police Department. The important actions taken by the State Government to address the issue of online booking manipulation and illegal websites include addition of flash message on the official website, implementation of search engine optimization, SMS and e-mail confirmation regarding online booking, enabling QR code and CAPTCHA for the official website, OTP enabled registration process, limiting six permits per month for each IP address, e mail, and mobile number, publicity through social media platforms, brochures etc.

- (d) The State Government of Gujarat has informed that several technological upgrades have been implemented to enhance the security of the booking system. These measures include:
- i. The official portal is hosted at Government of Gujarat's State Data centre, Gandhinagar in secured environment with high security and limited access with (a) firewall and antivirus installed for security of the application; and (b) no physical access of the server has been allowed to user.
 - ii. Security audit of the application is conducted every 2 years by Indian Computer Emergency Response Team (CERT-In) empanelled agencies appointed by Gujarat Informatics Limited (GIL) to maintain the security of the applicant.
 - iii. No Application Programming Interface (APIs) have been developed or allowed for third party access to data from the portal preventing unauthorized data extraction.
