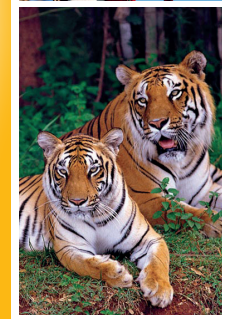
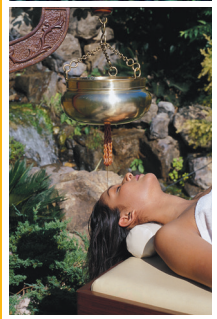


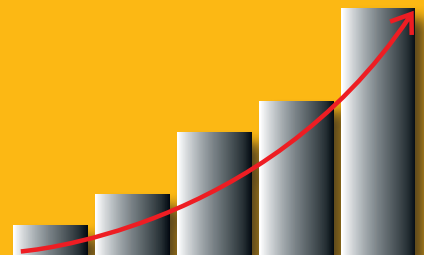


सत्यमेव जयते

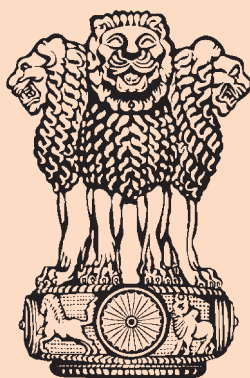
# INDIA TOURISM STATISTICS 2015



Atithidevo Bhava  
Incredible India



# INDIA TOURISM STATISTICS, 2015



सत्यमेव जयते

**Government of India  
Ministry of Tourism  
Market Research Division**





सत्यमेव जयते

**विनोद जुत्शी, भा.प्र.से.**  
**सचिव**

**Vinod Zutshi, IAS**  
**Secretary**

**भारत सरकार**  
**पर्यटन मंत्रालय**  
**परिवहन भवन, संसद मार्ग**  
**नई दिल्ली - 110001**  
**Government of India**  
**Ministry of Tourism**  
**Transport Bhawan, Parliament Street**  
**New Delhi - 110001**  
**Tel. : 91-11-23711792, 23321395**  
**Fax : 91-11-23717890**  
**E-mail : sectour@mtc.in**

### FOREWORD

It is a universally accepted fact that reliable and latest statistics is an integral part of any organization for formulation of its policies and programmes and no fresh emphasis is required for its importance in the case of development of tourism in the country also.


I have great pleasure in releasing "India Tourism Statistics 2015". The Ministry of Tourism has been presenting tourism related data on a regular basis and this is the 58<sup>th</sup> in the series of such publications. The present publication contains data on Foreign Tourist Arrivals (FTAs), Foreign Exchange Earnings (FEEs) from tourism, domestic tourism, hotels, travel trade and training institutions in the field of travel & tourism besides sharing relevant details regarding the Study in Overseas Markets of Germany, Japan, Russia, South Africa, South Korea and Turkey.

The appendix to this publication includes relevant guidelines of various schemes of the Ministry of Tourism for wider dissemination of the same. Guidelines for Tourist Guide has also been included in this publication.

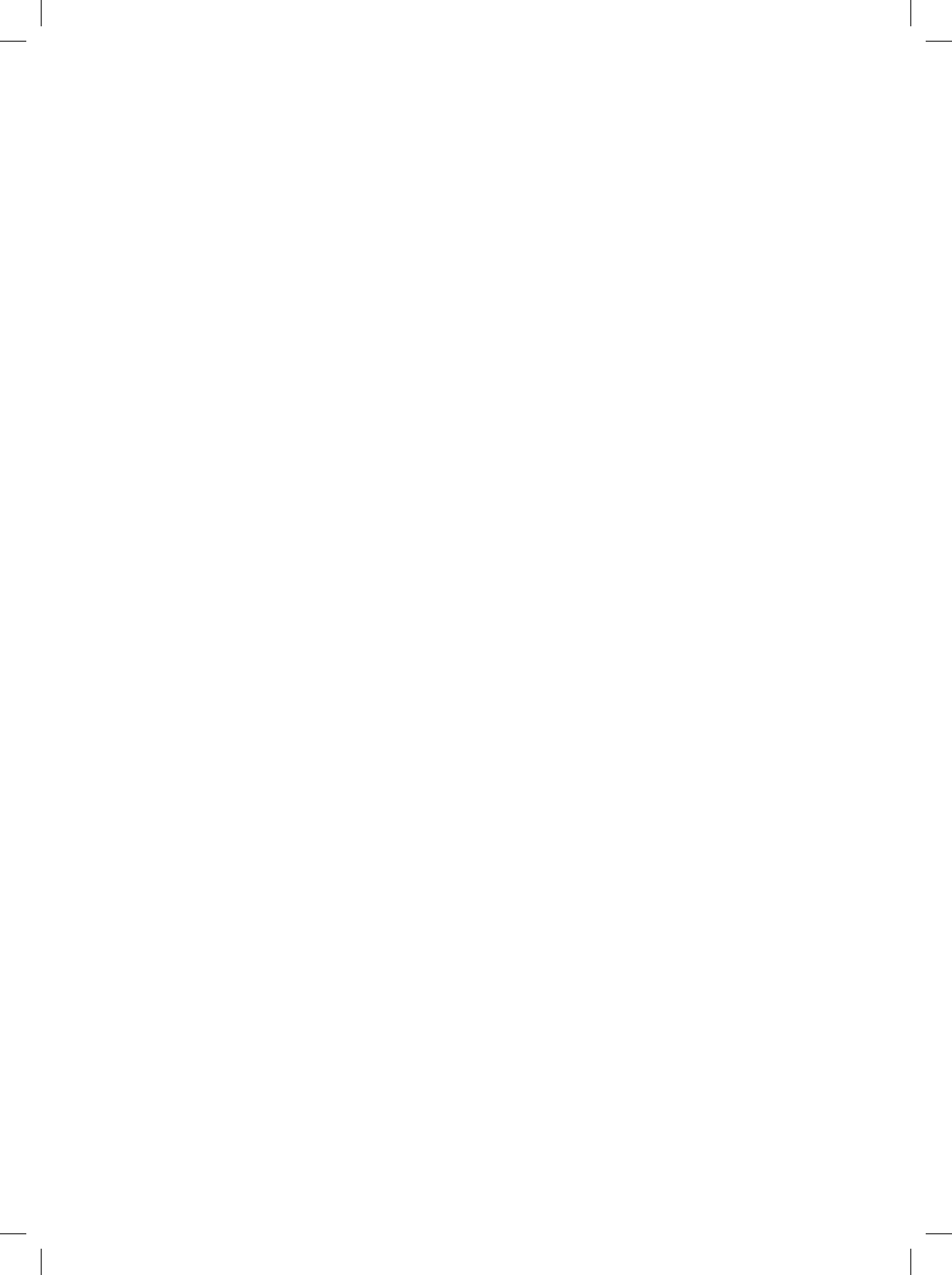
During 2015, India witnessed growth rate of 4.5% in Foreign Tourist Arrivals on an equal pace with International Tourist Arrivals world wide which recorded a growth rate of 4.6%. Further, India occupies 14<sup>th</sup> rank globally in the world's tourism receipts (in US \$), with a share of 1.67% . Moreover, India stands at 7<sup>th</sup> position in tourism receipts within Asia & the Pacific Region. On the domestic front also a double digit growth of about 11.6% was observed across the country in terms of Domestic Tourists visits.

I am sure that the comprehensive information contained in this publication will be useful for all concerned with the travel and tourism industry, including policy makers, administrators and researchers. Suggestions for improvement in the content and coverage of the publication are always welcomed.

This publication has been prepared by the officers of the Market Research Division of Ministry of Tourism based on the information available from Bureau of Immigration (BOI), States/Union Territories, Archaeological Survey of India, UNWTO, etc. The entire team of Market Research Division under the guidance of Dr. R. K. Bhatnagar, ADG deserves the highest appreciation for their hard work and dedication.

  
**(Vinod Zutshi)**





**OFFICERS OF MARKET RESEARCH DIVISION  
ASSOCIATED WITH THE PREPARATION OF  
INDIA TOURISM STATISTICS, 2015**

**Dr. Ravi Kant Bhatnagar**  
Additional Director General

**Smt. Mini Prasanakumar**  
Joint Director

Smt. Neha Srivastava

Dy. Director

Shri Shailesh Kumar

Dy. Director

Shri R. L. Meena

Assistant Director

Ms. Nikita Garg

Assistant Director

Shri S .K. Mohanta

DPA Grade. "B"

Shri Banke Ram

DPA Grade. "B"

Smt. Charu Arora

DEO Grade. "B"



## CONTENTS

CHAPTER	PAGE
<b>Chapter-1 Important Statistics on Tourism</b>	15-19
<b>Chapter-2 Inbound Tourism- Foreign Tourist Arrivals in India</b>	21-74
<b>2.1 Foreign Tourist Arrivals (FTAs) in India</b>	23
Table 2.1.1 Foreign Tourist Arrivals in India, 1981-2015	23-24
Table 2.1.2 Nationality-wise Foreign Tourist Arrivals in India, 2013-2015	25-27
<b>2.2 Foreign Tourist Arrivals (FTAs) in India from Different Regions</b>	27
Table 2.2.1 Foreign Tourist Arrivals in India from different Regions of the World, 2013-2015	28
<b>2.3 Seasonality in Foreign Tourist Arrivals (FTAs) in India</b>	29
Table 2.3.1 Month-wise number and percentage share of FTAs in India during, 2013-2015	29
Table 2.3.2 Lean and Peak Months of FTAs in India from top 15 countries during, 2015	30-31
Table 2.3.3 FTAs in India According to Quarter, 1999 - 2015	31
Table 2.3.4 Nationality-wise FTAs in India According to Quarter, 2015	32-35
<b>2.4 Mode of Travel of Foreign Tourist Arrivals (FTAs) in India</b>	35
Table 2.4.1 FTAs in India According to Mode of Travel, 1996-2015	36
Table 2.4.2 Nationality-wise FTAs in India during, 2015 according to Mode of Travel	37-39
<b>2.5 Port of Entry of Foreign Tourist Arrivals (FTAs) in India</b>	39
Table 2.5.1 FTAs in India through Major Ports, 1996-2015	40

Table 2.5.2 Nationality-wise of FTAs in India according to Major Port of Disembarkation, 2015	41-44
<b>2.6 Gender-wise Distribution of Foreign Tourist Arrivals (FTAs) in India</b>	44
Table 2.6.1 FTAs in India according to Gender, 1996-2015	45
Table 2.6.2 Nationality-wise FTAs in India according to Gender, 2015	46-48
<b>2.7 Age -wise Distribution of Foreign Tourist Arrivals (FTAs) in India</b>	48
Table 2.7.1 FTAs in India according to Age-Group, 1996-2015	49
Table 2.7.2 Nationality-wise FTAs in India according to Age- Group, 2015	50-53
<b>2.8 Top 15 Source Countries for Foreign Tourist Arrivals (FTAs) in India</b>	53
Table 2.8.1 Top 15 Source Countries for FTAs in India during, 2014 & 2015	53
Table 2.8.2 FTAs in India during 1981 to 2015 from Top 15 Source Countries of 2015.	54-57
<b>Details of FTAs from top 15 source countries for 2015</b>	58-71
<b>2.9 Foreign Exchange Earnings (FEEs) from Tourism in India</b>	72
Table 2.9.1 FEEs from Tourism in India during; 1991-2015	72-73
Table 2.9.2 Month-wise FEEs from Tourism (₹Crore) in India during, 2013 -2015	73
Table 2.9.3 Month-wise FEEs from Tourism (in US\$ Billion) in India during, 2013-2015	74
<b>Chapter-3 World Tourism Scenario and India's Position in World</b>	75-81
<b>3.1 World Tourism Traffic</b>	77
Table 3.1.1 International Tourist Arrivals Worldwide and by Regions, 2013-2015	77-78

Table 3.1.2 International Tourist Arrivals in World and India, 1999-2015	78-79
Table 3.1.3 Countries above India in terms of Tourist Arrivals, 2013-2015	79-81
<b>3.2 Outbound Tourism</b>	<b>81</b>
Table 3.2.1 Number of outbound tourists of some selected countries of the world and percentage share of India, 2013 & 2014	81-84
<b>3.3 International Tourism Receipts</b>	<b>84</b>
Table 3.3.1 International Tourism Receipts Worldwide and by Regions, 2013-2015	85
Table 3.3.2 International Tourism Receipts and India's Share and Rank, 1999-2015	86
Table 3.3.3 Countries above India in terms of Tourism Receipts, 2013-2015	87
<b>Chapter-4 Outbound Tourism-Indian Nationals' Departures from India</b>	<b>89-99</b>
Table 4.1.1 Number of Indian Nationals' departures from India, 1991- 2015	91-92
Table 4.1.2 Port-wise of Indian Nationals' Departures from India, 2008- 2015	92-93
Table 4.1.3 Month-wise number & percentage share of Indian Nationals' Departures from India, 2013- 2015	94
Table 4.1.4 Mode-wise distribution of Indian Nationals' Departures (INDs) from India during, 2015	95
Table 4.1.5 Destination-wise number of Indian Nationals' Departures from India, 2007-2014	96-99
<b>Chapter-5 Domestic Tourism</b>	<b>101-120</b>
<b>5.1 Domestic &amp; Foreign Tourists Visits</b>	<b>103</b>
Table 5.1.1 Domestic & Foreign Tourist Visits to States/UTs, 1991-2015	103-104
Table 5.1.2 State/UT-wise Domestic and Foreign Tourists Visits, 2014-2015	106-107

Table 5.1.3	Percentage share and Rank of different States/UTs in Domestic and Foreign Tourist Visits during, 2015	108-109
<b>5.2 Visitors to Centrally Protected Ticketed Monuments</b>		110
Table 5.2.1	Visitors to Centrally Protected Ticketed Monuments, 1996-2015	111
Table 5.2.2	Domestic and Foreign Visitors at 10 Most Popular Centrally Protected Ticketed ASI Monuments during, 2015	113
Table 5.2.3	Number of Visitors to Centrally Protected Ticketed Monuments, 2013-2015	115-120
<b>Chapter-6 Approved Hotels</b>		121-130
<b>6.1 Approved Hotels</b>		123
Table 6.1.1	Number of Approved Hotels and Availability of Hotel Rooms in the Country as on 31 <sup>st</sup> December, 2015	123-124
<b>6.2 Distribution of Hotels in different states/UTs of India</b>		124
Table 6.2.1	Distribution of Hotels and Hotel Rooms in India, as on 31 <sup>st</sup> December, 2015	124-126
<b>6.3 Indian Hotel Industry Survey, 2014</b>		127
Table 6.3.1	Typical Room Profile of an average Hotels, 2014-15 by Category of Hotels	128
Table 6.3.2	Average Number of Total Employees per Hotel (Permanent/Contract/Full Time/Part Time), 2014-15 by Category of Hotels	128
Table 6.3.3	Average Percentage of Trained Employees per Hotel, 2014-15 by Category of Hotels	129
Table 6.3.4	Distribution of Hotel Guests by Country of Origin, 2014-15	129
Table 6.3.5	Analysis of Hotel Guests, 2014-15 by Category of Hotels	130
<b>Chapter-7 Travel Trade</b>		131-136
Table 7.1	No. of Approved Travel Trade Services Providers in the country, as on 31 <sup>st</sup> December, 2015	133



Table 7.1.1	Adventure Tour Operators, Domestic Tour Operators, Inbound Tour Operators, Tourist Transport Operators and Travel Agents	134
Table 7.1.2	State-wise Number of Recognized Inbound Tour Operators, Travel Agencies, Tourist Transport Operators, Adventure Tour Operators & Domestic Tour Operators during, 2015	134-136
<b>Chapter-8 Human Resource Development</b>		<b>137-144</b>
<b>8.1 Indian Institutes of Tourism &amp; Travel Management</b>		<b>139</b>
Table 8.1.1	Number of Students Enrolled and Passed out from Institutes of Tourism and Travel Management (IITTM)	140
<b>8.2 Hotel Management and Catering Institutes</b>		<b>140</b>
Table 8.2.1	Courses Offered by Institutes of Hotel Managements/Food Craft Institutes	141-142
Table 8.2.2	Number of students on Roll in each course & passed out during of 2015-16	143
<b>Chapter-9 Plan Outlays</b>		<b>145-158</b>
Table 9.1	Annual Plan Outlays and Financial Assistance Provided to States/UTs	147
Table 9.1.1	Scheme wise Annual Plan Outlays of Ministry of Tourism 2014-15, 2015-16 and 2016-17	147-148
Table 9.1.2	Scheme wise Plan Outlay and Expenditure of Ministry of Tourism for the 11 <sup>th</sup> Five Year Plan	149
Table 9.1.3	State/UTs-wise Number of Projects & Amount Sanctioned* by Ministry of Tourism during 12 <sup>th</sup> Plan Period 2012-13, 2013-14, 2014-15 and 2015-16	150-151
<b>9.2 Swadesh Darshan</b>		<b>151</b>
Table 9.2.1	Projects Sanctioned and funds released under Swadesh Darshan during, 2014-15	152
Table 9.2.2	Projects Sanctioned and funds released under Swadesh Darshan during, 2015-16	152-154

Table 9.2.3	Projects Sanctioned and funds released under Swadesh Darshan during, 2016-17	154
<b>9.3 Prasad</b>		<b>155</b>
Table 9.3.1	Projects Sanctioned and funds released under Prasad during, 2014-15	155
Table 9.3.2	Projects Sanctioned and funds released under Prasad during, 2015-16	156
Table 9.3.3	Projects Sanctioned and funds released under Prasad during, 2016-17	157
<b>Chapter-10 Surveys &amp; Studies</b>		<b>159-168</b>
	Study in Overseas Markets of Germany, Japan, Russia, South Africa, South Korea and Turkey	161-168
<b>Chapter-11 Financial Assistance Provided by Tourism Finance Corporation of India (TFCI)</b>		<b>169-172</b>
Table 11.1.1	Assistance Sanctioned and Disbursed by TFCI, during 2014-15 and 2015-16	171
Table 11.1.2	Project-wise and Purpose-wise Classification of Financial Assistance Sanctioned during 2015-16	172
<b>Appendices</b>		<b>173-371</b>
(i)	Guidelines for Project Approval & Classification of Time Share Resorts	175-188
(ii)	Guidelines for Classification of Heritage Hotels	189-194
(iii)	Guidelines for Approval of Convention Centers	195-204
(iv)	Guidelines for Approval & Classification/Re-classification of Apartmet Hotels	205-220
(v)	Guidelines for Approval and Registration of Incredible India Bed & Breakfast home stay Establishments	221-232
(vi)	Guidelines for Recognition/Renewal OR Extension as an Approved Travel Agents/Agencies	233-244
(vii)	Guidelines for Recognition/Renewal OR Extension as an Approved Inbound Tour Operator	245-256
(viii)	Guidelines for Recognition/Renewal OR Extension as an Approved Tourist Transport Operator	257-268

(ix)	Guidelines for Recognition/Renewal OR Extension as a Approved Adventure Tour Operator	269-288
(x)	Guidelines for Recognition/Renewal OR Extension as an Approved Domestic Tour Operators	289-299
(xi)	Guidelines for the selection and grant of Guide License to Regional Level Tourist Guides (RLG)	300-315
(xii)	Guidelines for the Selection & Grant of License to Local Guides by State Governments/UT Administrations	316-328
(xiii)	Guidelines of Scheme of Financial Assistance to IHMs/FCIs/IITTM/Polytechnic Institutes/Universities/Govt. Colleges/Govt. Vocational Schools/PSUs	329-335
(xiv)	Guidelines for Scheme of Assistance for Large Revenue Generating Projects	336-339
(xv)	Guidelines for Market Development Assistance (MDA) Scheme	340-348
(xvi)	Guidelines for support of the Ministry of Tourism for Promoting Golf Tourism	349-360
(xvii)	Guidelines for the promotion of Wellness & Medical Niche Tourism Products	361-372
<b>Definitions</b>		<b>373-379</b>
1.	Definitions followed in India	375
2.	International Definitions	378
3.	Public Grievances	379



# 1

## CHAPTER



Atithidevo Bhava  
Incredible India

IMPORTANT STATISTICS ON TOURISM, 2015



## IMPORTANT STATISTICS ON TOURISM, 2015

### (I) India

1.	<b>Number of Foreign Tourist Arrivals in India (million)</b>	8.03
	Annual Growth Rate	4.5%
2.	<b>Foreign Tourist Arrivals by Mode of Transport (Percentage)</b>	
	i) Air	84.5%
	ii) Land	14.8%
	iii) Sea	0.7%
3.	<b>Foreign Tourist Arrivals by Port of Entry (Numbers in million and Percentage share)</b>	
	i) Delhi (Airport)	2.38 (29.6%)
	ii) Mumbai (Airport)	1.46 (18.2%)
	iii) Chennai (Airport)	0.68 (8.4%)
	iv) Haridaspur (Land Check Post)	0.63 (7.9%)
	v) Bengaluru (Airport)	0.51 (6.4%)
	vi) Kolkata (Airport)	0.30 (3.8%)
	Others	2.07 (25.7%)
	All Ports	8.03 (100.0%)
4.	<b>Foreign Tourist Arrivals From Top 15 Markets (Numbers in million and Percentage share)</b>	
	i) U.S.A.	1.214 (15.12%)
	ii) Bangladesh	1.134 (14.13%)
	iii) U.K.	0.868 (10.81%)
	iv) Sri Lanka	0.299 (3.73%)
	v) Canada	0.281 (3.50%)
	vi) Malaysia	0.272 (3.40%)
	vii) Australia	0.263 (3.28%)
	viii) Germany	0.248 (3.09%)
	ix) France	0.230 (2.88%)
	x) Japan	0.207 (2.58%)
	xi) China (Main)	0.206 (2.57%)
	xii) Russian Federation	0.172 (2.15%)



	xiii) Nepal	0.155 (1.93%)
	xiv) Singapore	0.152 (1.90%)
	xv) Pakistan	0.125 (1.56%)
	Share of top 10 countries	5.019 (62.52%)
	Share of top 15 countries	5.829 (72.62%)
<b>5.</b>	<b>Foreign Exchange Earnings from Tourism (PR)</b>	
	i) In INR terms (1 crore = 10 million) Annual Growth Rate	₹1,35,193 Crore 9.6%
	ii) In US\$ terms Billion Annual Growth Rate	US \$ 21.07 (#) 4.1%
<b>6.</b>	<b>Number of Indian Nationals Departures from India (million)</b> Annual Growth Rate	20.38 11.1%
<b>7.</b>	<b>Number of Domestic Tourist Visits (P) (million)</b> Annual Growth Rate	1432 11.6%
<b>8.</b>	<b>Number of Approved Hotels &amp; Availability of Rooms in the Country as on 31<sup>st</sup> December, 2015</b>	
	i) Hotels	1394
	ii) Rooms	81011
<b>9.</b>	<b>Number of Travel Trade Service Providers as on 31<sup>st</sup> December, 2015</b>	
	i) Approved Inbound Tour Operators	391
	ii) Approved Travel Agencies	402
	iii) Approved Tourist Transport Operators	70
	iv) Approved Domestic Tour Operators	89
	v) Approved Adventure Tour Operators	38
<b>(II) WORLD</b>		
1.	Number of International Tourist Arrivals (million) Annual Growth Rate	1186(P) 4.6%
2.	International Tourism Receipts (US\$ billion) Annual Growth Rate	1260(P) -3.7%
<b>(III) ASIA PACIFIC REGION</b>		
1.	Number of International Tourist Arrivals (million) Annual Growth Rate	278.6 (P) 5.4%
2.	International Tourism Receipts (US\$ billion) Annual Growth Rate	418.6(P) -0.4%

<b>(IV) INDIA'S POSITION IN WORLD</b>		
1.	Share of India in International Tourist Arrivals	0.68%
2.	India's rank in International Tourist Arrivals	40 <sup>th</sup>
3.	Share of India in International Tourism Receipts	1.71%
4.	India's rank in International Tourism Receipts (As per RBI's estimate)	14 <sup>th</sup>
<b>(V) INDIA'S POSITION IN ASIA PACIFIC REGION</b>		
1.	Share of India in Tourist Arrivals	2.88%
2.	India's rank in Tourist Arrivals	11 <sup>th</sup>
3.	Share of India in Tourism Receipts (US\$)	5.03%
4.	India's rank in Tourism Receipts (As per RBI's estimate)	7 <sup>th</sup>

(P) Provisional PR: Provisionally revised

#### **(VI) IMPORTANT HIGHLIGHT OF INDIAN TOURISM**

- The number of Foreign Tourist Arrivals (FTAs) in India during 2015 increased to 8.03 million as compared to 7.68 million in 2014. The growth rate in FTAs during 2015 over 2014 was 4.5% as compared to 10.2% during 2014 over 2013. The growth of 10.2% in 2014 for India was better than the growth rate of 4.4% for the International Tourist Arrivals around the world in 2015.
- The share of India in international tourist arrivals in 2015 was 0.68%. India accounted for 2.88% of tourist arrivals in Asia Pacific Region in 2015, with the rank of 11<sup>th</sup>.
- About 84.5% of the FTAs entered India through air routes followed by 14.8% by land routes and 0.7% by sea routes. Delhi and Mumbai airports accounted for about 47.8% of the total FTAs in India. The top 15 source markets for FTAs in India in 2015 were USA, Bangladesh, UK, Sri Lanka, Canada, Malaysia, Australia, Germany, France, Japan, China (Main), Russian Fed., Nepal, Singapore and Pakistan. These 15 countries accounted for about 72.62% of total FTAs in India in 2015.
- Tourism continues to play an important role as a foreign exchange earner for the country. In 2015, foreign exchange earnings (FEE) from tourism were US \$ 21.07 billion as compared to US\$ 20.24 billion in 2014, registering a growth of 9.6%.
- Number of domestic tourist visits in India during 2015 was 1432 million (P) as compared to 1290.12 million in 2014, with a growth rate of 11.6%.
- Number of Indian national departures from India during 2015 was 20.38 million as compared to 18.33 million in 2014, registering a growth rate of 11.1%.



# 2

## CHAPTER



Atithidevo Bhava  
Incredible India

**INBOUND TOURISM-FOREIGN TOURIST ARRIVALS IN INDIA**



## INBOUND TOURISM-FOREIGN TOURIST ARRIVALS IN INDIA

Data on varied aspects of Foreign Tourist Arrivals (FTAs) are presented in the present chapter.

### 2.1 FOREIGN TOURIST ARRIVALS IN INDIA

The FTAs in India continued to grow from 1.28 million in 1981 to 1.68 million in 1991, 2.54 million in 2001, to reach 8.03 million in 2015. During the year 2015, FTAs in India registered a growth of 4.5% over 2014. The Compound Annual Growth Rate (CAGR) in FTAs in India during 2001 to 2015 was 8.6%. Table 2.1.1 gives the number of FTAs in India for the years 1981 to 2015 along with the corresponding growth rate over previous year.

**TABLE 2.1.1**  
**FOREIGN TOURIST ARRIVALS (FTAs) IN INDIA, 1981-2015**

Year	FTAs in India	Annual Growth (%)
1981	1279210	2.0
1982	1288162	0.7
1983	1304976	1.3
1984	1193752	-8.5
1985	1259384	5.5
1986	1451076	15.2
1987	1484290	2.3
1988	1590661	7.2
1989	1736093	9.1
1990	1707158	-1.7
1991	1677508	-1.7
1992	1867651	11.3
1993	1764830	-5.5
1994	1886433	6.9
1995	2123683	12.6
1996	2287860	7.7
1997	2374094	3.8
1998	2358629	-0.7
1999	2481928	5.2
2000	2649378	6.7
2001	2537282	-4.2

Year	FTAs in India	Annual Growth (%)
2002	2384364	-6.0
2003	2726214	14.3
2004	3457477	26.8
2005	3918610	13.3
2006	4447167	13.5
2007	5081504	14.3
2008	5282603	4.0
2009	5167699	-2.2
2010	5775692	11.8
2011	6309222	9.2
2012	6577745	4.3
2013	6967601	5.9
2014	7679099	10.2
2015	8027133	4.5

Source: Bureau of Immigration, India

The growth in FTAs in India during the eighties & nineties did not follow any consistent pattern. While the years, viz. 1986, 1992, 1995, 2003 to 2007, 2010 and 2014 saw double-digit positive growth, there was negative growth in the years 1984, 1990, 1991, 1993, 1998, 2001, 2002 and 2009.

The country-wise details of FTAs in India during 2013 to 2015 are given in Table 2.1.2. The FTAs from USA during 2013, 2014 and 2015 were the highest with the percentage share of 15.58%, 14.57% and 15.12%, respectively. The growth rate in FTAs in India in 2015 as compared to 2014 was highest for Pakistan (29.5%) followed by Portugal (23.4%), Nepal (22.4%), Bangladesh (20.3%), Bhutan (19.3%) and Oman (17.2%). Some of the countries for which significant decline in FTAs were observed during the same period include Yemen Arab Republic (38.9%) followed by Russian Fed (36.1%), Ukraine (21.1%), Nigeria (14.2%), Kazakhstan (13.3%), Iraq (11.7%), Denmark (10.1%), South Africa (7.7%), France (6.2%), UAE (5.9%), Japan (5.5), Sweden (5.2%), Thailand (4.5%), Argentina (3.9%), Italy (3.8%), Rep.of Korea (3.6%), Finland (3.4%), Tanzania (3.0%), Greece (2.6) and Netherlands (2.3%).

The top 10 countries for FTAs in India during 2015 are USA, Bangladesh, UK, Sri Lanka, Canada, Malaysia, Australia, Germany, France and Japan.



**TABLE 2.1.2:  
NATIONALITY-WISE FOREIGN TOURIST ARRIVALS IN INDIA, 2013-2015**

Country of Nationality	Number of Arrivals			Percentage Share			Percentage Change	
	2013	2014	2015	2013	2014	2015	2014/13	2015/14
<b>North America</b>								
Canada	255222	268485	281306	3.66	3.50	3.50	5.2	4.8
U.S.A	1085309	1118983	1213624	15.58	14.57	15.12	3.1	8.5
<b>Total</b>	<b>1340531</b>	<b>1387468</b>	<b>1494930</b>	<b>19.24</b>	<b>18.07</b>	<b>18.62</b>	<b>3.5</b>	<b>7.7</b>
<b>Central and South America</b>								
Argentina	10325	9731	9351	0.15	0.13	0.12	-5.8	-3.9
Brazil	18551	19563	20610	0.27	0.25	0.26	5.5	5.4
Mexico	13074	13978	14049	0.19	0.18	0.18	6.9	0.5
Others	26486	26654	26821	0.38	0.35	0.33	0.6	0.6
<b>Total</b>	<b>68436</b>	<b>69926</b>	<b>70831</b>	<b>0.98</b>	<b>0.91</b>	<b>0.88</b>	<b>2.2</b>	<b>1.3</b>
<b>Western Europe</b>								
Austria	36465	34360	33670	0.52	0.45	0.42	-5.8	-2.0
Belgium	38091	37441	36684	0.55	0.49	0.46	-1.7	-2.0
Denmark	30842	26775	24073	0.44	0.35	0.30	-13.2	-10.1
Finland	21212	18765	18129	0.30	0.24	0.23	-11.5	-3.4
France	248379	246101	230854	3.56	3.20	2.88	-0.9	-6.2
Germany	252003	239106	248314	3.62	3.11	3.09	-5.1	3.9
Greece	7983	8300	8087	0.11	0.11	0.10	4.0	-2.6
Ireland	27174	28978	32973	0.39	0.38	0.41	6.6	13.8
Italy	93951	91589	88091	1.35	1.19	1.10	-2.5	-3.8
Netherlands	69547	67747	66181	1.00	0.88	0.82	-2.6	-2.3
Norway	21462	19690	19757	0.31	0.26	0.25	-8.3	0.3
Portugal	29612	36156	44616	0.42	0.47	0.56	22.1	23.4
Spain	62079	66463	65694	0.89	0.87	0.82	7.1	-1.2
Sweden	48826	44948	42626	0.70	0.59	0.53	-7.9	-5.2
Switzerland	48821	45773	46151	0.70	0.60	0.57	-6.2	0.8
U.K.	809444	838860	867601	11.62	10.92	10.81	3.6	3.4
Others	9975	9528	6702	0.14	0.12	0.08	-4.5	-29.7
<b>Total</b>	<b>1855866</b>	<b>1860580</b>	<b>1880203</b>	<b>26.64</b>	<b>24.23</b>	<b>23.42</b>	<b>0.3</b>	<b>1.1</b>
<b>Eastern Europe</b>								
Czech Rep.	10121	9878	11441	0.15	0.13	0.14	-2.4	15.8
Hungary	6614	6867	7036	0.09	0.09	0.09	3.8	2.5
Kazakhstan	14680	16736	14506	0.21	0.22	0.18	14.0	-13.3

Country of Nationality	Number of Arrivals			Percentage Share			Percentage Change	
	2013	2014	2015	2013	2014	2015	2014/13	2015/14
Poland	23785	25205	26499	0.34	0.33	0.33	6.0	5.1
Russian Fed.	259120	269832	172419	3.72	3.51	2.15	4.1	-36.1
Ukraine	31826	29281	23098	0.46	0.38	0.29	-8.0	-21.1
Others	58937	64479	76052	0.85	0.84	0.95	9.4	17.9
<b>Total</b>	<b>405083</b>	<b>422278</b>	<b>331051</b>	<b>5.81</b>	<b>5.50</b>	<b>4.12</b>	<b>4.2</b>	<b>-21.6</b>
<b>Africa</b>								
Egypt	15062	16715	19168	0.22	0.22	0.24	11.0	14.7
Kenya	40484	46158	46139	0.58	0.60	0.57	14.0	0.0
Mauritius	27418	27945	32533	0.39	0.36	0.41	1.9	16.4
Nigeria	34522	28314	24292	0.50	0.37	0.30	-18.0	-14.2
South Africa	58023	56246	51922	0.83	0.73	0.65	-3.1	-7.7
Sudan	8778	11896	13704	0.13	0.15	0.17	35.5	15.2
Tanzania	23345	26284	25488	0.34	0.34	0.32	12.6	-3.0
Others	67639	67196	80323	0.97	0.88	1.00	-0.7	19.5
<b>Total</b>	<b>275271</b>	<b>280754</b>	<b>293569</b>	<b>3.95</b>	<b>3.66</b>	<b>3.66</b>	<b>2.0</b>	<b>4.6</b>
<b>West Asia</b>								
Bahrain	10531	13136	14013	0.15	0.17	0.17	24.7	6.7
Iraq	41218	48321	42660	0.59	0.63	0.53	17.2	-11.7
Israel	48737	49312	50134	0.70	0.64	0.62	1.2	1.7
Oman	62252	88512	103740	0.89	1.15	1.29	42.2	17.2
Saudi Arabia	42892	55487	63835	0.62	0.72	0.80	29.4	15.0
Turkey	25022	24294	25670	0.36	0.32	0.32	-2.9	5.7
U.A.E.	51513	59332	55818	0.74	0.77	0.70	15.2	-5.9
Yemen Arab Rep.	25019	34207	20901	0.36	0.45	0.26	36.7	-38.9
Others	35929	41077	40845	0.52	0.53	0.51	14.3	-0.6
<b>Total</b>	<b>343113</b>	<b>413678</b>	<b>417616</b>	<b>4.92</b>	<b>5.39</b>	<b>5.20</b>	<b>20.6</b>	<b>1.0</b>
<b>South Asia</b>								
Afghanistan	111370	115569	114406	1.60	1.50	1.43	3.8	-1.0
Iran	30527	31222	30774	0.44	0.41	0.38	2.3	-1.4
Maldives	45270	65052	68907	0.65	0.85	0.86	43.7	5.9
Nepal	113790	126416	154720	1.63	1.65	1.93	11.1	22.4
Pakistan	111794	96434	124924	1.60	1.26	1.56	-13.7	29.5
Bangladesh	524923	942562	1133879	7.53	12.27	14.13	79.6	20.3
Sri Lanka	262345	301601	299513	3.77	3.93	3.73	15.0	-0.7
Bhutan	15016	16001	19084	0.22	0.21	0.24	6.6	19.3
<b>Total</b>	<b>1215035</b>	<b>1694857</b>	<b>1946207</b>	<b>17.44</b>	<b>22.07</b>	<b>24.25</b>	<b>39.5</b>	<b>14.8</b>

Country of Nationality	Number of Arrivals			Percentage Share			Percentage Change	
	2013	2014	2015	2013	2014	2015	2014/13	2015/14
<b>South East Asia</b>								
Indonesia	33747	32215	34933	0.48	0.42	0.44	-4.5	8.4
Malaysia	242649	262026	272941	3.48	3.41	3.40	8.0	4.2
Myanmar	34916	54631	55341	0.50	0.71	0.69	56.5	1.3
Philippines	42224	43240	47912	0.61	0.56	0.60	2.4	10.8
Singapore	143025	150731	152238	2.05	1.96	1.90	5.4	1.0
Thailand	117136	121362	115860	1.68	1.58	1.44	3.6	-4.5
Vietnam	12312	15132	15341	0.18	0.20	0.19	22.9	1.4
Others	4045	6468	5732	0.06	0.08	0.07	59.9	-11.4
<b>Total</b>	<b>630054</b>	<b>685805</b>	<b>700298</b>	<b>9.04</b>	<b>8.93</b>	<b>8.72</b>	<b>8.8</b>	<b>2.1</b>
<b>East Asia</b>								
China (Main)	174712	181020	206322	2.51	2.36	2.57	3.6	14.0
China (Taiwan)	35491	35857	36349	0.51	0.47	0.45	1.0	1.4
Japan	220283	219516	207415	3.16	2.86	2.58	-0.3	-5.5
Rep. of Korea	112619	106870	102993	1.62	1.39	1.28	-5.1	-3.6
Others	4200	3529	2691	0.06	0.05	0.03	-16.0	-23.7
<b>Total</b>	<b>547305</b>	<b>546792</b>	<b>555770</b>	<b>7.85</b>	<b>7.12</b>	<b>6.92</b>	<b>-0.1</b>	<b>1.6</b>
<b>Australasia</b>								
Australia	218967	239762	263201	3.14	3.12	3.28	9.5	9.7
New Zealand	40801	42864	45171	0.59	0.56	0.56	5.1	5.4
Others	3806	3668	3829	0.05	0.05	0.05	-3.6	4.4
<b>Total</b>	<b>263574</b>	<b>286294</b>	<b>312101</b>	<b>3.78</b>	<b>3.73</b>	<b>3.89</b>	<b>8.6</b>	<b>9.0</b>
<b>Not Classified elsewhere</b>	23333	30667	24557	0.33	0.40	0.31	31.4	-19.9
<b>Grand Total</b>	<b>6967601</b>	<b>7679099</b>	<b>8027133</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>10.2</b>	<b>4.5</b>

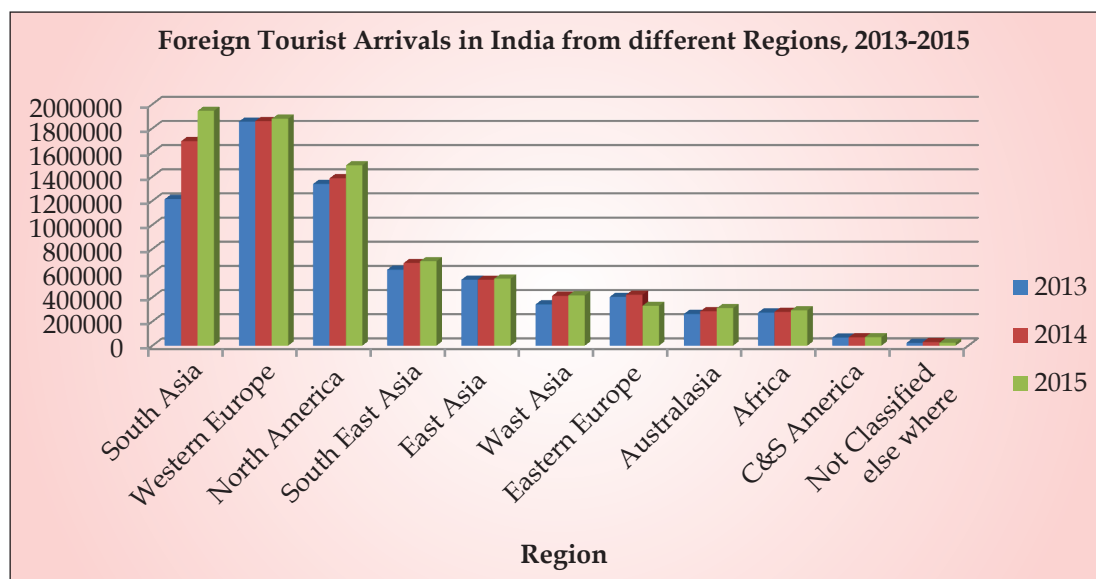
Source: Bureau of Immigration, India

## 2.2 FOREIGN TOURIST ARRIVALS (FTAs) IN INDIA FROM DIFFERENT REGIONS

FTAs in India from different regions of the World during last three years are given in Table 2.2.1. It can be observed clearly that the FTAs in India have been increasing from all regions, except, Eastern Europe showing a decline of 21.6% during the year 2015. The growth was maximum from South Asia (14.8%), followed by North America (7.7%), Africa (4.6%), South East Asia (2.1%), East Asia (1.6%), Central and South America (1.3%), Western Europe (1.1%), and West Asia (1.0%).

The percentage share in FTAs in India during 2015 was the highest for South Asia (24.25%) followed by Western Europe (23.42%), North America (18.62%), South East Asia (8.72%), East Asia (6.92%), West Asia (5.20%), Eastern Europe (4.12%), Australasia (3.89%), Africa (3.66%) and Central & South America (0.88%).

The graph below gives the trends in FTAs in India during the last three years from all the regions.



**TABLE 2.2.1:**  
**FOREIGN TOURIST ARRIVALS (FTAs) IN INDIA FROM DIFFERENT REGIONS OF THE WORLD, 2013-2015**

Region/Country	No. of Arrivals			Proportion to the Total			Percentage change	
	2013	2014	2015	2013	2014	2015	2013/13	2015/14
South Asia	1215035	1694857	1946207	17.44	22.07	24.25	39.5	14.8
Western Europe	1855866	1860580	1880203	26.64	24.23	23.42	0.3	1.1
North America	1340531	1387468	1494930	19.24	18.07	18.62	3.5	7.7
South East Asia	630054	685805	700298	9.04	8.93	8.72	8.8	2.1
East Asia	547305	546792	555770	7.85	7.12	6.92	-0.1	1.6
West Asia	343113	413678	417616	4.92	5.39	5.20	20.6	1.0
Eastern Europe	405083	422278	331051	5.81	5.50	4.12	4.2	-21.6
Australasia	263574	286294	312101	3.78	3.73	3.89	8.6	9.0
Africa	275271	280754	293569	3.95	3.66	3.66	2.0	4.6
Central & South America	68436	69926	70831	0.98	0.91	0.85	2.2	1.3
Not Classified elsewhere	23333	30667	24557	0.33	0.40	0.31	31.4	-19.9
<b>Total FTAs in India</b>	<b>6967601</b>	<b>7679099</b>	<b>8027133</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>	<b>10.2</b>	<b>4.5</b>

Source:-Bureau of Immigration, India

## 2.3 SEASONALITY IN FOREIGN TOURIST ARRIVALS IN INDIA

Weather condition at different tourist destinations is one of the important determinants of tourist arrivals. In the past, seasonal variations have been observed in FTAs to India.

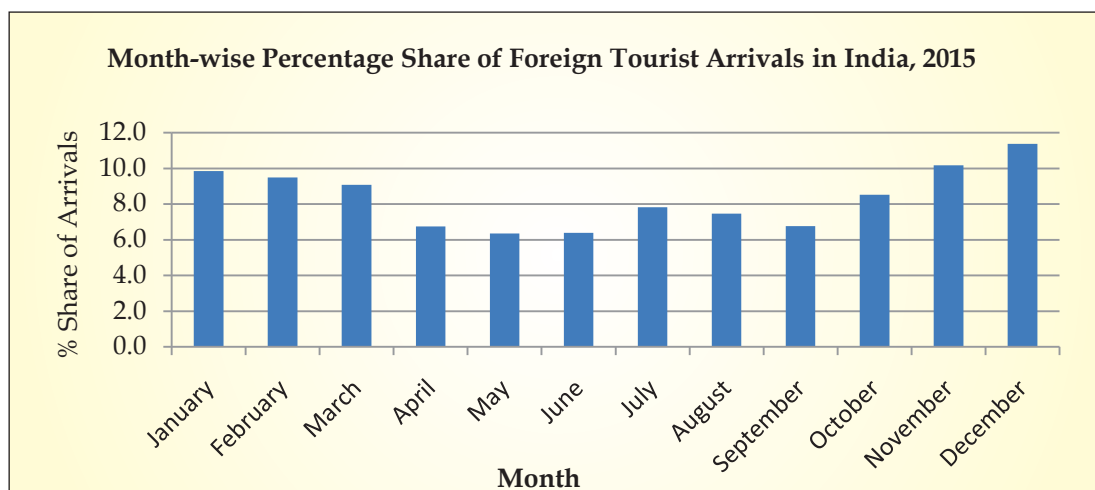
Table 2.3.1 gives the month-wise FTAs in India during 2015 as well as comparative figures for 2013 and 2014. December has been the peak month for FTAs in India followed by November, January, February, March and October. On the other hand, July, August, September, April, June and May have been the lean months out of which may yields the lowest share in FTAs. The shares of March, July, September and November in FTAs during 2015 has increased as compared to 2014.

**TABLE 2.3.1**  
**MONTH-WISE NUMBER & PERCENTAGE SHARE OF FTAs IN INDIA**  
**DURING 2013-2015**

Month	Foreign Tourist Arrivals (Nos.)			Growth rate in FTAs		Percentage Share		
	2013	2014	2015	2014/13	2015/14	2013	2014	2015
January	720321	757786	790854	5.2	4.4	10.3	9.9	9.9
February	688569	755678	761007	9.7	0.7	9.9	9.8	9.5
March	639530	690441	729154	8.0	5.6	9.2	9.0	9.1
April	450580	535321	541551	18.8	1.2	6.5	7.0	6.7
May	417453	465043	509869	11.4	9.6	6.0	6.1	6.4
June	451223	502028	512341	11.3	2.1	6.5	6.5	6.4
July	506427	5688871	628323	12.3	10.5	7.3	7.4	7.8
August	486338	575750	599478	18.4	4.1	7.0	7.5	7.5
September	453561	509142	542600	12.3	6.6	6.5	6.6	6.8
October	598095	668398	683286	11.8	2.2	8.6	8.7	8.5
November	733923	765497	815947	4.3	6.6	10.5	10.0	10.2
December	821581	885144	912723	7.7	3.1	11.8	11.5	11.4
<b>Total</b>	<b>6967601</b>	<b>7679099</b>	<b>8027133</b>	<b>10.2</b>	<b>4.5</b>	<b>100.00</b>	<b>100.0</b>	<b>100.00</b>

Source: Bureau of Immigration, India

The following graph clearly shows seasonality in the arrival patterns of FTAs in India as the number of FTAs in India remains considerably high in first and fourth quarter which considered as peak season.



The peak and lean months for arrivals of tourists from top 15 source markets for India during 2015 are presented in Table 2.3.2. For 8 countries, namely USA, UK, Bangladesh, Canada, Australia, Malaysia, Russian Fed., Singapore and Pakistan, December was the peak month. For China November was peak month. Peak months for other countries were February (France), August (Sri Lanka), October (Nepal), March (Germany) and January (Japan). Peak month for each of these countries accounted for more than 10% of the FTAs except for the United Kingdom for which the peak month accounted for 9.4%.

**TABLE 2.3.2  
LEAN AND PEAK MONTHS OF FTAs IN INDIA FROM TOP 15 COUNTRIES  
DURING, 2015**

S. No.	Nationality	Lean Month (% Share)	Peak Month (% Share)
1	United States	September (4.9%)	December (14.0%)
2	United Kingdom	January (6.5%)	December (9.4%)
2	Bangladesh	June (4.2%)	December (12.2%)
4	Sri Lanka	May (6.0%)	March (10.7%)
5	Canada	June (4.5%)	December (13.7%)
6	Malaysia	April (6.5%)	December (10.5%)
7	Australia	June (5.1%)	December (18.2%)
8	Germany	June (4.8%)	March (12.6%)
9	France	May (4.8%)	January (10.8%)
10	Japan	July (6.8%)	January (10.0%)

11	China (Main)	May (6.3%)	November (11.2%)
12	Russian Fed.	June (1.7%)	December (19.5%)
13	Nepal	April (6.3%)	October (11.7%)
14	Singapore	April (6.7%)	December (12.0%)
15	Pakistan	June (6.7%)	December (11.9%)

Source: Bureau of Immigration, India

Table 2.3.3 depicts that the number of FTAs in India in 2015 was the highest (30.0%) during the winter season (October- December) and lowest (19.5%) during the summer season (April-June). The arrivals during the two quarters of January-March and October-December comprised (58.9%) of the total arrivals in 2014. The corresponding figure for 2013 and 2014 was 60.3% and 59.1%, respectively. This decreasing trend in percentage share of 1<sup>st</sup> and 4<sup>th</sup> quarter reveals that FTAs in India is increasing even during 2<sup>nd</sup> and 3<sup>rd</sup> quarter which considered as lean period.

**TABLE 2.3.3**  
**FTAs IN INDIA ACCORDING TO QUARTER, 1999-2015**

Year	% distribution by quarter				
	Arrivals	1 <sup>st</sup> Quarter (Jan-Mar)	2 <sup>nd</sup> Quarter (Apr-June)	3 <sup>rd</sup> Quarter (July-Sep)	4 <sup>th</sup> Quarter (Oct-Dec)
1999	2481928	30.4	18.0	21.6	30.0
2000	2649378	29.0	18.1	21.3	31.6
2001	2537282	31.3	20.2	23.0	25.5
2002	2384364	28.8	18.4	21.1	31.7
2003	2726214	27.7	17.6	22.8	31.9
2004	3457477	27.8	18.3	21.8	32.1
2005	3918610	28.3	18.4	21.4	31.9
2006	4447167	28.5	19.2	20.9	31.4
2007	5081504	29.7	18.4	20.9	31.0
2008	5282603	30.9	19.5	21.7	27.9
2009	5167699	27.2	19.3	21.8	31.7
2010	5775692	28.3	18.8	21.8	31.1
2011	6309222	28.3	19.6	20.9	31.2
2012	6577745	29.8	19.1	20.5	30.6
2013	6967601	29.4	18.9	20.8	30.9
2014	7679099	28.7	19.6	21.5	30.2
2015	8027133	28.4	19.5	22.1	30.0

Source: Bureau of Immigration, India



Though more visitors came to India in the first and fourth quarters, there is regional variation in the arrivals from West Asia. In UAE, 2<sup>nd</sup> and 3<sup>rd</sup> quarter together contributed about 58.6% in the total FTAs during the year. Nationality-wise details are contained in the Table 2.3.4.

**TABLE 2.3.4**  
**NATIONALITY-WISE FTAs IN INDIA ACORDING TO QUARTER, 2015**

Country of Nationality	Quarter-wise Share (%)				
	Arrivals (in numbers)	1 <sup>st</sup> Quarter (Jan-Mar)	2 <sup>nd</sup> Quarter (Apr-June)	3 <sup>rd</sup> Quarter (July-Sep)	4 <sup>th</sup> Quarter (Oct-Dec)
<b>North America</b>					
Canada	281306	34.2	14.5	15.9	35.4
USA	1213624	26.4	22.1	19.6	31.9
<b>Total</b>	<b>1494930</b>	<b>27.9</b>	<b>20.6</b>	<b>18.9</b>	<b>32.6</b>
<b>Central &amp; South America</b>					
Argentina	9351	40.6	17.5	14.6	27.3
Brazil	20610	34.8	19.0	19.6	26.6
Mexico	14049	28.1	21.3	23.4	27.2
Others	26821	29.1	22.2	21.9	26.8
<b>Total</b>	<b>70831</b>	<b>32.1</b>	<b>20.5</b>	<b>20.6</b>	<b>26.8</b>
<b>Western Europe</b>					
Austria	33670	33.6	16.9	21.6	27.9
Belgium	36684	28.5	18.1	22.6	30.8
Denmark	24073	38.1	15.7	17.3	28.9
Finland	18129	39.1	16.1	12.7	32.1
France	230854	33.2	17.6	22.1	27.1
Germany	248314	33.6	16.6	19.4	30.4
Greece	8087	28.9	20.5	19.6	31.0
Ireland	32973	26.3	22.1	22.4	29.2
Italy	88091	29.3	16.6	23.1	31.0
Netherlands	66181	29.0	18.5	22.8	29.7
Norway	19757	36.9	15.6	18.5	29.0
Portugal	44616	26.9	19.4	21.9	31.8
Spain	65694	24.1	17.7	31.3	26.9

Country of Nationality	Quarter-wise Share (%)				
	Arrivals (in numbers)	1 <sup>st</sup> Quarter (Jan-Mar)	2 <sup>nd</sup> Quarter (Apr-June)	3 <sup>rd</sup> Quarter (July-Sep)	4 <sup>th</sup> Quarter (Oct-Dec)
Sweden	42626	35.6	14.5	12.8	37.1
Switzerland	46151	31.0	16.8	20.3	31.9
UK	867601	32.8	15.2	20.6	31.4
Others	6702	31.3	17.3	19.7	31.7
<b>Total</b>	<b>1880203</b>	<b>32.2</b>	<b>16.3</b>	<b>21.0</b>	<b>30.5</b>
<b>Eastern Europe</b>					
Czech Rep.	11441	28.9	20.4	21.0	29.7
Kazakhstan	14506	51.5	10.4	9.9	28.2
Poland	26499	40.5	15.9	16.2	27.4
Russian Fed.	172419	39.1	10.0	7.2	43.7
Ukraine	23098	38.1	16.7	12.9	32.3
Others	83088	32.0	18.3	19.0	30.7
<b>Total</b>	<b>331051</b>	<b>37.5</b>	<b>13.6</b>	<b>11.9</b>	<b>37.0</b>
<b>Africa</b>					
Egypt	19168	24.4	22.2	25.2	28.2
Kenya	46139	25.3	20.4	20.6	33.7
Mauritius	32533	31.2	22.9	19.6	26.3
Nigeria	24292	25.6	22.2	27.7	24.5
South Africa	51922	29.9	17.2	16.9	36.0
Sudan	13704	22.7	23.6	27.4	26.3
Tanzania	25488	28.6	22.9	21.2	27.3
Others	80323	26.0	19.7	25.4	28.9
<b>Total</b>	<b>293569</b>	<b>27.0</b>	<b>20.6</b>	<b>22.5</b>	<b>29.9</b>
<b>West Asia</b>					
Bahrain	14013	22.7	18.0	34.7	24.6
Iraq	42660	26.3	24.6	25.1	24.0
Israel	50134	28.0	17.7	29.7	24.6
Oman	103740	26.8	22.0	30.1	21.1
Saudi Arabia	63835	24.8	21.8	34.6	18.8

Country of Nationality	Quarter-wise Share (%)				
	Arrivals (in numbers)	1 <sup>st</sup> Quarter (Jan-Mar)	2 <sup>nd</sup> Quarter (Apr-June)	3 <sup>rd</sup> Quarter (July-Sep)	4 <sup>th</sup> Quarter (Oct-Dec)
Turkey	25670	27.8	21.3	24.3	26.6
UAE	55818	16.8	15.1	43.5	24.6
Yemen	20901	48.7	12.8	19.6	18.9
Others	40845	25.3	20.4	26.7	27.6
<b>Total</b>	<b>417616</b>	<b>26.2</b>	<b>20.1</b>	<b>31.0</b>	<b>22.7</b>
<b>South Asia</b>					
Afghanistan	114406	33.8	21.9	20.7	23.6
Iran	30774	38.5	14.0	22.0	25.6
Maldives	68907	23.5	21.6	20.9	34.0
Nepal	154720	22.2	21.6	26.0	30.2
Pakistan	124924	25.3	22.9	22.9	28.9
Bangladesh	1133879	21.9	24.0	26.5	27.6
Sri Lanka	299513	27.3	19.0	30.0	23.7
Bhutan	19084	28.4	18.0	26.3	27.3
<b>Total</b>	<b>1946207</b>	<b>24.1</b>	<b>22.5</b>	<b>26.2</b>	<b>27.2</b>
<b>South East Asia</b>					
Indonesia	34933	23.4	19.0	24.6	32.9
Malaysia	272941	26.3	20.7	24.8	28.2
Myanmar	55341	47.4	14.3	6.4	31.9
Philippines	47912	24.9	23.1	26.1	25.9
Singapore	152238	23.2	23.1	22.5	31.2
Thailand	115860	40.1	14.8	13.3	31.8
Vietnam	15341	30.2	16.6	19.9	33.3
Others	5732	23.0	9.9	18.8	49.0
<b>Total</b>	<b>700298</b>	<b>29.4</b>	<b>19.6</b>	<b>20.8</b>	<b>30.2</b>
<b>East Asia</b>					
China (Main)	206322	26.8	19.7	22.9	30.6
China (Taiwan)	36349	32.8	16.9	22.3	28.0
Japan	207415	29.4	21.3	23.4	25.9

Country of Nationality	Quarter-wise Share (%)				
	Arrivals (in numbers)	1 <sup>st</sup> Quarter (Jan-Mar)	2 <sup>nd</sup> Quarter (Apr-June)	3 <sup>rd</sup> Quarter (July-Sep)	4 <sup>th</sup> Quarter (Oct-Dec)
Rep. of Korea	102993	31.1	19.7	23.1	26.1
Others	2691	24.7	17.6	25.9	31.8
<b>Total</b>	<b>555770</b>	<b>28.9</b>	<b>20.1</b>	<b>23.1</b>	<b>27.9</b>
<b>Australasia</b>					
Australia	263101	25.7	16.7	17.6	40.0
New Zealand	45171	25.4	16.5	17.9	40.2
Others	3829	27.7	15.8	23.7	32.8
<b>Total</b>	<b>312101</b>	<b>25.6</b>	<b>16.7</b>	<b>17.7</b>	<b>40.0</b>
<b>Not Classified elsewhere</b>	<b>24557</b>	<b>28.6</b>	<b>20.4</b>	<b>25.3</b>	<b>25.7</b>
<b>Grand Total</b>	<b>8027133</b>	<b>28.4</b>	<b>19.5</b>	<b>22.1</b>	<b>30.0</b>

Source:-Bureau of Immigration, India

## 2.4 MODE OF TRAVEL OF FTAs IN INDIA

Travel by 'air' has been found to be the most preferred mode of transport. In 2015, out of the 8.03 million foreign tourist arrivals in India, majority (84.5%) arrived by air followed by land (14.8%) and sea (0.7%). The corresponding figures for 2014 were 86.1%, 13.5% and 0.4%, respectively. Arrivals through land routes comprised tourists mainly from Bangladesh and Pakistan.

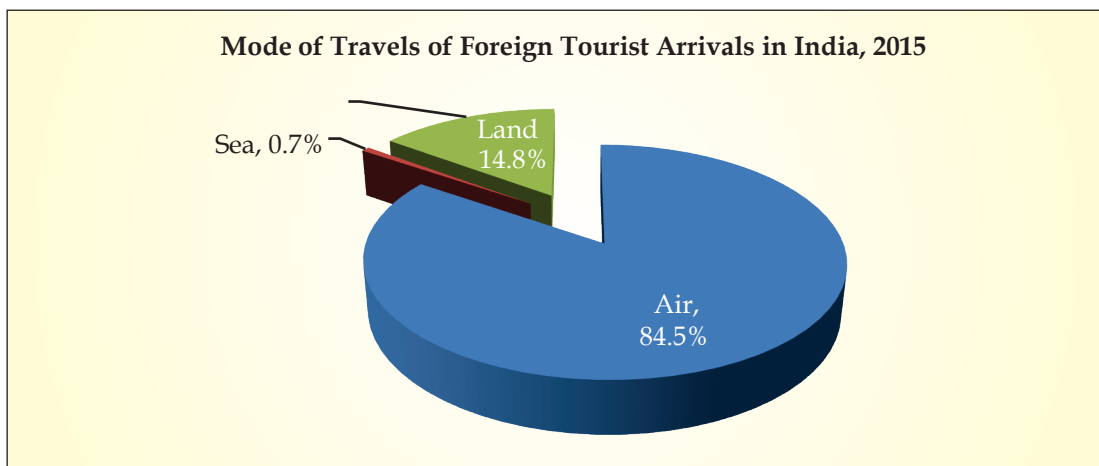


Table 2.4.1 shows the FTAs in India via air, land and sea routes during 1996-2015. Air travel has been the most preferred mode of travel for the FTAs over the years, accounting for above 80% share in each year during this period. During last four years from 2010 onwards, the percentage of FTAs travelling to India by air has remained

more than 90%. However, during 2015 this percentage of FTAs travelling to India by air reduced to 84.5%. The share of arrivals through land check-post has been above 10% during 2001 to 2008. Arrivals through sea routes remain less than 1% from 1996 to 2015. However, it was 1.0% in 2009.

**TABLE 2.4.1**  
**FTAs IN INDIA ACCORDING TO MODE OF TRAVEL, 1996-2015**

Year	Arrivals	% Distribution by mode of travel		
		Air	Sea	Land
1996	2287860	98.5	0.1	1.4
1997	2374094	98.5	0.0	1.5
1998	2358629	98.5	0.0	1.5
1999	2481928	98.4	0.0	1.6
2000	2649378	98.5	0.0	1.5
2001	2537282	87.1	0.9	12.0
2002	2384364	81.9	0.6	17.5
2003	2726214	83.1	0.5	16.4
2004	3457477	85.6	0.5	13.9
2005	3918610	86.5	0.4	13.1
2006	4447167	87.1	0.6	12.3
2007	5081504	88.4	0.6	11.0
2008	5282603	89.1	0.7	10.2
2009	5167699	89.8	1.0	9.2
2010	5775692	91.8	0.7	7.5
2011	6309222	92.0	0.8	7.2
2012	6577745	91.7	0.7	7.6
2013	6967601	91.0	0.5	8.5
2014	7679099	86.1	0.4	13.5
2015	8027133	84.5	0.7	14.8

Source: Bureau of Immigration, India

The table 2.4.2 gives the shares of FTAs in India through air, sea and land in 2015 for various regions and prominent countries. The mode of travel was predominantly air for all regions accounting for more than 84.5% of share in 2015. For South Asia, particularly for Bangladesh and Pakistan have been pre-dominantly through land, which have been 85.2% and 89.7%, respectively. The countries from which significant arrivals were through the sea-route were Philippines (23.8%), Ukraine (8.4%), Vietnam (6.5%), Greece (4.7%), Indonesia (3.5%), Myanmar (2.8%), and Turkey (2.6%) as well as Germany (2.6%).

**TABLE 2.4.2**  
**NATIONALITY-WISE FTAs IN INDIA DURING 2014 ACCORDING**  
**TO MODE OF TRAVEL**

Country of Nationality	Arrivals (in Numbers)	Share in total arrivals from the country (%)		
		Air	Sea	Land
<b>North America</b>				
Canada	281306	99.0	0.5	0.5
USA	1213624	99.3	0.5	0.2
<b>Total</b>	<b>1494930</b>	<b>99.2</b>	<b>0.5</b>	<b>0.3</b>
<b>Central &amp; South America</b>				
Argentina	9351	97.7	0.4	1.9
Brazil	20610	99.3	0.4	0.3
Mexico	14049	98.0	1.6	0.4
Others	26821	98.1	0.8	1.1
<b>Total</b>	<b>70831</b>	<b>98.3</b>	<b>0.8</b>	<b>0.9</b>
<b>Western Europe</b>				
Austria	33670	98.8	0.6	0.6
Belgium	36684	98.9	0.5	0.6
Denmark	24073	98.8	0.8	0.4
Finland	18129	99.1	0.2	0.7
France	230854	99.3	0.2	0.5
Germany	248314	96.9	2.6	0.5
Greece	8087	94.7	4.7	0.6
Ireland	32973	99.5	0.2	0.3
Italy	88091	99.2	0.3	0.5
Netherlands	66181	99.0	0.5	0.5
Norway	19757	98.5	1.1	0.4
Portugal	44616	99.7	0.1	0.2
Spain	65694	98.8	0.3	0.9
Sweden	42626	99.1	0.3	0.6
Switzerland	46151	98.2	1.3	0.5
UK	867601	99.4	0.4	0.2
Others	6702	98.6	0.6	0.8
<b>Total</b>	<b>1880203</b>	<b>98.9</b>	<b>0.7</b>	<b>0.4</b>
<b>Eastern Europe</b>				
Czech Rep.	11441	98.7	0.1	1.2
Kazakhstan	14506	99.8	0.1	0.1
Poland	26499	97.3	1.1	1.6
Russian Fed.	172419	99.1	0.6	0.3

Country of Nationality	Arrivals (in Numbers)	Share in total arrivals from the country (%)		
		Air	Sea	Land
Ukraine	23098	91.2	8.4	0.4
Others	83088	98.0	1.3	0.7
<b>Total</b>	<b>331051</b>	<b>98.2</b>	<b>1.3</b>	<b>0.5</b>
<b>Africa</b>				
Egypt	19168	99.4	0.6	0.0
Kenya	46139	99.9	0.0	0.1
Mauritius	32533	99.6	0.0	0.4
Nigeria	24292	100.0	0.0	0.0
South Africa	51922	98.9	0.3	0.8
Sudan	13704	99.9	0.0	0.1
Tanzania	25488	99.7	0.1	0.2
Others	80323	99.6	0.1	0.3
<b>Total</b>	<b>293569</b>	<b>99.6</b>	<b>0.1</b>	<b>0.3</b>
<b>West Asia</b>				
Bahrain	14013	99.6	0.0	0.4
Iraq	42660	100.0	0.0	0.0
Israel	50134	99.0	0.1	0.9
Oman	103740	100.0	0.0	0.0
Saudi Arabia	63835	100.0	0.0	0.0
Turkey	25670	96.9	2.6	0.5
UAE	55818	100.0	0.0	0.0
Yemen	20901	99.5	0.3	0.2
Others	40845	98.6	1.2	0.2
<b>Total</b>	<b>417616</b>	<b>99.6</b>	<b>0.3</b>	<b>0.2</b>
<b>South Asia</b>				
Afghanistan	114406	100.0	0.0	0.0
Iran	30774	99.7	0.2	0.1
Maldives	68907	99.9	0.1	0.0
Nepal	154720	96.2	0.1	3.7
Pakistan	124924	10.2	0.1	89.7
Bangladesh	1133879	14.7	0.1	85.2
Sri Lanka	299513	89.3	0.2	10.5
Bhutan	19084	90.4	0.0	9.6
<b>Total</b>	<b>1946207</b>	<b>42.5</b>	<b>0.1</b>	<b>57.4</b>
<b>South East Asia</b>				

Country of Nationality	Arrivals (in Numbers)	Share in total arrivals from the country (%)		
		Air	Sea	Land
Indonesia	34933	94.4	3.5	2.1
Malaysia	272941	99.2	0.3	0.5
Myanmar	55341	64.1	2.8	33.1
Philippines	47912	76.1	23.8	0.1
Singapore	152238	99.7	0.1	0.2
Thailand	115860	81.6	0.8	17.6
Vietnam	15341	79.8	6.5	13.7
Others	5732	80.5	0.2	19.3
<b>Total</b>	<b>700298</b>	<b>91.2</b>	<b>2.4</b>	<b>6.4</b>
<b>East Asia</b>				
China (Main)	206322	97.2	1.6	1.2
China (Taiwan)	36349	96.4	0.1	3.5
Japan	207415	98.1	1.2	0.7
Rep. of Korea	102993	97.3	0.5	2.2
Others	2691	97.1	2.1	0.8
<b>Total</b>	<b>555770</b>	<b>97.5</b>	<b>1.1</b>	<b>1.4</b>
<b>Australasia</b>				
Australia	263101	98.8	0.8	0.4
New Zealand	45171	98.8	0.7	0.5
Others	3829	95.4	3.0	1.6
<b>Total</b>	<b>312101</b>	<b>98.8</b>	<b>0.7</b>	<b>0.5</b>
<b>Not Classified elsewhere</b>	<b>24557</b>	<b>98.5</b>	<b>0.7</b>	<b>0.8</b>
<b>Grand Total</b>	<b>8027133</b>	<b>84.5</b>	<b>0.7</b>	<b>14.8</b>

Source: Bureau of Immigration, India

## 2.5 PORT OF ENTRY OF FTAs IN INDIA

During 2015, the Delhi Airport had registered maximum number of FTAs in India i.e. 29.6% followed by Mumbai airport (18.2%), Chennai airport (8.4%), Bengaluru airport (6.4%), Kolkata airport (3.8%) and Hyderabad (3.4%).

The corresponding figures for Delhi, Mumbai, Chennai, Bengaluru and Kolkata airports in 2014 were 30.2%, 19.0 %, 8.8%, 6.3% and 3.0%, respectively. The 5 metro airports, i.e. Delhi, Mumbai, Chennai, Kolkata, and Bengaluru accounted for 66.4% of total FTAs in India in 2015, as compared to 67.3 % in 2014.

Table 2.5.1 gives the percentage of FTAs in India in major airports during 1996-2015. Delhi airport remained on the top position in terms of FTAs followed by Mumbai airport.



**TABLE 2.5.1**  
**FTAs IN INDIA THROUGH MAJOR PORTS, 1996-2015**

Year	Arrivals	(% ) Foreign Tourist Arrivals						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others
1996	2287860	29.3	2.9	11.3	35.1	-	-	21.4
1997	2374094	33.6	3.4	13.1	39.7	-	-	10.2
1998	2358629	33.4	3.4	12.7	39.9	-	-	10.6
1999	2481928	33.5	3.4	13.6	38.6	-	-	10.9
2000	2649378	34.0	3.5	13.8	38.2	-	-	10.5
2001	2537282	26.7	4.4	12.0	33.7	-	-	23.2
2002	2384364	25.4	3.9	11.5	28.6	-	-	30.6
2003	2726214	24.1	3.7	10.5	30.8	-	-	30.9
2004	3457477	25.1	3.3	10.3	32.2	-	-	29.1
2005	3918610	24.4	3.0	9.9	31.8	-	-	30.9
2006	4447167	23.3	2.8	9.8	32.0	-	-	32.1
2007	5081504	23.8	3.0	10.3	31.4	-	-	31.5
2008	5282603	21.4	3.1	11.3	31.8	6.0	-	26.4
2009	5167699	21.5	3.6	10.7	32.2	6.3	-	25.7
2010	5775692	20.5	3.7	10.7	34.4	6.5	-	24.2
2011	6309222	19.7	3.7	10.8	35.8	6.3	-	23.7
2012	6577745	19.2	3.4	10.8	35.7	6.3	-	24.6
2013	6967601	19.8	3.6	9.8	33.0	6.5	-	27.3
2014	7679099	19.0	3.0	8.8	30.2	6.3	-	32.7
2015	8027133	18.2	3.8	8.4	29.6	6.4	-	33.6

Source: Bureau of Immigration, India

The details of nationality-wise FTAs at major ports (International Check posts) of India in 2015 are given in Table 2.5.2. During 2015, Mumbai was the major port of entry for the tourists from Africa and West Asia, which account for 44.9% and 33.4%, respectively of the total FTAs from these regions. Chennai was the major port of entry for the tourists from South East Asia accounting for 16.3% of the FTAs from these regions. For rest of the regions, Delhi was the major port of entry for FTAs. For South Asia, majority of arrivals were from land check posts, mainly from Pakistan and Bangladesh.

**TABLE 2.5.2**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO MAJOR PORT**  
**OF DISEMBARKATION, 2015**

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others
<b>North America</b>								
Canada	281306	19.7	1.5	6.0	54.5	4.6	3.1	10.6
USA	1213624	23.9	2.3	8.1	31.1	10.5	9.5	14.6
<b>Total</b>	<b>1494930</b>	<b>23.1</b>	<b>2.1</b>	<b>7.7</b>	<b>35.5</b>	<b>9.4</b>	<b>8.3</b>	<b>13.9</b>
<b>Central &amp; South America</b>								
Argentina	9351	17.3	4.6	4.5	56.7	7.5	1.1	8.3
Brazil	20610	20.6	3.1	6.5	48.1	10.1	2.6	9.0
Mexico	14049	15.8	2.1	6.2	59.1	6.2	2.6	8.0
Others	26821	22.7	3.3	5.2	52.0	5.5	2.5	8.8
<b>Total</b>	<b>70831</b>	<b>20.0</b>	<b>3.1</b>	<b>5.7</b>	<b>52.9</b>	<b>7.2</b>	<b>2.4</b>	<b>8.7</b>
<b>Western Europe</b>								
Austria	33670	14.8	2.0	4.9	54.0	6.5	1.2	16.6
Belgium	36684	34.7	1.3	7.2	40.7	5.7	1.7	8.7
Denmark	24073	23.1	2.1	11.3	36.0	11.2	1.5	14.8
Finland	18129	14.1	1.0	3.9	59.2	4.7	1.0	16.1
France	230854	21.6	1.3	19.3	40.4	10.0	0.9	6.5
Germany	248314	21.9	2.1	8.7	38.1	12.3	1.4	15.5
Greece	8087	22.6	3.3	6.2	35.6	8.1	3.5	20.7
Ireland	32973	17.9	4.3	7.0	26.7	10.1	4.9	29.1
Italy	88091	18.2	3.2	9.3	47.3	7.1	1.5	13.4
Netherlands	66181	23.7	2.1	5.8	49.2	10.2	2.4	6.6
Norway	19757	18.5	2.1	7.5	55.1	5.7	2.3	8.8
Portugal	44616	48.6	0.5	2.0	18.3	2.3	0.7	27.6
Spain	65694	20.5	2.5	5.5	55.4	6.6	1.5	8.0
Sweden	42626	22.2	2.2	5.5	39.1	11.4	2.0	17.6
Switzerland	46151	26.4	2.1	7.1	40.7	6.6	1.4	15.7

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others
UK	867601	28.4	2.1	5.4	30.4	5.8	2.8	25.1
Others	6702	25.2	3.7	6.8	36.3	6.8	2.1	19.1
<b>Total</b>	<b>1880203</b>	<b>25.4</b>	<b>2.1</b>	<b>7.9</b>	<b>36.4</b>	<b>7.6</b>	<b>2.1</b>	<b>18.5</b>
<b>Eastern Europe</b>								
Czech Rep.	11441	22.6	3.0	7.0	47.4	6.2	1.6	12.2
Kazakhstan	14506	2.0	0.2	1.4	50.1	1.1	0.2	45.0
Poland	26499	28.7	2.9	6.2	39.8	7.7	1.8	12.9
Russian Fed.	172419	4.1	0.8	1.5	27.0	1.8	0.6	64.2
Ukraine	23098	13.9	1.4	3.2	31.2	2.8	1.1	46.4
Others	83088	15.6	1.7	4.0	57.8	5.1	1.4	14.5
<b>Total</b>	<b>331051</b>	<b>9.2</b>	<b>1.3</b>	<b>2.6</b>	<b>38.3</b>	<b>3.0</b>	<b>0.9</b>	<b>44.7</b>
<b>Africa</b>								
Egypt	19168	34.9	3.0	7.9	20.7	5.5	5.3	22.7
Kenya	46139	55.3	0.7	2.7	13.3	2.5	2.8	22.7
Mauritius	32533	48.9	0.5	0.8	31.8	8.9	0.3	1.6
Nigeria	24292	30.9	0.5	6.2	46.5	10.1	2.8	3.0
South Africa	51922	50.1	1.8	5.6	23.6	6.8	2.6	9.5
Sudan	13704	33.0	0.4	14.2	13.8	13.8	18.2	6.6
Tanzania	25488	48.5	0.3	7.5	15.6	10.3	5.6	12.2
Others	80323	39.5	1.1	8.3	27.8	5.6	7.8	9.9
<b>Total</b>	<b>293569</b>	<b>44.9</b>	<b>1.1</b>	<b>6.6</b>	<b>25.2</b>	<b>6.5</b>	<b>4.8</b>	<b>10.9</b>
<b>West Asia</b>								
Bahrain	14013	31.3	0.3	8.6	8.6	7.7	16.6	26.9
Iraq	42660	13.3	0.1	2.6	69.4	8.1	5.3	1.2
Israel	50134	59.9	1.1	1.6	28.9	3.6	0.3	5.5
Oman	103740	32.8	0.1	12.7	4.7	5.6	10.0	34.1
Saudi Arabia	63835	22.4	0.2	3.4	11.6	15.5	5.3	41.6
Turkey	25670	39.4	1.1	2.7	45.4	2.9	1.1	7.4
UAE	55818	39.0	0.4	1.6	3.9	12.3	26.6	16.2

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others
Yemen	20901	49.5	0.5	1.9	8.1	18.9	13.6	7.5
Others	40845	21.2	1.8	5.7	24.2	16.5	7.6	23.0
<b>Total</b>	<b>417616</b>	<b>33.4</b>	<b>0.4</b>	<b>5.5</b>	<b>19.8</b>	<b>9.5</b>	<b>9.4</b>	<b>22.0</b>
<b>South Asia</b>								
Afghanistan	114406	0.0	0.2	0.2	98.7	0.4	0.1	0.4
Iran	30774	32.5	0.8	1.2	34.4	16.1	2.3	12.7
Maldives	68907	0.7	0.1	4.4	1.4	17.9	0.0	75.5
Nepal	154720	9.4	4.5	0.9	74.7	3.7	0.3	6.5
Pakistan	124924	5.8	0.1	0.3	3.8	0.0	0.0	90.0
Bangladesh	1133879	0.6	11.7	0.9	1.4	0.0	0.0	85.4
Sri Lanka	299513	10.5	0.7	47.3	7.7	5.2	0.1	28.5
Bhutan	19084	1.5	27.8	0.4	51.1	0.3	0.0	18.9
<b>Total</b>	<b>1946207</b>	<b>3.7</b>	<b>7.5</b>	<b>8.1</b>	<b>15.1</b>	<b>2.0</b>	<b>0.1</b>	<b>63.5</b>
<b>South East Asia</b>								
Indonesia	34933	28.5	6.3	7.5	33.5	8.8	4.3	11.1
Malaysia	272941	10.4	1.9	22.4	14.4	6.2	3.0	41.7
Myanmar	55341	2.8	5.0	5.1	5.5	0.6	0.5	80.5
Philippines	47912	22.0	3.3	9.1	16.0	7.0	5.6	37.0
Singapore	152238	20.9	2.6	25.2	20.7	7.8	2.5	20.3
Thailand	115860	12.0	21.6	3.8	23.9	5.2	1.1	32.4
Vietnam	15341	13.7	7.8	4.4	31.9	7.1	2.3	32.8
Others	5732	8.2	14.3	3.6	32.9	3.7	2.3	35.0
<b>Total</b>	<b>700298</b>	<b>14.1</b>	<b>6.2</b>	<b>16.3</b>	<b>18.2</b>	<b>6.1</b>	<b>2.6</b>	<b>36.5</b>
<b>East Asia</b>								
China (Main)	206322	18.8	6.4	7.7	52.1	7.8	2.4	4.8
China (Taiwan)	36349	14.9	3.6	8.6	52.9	10.0	1.8	8.2
Japan	207415	13.3	2.7	9.6	58.7	9.7	1.6	4.4

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others
Rep. of Korea	102993	20.2	4.2	17.5	43.6	6.5	1.8	6.2
Others	2691	9.1	0.7	1.9	68.6	14.8	0.7	4.2
<b>Total</b>	<b>555770</b>	<b>16.7</b>	<b>4.4</b>	<b>10.2</b>	<b>53.1</b>	<b>8.5</b>	<b>2.0</b>	<b>5.1</b>
<b>Australasia</b>								
Australia	263101	17.9	3.7	8.9	37.3	8.8	6.4	17.0
New Zealand	45171	25.9	3.3	6.4	39.7	6.1	5.9	12.7
Others	3829	33.1	1.8	4.5	44.2	4.9	2.5	9.0
Total	312101	19.2	3.6	8.5	37.7	8.4	6.3	16.3
Not Classified elsewhere	24557	13.2	5.1	16.6	45.2	8.5	2.1	9.3
<b>Grand Total</b>	<b>8027133</b>	<b>18.2</b>	<b>3.8</b>	<b>8.4</b>	<b>29.6</b>	<b>6.4</b>	<b>3.4</b>	<b>30.2</b>

Source: Bureau of Immigration, India

## 2.6. GENDER WISE DISTRIBUTION OF FTAs IN INDIA

During the year 2015, the gender-wise distribution of FTAs comprised of 59.3% males and 40.7% females. The male-female break-up of FTAs in 2014 was 59.0% and 41.0%, respectively.

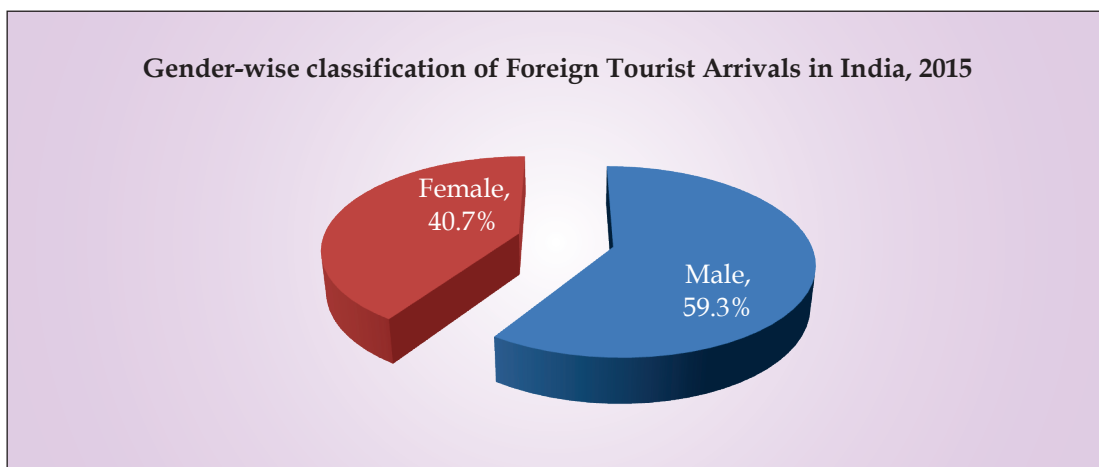


Table 2.6.1 gives the gender-wise distribution of FTAs in India during 1996-2015. Percentage of arrivals not reporting their gender was quite high in 2001 and 2002 but it gradually decreased from 2005 and in 2008 it was noticeably low at 0.1. From 2009 onwards the reporting of sex wise break-up of the FTAs has been 100%.

**TABLE 2.6.1**  
**FTAs IN INDIA ACCORDING TO GENDER, 1996-2015**

Year	Arrivals	Gender Distribution (%)		
		Male	Female	Not Reported
1996	2287860	65.3	34.7	0.0
1997	2374094	61.5	38.5	0.0
1998	2358629	65.4	34.6	0.0
1999	2481928	69.5	30.5	0.0
2000	2649378	61.9	38.1	0.0
2001	2537282	41.1	24.5	34.4
2002	2384364	50.2	27.5	22.3
2003	2726214	55.7	32.1	12.2
2004	3457477	54.9	33.9	11.2
2005	3918610	52.5	33.1	14.4
2006	4447167	57.1	36.2	6.7
2007	5081504	59.9	39.6	0.5
2008	5282603	60.5	39.4	0.1
2009	5167699	59.6	40.4	0.0
2010	5775692	59.3	40.7	0.0
2011	6309222	59.4	40.6	0.0
2012	6577745	58.7	41.3	0.0
2013	6967901	58.8	41.2	0.0
2014	7679099	59.0	41.0	0.0
2015	8027133	59.3	40.7	0.0

Source: Bureau of Immigration, India

The details of country-wise classification of FTAs in India according to gender during 2015 are given in Table 2.6.2. While the proportion of female for most of the countries is in the range of 30% to 50%, for some countries like Afghanistan, Bangladesh, Iraq, Japan, Pakistan, Sudan, Saudi Arabia and Yemen it was substantially low (less than 30%) in 2015. On the other hand, females outnumbered the males in FTAs in India from UAE (51.4%), Argentina (52.8%), Mauritius (55.5%), Myanmar (55.3%), Thailand (53.6%), Russian Fed. (55.7%) and Kazakhstan (60.5%) during 2015.

**TABLE 2.6.2**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO GENDER, 2015**

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
<b>North America</b>			
Canada	281306	53.8	46.2
USA	1213624	55.5	44.5
<b>Total</b>	<b>1494930</b>	<b>55.2</b>	<b>44.8</b>
<b>Central &amp; South America</b>			
Argentina	9351	47.2	52.8
Brazil	20610	54.3	45.7
Mexico	14049	51.9	48.1
Others	26821	53.5	46.5
<b>Total</b>	<b>70831</b>	<b>52.6</b>	<b>47.4</b>
<b>Western Europe</b>			
Austria	33670	57.2	42.8
Belgium	36684	60.9	39.1
Denmark	24073	59.2	40.8
Finland	18129	54.4	45.6
France	230854	54.5	45.5
Germany	248314	60.3	39.7
Greece	8087	67.2	32.8
Ireland	32973	53.8	46.2
Italy	88091	64.8	35.2
Netherlands	66181	61.9	38.1
Norway	19757	56.0	44.0
Portugal	44616	65.9	34.1
Spain	65694	54.8	45.2
Sweden	42626	55.6	44.4
Switzerland	46151	54.3	45.7
UK	867601	56.0	44.0
Others	6702	54.5	45.5
<b>Total</b>	<b>1880203</b>	<b>57.3</b>	<b>42.7</b>
<b>Eastern Europe</b>			
Czech Rep.	11441	64.0	36.0

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
Kazakhstan	14506	39.5	60.5
Poland	26499	52.0	48.0
Russian Fed.	172419	44.3	55.7
Ukraine	23098	51.8	48.2
Others	83088	49.1	50.9
<b>Total</b>	<b>331051</b>	<b>47.0</b>	<b>53.0</b>
<b>Africa</b>			
Egypt	19168	66.9	33.1
Kenya	46139	55.7	44.3
Mauritius	32533	44.5	55.5
Nigeria	24292	60.9	39.1
South Africa	51922	53.7	46.3
Sudan	13704	82.5	17.5
Tanzania	25488	53.3	46.7
Others	80323	55.5	44.5
<b>Total</b>	<b>293569</b>	<b>55.8</b>	<b>44.2</b>
<b>West Asia</b>			
Bahrain	14013	65.9	34.1
Iraq	42660	71.0	29.0
Israel	50134	62.7	37.3
Oman	103740	62.6	37.4
Saudi Arabia	63835	77.8	22.2
Turkey	25670	60.5	39.5
UAE	55818	48.6	51.4
Yemen	20901	73.7	26.3
Others	40845	66.8	33.2
<b>Total</b>	<b>417616</b>	<b>65.1</b>	<b>34.9</b>
<b>South Asia</b>			
Afghanistan	114406	73.6	26.4
Iran	30774	53.1	46.9
Maldives	68907	52.3	47.7
Nepal	154720	68.1	31.9
Pakistan	124924	70.4	29.6



Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
Bangladesh	1133879	73.0	27.0
Sri Lanka	299513	55.8	44.2
Bhutan	19084	58.3	41.7
<b>Total</b>	<b>1946207</b>	<b>68.7</b>	<b>31.3</b>
<b>South East Asia</b>			
Indonesia	34933	64.3	35.7
Malaysia	272941	53.8	46.2
Myanmar	55341	44.7	55.3
Philippines	47912	56.0	44.0
Singapore	152238	59.1	40.9
Thailand	115860	46.4	53.6
Vietnam	15341	51.3	48.7
Others	5732	55.4	44.6
Total	700298	53.6	46.4
<b>East Asia</b>			
China (Main)	206322	63.8	36.2
China (Taiwan)	36349	54.2	45.8
Japan	207415	74.0	26.0
Rep. of Korea	102993	65.8	34.2
Others	2691	59.8	40.2
Total	555770	67.3	32.7
<b>Australasia</b>			
Australia	263101	57.8	42.2
New Zealand	45171	55.3	44.7
Others	3829	55.1	44.9
Total	312101	57.4	42.6
<b>Not Classified elsewhere</b>	24557	63.6	36.4
<b>Grand Total</b>	<b>8027133</b>	<b>59.3</b>	<b>40.7</b>

Source: Bureau of Immigration, India

## 2.7 AGE-WISE DISTRIBUTION OF FTAs IN INDIA

Table 2.7.1 gives the percentage distribution of FTAs in India according to age groups during 1996-2015. The proportion of FTAs in different age groups has not changed much in the last few years.

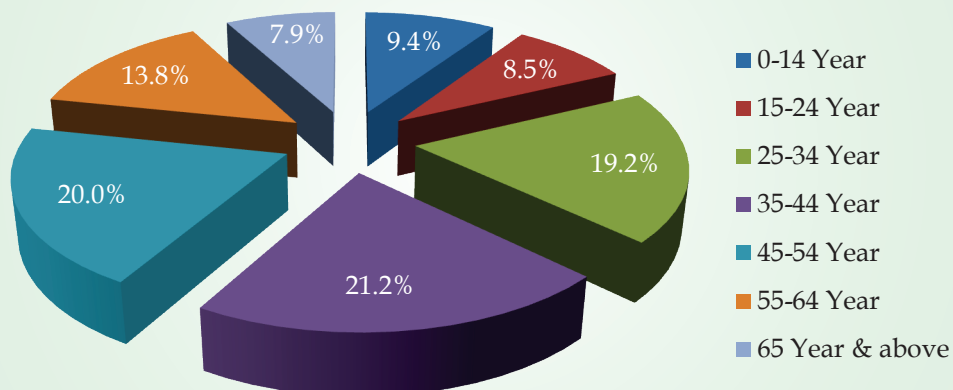
In 2015, the highest numbers of FTAs in India were from 35-44 years age group (21.2%) followed by the age groups of 45-54 years (20.0%) and 25-34 years (19.2%). The lowest number of FTAs during the same period occurred in the age-group of 65 & above (7.9%).

**TABLE 2.7.1**  
**FTAs IN INDIA ACCORDING TO AGE- GROUP, 1996 - 2015**

Year	FTAs	% Distribution by Age- Group (in years)							
		0-14	15-24	25-34	35-44	45-54	55-64	65 & above	Not Reported
1996	2287860	12.6	9.1	21.7	26.8	18.3	8.8	2.7	0.0
1997	2374094	9.9	10.1	23.4	26.9	18.9	8.2	2.0	0.6
1998	2358629	5.0	16.8	23.8	26.0	18.2	8.3	1.9	0.0
1999	2481928	3.1	14.0	23.4	27.5	20.8	9.2	2.0	0.0
2000	2649378	3.9	11.4	22.6	27.0	23.1	9.9	2.1	0.0
2001	2537282	7.0	10.8	20.1	21.1	19.4	11.9	6.7	3.0
2002	2384364	9.2	10.0	19.4	21.6	19.4	11.5	7.7	1.2
2003	2726214	7.2	10.0	19.5	21.6	19.4	11.5	7.7	3.1
2004	3457477	8.5	9.8	18.8	21.3	19.4	12.8	8.2	0.2
2005	3918610	8.6	9.6	18.8	21.3	19.5	13.0	8.7	0.5
2006	4447167	9.6	8.7	18.3	21.4	19.6	13.5	7.0	1.9
2007	5081504	9.2	8.6	18.0	21.0	19.6	13.9	7.5	2.2
2008	5282603	7.5	7.1	15.2	17.1	16.1	11.9	6.5	18.6
2009	5167699	9.1	7.9	17.9	20.3	19.6	14.7	8.5	2.0
2010	5775692	10.0	8.3	17.4	21.1	19.9	13.8	9.5	0.0
2011	6309222	10.5	7.9	16.6	21.2	19.7	13.7	10.5	0.0
2012	6577745	11.0	8.0	16.5	21.0	19.8	13.9	9.9	0.0
2013	6967601	9.5	8.7	19.1	21.0	20.0	14.0	7.7	0.0
2014	7679099	9.2	8.5	18.9	21.0	20.1	14.0	8.3	0.0
2015	8027133	9.4	8.5	19.2	21.2	20.0	13.8	7.9	0.0

Source: Bureau of Immigration, India

Age Group wise distribution of FTAs in India 2015



The details of country-wise distribution of FTAs in India according to age-groups during 2015 are given in Table 2.7.2. It may be seen that the proportion of FTAs in India for the age group 25-34 years has been the highest from East Asia, West Asia, Africa, Eastern Europe and Central and South America whereas for Australasia, South Asia and South East Asia it was the age-group 35-44 years. The percentage share of the age-group of 45-54 has been highest for North America and Western Europe.

**TABLE 2.7.2**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO AGE-GROUP, 2015**

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
<b>North America</b>								
Canada	281306	15.3	6.8	12.1	17.2	18.5	15.3	14.8
USA	1213624	20.0	6.9	10.4	17.2	20.4	14.4	10.6
<b>Total</b>	<b>1494930</b>	<b>19.1</b>	<b>6.9</b>	<b>10.7</b>	<b>17.2</b>	<b>20.1</b>	<b>14.6</b>	<b>11.4</b>
<b>Central &amp; South America</b>								
Argentina	9351	2.2	5.9	28.5	21.6	16.9	15.8	9.1
Brazil	20610	2.6	8.1	29.2	23.9	17.4	13.5	5.3
Mexico	14049	2.7	9.2	27.3	22.2	17.7	14.4	6.5
Others	26821	4.7	8.4	28.1	20.2	18.7	13.8	6.1
<b>Total</b>	<b>70831</b>	<b>3.4</b>	<b>8.2</b>	<b>28.3</b>	<b>21.8</b>	<b>17.9</b>	<b>14.1</b>	<b>6.3</b>

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
<b>Western Europe</b>								
Austria	33670	4.9	8.0	16.3	19.3	25.6	17.4	8.7
Belgium	36684	7.0	8.7	15.0	19.7	24.0	17.0	8.5
Denmark	24073	5.3	10.0	12.9	20.9	26.0	15.0	9.9
Finland	18129	4.3	6.3	16.1	23.2	26.0	16.2	7.9
France	230854	6.0	7.8	15.8	19.0	21.2	17.7	12.5
Germany	248314	4.4	7.0	17.3	19.0	27.7	16.1	8.5
Greece	8087	2.0	3.7	23.1	26.2	24.5	15.3	5.2
Ireland	32973	17.5	6.9	17.4	26.2	17.9	9.9	4.2
Italy	88091	4.4	5.5	16.7	23.5	24.7	16.4	8.8
Netherlands	66181	5.0	7.1	15.9	21.4	26.8	17.0	6.8
Norway	19757	7.8	12.7	14.6	17.4	22.6	16.4	8.5
Portugal	44616	7.1	10.1	23.2	23.9	17.4	12.3	6.0
Spain	65694	3.2	7.2	23.5	25.9	20.4	14.0	5.8
Sweden	42626	6.3	9.6	14.7	19.3	23.6	16.7	9.8
Switzerland	46151	4.2	7.3	15.2	16.3	25.5	19.8	11.7
UK	867601	11.4	6.2	12.7	19.8	20.4	17.2	12.3
Others	6702	2.2	8.1	23.4	18.6	17.6	18.4	11.7
<b>Total</b>	<b>1880203</b>	<b>8.2</b>	<b>6.9</b>	<b>15.1</b>	<b>20.2</b>	<b>22.3</b>	<b>16.7</b>	<b>10.6</b>
<b>Eastern Europe</b>								
Czech Rep	11441	2.3	6.5	30.3	29.3	18.0	10.4	3.5
Kazakhstan	14506	9.9	10.6	29.7	20.5	16.2	10.3	2.8
Poland	26499	3.2	6.2	31.9	25.5	15.5	13.1	4.6
Russian Fed.	172419	5.4	7.9	34.5	21.6	18.0	10.1	2.5
Ukraine	23098	3.9	10.6	35.9	22.9	17.1	7.9	1.7
Others	83088	4.3	8.7	31.1	25.1	16.9	10.4	3.5
<b>Total</b>	<b>331051</b>	<b>4.8</b>	<b>8.2</b>	<b>33.5</b>	<b>23.0</b>	<b>17.4</b>	<b>10.3</b>	<b>2.8</b>
<b>Africa</b>								
Egypt	19168	2.1	10.6	39.1	25.3	15.0	6.3	1.6
Kenya	46139	7.7	9.5	22.4	20.8	18.5	13.4	7.7
Mauritius	32533	6.1	8.6	15.8	22.3	22.2	17.3	7.7
Nigeria	24292	4.8	11.8	25.0	25.8	19.3	10.0	3.3
South Africa	51922	7.6	8.8	15.9	20.5	21.5	16.8	8.9
Sudan	13704	5.3	25.5	27.0	17.7	11.5	10.9	2.1

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
Tanzania	25488	7.1	12.7	17.1	20.4	19.6	14.6	8.5
Others	80323	5.2	14.2	26.2	22.3	17.2	10.6	4.3
<b>Total</b>	<b>293569</b>	<b>5.8</b>	<b>11.9</b>	<b>23.8</b>	<b>21.7</b>	<b>18.4</b>	<b>12.5</b>	<b>5.9</b>
<b>West Asia</b>								
Bahrain	14013	9.4	15.0	20.5	14.9	18.3	15.2	6.7
Iraq	42660	6.7	11.1	20.3	21.1	19.7	14.6	6.5
Israel	50134	3.5	18.3	21.9	18.1	15.6	15.2	7.4
Oman	103740	10.7	10.5	25.9	21.2	14.5	10.7	6.5
Saudi Arabia	63835	9.8	10.3	22.2	22.5	19.7	10.5	5.0
Turkey	25670	1.3	7.4	41.2	26.3	14.5	7.4	1.9
UAE	55818	16.5	12.6	18.8	16.2	15.1	13.4	7.4
Yemen	20901	7.8	24.5	21.5	18.8	13.4	9.2	4.8
Others	40845	6.4	10.4	27.6	22.8	17.6	11.3	3.9
<b>Total</b>	<b>417616</b>	<b>8.8</b>	<b>12.3</b>	<b>24.0</b>	<b>20.5</b>	<b>16.5</b>	<b>11.9</b>	<b>6.0</b>
<b>South Asia</b>								
Afghanistan	114406	11.0	21.4	28.6	16.8	11.4	7.5	3.3
Iran	30774	6.1	11.1	28.7	21.0	16.5	11.7	4.9
Maldives	68907	13.3	11.6	22.2	19.4	17.1	9.7	6.7
Nepal	154720	4.3	18.5	28.5	22.8	15.6	7.2	3.1
Pakistan	124924	11.3	14.7	24.4	17.7	15.0	10.2	6.7
Bangladesh	1133879	6.4	8.3	22.8	26.2	20.6	11.5	4.2
Sri Lanka	299513	5.2	7.8	14.5	18.7	20.2	20.4	13.2
Bhutan	19084	3.4	18.4	29.9	22.0	15.3	6.9	4.1
<b>Total</b>	<b>1946207</b>	<b>6.8</b>	<b>10.5</b>	<b>22.5</b>	<b>23.3</b>	<b>19.0</b>	<b>12.1</b>	<b>5.8</b>
<b>South East Asia</b>								
Indonesia	34933	2.8	6.8	24.8	31.1	19.5	10.8	4.2
Malaysia	272941	7.8	12.2	19.5	20.5	19.0	14.8	6.2
Myanmar	55341	1.6	4.7	12.7	16.6	21.5	24.9	18.0
Philippines	47912	2.0	7.0	38.7	28.4	16.6	6.4	0.9
Singapore	152238	8.0	7.5	15.6	23.2	25.5	14.5	5.7
Thailand	115860	3.8	6.6	18.7	22.3	21.0	18.1	9.5
Vietnam	15341	1.3	7.9	29.5	24.1	17.1	13.8	6.3
Others	5732	1.7	8.4	28.2	17.7	14.1	16.7	13.2
<b>Total</b>	<b>700298</b>	<b>5.8</b>	<b>8.9</b>	<b>19.9</b>	<b>22.2</b>	<b>20.7</b>	<b>15.3</b>	<b>7.2</b>

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
<b>East Asia</b>								
China (Main)	206322	1.4	7.8	40.0	25.8	15.4	6.7	2.9
China (Taiwan)	36349	1.2	6.2	23.3	25.6	22.5	16.0	5.2
Japan	207415	3.2	4.5	18.0	24.6	26.3	14.6	8.8
Rep. of Korea	102993	4.9	9.3	20.3	26.0	23.2	12.9	3.4
Others	2691	5.6	13.6	27.3	23.8	17.3	7.9	4.5
<b>Total</b>	<b>555770</b>	<b>2.7</b>	<b>6.8</b>	<b>27.0</b>	<b>25.4</b>	<b>21.4</b>	<b>11.4</b>	<b>5.3</b>
<b>Australasia</b>								
Australia	263101	18.1	7.3	19.7	21.0	16.0	11.5	6.4
New Zealand	45171	15.7	9.4	13.6	18.5	21.2	14.7	6.9
Others	3829	3.7	7.6	21.9	21.0	20.6	17.7	7.5
<b>Total</b>	<b>312101</b>	<b>17.6</b>	<b>7.6</b>	<b>18.9</b>	<b>20.6</b>	<b>16.8</b>	<b>12.0</b>	<b>6.5</b>
<b>Not Classified elsewhere</b>	<b>24557</b>	<b>4.6</b>	<b>5.8</b>	<b>25.3</b>	<b>27.8</b>	<b>21.0</b>	<b>11.2</b>	<b>4.3</b>
<b>Grand Total</b>	<b>8027133</b>	<b>9.4</b>	<b>8.5</b>	<b>19.2</b>	<b>21.2</b>	<b>20.0</b>	<b>13.8</b>	<b>7.9</b>

Source: Bureau of Immigration, India

## 2.8 TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA

Table 2.8.1 gives the percentage shares and ranks of top 15 source countries for India during 2014 and 2015. The top 15 tourist generating countries for India during 2015 were mostly the same as those during 2014. There have been minor changes in the rankings of some countries in 2015. FTAs in India from United States of America (USA) were the highest (15.12%) during 2015, followed by Bangladesh (14.13%), United Kingdom (10.81%), Sri Lanka (3.73 %), Canada (3.50%), Malaysia (3.40%), Australia (3.28%), Germany (3.09%), France (2.88%), Japan (2.58%), China (Main) (2.57%), Russian Fed. (2.15%), Nepal (1.93%), Singapore (1.90%) and Pakistan (1.56%).

The share of FTAs from top 15 countries during the year 2015 was 72.62% as compared to 71.97% in 2014.

**TABLE 2.8.1**  
**TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA DURING, 2014 & 2015**

2014				2015			
Country	Rank	FTAs	% Share	Country	Rank	FTAs	% Share
USA	1	1118983	14.57	USA	1	1213624	15.12
Bangladesh	2	942562	12.27	Bangladesh	2	1133879	14.13
UK	3	838860	10.92	UK	3	867601	10.81

Sri Lanka	4	301601	3.93	Sri Lanka	4	299513	3.73
Russian Fed.	5	269832	3.51	Canada	5	281306	3.50
Canada	6	268485	3.50	Malaysia	6	272941	3.40
Malaysia	7	262026	3.41	Australia	7	263101	3.28
France	8	246101	3.20	Germany	8	248314	3.09
Australia	9	239762	3.12	France	9	230854	2.88
Germany	10	239106	3.11	Japan	10	207415	2.58
Japan	11	219516	2.86	China(Main)	11	206322	2.57
China(Main)	12	181020	2.36	Russian Fed.	12	172419	2.15
Singapore	13	150731	1.96	Nepal	13	154720	1.93
Nepal	14	126416	1.65	Singapore	14	152238	1.90
Thailand	15	121362	1.58	Pakistan	15	124924	1.56
<b>Total of top 15 Countries</b>		<b>5526363</b>	<b>71.97</b>	<b>Total of top 15 Countries</b>		<b>5829171</b>	<b>72.62</b>
Others		2152736	28.03	Others		2197962	27.38
<b>Grand Total</b>		<b>7679099</b>	<b>100.00</b>	<b>Grand Total</b>		<b>8027133</b>	<b>100.00</b>

Source: Bureau of Immigration, India

The FTAs from the top 15 source countries for the years 1981 to 2015 are given in Table 2.8.2. The share of these 15 countries in total FTAs in India shows a generally increasing trend from 1981. This share, which was 49.6% in 1981, increased to 71.97% in 2014 and 72.62% in 2015.

**TABLE 2.8.2**  
**FTAs IN INDIA DURING 1981-2015 FOR TOP 15 SOURCE COUNTRIES OF 2015**

Year	USA	Bangladesh	UK	Sri Lanka	Canada	Malaysia	Australia	Germany
	1	2	3	4	5	6	7	8
1981	82052	192509	116684	75842	25358	26458	20940	55471
1982	86806	205410	120772	76143	25991	26552	23395	50885
1983	95847	213832	136823	81716	29857	25796	23436	52120
1984	95651	247543	124205	75449	25135	22993	24546	48930
1985	95920	272350	119544	69063	29022	23265	22047	45738
1986	125364	204260	160685	75631	39837	26209	33264	64811
1987	134876	185296	166590	74351	37677	28480	32883	72300
1988	122888	200617	200509	70640	37498	29635	31462	77543
1989	134314	213451	229496	67680	40306	33120	30443	78812
1990	125303	225566	235151	68400	41046	34278	30076	71374

1991	117332	251260	212052	70088	36142	30617	22700	72019
1992	152288	246589	244263	71935	43386	35201	26646	84422
1993	158159	277565	274168	76898	47800	35334	28795	83340
1994	176482	282271	300696	89009	56441	40762	33142	85352
1995	203343	318474	334827	114157	63821	50039	36150	89040
1996	228829	322355	360686	107351	74031	53370	48755	99853
1997	244239	355371	370567	122080	78570	60401	50647	105979
1998	244687	339757	376513	118292	80111	47496	57807	93993
1999	251926	414359	345085	120072	82892	52613	73041	85033
2000	348292	414437	432644	129193	84013	60513	53995	83881
2001	329147	431312	405472	112813	88600	57869	52691	80011
2002	348182	435867	387846	108008	93598	63748	50743	64891
2003	410803	454611	430917	109098	107671	70750	58730	76868
2004	526120	477446	555907	128711	135884	84390	81608	116679
2005	611165	456371	651803	136400	157643	96276	96258	120243
2006	696739	484401	734240	154813	176567	107286	109867	156808
2007	799062	480240	796191	204084	208214	112741	135925	184195
2008	804933	541884	776530	218805	222364	115794	146209	204344
2009	827140	468899	769251	239995	224069	135343	149074	191616
2010	931292	431962	759494	266515	242372	179077	169647	227720
2011	980688	463543	798249	305853	259017	208196	192592	240235
2012	1039947	487397	788170	296983	256021	195853	202105	254783
2013	1085309	524923	809444	262345	255222	242649	218967	252003
2014	1118983	942562	838860	301601	268485	262026	239762	239106
2015	1213624	1133879	867601	299513	281306	272941	263101	248314
CAGR (%) (1981- 2015)	8.3	5.4	6.1	4.1	7.3	7.1	7.7	4.5



**TABLE 2.8.2 CONTINUED**  
**FTAs IN INDIA DURING 1981 - 2015 FOR TOP 15 SOURCE COUNTRIES OF 2015**

Year	France	Japan	China (Main)	Russian Fed.*	Nepal	Singapore	Pakistan
	9	10	11	12	13	14	15
1981	57272	29032	1371	N.A.	11851	17950	N.A
1982	59267	29103	2107	N.A	12115	19026	N.A
1983	50158	26662	1716	N.A	12001	21252	N.A
1984	47148	29566	1386	N.A	13401	19204	N.A
1985	44091	30573	2247	N.A	15883	18485	N.A
1986	65948	36402	1533	N.A	13957	24189	N.A
1987	64432	46240	1705	N.A	16965	26380	N.A
1988	69799	49244	2099	N.A	19715	27565	N.A
1989	78001	58707	2727	N.A	19116	29377	N.A
1990	79496	59122	3089	N.A	20614	32570	N.A
1991	69346	46655	3476	32432	21834	28363	N.A
1992	74304	60137	4778	39409	25244	35039	N.A
1993	70694	49616	5157	48644	28048	40223	N.A
1994	73088	63398	5833	49684	34732	44157	N.A
1995	82349	76042	5111	27145	34562	48632	N.A
1996	93325	99018	5613	22037	43426	47136	N.A
1997	91423	99729	7369	18243	43155	52004	N.A
1998	97898	89565	4312	29493	38199	54328	N.A
1999	85891	73373	6487	34620	25859	53310	N.A
2000	100022	98159	14420	34814	38801	46612	N.A
2001	102434	80634	13901	15154	41135	42824	52762
2002	78194	59709	15422	18643	37136	44306	2946
2003	97654	77996	21152	26948	42771	48368	10364
2004	131824	96851	34100	47077	51534	60710	67416
2005	152258	103082	44897	56446	77024	68666	88609
2006	175345	119292	62330	62203	91552	82574	83426

Year	France	Japan	China (Main)	Russian Fed.*	Nepal	Singapore	Pakistan
	9	10	11	12	13	14	15
2007	204827	145538	88103	75543	83037	92908	106283
2008	207802	145352	98093	91095	78133	97851	85529
2009	196462	124756	100209	94945	88785	95328	53137
2010	225232	168019	119530	122048	104374	107487	51739
2011	231423	193525	142218	144312	119131	119022	48640
2012	240674	220015	168952	177526	125375	131452	59846
2013	248379	220283	174712	259120	113790	143025	111794
2014	246101	219516	181020	269832	126416	150731	96434
2015	230854	207415	206322	172419	154720	152238	124924
CAGR (%) (1981- 2015)	4.2	6.0	15.9	6.9	7.9	6.5	5.9

CAGR: Compound annual growth rate

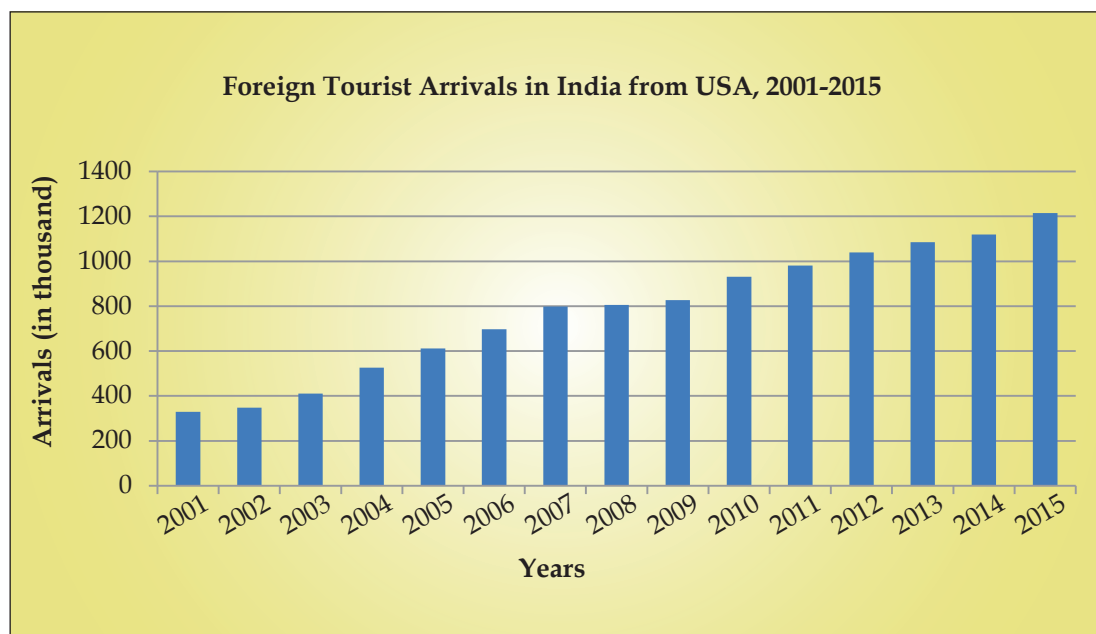
\* For Russian Fed. CAGR is for the period from 1991 to 2015 and Pakistan CAGR is for the period from 2001 to 2015 Source: Bureau of Immigration, India

The details of FTAs from top 15 source countries for 2015 are discussed in the following paragraphs.

#### **i. UNITED STATES OF AMERICA**

United States of America (USA) maintained its position as the largest market for India during 2015. The arrivals grew from 82052 in 1981 to 1213624 in 2015 at a CAGR of 8.3 %. The share of USA in the total FTAs in India increased to 15.12% during 2015 as compared to 14.57 % during 2014. The following graph shows the yearly trend in the tourist arrivals from USA during 2001-2015.

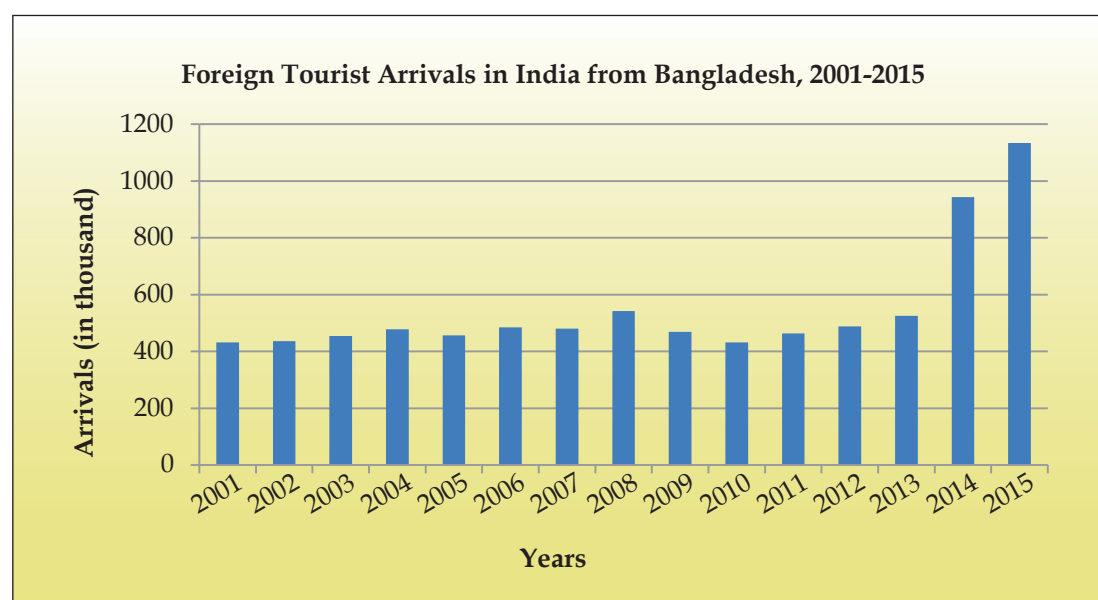
During 2015, 99.3% of the tourists from USA came by air, 0.2% by land and 0.5% by Sea. So far as port of disembarkation is concerned, 31.1% disembarked at Delhi airport followed by Mumbai airport (23.9%), Bengaluru airport (10.5%), Hyderabad airport (9.5%), Chennai airport (8.1%) and Kolkata airport (2.3%). While 59.3% of the arrivals were male, 40.7% were female. The dominant age-groups among them were 45-54 years (20.4%) followed by 0-14 years (20.0%), 35-44 years (17.2%) and 55-64 years (14.4%) The highest number of tourists arrived in the 4<sup>th</sup> quarter of the year i.e. October to December (31.9%), followed by 1<sup>st</sup> quarter Jan-March (26.4%).



## ii. BANGLADESH

The Bangladesh has been the second largest amongst tourist generating markets for India in the year 2015. The arrivals from Bangladesh grew to 942562 in 2015 from 1133879 during 1981, with a CAGR of 5.4%. The following graph shows the yearly trends in the tourist arrivals from Bangladesh during 2001-2015.

The most preferred mode of travel for nationals from Bangladesh in 2015 was land (85.2%) followed by air route (14.7%). During 2015, out of total arrivals from Bangladesh, 73.0% were male and 27.0% were female. The dominant age group was 35-44 years with 26.2% tourists, followed by the age groups 25-34 years (22.8%) and 45-54 years (20.6%). Arrivals were maximum during the 4<sup>th</sup> quarter October-December (27.6%) followed by the 3<sup>rd</sup> quarter July-September (26.5%).



## iii. UNITED KINGDOM

The United Kingdom (UK) has been the third largest amongst tourist generating markets for India in the year 2015. The arrivals grew from 116684 in 1981 to 867601 in 2015 at a CAGR of 6.1%. The share of UK in the total FTAs in India decreased marginally to about 10.81% during 2015 as compared to 10.92% during 2014. The graph regarding tourist arrivals from United Kingdom during 2001-2015, shows that while the growth in arrivals from 2000 to 2003 was low, it was substantial during 2003 to 2007. The arrivals showed marginal decline during 2008 to 2010, it was followed by positive growths in 2011, 2013, 2014 and 2015.

During the year 2015, majority of UK nationals travelled to India by air (99.4%) followed by land route (0.2%) and sea route (0.4%). As far as port of disembarkation is concerned, maximum numbers disembarked at Delhi airport (30.4%), Disembarkations at other major ports were as follows: Mumbai airport (28.4%), Bengaluru airport (5.8%), Chennai airport (5.4%), Hyderabad airport (2.8%) and Kolkata airport (2.1%). Of the total U.K. nationals who arrived in India, 56.0% were male and 44.0% were female. The most predominant age group in the FTAs was 45-54 years with 20.4% of the tourists, followed by the age groups 35-44 years and 55-64 years with 19.8% and 17.2% tourists, respectively. The highest number of arrivals was recorded during the quarter January to March (32.8%), followed closely by the quarter October to December (31.4%).



#### iv. SRI LANKA

Sri Lanka has been placed at fourth position among the top 15 tourist generating countries for India with 3.50% of the total tourist arrivals during 2015. Arrivals from Sri Lanka, which were 75842 in 1981, grew up to 299513 in 2015 at a CAGR of 4.1%. The following graph shows the yearly trend in the tourist arrivals from Sri Lanka during 2001-2015. While there was no uniform pattern in arrivals from Sri Lanka during 1998-2003, the arrivals continuously increased during 2003 to 2011.

The peak quarter for Sri Lankan tourists visiting India during 2015 was July-September (30.0%), followed by January-March (27.3%). During 2015, the highest number of tourists (89.3%) arrived by air followed by land (10.5%) and sea (0.2%). As far as port of disembarkation is concerned, maximum arrivals from Sri Lanka disembarked at Chennai airport (47.3%), followed by Mumbai (10.5%), Delhi (7.7%), Bengaluru (5.2%), and Kolkata airport (0.7%). Out of the total Sri Lankan nationals who visited India during 2015, majority were male (55.8%) and remaining (44.2%) were female. The dominant age-group was 55-64 years (20.4 %) followed by the age group 45-54 years (20.2%) .



#### v. CANADA

Canada jumped one step from 6<sup>th</sup> position to 5<sup>th</sup> position in 2015 among top tourist generating countries for India. The arrivals from this country have risen to 281306 in 2015 from 25358 in 1981 at a CAGR of 7.3%. The share of Canada in the total FTAs in India during 2015 remained same as in 2014 i.e. 3.50% .

Among 281306 Canadian nationals who visited India during 2015, 99.0 % travelled by air and 0.5 % travelled by land. As far as port of disembarkation is concerned, 54.5% disembarked at Delhi airport, followed by 19.7% at Mumbai, 6.0% at Chennai, 4.6% at Bengaluru 3.1% at Hyderabad and 1.5% at Kolkata airport. Of the total arrivals, 53.8% were male and 46.2 % were female. The predominant age-group was 45-54 years (18.5%) followed by the age group 35-44 years (17.2%) and 55-64 years (15.3%).

The quarter October-December accounted for 35.4% of the arrivals, followed by the quarter January- March with 34.2% during the year 2015.



## vi. MALAYSIA

Malaysia jumped one step from 7<sup>th</sup> position to 6<sup>th</sup> position in 2015 among top tourist generating countries for India. Malaysia occupied the sixth position among tourist generating countries for India with a share of 3.40%. The tourist traffic from Malaysia increased from 26458 in 1981 to 272941 in 2015, with a CAGR of 7.1%.

Air was the predominant mode of travel for Malaysian tourists with 99.2% arrivals during 2015. As far as port of disembarkation is concerned, the maximum number of Malaysian tourists disembarked at Chennai airport (22.4%), followed by Delhi (14.4%), Mumbai (10.4%), Bengaluru (6.2%), Hyderabad (3.0%) and Kolkata (1.9%). During 2015, 53.8% of FTAs from Malaysia in India were male. The dominant age-group of the arrivals were 35-44 years with 20.5% of tourists followed by 25-34 years (19.5%) and 45-54 years (19.0%). The peak quarter of visit for Malaysians during 2015 was October-December (28.2%) followed by Jan-Mar (26.3%).



### vii. AUSTRALIA

Australia jumped two steps from 9<sup>th</sup> position to 7<sup>th</sup> position in 2015 among top tourist generating countries for India. During the year 2015, Australia occupied the seventh position among the top tourist generating countries for India and contributed 3.28 % of the total FTAs in India. The tourist traffic from Australia during 1981 was 20940 which increased to 263101 in 2015, showing a CAGR of 7.7%. The following graph shows that the tourist arrivals from Australia during 2001-2015.

Air was the predominant mode of travel for Australian tourists accounting for 98.8% of the total arrivals during 2015. As far as port of disembarkation is concerned, the maximum tourists disembarked at Delhi airport (37.3%), followed by Mumbai (17.9%), Chennai (8.9%) and Bengaluru (8.8%). During 2015, majority of the tourists (57.8%) from Australia were male. The age group 35-44 years with 21.0% of tourists dominated the arrivals followed by 25-34 years (19.7%). The peak quarter of visit by Australians during 2015 was October- December (40.0%) followed by the quarter January-March (25.7%).





### viii. GERMANY

Germany jumped two step from 10<sup>th</sup> position to 8<sup>th</sup> position in 2015 among top tourist generating countries for India. During the year 2015, Germany occupied the eighth position among the top tourist generating countries for India and contributed 3.09 % of the total FTAs in India. The arrivals grew from 55471 in 1981 to 248314 in 2014 at a CAGR of 4.5%. The following graph shows that while the tourist arrivals from Germany had declined during 2000-2002, continuous increase was observed during 2003 to 2008. After a decline in 2009, tourist arrivals in India from Germany again showed an increasing trend during 2010, 2011, 2012 & 2013. A decline, however, was observed for tourist arrivals during 2014.

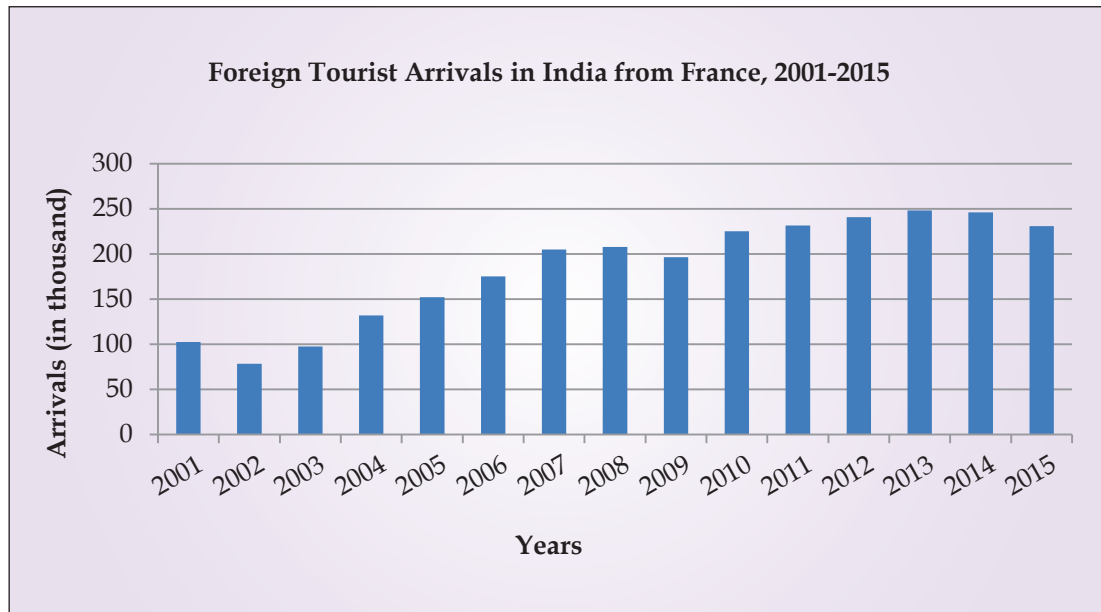
The most preferred mode of travel to India by the German tourists during 2015 was air (96.9%) followed by land (0.5%) and Sea (2.6%). As far as port of disembarkation is concerned, (38.1%) disembarked at Delhi airport followed by Mumbai (21.9%), Bengaluru (12.3%), Chennai (9.0%), Kolkata (2.2%) and Hyderabad (1.4%) airports. Of the total German national arrivals in India during 2015, 60.3% were male and 39.7% were female. The age group 45-54 years dominated the arrivals (27.7%) followed by 35-44 years (19.0 %) and 25-34 years (17.3%). The peak quarter of arrivals of German nationals during 2015 was Jan- Mar (33.6%) followed by October - December (30.4%).



## IX. FRANCE

During the year 2015, France slipped to ninth rank from its eighth rank in 2014 among the top tourist generating countries for India and contributed 2.88 % of the total FTAs in India. The arrivals grew from 57272 in 1981 to 230854 in 2015 at a CAGR of 4.2%. The following graph shows that there has been an increasing trend in tourist arrivals from France from 2002, except for the year 2009, 2014 and 2015.

During 2015, 99.3% of the arrivals from France visited India by air, 0.5% by land route and 0.2% by sea route. As far as port of disembarkation is concerned, 40.4% disembarked at Delhi airport followed by Mumbai (21.6%), Chennai (19.3%), Bengaluru (10.0%) and Kolkata (1.3%). Of the total French arrivals, 54.5% were male and 45.5% were female. The age groups 45-54 years accounted for maximum arrivals (21.2%) closely followed by age group 35-44 years (19.0%) and age group 55-64 years (17.7%). During 2015, the quarters January- March and October - December were the most popular for the French tourists, accounting for 33.2% and 27.1% of the arrivals, respectively.



## X. JAPAN

Japan is one of the most important tourist generating markets for India in the East Asia and it contributed 2.58% to the total FTAs in India during 2015. During 2015, Japan occupied tenth position among tourist generating countries of the world. The arrivals from Japan grew from 29032 in 1981 to 207415 in 2015 at a CAGR of 6.0 %. The following graph shows the tourist arrivals from Japan during 2001-2015.

During the year 2015, 98.1% of tourists from Japan visited India by air, 0.7% land and 1.2% by sea routes. As far as port of disembarkation is concerned, 58.7% disembarked at Delhi airport followed by Mumbai (13.3%), Bengaluru (9.7%) and Chennai (9.6%). Of the total Japanese nationals who arrived in India, majority of 74.0% were male and 26.0% were female. The dominant age-group of Japanese tourists was 45-54 years contributing about 26.3% of tourist arrivals followed by the age group 35-44 years (24.6%) and 25-34 years (18.0%). The maximum number of tourists arrived in the quarter Jan-Mar (29.4%) followed by October - December (25.9%).



## xi. CHINA (MAIN)

China (Main) jumped one step from 12<sup>th</sup> position to 11<sup>th</sup> position in 2015 among top tourist generating countries for India. During the year 2015, China (Main) occupied eleventh position among the tourist generating markets in India, with 2.57% share in total arrivals. The arrivals from China (Main) were merely 1371 in 1981 but have grown to 206322 in 2015 at a CAGR of 15.9%. The following graph shows the trend in the tourist arrivals from China (Main) from 2001 to 2015.

Air travel with 97.2% of the arrivals was the predominant mode of travel from China (Main) during 2015 followed by land routes (1.2%) and sea routes (1.6%). Maximum tourists disembarked at Delhi airport (52.1%), followed by Mumbai (18.8%), Bengaluru (7.8%) and Chennai (7.7%) The peak quarter for arrivals from China (Main) in 2015 was October-December (30.6%), followed by Jan-March (26.8%). Of the total arrivals from China (Main) during 2015, majority were male (63.8%). The dominant age group in 2015 was 25-34 years contributing about 40.0% of tourists followed by the age-group 35-44 years (25.8%).



## xii. RUSSIAN FEDERATION

Russian Federation occupied Twelfth position in terms of tourist arrivals in India with 2.15% share during 2015. It got a place among the top 15 source markets for the first time in 2008. The FTAs from Russia were 32432 in 1991. It increased to 172419 in 2015 with a CAGR of 6.9% since 1991.

The following graph exhibits the tourist arrivals from Russian Federation during 2001-2015. From 2001 onwards, an increasing trend has been observed in FTAs from Russian Federation.

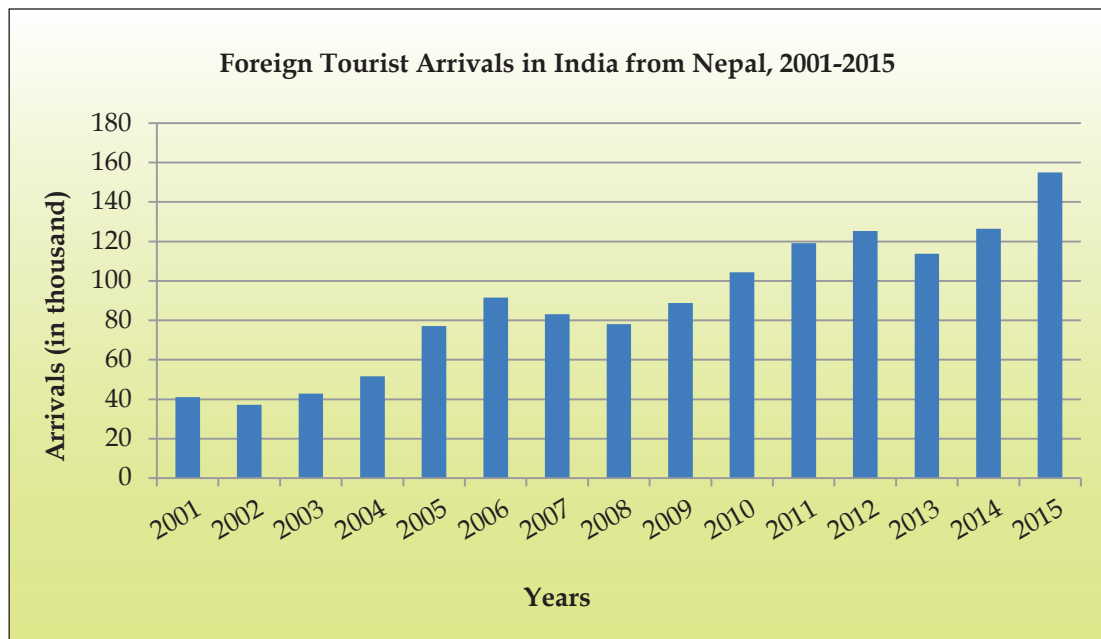
The predominant mode of travel for Russians was air accounting for 99.1% of tourists, followed by sea (0.6%) and land (0.3%). Of the total arrivals from Russian Federation during 2015, majority (55.7%) were female. The dominant age group was 25-34 years, accounting for 34.5% of tourists followed by 35-44 years age-group (21.6%), 45-54 years age-group (18.0%). The peak quarter for tourists from Russian Federation during 2015 was October-December (43.7%) followed by January-March (39.1%).



### xiii NEPAL

During 2015, Nepal improved its position to thirteenth rank from its fourteenth rank in 2014 among top 15 tourist generating markets for India, with 1.93% of the total share of arrivals. The arrivals from Nepal grew from 11851 in 1981 to 154720 in 2015 at a CAGR of 7.9%. The following graph shows the tourist arrivals from Nepal during 1999 to 2014. It can be seen that there is no consistent trend in arrivals from Nepal during the years 1999-2008. The four years from 2009-2012 showed an increasing trend, however, there was a decline in tourist arrivals in 2013. Nepal showed a positive growth in the tourist arrivals in India during 2014 & 2015.

The predominant mode of travel for Nepalese tourists was air which accounted for 96.2% followed by land route (3.7%). During 2015, the maximum tourists disembarked at Delhi airport (74.7%) followed by Mumbai (9.4%), Kolkata (4.5%), Bengaluru (3.7%) and Chennai (0.9%). During 2015, majority of the arrivals (68.1%) were male. The age-group which dominated the arrivals during 2015 was 25-34 years (28.5%) followed by 35-44 years (22.8%). The peak quarter for arrivals was October-December (30.2%) followed by July-September (26.0%).



#### iv. SINGAPORE

During the year 2015, Singapore occupied fourteenth position among the tourist generating markets in India, with 1.90% share in total arrivals. The arrivals from Singapore grew from 17950 in 1981 to 152238 in 2015 at a CAGR of 6.5%. The following graph shows tourist arrival trend from Singapore during 2001 to 2015.

The predominant mode of travel for tourists from Singapore was air with 99.7% arrivals followed by land route with (0.2%) arrivals. Maximum tourists disembarked at Chennai airport (25.2%) followed by Delhi (20.7%), Mumbai (20.9%) and Bengaluru (7.8%). Of the total arrivals from Singapore during 2015, majority (59.1%) were male. The age-group which dominated the arrivals during 2015 was 45-54 years, accounting for (25.5%) of arrivals, followed by the age-group 35-44 years (23.2%). The peak quarter of arrivals from Singapore during 2015 was October- December (31.2%) followed by Jan-March (23.2%).



## xv Pakistan

Pakistan Occupied fifteenth rank in terms of tourist arrivals in India with 1.56% share during 2015. The FTAs from Pakistan were 52762 in 2001. It increased to 124924 in 2015 with a CAGR of 5.9% since 2001. The following graph shows the trend in tourist arrivals from Pakistan during 2001 to 2015.

During 2015, 10.2% of the tourists from Pakistan came by air, 89.7% by land and 0.1% by Sea. During 2015, the maximum tourists disembarked at Mumbai (5.8%) followed by Delhi airport (3.8%) and Chennai (0.3%). During 2015, majority of the arrivals (70.4%) were male. The age-group which dominated the arrivals during 2015 was the age-group 25-34 years (24.4%) followed by 35-44 (17.7%). The peak quarter for arrivals was October-December (28.92%) followed by January-March (25.3%).





## 2.9 FOREIGN EXCHANGE EARNINGS (FEEs) FROM TOURISM IN INDIA

As per the monthly estimates prepared by Ministry of Tourism, FEEs from tourism in India in 2015 in ₹ terms were ₹135193 crore as compared to ₹123320 crore in 2014 registering a growth of 9.6 % in 2015 over 2014. In US \$ terms, FEEs from tourism in 2015 were US\$21.071 billion as compared to US\$20.236 billion in 2014 with a growth rate of 4.1%. The FEEs from tourism in India, in ₹ terms and US\$ terms, during 1991-2015 are given in Table 2.9.1.

**TABLE 2.9.1**  
**FOREIGN EXCHANGE EARNINGS FROM TOURISM IN INDIA DURING 1991-2015**

Year	FEE in ₹ terms		FEE in US\$ terms	
	₹ Crore	% Change over previous year	US \$ Million	% Change over previous year
1991	4318	-	1861	-
1992	5951	37.8	2126	14.2
1993	6611	11.1	2124	-0.1
1994	7129	7.8	2272	7.0
1995	8430	18.2	2583	13.7
1996	10046	19.2	2832	9.6
1997	10511	4.6	2889	2.0
1998	12150	15.6	2948	2.0
1999	12951	6.6	3009	2.1
2000	15626	20.6	3460	15.0
2001	15083	-3.5	3198	-7.6
2002	15064	-0.1	3103	-3.0
2003	20729	37.6	4463	43.8
2004	27944	34.8	6170	38.2
2005	33123	18.5	7493	21.4
2006	39025	17.8	8634	15.2
2007	44360	13.7	10729	24.3
2008	51294	15.6	11832	10.3
2009	53700	4.7	11136	-5.9
2010# <sup>1</sup>	64889	20.8	14193	27.5
2011# <sup>1</sup>	77591	19.6	16564	16.7
2012# <sup>1</sup>	94487	21.8	17737	7.1

Year	FEE in ₹ terms		FEE in US\$ terms	
	₹ Crore	% Change over previous year	US \$ Million	% Change over previous year
2013# <sup>2</sup>	107671	14.0	18445	4.0
2014# <sup>2</sup>	123320	14.5	20236	9.7
2015# <sup>2</sup>	135193	9.6	21071	4.1

#<sup>1</sup> Provisional estimates, #<sup>2</sup> Revised estimates (based on final FTA received from BOI).

The month-wise FEEs from tourism and corresponding percentage change over previous years during 2013-2015 in ₹ terms and US\$ terms are given in Tables 2.9.2 and 2.9.3, respectively.

**TABLE 2.9.2**  
**MONTH-WISE FEE FROM TOURISM (₹ CRORE) IN INDIA DURING 2013- 2015**

Month	FEE from tourism (In ₹crore)			Percentage Change	
	2013# <sup>2</sup>	2014# <sup>2</sup>	2015# <sup>2</sup>	2014/13	2015/14
January	10785	11664	12100	8.2%	3.7%
February	10255	11510	11642	12.2%	1.1%
March	9545	10479	11133	9.8%	6.2%
April	7226	9179	10091	27.0%	9.9%
May	6627	7936	9505	19.8%	19.8%
June	7149	8366	9564	17.0%	14.3%
July	8620	10284	11982	19.3%	16.5%
August	8351	10385	11411	24.4%	9.9%
September	7811	9057	10415	16.0%	15.0%
October	8645	10041	10549	16.1%	5.1%
November	10663	11431	12649	7.2%	10.7%
December	11994	12988	14152	8.3%	9.0%
<b>Total</b>	<b>107671</b>	<b>123320</b>	<b>135193</b>	<b>4.5%</b>	<b>9.6%</b>

#<sup>2</sup> Revised estimates (based on final FTA received from BOI).

**TABLE 2.9.3**  
**MONTH-WISE FEE FROM TOURISM (US\$ BILLION) IN INDIA DURING 2013 -2015**

Month	FEE (in US\$ billion)			Percentage Change	
	2013# <sup>2</sup>	2014# <sup>2</sup>	2015# <sup>2</sup>	2014/13	2015/14
January	1.984	1.880	1.945	-5.2%	3.5%
February	1.906	1.849	1.877	-3.0%	1.5%
March	1.755	1.716	1.783	-2.2%	3.9%
April	1.329	1.520	1.609	14.4%	5.9%
May	1.207	1.337	1.491	10.8%	11.5%
June	1.227	1.470	1.498	19.8%	1.9%
July	1.442	1.712	1.884	18.7%	10.0%
August	1.328	1.706	1.752	28.5%	2.7%
September	1.224	1.488	1.573	21.6%	5.7%
October	1.404	1.636	1.621	16.5%	-0.9%
November	1.703	1.853	1.912	8.8%	3.2%
December	1.936	2.069	2.126	6.9%	2.8%
<b>Total</b>	18.445	20.236	21.071	9.7%	4.1%

#<sup>2</sup> Revised estimates (based on final FTA received from BOI).

# 3

## CHAPTER



Atithidevo Bhava  
Incredible India

**WORLD TOURISM SCENARIO AND INDIA'S  
POSITION IN WORLD**



## WORLD TOURISM SCENARIO AND INDIA'S POSITION IN WORLD

### 3.1 WORLD TOURISM TRAFFIC

In 2015, world tourism continued to rebound from the setbacks of 2008-2009, suffered due to the global financial crisis and economic recession. International tourist arrivals worldwide registered a growth of 4.6 % during the year 2015, as compared to a growth of 4.2% during 2014 over 2013. The international tourist arrivals during 2015, 2014 and 2013 were 1186 million, 1134 million and 1088 million, respectively. France maintained the top position in terms of arrivals in 2015, followed by USA, Spain, China, Italy, Turkey, Germany, UK, Mexico and Russia. These top 10 countries accounted for 43.0% share of international tourist arrivals in 2015. As regards the regions, the highest tourist arrivals were in Europe, which attracted 607.6 million tourists in 2015, with a positive growth of 4.7% over 2014, followed by Asia & the Pacific with 279.2 million tourists with 5.6% growth over 2014, Americas with 192.6 million tourists with growth of 5.9% over 2014, Africa with 53.5 million tourists with a negative growth of 3.1% over 2014 and Middle East with 53.3 million tourists with a growth of 1.7% over 2014.

Table 3.1.1 gives the summary of international tourist arrivals in different regions of the world from 2013 - 2015.

**TABLE 3.1.1  
INTERNATIONAL TOURIST ARRIVALS WORLDWIDE AND  
BY REGIONS, 2013-2015**

(Arrivals in million)

Region	2013	2014	2015*
<b>World</b>			
Arrivals	1088	1134	1186
% Annual Change	4.6	4.2	4.6
<b>Africa</b>			
Arrivals	54.6	55.2	53.5
% Annual Change	4.2	1.1	-3.1
% Share in world	5.0	4.9	4.5
<b>Americas</b>			
Arrivals	167.6	181.9	192.6
% Annual Change	3.1	8.5	5.9
% Share in world	15.4	16.0	16.2
<b>Asia &amp; the Pacific</b>			

Region	2013	2014	2015*
Arrivals	249.9	264.4	279.2
% Annual Change	6.9	5.8	5.6
% Share in world	23.0	23.3	23.5
<b>Europe</b>			
Arrivals	567.1	580.2	607.6
% Annual Change	4.8	2.3	4.7
% Share in world	52.1	51.2	51.2
<b>Middle East</b>			
Arrivals	49.1	52.4	53.3
% Annual Change	-3.0	6.7	1.7
% Share in world	4.5	4.6	4.5
<b>India</b>			
Arrivals	6.97	7.68	8.03
% Annual Change	5.9	10.2	4.6
% Share in world	0.64	0.68	0.68

\*: Provisional Source: UNWTO World Tourism Barometer, September 2016

International tourist arrivals in the world and India's share as well as rank, during the years 1999-2015 are given in Table 3.1.2. India's rank in international tourist arrivals was 46<sup>th</sup> in 1999 and declined to 54<sup>th</sup> in 2002, however, since then, it has gradually improved to 40<sup>th</sup> in 2015. India's share in international tourist arrivals, increased from 0.39% in 1999 to 0.68% in 2015.

**TABLE 3.1.2**  
**INTERNATIONAL TOURIST ARRIVALS IN WORLD AND INDIA, 1999-2015**

Year	World		India			
	Number (in million)	% Change	Number (in million)	% Change	% Share of India	Rank of India
1999	633.8	3.7	2.48	5.2	0.39	46 <sup>th</sup>
2000	683.3	7.8	2.65	6.7	0.39	50 <sup>th</sup>
2001	683.4	0.0	2.54	-4.2	0.37	51 <sup>st</sup>
2002	703.2	2.9	2.38	-6.0	0.34	54 <sup>th</sup>
2003	691.0	-1.7	2.73	14.3	0.39	51 <sup>st</sup>
2004	762.0	10.3	3.46	26.8	0.45	44 <sup>th</sup>
2005	798.0	4.7	3.92	13.3	0.49	43 <sup>rd</sup>

Year	World		India			
	Number (in million)	% Change	Number (in million)	% Change	% Share of India	Rank of India
2006	846.0	6.0	4.45	13.5	0.53	44 <sup>th</sup>
2007	894.0	5.7	5.08	14.3	0.57	41 <sup>st</sup>
2008	917.0	2.6	5.28	4.0	0.58	41 <sup>st</sup>
2009	883.0	-3.7	5.17	-2.2	0.59	41 <sup>st</sup>
2010	948.0	7.4	5.78	11.8	0.61	42 <sup>nd</sup>
2011	994.0	4.9	6.31	9.2	0.63	38 <sup>th</sup>
2012	1039.0	4.5	6.58	4.3	0.63	41 <sup>st</sup>
2013	1088.0	4.6	6.97	5.9	0.64	41 <sup>st</sup>
2014	1134.0	4.2	7.68	10.2	0.68	41 <sup>st</sup>
2015	1186.0*	4.6	8.03	4.5	0.68	40 <sup>th</sup>

Source: UN World Tourism Organization and Bureau of Immigration, India

\*Provisional

Table 3.1.3 provides the name of countries with tourist arrivals and ranks which are above India in terms of tourist arrivals during 2013, 2014 and 2015. Among top 10 countries in respect of tourist arrivals in 2015, 8 countries maintained their respective ranks in 2015 also. Some countries like Mexico, Russian Fed, Thailand, Austria, Japan, Canada, Poland, Netherlands, Hungary, Croatia, Singapore, Czech Rep, Taiwan, Indonesia, Portugal, Ireland, Switzerland and Belgium have marginally improved their ranks in international tourist arrivals, during 2015 as compared to 2014. However, countries like Hong kong (China), Malaysia, Greece, Saudi Arabia, Macao (China), Ukraine, Morocco, Egypt, South Africa and Korea of republic have shown decline in their ranks during 2015 as compared to 2014.

All other countries like France, United States, Spain, China (Main), Italy, Turkey, Germany, United Kingdom, Greece, Czech Rep. and Sweden retained the same ranks in 2015 as compared to 2014.

**TABLE 3.1.3**  
**COUNTRIES ABOVE INDIA IN TERMS OF TOURIST ARRIVALS, 2013-2015**

(Tourist Arrivals in Million)

2013			2014			2015*		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
1	France	83.6	1	France	83.7	1	France	84.5
2	United States	70.0	2	United States	75.0	2	United States	77.5
3	Spain	60.7	3	Spain	64.9	3	Spain	68.2
4	China (Main)	55.7	4	China (Main)	55.6	4	China (Main)	56.9



2013			2014			2015*		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
5	Italy	47.7	5	Italy	48.6	5	Italy	50.7
6	Turkey	37.8	6	Turkey	39.8	6	Turkey	39.5
7	Germany	31.5	7	Germany	33.0	7	Germany	35.0
8	United Kingdom	31.1	8	United Kingdom	32.6	8	United Kingdom	34.4
9	Russian Fed	28.4	9	Russian Fed	29.8	9	Mexico	32.1
10	Thailand	26.5	10	Mexico	29.3	10	Russian Fed	31.3
11	Hongkong (China)	25.7	11	Hongkong (China)	27.8	11	Thailand	29.9
12	Malaysia	25.7	12	Malaysia	27.4	12	Austria	26.7
13	Austria	24.8	13	Austria	25.3	13	Hongkong (China)	26.7
14	Ukraine	24.7	14	Thailand	24.8	14	Malaysia	25.7
15	Mexico	24.2	15	Greece	23.6	15	Greece	23.6
16	Greece	17.9	16	Saudi Arabia	18.3	16	Japan	19.7
17	Canada	16.1	17	Canada	16.5	17	Saudi Arabia	18.0
18	Saudi Arabia	15.8	18	Poland	16.0	18	Canada	18.0
19	Poland	15.8	19	Macao (China)	14.6	19	Poland	16.7
20	Macao (China)	14.3	20	Korea, of Rep.	14.2	20	Netherlands	15.0
21	Netherlands	12.8	21	Netherlands	13.9	21	Hungary	14.3
22	Korea, of Rep	12.2	22	Japan	13.4	22	Macao (China)	14.3
23	Singapore	11.9	23	Ukraine	12.7	23	Korea, of Rep	13.2
24	Sweden	11.1	24	Hungary	12.1	24	Croatia	12.7
25	Croatia	10.9	25	Singapore	11.9	25	Ukraine	12.4
26	Hungary	10.7	26	Croatia	11.6	26	Singapore	12.1
27	Japan	10.4	27	Czech Rep	10.6	27	Czech Rep	11.1
28	Czech Rep	10.3	28	Sweden	10.5	28	Sweden	10.5
29	Morocco	10.0	29	Morocco	10.3	29	Taiwan	10.4
30	UAE	10.0	30	Denmark	10.3	30	Indonesia	10.4
31	South Africa	9.5	31	UAE	10.0	31	Denmark	10.3

2013			2014			2015*		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
32	Egypt	9.2	32	Taiwan	9.9	32	Morocco	10.2
33	Switzerland	9.0	33	Egypt	9.6	33	Portugal	10.1
34	Indonesia	8.8	34	South Africa	9.5	34	UAE	10.0
35	Denmark	8.6	35	Indonesia	9.4	35	Ireland	9.5
36	Portugal	8.3	36	Portugal	9.3	36	Switzerland	9.3
37	Ireland	8.3	37	Switzerland	9.2	37	Egypt	9.1
38	Taiwan	8.0	38	Ireland	8.8	38	South Africa	8.9
39	Belgium	7.7	39	Vietnam	8.0	39	Belgium	8.4
40	Vietnam	7.6	40	Belgium	7.9	40	<b>India</b>	<b>8.0</b>
41	<b>India</b>	<b>7.0</b>	41	<b>India</b>	<b>7.7</b>			

NA: Not Available Source: UNWTO Barometer September 2016.

\*: Provisional

### 3.2 OUTBOUND TOURISM

Table 3.2.1 gives the summary of number of outbound departures and the percentage shares of India in outbound departures of some countries of the world for the year 2013 and 2014. The corresponding figures for 2015 are not yet available. As regards the share of India in the outbound tourist traffic of the countries presented in this table, it was high for the countries, namely Sri Lanka (23.0%), Tajikistan (11.2%) and Mauritius (10.9%). Other countries for which India has a share of more than 1% in the outbound tourist traffic in 2014 were Seychelles (3.9%), Australia (2.6%), Oman (2.6%), New Zealand (1.9%), Thailand (1.9%), Singapore (1.7%), USA (1.6%), UK (1.4%), Japan (1.3%) Belarus (1.3%) and South Africa (1.1%) and Israel (1.0%). Countries like France, Canada, Russian Fed, Germany, Rep.of Korea, Italy, Netherland, Saudi Arabia, Switzerland, Sweden etc have registered a significant growth in the number of their outbound departures in 2014 over 2013 but India's share in them has not been very significant.

**TABLE 3.2.1**  
**NUMBER OF OUTBOUND DEPARTURES OF SOME SELECTED COUNTRIES**  
**OF THE WORLD AND PERCENTAGE SHARE OF INDIA, 2013 & 2014**

S.No.	Country	Outbound Departures to India ie FTAs in India (in thousand)			No. of Outbound Departures (in thousand)			India's % Share in Outbound Departures	
		2013	2014	% Growth (2014/13)	2013	2014	% Growth (2014/13)	2013	2014
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
1	USA	1085	1119	3.1	61874	68303	10.39	1.8	1.6
2	UK	809	839	3.6	57792	60082	3.96	1.4	1.4
3	Sri Lanka	262	302	15.0	1262	1311	3.88	20.8	23.0
4	Russian Fed	259	270	4.1	54069	45889	-15.13	05	0.6
5	Canada	255	268	5.2	32971	33518	1.66	0.8	0.8
6	France	248	246	-0.9	26243	28180	7.38	0.9	0.9
7	Australia	219	240	9.5	8768	9114	3.95	2.5	2.6
8	Germany	252	239	-5.1	87459	83008	-5.09	0.3	0.3
9	Japan	220	220	-0.3	17473	16903	-3.26	1.3	1.3
10	China	175	181	3.6	98185	116590	18.75	0.2	0.2
11	Singapore	143	151	5.4	8647	8903	2.96	1.7	1.7
12	Nepal	114	126	11.1	983	0	-100.00	11.6	NA
13	Thailand	117	121	3.6	5970	6444	7.94	2.0	1.9
14	Korea Rep	113	107	-5.1	14846	16081	8.32	0.8	0.7
15	Italy	94	92	-2.5	27798	28460	2.38	0.3	0.3
16	Oman	62	89	42.2	3103	3358	8.22	2.0	2.6
17	Netherlands	70	68	-2.6	18094	17928	-0.92	0.4	0.4
18	Spain	62	66	7.1	11246	11783	4.78	0.6	0.6
19	Maldives	45	65	43.7	NA	NA	NA	NA	NA
20	South Africa	58	56	-3.1	NA	NA	NA	NA	NA
21	Saudi Arabia	43	55	29.4	19154	19824	3.50	0.2	0.3
22	Israel	49	49	1.2	4757	5181	8.91	1.0	1.0
23	Switzerland	49	46	-6.2	12403	12518	0.93	0.4	0.4
24	Sweden	49	45	-7.9	15917	0	-100.00	0.3	NA
25	Philippines	42	43	2.4	NA	NA	NA	NA	NA
26	Newzealand	41	43	4.6	2193	2276	3.78	1.9	1.9

S.No.	Country	Outbound Departures to India ie FTAs in India (in thousand)			No. of Outbound Departures (in thousand)			India's % Share in Outbound Departures	
		2013	2014	% Growth (2014/13)	2013	2014	% Growth (2014/13)	2013	2014
27	Portugal	30	36	22.1	1329	0	-100.00	2.3	NA
28	Taiwan	35	36	1.0	11053	11845	7.17	0.3	0.3
29	Indonesia	34	32	-4.5	7973	8770	10.00	0.4	0.4
30	Ireland	27	29	6.6	6579	6676	1.47	0.4	0.4
31	Ukraine	32	29	-8.0	23761	22438	-5.57	0.1	0.1
32	Mauritius	27	28	1.9	250	257	2.80	10.8	10.9
33	Denmark	31	27	-13.2	6977	8528	22.23	0.4	0.3
34	Poland	24	25	6.0	10050	10300	2.49	0.2	0.2
35	Turkey	25	24	-2.9	7526	7982	6.06	0.3	0.3
36	Brazil	19	20	5.5	8983	9048	0.72	0.2	0.2
37	Norway	21	20	-8.3	NA	NA	NA	NA	NA
38	Finland	21	19	-11.5	8562	8731	1.97	0.2	0.2
39	Egypt	15	17	11.0	5782	6180	6.88	0.3	0.3
40	Kazakhstan	15	17	14.0	9931	10230	3.01	0.1	0.2
41	Mexico	13	14	6.9	15911	18261	14.77	0.1	0.1
42	Uzbekistan	12	13	6.6	NA	NA	NA	NA	NA
43	Kuwait	8	11	27.0	NA	NA	NA	NA	NA
44	Czech Rep	10	10	-2.4	5304	0	0.00	0.2	0.0
45	Argentina	10	10	-5.8	6746	6517	-3.39	0.1	0.2
46	Belarus	8	10	20.4	708	741	4.66	1.2	1.3
47	Greece	8	8	4.0	4594	5802	26.30	0.2	0.1
48	Romania	7	8	12.6	11364	12299	8.23	0.1	0.1
49	Jordan	8	8	2.3	1498	1230	-17.89	0.5	0.6
50	Hungary	7	7	3.8	4912	5587	13.74	0.1	0.1
51	Morocco	6	6	0.9	2195	1850	-15.72	0.3	0.3
52	Syria Arab Rep	5	6	14.4	NA	NA	NA	NA	NA
53	Colombia	5	5	4.2	3605	0	-100.00	0.1	NA
54	Chile	5	5	4.2	2999	3169	5.67	0.2	0.2
55	Cambodia	2	5	101.9	872	956	9.63	0.3	0.5
56	Bulgaria	4	4	10.9	3930	4158	5.80	0.1	0.1
57	Uganda	4	4	-3.9	378	511	35.19	1.1	0.7

S.No.	Country	Outbound Departures to India ie FTAs in India (in thousand)			No. of Outbound Departures (in thousand)			India's % Share in Outbound Departures	
		2013	2014	% Growth (2014/13)	2013	2014	% Growth (2014/13)	2013	2014
58	Latvia	3	3	-3.9	1246	1362	9.31	0.2	0.2
59	Lithuania	3	3	-12.9	1764	1389	-21.26	0.2	0.2
60	Croatia	3	3	-1.2	2927	2763	-5.60	0.1	0.1
61	Estonia	3	3	-13.8	1166	1426	22.30	0.3	0.2
62	Zimbabwe	2	3	13.8	757	792	4.62	0.3	0.4
63	Kyrgyzstan	2	2	17.9	1401	1441	2.86	0.2	0.2
64	Seychelles	2	2	13.8	55	59	7.27	3.7	3.9
65	Tajikistan	2	2	43.3	15	19	26.67	11.2	12.7
66	Algeria	2	2	-1.0	2136	2839	32.91	0.1	0.1
67	Peru	2	2	8.9	2364	2442	3030	0.1	0.1
68	Venezuela	2	2	-22.3	1931	1589	-17.71	0.1	0.1
69	Georgia	1	1	-15.2	3220	3106	-3.54	0.0	0.0
70	Uruguay	2	1	-5.2	2281	2396	5.04	0.1	0.1
71	Azerbaijan	1	1	-1.4	4285	4244	-0.96	0.0	0.0
72	Ecuador	1	1	6.0	1138	1278	12.30	0.1	0.1
73	Cyprus	1	1	-0.5	1115	1209	8.43	0.1	0.1
74	Lao PDR	1	1	26.2	2857	3320	16.21	0.0	0.0
75	Costa Rica	1	1	17.0	790	798	1.01	0.1	0.1
76	Iceland	1	1	-26.7	365	400	9.59	0.4	0.3
77	Malta	1	1	4.0	363	391	7.71	0.2	0.2
78	Armenia	1	1	12.8	1083	1198	10.62	0.1	0.1
79	Rep.of Moldova	1	1	-6.6	157	180	14.65	0.4	0.3
80	Panama	1	0	-84.3	619	706	14.05	0.2	0.0
81	Guatemala	1	0	-13.2	834	920	10.31	0.1	0.1
82	Swaziland	1	0	-36.5	1573	1657	5.34	0.1	0.0

Source: For Columns 6 and 7, UNWTO's Compendium of Tourism Statistics 2015 Edition and for Columns 3 and 4, Bureau of Immigration, Govt. of India

### 3.3 INTERNATIONAL TOURISM RECEIPTS

Table 3.3.1 gives the year-wise receipts from international tourism by regions during the years 2013-2015. During the year 2015, Europe accounted for about (35.7%) of the world's total receipts from international tourism followed by Asia & the Pacific region (33.2%), Africa (26.2%), Americas (24.1%), and Middle East (4.3%).

**TABLE 3.3.1**  
**INTERNATIONAL TOURISM RECEIPTS WORLDWIDE AND BY REGIONS,**  
**2013- 2015**

(Receipts in Billion US\$)

<b>Region</b>	<b>2013</b>	<b>2014</b>	<b>2015*</b>
<b>World</b>			
Receipts	1199	1309	1260
% Annual Change	7.3	9.2	-3.7
<b>Africa</b>			
Receipts	35.6	36.1	33.0
% Annual Change	5.9	9.0	-8.6
% Share in World	22.0	22.0	26.2
<b>Americas</b>			
Receipts	264.2	288.0	303.7
% Annual Change	5.9	9.0	5.5
% Share in World	22.0	22.0	24.1
<b>Asia &amp; the Pacific</b>			
Receipts	360.4	420.2	418.6
% Annual Change	9.4	16.6	-0.4
% Share in World	30.1	32.1	33.2
<b>Europe</b>			
Receipts	492.9	513.1	450.1
% Annual Change	8.3	4.1	-12.3
% Share in World	41.1	39.2	35.7
<b>Middle East</b>			
Receipts	45.8	51.6	54.4
% Annual Change	-4.0	12.7	5.4
% Share in World	3.8	3.9	4.3
<b>India</b>			
Receipts	18.4	20.2	21.0
% Annual Change	4.0	9.8	4.1
% Share in World	1.53	1.54	1.67

Source: UNWTO World Tourism Barometer September 2016

The international tourism receipts worldwide and India's share in them during the years 1999-2015 are given in Table 3.3.2. The share of India in the world tourism receipts has remained between 0.66% and 0.73% during 1999-2000. However, it has been increasing steadily since 2002 and has reached 1.67% during 2015.

It is clear from Table 3.3.2 that international tourism receipts worldwide, which were hardly US\$ 458.2 billion in 1999, have reached US\$ 1260 billion in 2015, more than double in 15 years time. Whereas, in terms of international tourist arrivals worldwide, the number has grown from 611 million in 1998 to 1186 million tourist arrivals in 2015 only.

**TABLE 3.3.2**  
**INTERNATIONAL TOURISM RECEIPTS AND INDIA'S**  
**SHARE & RANK, 1999-2015**

Year	World Tourism Receipts				Percentage Share of India in world	India's Rank in world
	Receipts (US\$ billion)	Growth Rate	FEE in India (US\$ billion)	Growth Rate		
1999	458.2	3.0	3.01	2.1	0.66	35 <sup>th</sup>
2000	475.3	3.7	3.46	15.0	0.73	36 <sup>th</sup>
2001	463.8	-2.4	3.20	-7.6	0.69	36 <sup>th</sup>
2002	481.9	3.9	3.10	-3.0	0.64	37 <sup>th</sup>
2003	529.3	9.8	4.46	43.8	0.84	37 <sup>th</sup>
2004	633.2	19.6	6.17	38.2	0.97	26 <sup>th</sup>
2005	679.6	7.3	7.49	21.4	1.10	22 <sup>nd</sup>
2006	744.0	9.5	8.63	15.2	1.16	22 <sup>nd</sup>
2007	857.0	15.2	10.73	24.3	1.25	22 <sup>nd</sup>
2008	939.0	9.6	11.83	10.3	1.26	22 <sup>nd</sup>
2009	853.0	-9.2	11.13	-5.9	1.31	20 <sup>th</sup>
2010	931.0	9.1	14.19#	27.5	1.52	18 <sup>th</sup>
2011	1042.0	12.0	16.56#	16.7	1.59	18 <sup>th</sup>
2012	1117.0	7.2	17.74#	6.9	1.58	16 <sup>th</sup>
2013	1199.0	7.3	18.44#	4.0	1.53	16 <sup>th</sup>
2014	1309.0	9.2	20.24#	9.8	1.54	15 <sup>th</sup>
2015	1260.0	-3.7	21.07#	4.0	1.67	14 <sup>th</sup>

# Advance estimates of Ministry of Tourism Source: UNWTO World Tourism Barometer September 2016

India's rank has also witnessed improvement from 35<sup>th</sup> in 1999 to 14<sup>th</sup> in 2015. It is clear from Table 3.3.3 that, in terms of International Tourism Receipts, top 5 positions were occupied by USA, China, Spain, France and UK during the year 2015. During 2014 and 2013 the top 5 countries remained the same.

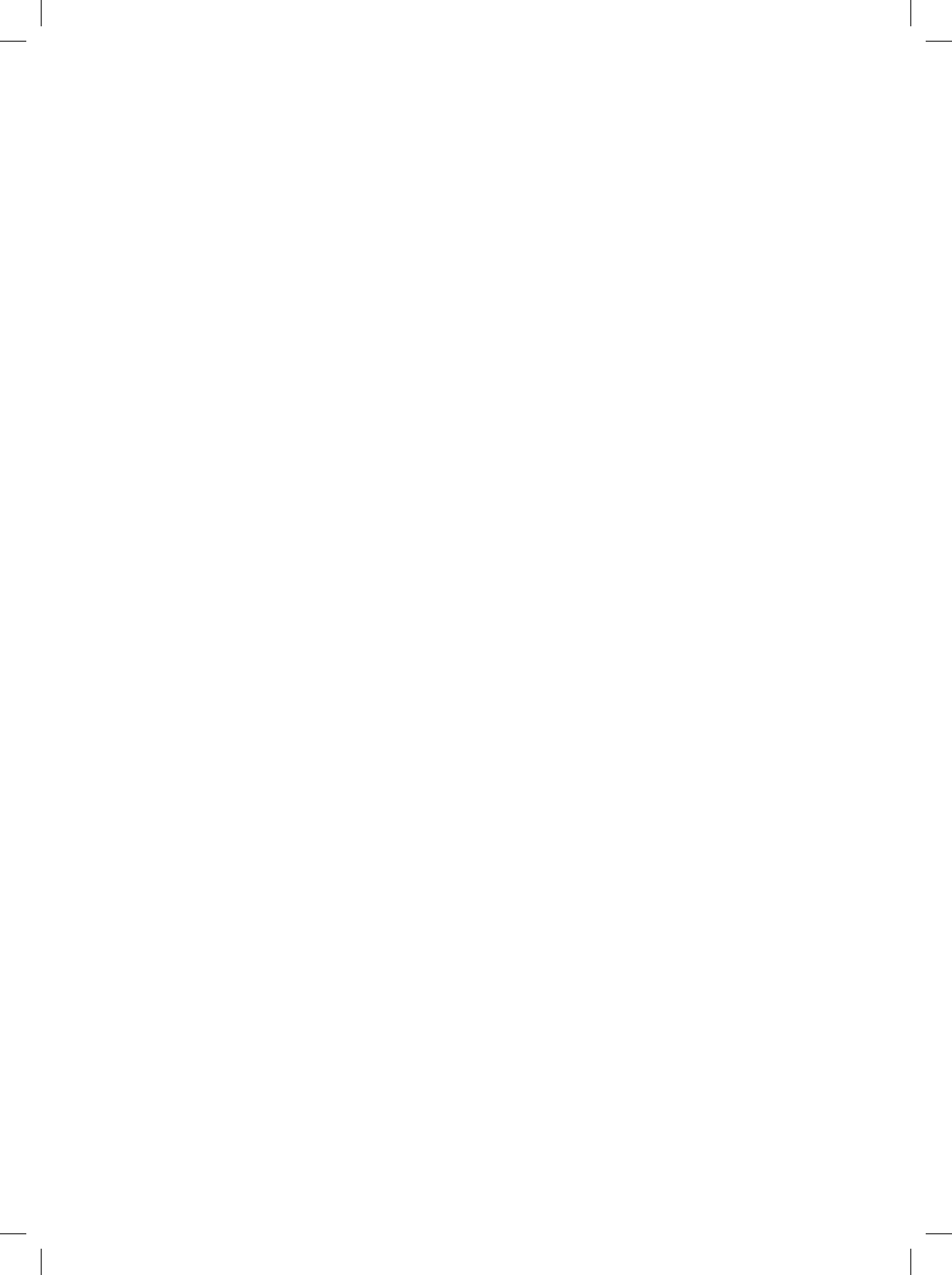
**TABLE 3.3.3**  
**COUNTRIES ABOVE INDIA IN TERMS OF TOURISM RECEIPTS, 2013-2015**

2013			2014			2015		
Rank	Nationality	Tourism Receipts (US\$ billion)	Rank	Nationality	Tourism Receipts (US\$ billion)	Rank	Nationality	Tourism Receipts (US\$ billion)
1	USA	177.5	1	USA	191.3	1	USA	204.5
2	Spain	62.6	2	China	105.4	2	China	114.1
3	France	56.6	3	Spain	65.1	3	Spain	56.5
4	China	51.7	4	France	58.1	4	France	45.9
5	Italy	43.9	5	UK	46.5	5	UK	45.5
6	Macao (China)	43.0	6	Italy	45.5	6	Thailand	44.6
7	Thailand	41.8	7	Germany	13.3	7	Italy	39.4
8	UK	41.6	8	Macao (China)	42.6	8	Germany	36.8
9	Germany	41.3	9	Thailand	38.4	9	Hong Kong (China)	36.2
10	Hong Kong (China)	38.9	10	Hong Kong (China)	38.4	10	Macao (China)	31.3
11	Australia	31.3	11	Australia	31.9	11	Australia	29.3
12	Turkey	28.0	12	Turkey	29.6	12	Turkey	26.6
13	Malaysia	21.5	13	Malaysia	22.6	13	Japan	25.0
14	Austria	20.2	14	Austria	20.8	14	India**	21.0
15	Singapore	19.2	15	India**	20.2	15		
16	India**	18.4						

Source: UNWTO Barometer September 2016

\*\* As per RBI's estimates





# 4

## CHAPTER



Atithidevo Bhava  
Incredible India

OUTBOUND TOURISM-INDIAN NATIONALS'  
DEPARTURES FROM INDIA



## OUTBOUND TOURISM- INDIAN NATIONALS' DEPARTURES FROM INDIA

The number of Indian nationals' departures from India during 1991 was 1.94 million which rose to 20.38 million in 2015 with a compound annual growth rate (CAGR) of 10.29%. The number of Indian nationals' departures from India during 2015 registered a growth of 11.1% over 2014 as compared to 10.3% growth in 2014 over 2013. The figures of Indian nationals' departures for the years 1991 to 2015, along with percentage change over the previous year, are given in Table 4.1.1

**Table 4.1.1**  
**Number of Indian Nationals' departures from India, 1991- 2015**

Year	No. of Indian Nationals' Departures from India	Percentage change over the previous year
1991	1942707	-14.8
1992	2161301	11.3
1993	2733304	26.5
1994	2734830	0.1
1995	3056360	11.8
1996	3463783	13.3
1997	3725820	7.6
1998	3810908	2.3
1999	4114820	8.0
2000	4415513	7.3
2001	4564477	3.4
2002	4940244	8.2
2003	5350896	8.3
2004	6212809	16.1
2005	7184501	15.6
2006	8339614	16.1
2007	9783232	17.3
2008	10867999	11.1
2009	11066072	1.8

Year	No. of Indian Nationals' Departures from India	Percentage change over the previous year
2010	12988001	17.4
2011	13994002	7.7
2012	14924755	6.7
2013	16626316	11.4
2014	18332319	10.3
2015	20376307	11.1

Source: Bureau of Immigration, India

The port-wise number of Indian nationals' departures from India for 2008 to 2015, are given in Table 4.1.2. During 2008 to 2015, top 3 airports for departures of Indian nationals' from India were Mumbai, Delhi and Chennai. During 2015, Mumbai airport registered the highest share (21.96%) followed by Delhi airport (20.08%) and Cochin airport (9.62%). These 3 top airports accounted for 51.66% of the total departures in 2015. During 2014, Mumbai, Delhi and Chennai airports had a percentage share of 22.62%, 20.70% and 9.84% respectively. It can be seen that during 2008 the total share of these 3 airports was 57.30% and the same has been gradually decreasing.

The share of Top 10 ports in overall departures of Indian nationals from India during 2008-2015 has also gradually decreased from 92.29% in 2008 to 89.04% in 2015. This decline may be due to various reasons including introduction of international flights to other airports.

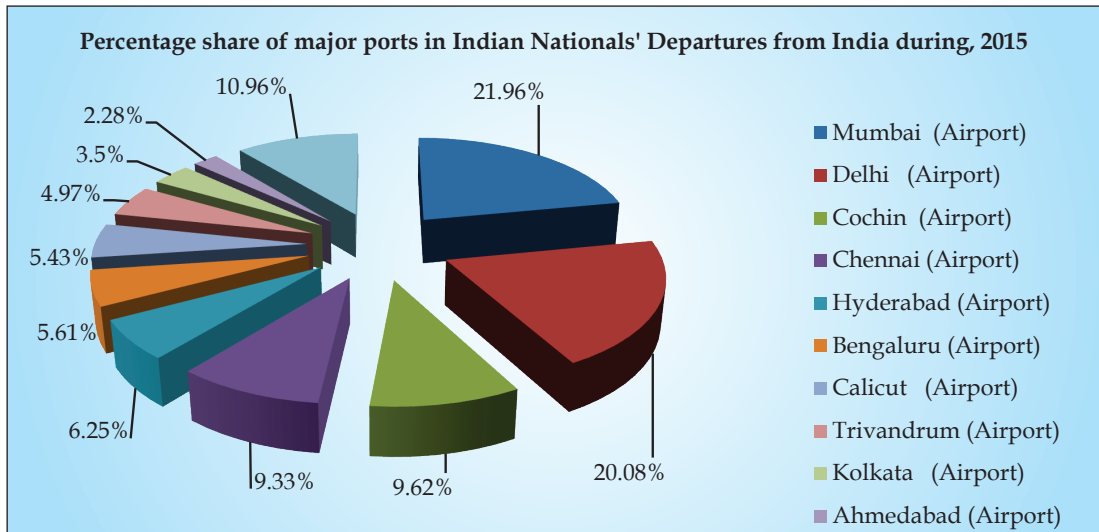
**Table 4.1.2**  
**Port-wise Departures of Indian Nationals' from India, 2008 - 2015**

Port/ Land Check post	Year								
	2008	2009	2010	2011	2012	2013	2014	2015	% Share in 2015
Mumbai (Airport)	2734458	2615702	3031822	3264653	3501739	3734176	4146539	4474820	21.96
Delhi (Airport)	2141600	2117561	2621535	3009762	3226344	3517589	3794923	4092035	20.08
Cochin (Airport)	915278	968375	1022233	1098333	1205315	1390833	1610742	1960220	9.62
Chennai (Airport)	1350418	1312197	1450521	1540106	1620314	1730503	1803368	1900570	9.33

Hyderabad (Airport)	482897	543719	740350	777540	810903	925401	1068658	1274431	6.25
Bengaluru (Airport)	530054	577191	664083	746051	810108	852591	953558	1143585	5.61
Calicut (Airport)	735151	791021	904130	970961	986463	1112297	1178769	1106353	5.43
Trivandrum (Airport)	619856	642011	751861	677998	739698	854564	924216	1013203	4.97
Kolkata (Airport)	294644	307379	411210	453682	502802	562907	591621	712522	3.50
Ahmedabad (Airport)	225479	262734	296778	275981	286707	366102	396930	464927	2.28
Others	838164	928182	1093478	1178935	1234362	1579353	1862995	2233641	10.96
<b>Total</b>	<b>10867999</b>	<b>11066072</b>	<b>12988001</b>	<b>13994002</b>	<b>14924755</b>	<b>16626316</b>	<b>18332319</b>	<b>20376307</b>	<b>100</b>
<b>Top 3</b>	<b>53.29%</b>	<b>51.52%</b>	<b>51.40%</b>	<b>52.69%</b>	<b>53.16%</b>	<b>51.98%</b>	<b>52.11%</b>	<b>51.66%</b>	
<b>Top 10</b>	<b>92.29%</b>	<b>91.61%</b>	<b>91.58%</b>	<b>91.58%</b>	<b>91.73%</b>	<b>90.50%</b>	<b>89.84%</b>	<b>89.04%</b>	

Source: Bureau of Immigration





The month-wise distribution of Indian Nationals' Departures from India during 2013, 2014 and 2015 are given in Table 4.1.3. During 2015, the number of Indian Nationals' Departures was highest in the month of November registering highest growth (14.0%) in November 2015 over November 2014.

**Table 4.1.3**  
**MONTH-WISE NUMBER & PERCENTAGE SHARE OF INDIAN NATIONALS' DEPARTURES FROM INDIA 2013-2015**

Month	Indian Nationals Departures (Nos.)			Growth Rate		Percentage Share		
	2013	2014	2015	2014/13	2015/14	2013	2014	2015
January	1424291	1518285	1719074	6.6	13.2	8.57	8.28	8.44
February	1285813	1328360	1470816	3.3	10.7	7.73	7.25	7.22
March	1287728	1468376	1618062	14.0	10.2	7.75	8.01	7.94
April	1395879	1561150	1766971	11.8	13.2	8.40	8.52	8.67
May	1215906	1744621	1962935	43.5	12.5	7.31	9.52	9.63
June	1320766	1573391	1689730	19.1	7.4	7.94	8.58	8.29
July	1415677	1327984	1503594	-6.2	13.2	8.51	7.24	7.38
August	1593409	1668554	1899718	4.7	13.9	9.58	9.10	9.32
September	1464118	1696722	1787044	15.9	5.3	8.81	9.26	8.77
October	1218333	1490000	1628018	22.3	9.3	7.33	8.13	7.99
November	1438279	1388722	1583300	-3.4	14.0	8.65	7.58	7.77
December	1566117	1566154	1747045	0.0	11.6	9.42	8.54	8.57
<b>Total</b>	<b>16626316</b>	<b>18332319</b>	<b>20376307</b>	<b>10.3</b>	<b>11.1</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>

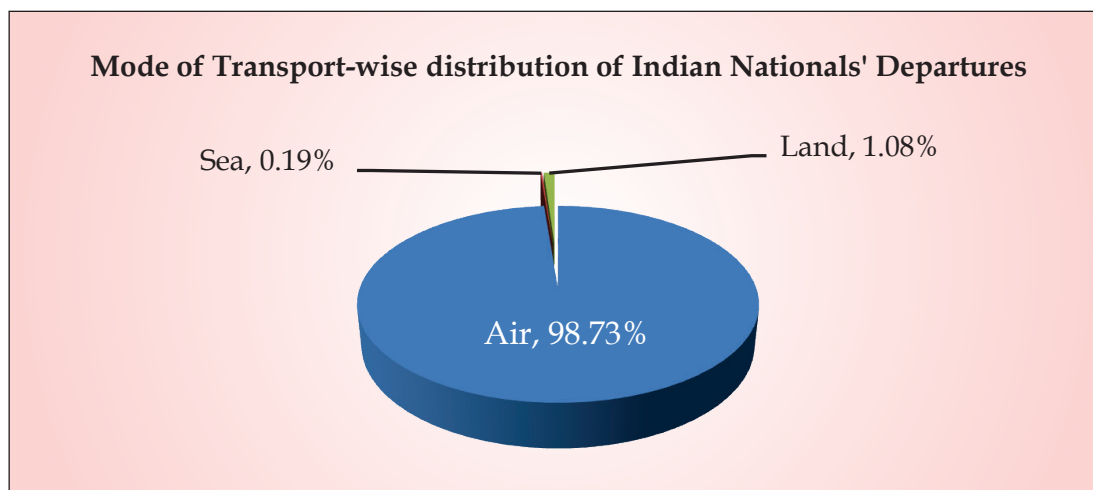
Source: Bureau of Immigration.

The Mode of Transport-wise distribution of Indian Nationals' Departures from India during 2015 is given below:

**Table 4.1.4**  
**Mode wise distribution of Indian Nationals, Departures from India during 2015**

Mode of Transport	Departure	% share
Air Routes	20118205	98.73
Sea Routes	38813	0.19
Land Routes	219289	1.08
<b>Total</b>	<b>20376307</b>	<b>100.00</b>

Source: Bureau of Immigration



As the information about the destination-wise Indian nationals' departures is currently not available from Bureau of Immigration, the same for the last eight years has been taken from UNWTO publications and is presented in Table 4.1.5. Among the countries for which information were available during 2014, the top 5 destination countries for Indian nationals' were Saudi Arabia, Bahrain, Kuwait, USA and Singapore.



**TABLE 4.1.5**  
**DESTINATION-WISE NUMBER OF INDIAN NATIONALS'**  
**DEPARTURES FROM INDIA, 2007-2014**

S. No	Country of Destination	Number of Indian Nationals' Departures from India							
		2007	2008	2009	2010	2011	2012	2013	2014
	<b>North America</b>								
1	Canada	101724	110890	107959	127619	139213	146652	147099	175536
2	USA	567045	598971	549474	650935	663465	724433	859156	962133
	<b>Central &amp; South America</b>								
3	Bahamas	506	605	435	561	398	596	421	422
4	Barbados	3090	963	959	1317	1230	758	965	947
5	Brazil	N.A.	19456	11361	181829	21530	22096	22719	25675
6	Cayman Islands	141	190	171	157	149	161	303	279
7	Colombia	1911	2038	2483	2533	2516	2899	3064	3805
8	Chile	3505	3376	2673	2612	2671	2871	2900	2683
9	Cuba	1898	2730	2551	3614	3574	3480	3870	5116
10	Dominican Rep.	663	754	806	848	964	941	889	668
11	Ecuador	795	1212	1570	2060	3073	3770	3364	7827
12	Guatemala	N.A.	N.A.	1088	4985	3409	1692	1869	N.A.
13	Honduras	198	231	295	304	479	852	544	302
14	Jamaica	1525	904	1232	1127	1330	1375	1567	1983
15	Nicaragua	245	1552	513	1935	1410	562	3446	1719
16	Panama	N.A.	N.A.	N.A.	N.A.	4297	4393	4176	4347
17	Peru	2059	3033	3390	3526	3471	4165	4454	5265
18	Paraguay	345	300	258	177	281	398	390	356
19	Suriname	484	551	454	556	585	504	581	853
20	Trinidad & Tobago	2656	1990	1653	1344	4498	4495	4489	3291
21	Venezuela	845	858	1032	150	809	1471	1660	1652
	<b>Western Europe</b>								
22	Albania	N.A.	N.A.	393	423	514	565	527	685
23	Belgium	33504	53951	34711	40447	42709	41316	44843	54751
24	Finland	18000	32000	23000	25000	N.A.	N.A.	N.A.	N.A.
25	Italy	108941	135517	139094	182552	188408	251361	199253	194829
26	Portugal	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

S. No	Country of Destination	Number of Indian Nationals' Departures from India							
27	Switzerland	132396	132107	136322	165999	200624	217863	212960	217082
28	UK	335892	359237	272754	371000	356000	339400	<b>373000</b>	<b>390000</b>
	<b>Eastern Europe</b>								
29	Armenia	2590	3970	4100	4180	4311	4881	5013	4440
30	Azerbaijan	2110	4236	3721	3755	3715	5048	4791	4853
31	Belarus	229	221	154	73	97	18	18	73
32	Bulgaria	3701	4605	4106	3696	3849	4722	5402	8573
33	Georgia	2355	2712	3674	5653	4578	6833	6195	4679
34	Hungary	8154	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
35	Kazakhstan	9280	9022	N.A.	11904	13778	14716	9929	10725
36	Kyrgyzstan	1277	1038	N.A.	1788	2029	2801	3075	4223
37	Latvia	1017	4329	3737	7147	7790	N.A.	N.A.	N.A.
38	Moldova, Rep. of	21	4	5	2	6	12	13	15
39	Poland	13449	15000	10000	15000	15000	15000	15000	27000
40	Russia	68044	62163	59815	53364	60191	80127	95542	94259
41	Romania	8088	9364	6662	8861	9040	9964	9785	11350
42	Slovakia	1229	1380	1290	1495	2537	2892	4128	3535
43	Tajikistan	N.A.	495	227	254	121	128	119	872
44	Turkmenistan	8	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
45	Ukraine	7370	7262	8183	10152	9254	10264	10332	9274
	<b>Africa</b>								
46	Angola	3768	5262	9517	8831	12741	9231	6923	6464
47	Benin	898	634	212	707	1037	900	1540	2467
48	Botswana	1710	N.A.	N.A.	95	<b>3203</b>	<b>7055</b>	<b>2400</b>	N.A.
49	Egypt	82481	88811	86698	114248	73443	82698	67401	60459
50	Eritrea	2973	395	718	730	577	N.A.	N.A.	N.A.
51	Ethiopia	8895	10560	N.A.	14607	19667	19211	21789	25606
52	Guinea	320	N.A.	N.A.	N.A.	2454	2914	1444	1093
53	Lesotho	304	404	256	285	261	212	259	4619
54	Mali	N.A.	N.A.	N.A.	<b>686</b>	<b>1346</b>	<b>1360</b>	1344	1383
55	Mauritius	42974	43911	39252	49779	53955	55197	57255	61167
56	Morocco	6306	6363	6995	7936	7640	9343	9784	10609
57	Nigeria	49351	54835	57028	57229	202200	181144	89159	101296
58	Rwanda	16721	17111	13085	16178	12347	13966	13622	13008
59	Reunion	418	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

S. No	Country of Destination	Number of Indian Nationals' Departures from India							
60	Seychelles	1110	1241	1616	2671	2380	2546	2381	2731
61	South Africa	57999	59186	70169	71587	90367	106774	112100	85639
62	Swaziland	3449	3252	4339	3970	4103	3972	4613	5031
63	Sierra Leone	N.A.	N.A.	N.A.	1014	1148	2182	2208	854
64	Tanzania, United Republic of	14042	17530	17002	19101	17731	22862	27334	27327
65	Uganda	12408	16236	13022	16747	19419	24849	28647	29620
66	Zambia	12432	13934	12932	21414	22095	15333	17136	21117
67	Zimbabwe	3990	3911	5446	3571	3499	1809	2334	1921
	<b>West Asia</b>								
68	Bahrain	718415	N.A.	N.A.	N.A.	837514	963194	966306	1046996
69	Israel	24091	29413	23058	40109	38481	42992	39025	34642
70	Iraq	N.A.	6031	13876	13860	17949	27530	25726	N.A.
71	Jordan	34610	41962	34061	51461	64971	60913	57784	54129
72	Kuwait	653392	673671	733117	751059	789694	826526	917539	999947
73	Lebanon	8242	10668	13946	16117	15378	13513	12889	12097
74	Oman	153041	156723	162832	169799	198543	N.A.	N.A.	N.A.
75	Syria	11490	14619	20984	31056	30343	N.A.	N.A.	N.A.
76	Saudi Arabia	613347	601922	247075	389116	758234	1075459	1006229	1193412
77	Turkey	45175	55798	55114	63406	73731	90934	95014	119503
78	United Arab Emirates	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
79	Yemen	14667	13867	19608	26112	13251	16407	19896	N.A.
	<b>South Asia</b>								
80	Bangladesh	78568	N.A.	N.A.	N.A.	105522	78119	78975	77177
81	Iran	N.A.	N.A.	22277	23903	34770	54263	70705	75818
82	Maldives	17327	16663	15850	25756	30978	31721	38014	45587
83	Nepal	88284	84073	91994	108077	147037	165139	180974	135343
84	Pakistan	48242	54101	42694	43751	84074	77232	N.A.	N.A.
85	Sri Lanka	106067	85238	83634	126882	171374	176340	208795	242734
	<b>South East Asia</b>								
86	Brunei	3402	3540	2879	4904	4616	5104	6281	6046
87	Cambodia	11454	12467	12461	13542	15240	18999	23610	28529
88	Indonesia	123465	155391	156545	159373	181791	196983	231266	267082
89	Lao Peo. Democratic Rep.	2361	2652	2280	3321	3227	3275	4551	4547

S. No	Country of Destination	Number of Indian Nationals' Departures from India							
90	Malaysia	422452	550738	589838	690849	693056	691271	650989	770108
91	Myanmar	7675	7173	8609	9849	12318	16868	52284	62117
92	Philippines	27341	31135	32817	34581	42844	46395	52206	61152
93	Singapore	748728	778303	725624	828994	868991	894993	933553	943636
94	Thailand	506237	497022	596529	746214	891748	985883	1028414	906428
95	Timor-Leste	202	400	1464	2027	1451	862	738	799
	<b>East Asia</b>								
96	China (Main)	462450	436625	448942	549321	606474	610194	676682	N.A.
97	Hong Kong (China)	317510	350674	366646	530910	498063	414158	434648	516084
98	Japan	67583	67323	58918	66819	59354	68914	75095	87967
99	Macau ( China)	45473	82369	107513	169096	169660	150825	160019	167216
100	Mongolia	784	893	952	940	1478	1340	1519	1307
101	Korea, Republic of	68276	73130	72779	86547	92047	91700	123235	147736
102	Taiwan ( China)	19954	19951	18532	23826	23927	23251	23318	30168
	<b>Australasia</b>								
103	Australia	95214	116001	116110	133710	143960	154740	168800	196630
104	French Polynesia	224	246	289	318	432	460	521	422
105	New Zealand	21853	23860	25336	29486	28262	29856	30976	37392
106	Papua New Guinea	1940	2284	N.A.	2750	4950	5480	5159	3476
107	Tonga	N.A.	N.A.	90	33	31	43	41	44

N.A.: Not Available

Source: Yearbook of Tourism Statistics 2016 Edition, UNWTO



# 5

## CHAPTER



Atithidevo Bhava  
Incredible India

DOMESTIC TOURISM



## DOMESTIC TOURISM

Ministry of Tourism compiles the number of Domestic and Foreign Tourist Visits to different States and Union Territories (UTs) based on the information received from them. The compilation of domestic tourism statistics is undertaken by the Statistical Cells in the Departments of Tourism of State Governments/UT Administrations. These statistics are generally based on the monthly returns collected from hotels and other accommodation establishments.

The Ministry of Tourism in recent years has also commissioned Tourism Surveys in some States/UTs to ascertain the number of tourist visits to these states/UTs. The data obtained from the Tourism Surveys and other administrative sources like Bureau of Immigration have also been appropriately used to estimate domestic and foreign tourist visits to the States/UTs, wherever required.

### 5.1 DOMESTIC AND FOREIGN TOURIST VISITS

Table 5.1.1 presents the statistics on domestic and foreign tourist visits to various States and UTs during the years 1991 to 2015. There has been a continuous increase in domestic tourist visits, with the compound annual growth rate (CAGR) of domestic tourist visits to all States/UTs from 1991 to 2015 being 13.63%. The foreign tourist visits too have been increasing over the years, though there was a decline in the years 1998, 2001, 2002, 2009 and 2012. The foreign tourist visits to all States/UTs during 1991 to 2015 witnessed a CAGR of 8.71%. The year 2015 witnessed a growth of 11.63% in domestic tourist visits over the year 2014. During 2015, the visits by foreign tourists registered a growth of 4.44% over 2014.

**TABLE 5.1.1**  
**DOMESTIC & FOREIGN TOURIST VISITS TO STATES/UTs. 1991 - 2015**

Year	Tourist Visits		Annual Growth Rate	
	Domestic	Foreign	Domestic	Foreign
1991	66670303	3146652	-	-
1992	81455861	3095160	22.2%	-1.6%
1993	105811696	3541727	29.9%	14.4%
1994	127118655	4030216	20.1%	13.8%
1995	136643600	4641279	7.5%	15.2%
1996	140119672	5030342	2.5%	8.4%



Year	Tourist Visits		Annual Growth Rate	
	Domestic	Foreign	Domestic	Foreign
1997	159877208	5500419	14.1%	9.3%
1998	168196000	5539704	5.2%	-0.7%
1999	190671034	5832015	13.4%	5.3%
2000	220106911	5893542	15.4%	1.1%
2001	236469599	5436261	7.4%	-7.8%
2002	269598028	5157518	14.0%	-5.1%
2003	309038335	6708479	14.6%	30.1%
2004	366267522	8360278	18.5%	24.6%
2005	392044495	9949671	7.0%	19.0%
2006	462439634	11747937	18.0%	18.1%
2007	526700493	13267612	13.9%	12.9%
2008	563034107	14380633	6.9%	8.4%
2009	668800482	14372300	18.8%	-0.1%
2010	747703380	17910178	11.8%	24.6%
2011	864532718	19497126	15.6%	8.9%
2012	1045047536	18263074	20.9%	-6.3%
2013	1142529465	19951026	9.3%	9.2%
2014	1282801629	22334031	12.92%	13.12%
2015	1431973794	23326163	11.6%	4.4%

From the following graph, it is apparent that numbers of domestic tourist visits to States/UTs during last 12 years have been also registering an increasing trend.

From the following graph, it emerges out that numbers of foreign tourist visits to States/UTs during last 12 years have been registering an increasing trend, except for marginal decline in foreign tourist visits in the years 2009 and 2012.

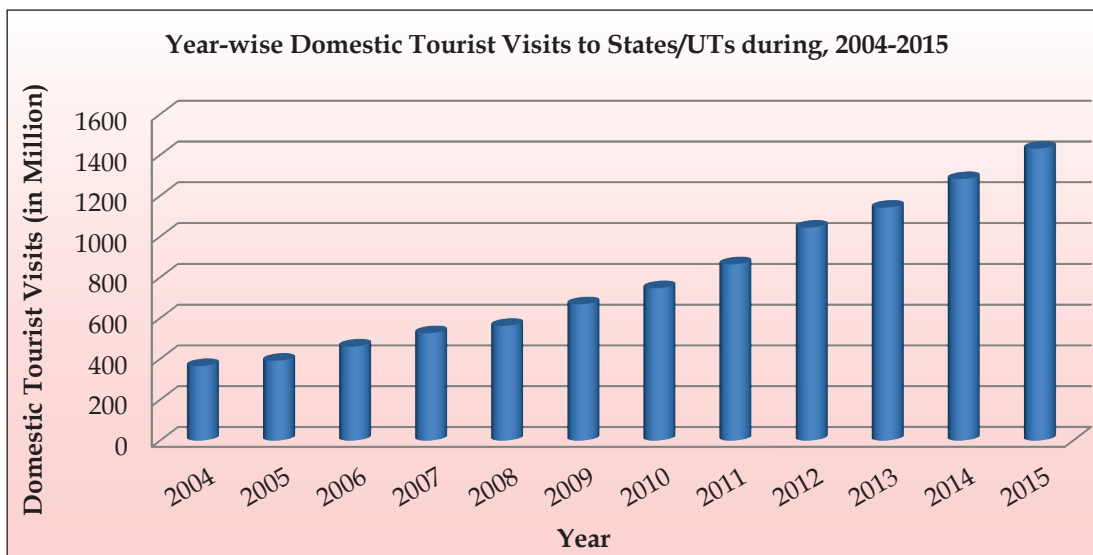
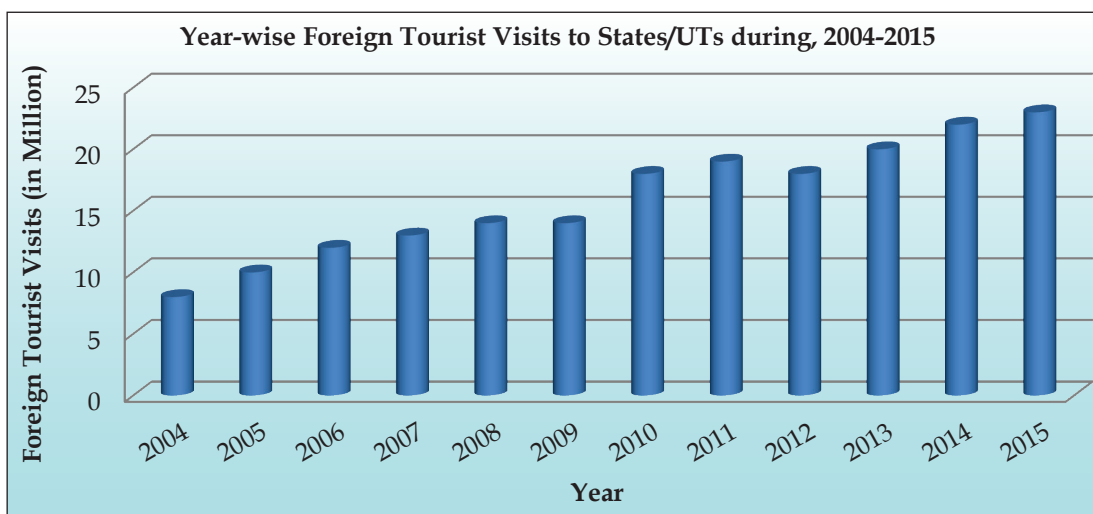


Table 5.1.2 gives the number of domestic and foreign tourist visits to different States/UTs during the years 2014 and 2015. It may be seen from this Table that most of the States/UTs have generally undergone increase in the number of domestic and



foreign tourist visits, during 2015. The States/UTs which recorded decline in domestic tourist visits in 2015 over 2014 were Chhatisgarh, Dadra & Nagar Haveli, Daman Diu, Haryana, Jharkhand, Jammu & Kashmir, and Mizoram. The States/UTs which experienced decline in foreign tourist visits during 2015 over 2014 were Andaman & Nicobar Island, Chhatisgarh, Dadra & Nagar Haveli, Haryana, Jammu & Kashmir, Meghalaya, Mizoram, Odisha, Punjab, Rajasthan and Sikkim.

**TABLE 5.1.2**  
**STATE/UT-WISE DOMESTIC AND FOREIGN TOURIST VISITS, 2014-2015**

S. No.	State/ UT	2014		2015		Growth Rate	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar Islands	285146	17235	296684	14674	4.05	-14.86
2	Andhra Pradesh	93306974	66333	121591054	237854	30.31	258.58
3	Arunachal Pradesh	335974	5204	352067	5705	4.79	9.63
4	Assam	4826702	21537	5491845	24720	13.78	14.78
5	Bihar	22544377	829508	28029118	923737	24.33	11.36
6	Chandigarh	1061419	28365	1073842	29538	1.17	4.14
7	Chhattisgarh	244884465	7777	18327841	6394	-25.16	-17.78
8	Dadra & Nagar Haveli	579638	1799	527782	1797	-8.95	-0.11
9	Daman & Diu	795167	4620	790911	5858	-0.54	26.80
10	Delhi *	22626859	2319046	25258051	2379169	11.63	2.59
11	Goa	3544634	513592	4756422	541480	34.19	5.43
12	Gujarat	30912043	235524	36288463	284973	17.39	21.00
13	Haryana	7467064	314757	7395496	303118	-0.96	-3.70
14	Himachal Pradesh	15924701	389699	17125045	406108	7.54	4.21
15	Jharkhand	33427144	154731	33079530	167785	-1.04	8.44
16	Jammu & Kashmir	9438544	86477	9145016	58568	-3.11	-32.27
17	Karnataka	118283220	561870	119863942	636502	1.34	13.28
18	Kerala	11695411	923366	12465571	977479	6.59	5.86
19	Lakshadweep	7315	514	17241	1173	135.69	128.21
20	Madhya Pradesh	63614525	316195	77975738	421365	22.58	33.26
21	Maharashtra*#	92632097	4389098	103403934	4408916	11.63	0.45
22	Manipur	115499	2769	146169	3260	26.55	17.73
23	Meghalaya	716469	8664	751165	8027	4.84	-7.35
24	Mizoram	68203	921	66605	798	-2.34	-13.36
25	Nagaland	58507	2585	64616	2769	10.44	7.12
26	Odisha	10790622	71426	11786117	66971	9.23	-6.24

S. No.	State/ UT	2014		2015		Growth Rate	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
27	Puducherry	1188093	83291	1297192	106153	9.18	27.45
28	Punjab	24271302	255449	25796361	242367	6.28	-5.12
29	Rajasthan	33076491	1525574	35187573	1475311	6.38	-3.29
30	Sikkim	562418	49175	705023	38479	25.36	-21.75
31	Tamil Nadu	327555233	4657630	333459047	4684707	1.80	0.58
32	Telangana	72399113	75171	94516316	126078	30.55	67.72
33	Tripura	361247	26688	363172	34886	0.53	30.72
34	Uttar Pradesh	182820108	2909735	204888457	3104062	12.07	6.68
35	Uttarakhand	21991315	101966	29496938	105882	34.13	3.84
36	West Bengal	49029590	1375740	70193450	1489500	43.17	8.27
	<b>Total</b>	<b>1282801629</b>	<b>22334031</b>	<b>1431973794</b>	<b>23326163</b>	<b>11.63</b>	<b>4.44</b>

Source: State/ Union Territory Tourism Departments.

\* DTVs: Estimated using all India Growth rate and FTVs: FTA data of Delhi Port

# DTVs: Estimates using all India Growth rate & FTVs: Estimated using growth of FTAs at Mumbai & Pune airports.

Table 5.1.3 provides the percentage shares and ranks of various States/UTs in domestic and foreign tourist visits during 2015. The top 5 States in domestic tourist visits in 2015 were Tamil Nadu (333.4 million), Uttar Pradesh (204.9 million), Andhra Pradesh (121.6 million), Karnataka (119.9 million) and Maharashtra (103.4 million) with their respective shares being 23.3%, 14.3%, 8.5%, 8.4% and 7.2%. These 5 States accounted for about 61.7% of the total domestic tourist visits in the country. In respect of foreign tourist visits in 2015, the top 5 States/UTs were Tamil Nadu (4.68 million), Maharashtra (4.40 million), Uttar Pradesh (3.10 million), Delhi (2.38 million) and West Bengal (1.49 million) with their respective shares being 20.1%, 18.9%, 13.3%, 10.2% and 6.4%. These 5 States/UTs accounted for about 68.9% of the total foreign tourist visits to the States/UTs in the country.

**TABLE: 5.1.3**  
**PERCENTAGE SHARES AND RANK OF DIFFERENT STATES / UTs IN**  
**DOMESTIC AND FOREIGN TOURIST VISITS, DURING, 2015**

S. No.	State/ UT	2015		Percentage Share		Rank 2015	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar Islands	296684	14674	0.02	0.06	32	27
2	Andhra Pradesh	121591054	237854	8.49	1.02	3	16
3	Arunachal Pradesh	352067	5705	0.02	0.02	31	31
4	Assam	5491845	24720	0.38	0.11	22	26
5	Bihar	28029118	923737	1.96	3.96	13	8
6	Chandigarh	1073842	29538	0.07	0.13	25	25
7	Chhattisgarh	18327841	6394	1.28	0.03	16	29
8	Dadra & Nagar Haveli	527782	1797	0.04	0.01	29	34
9	Daman & Diu	790711	5858	0.06	0.03	26	30
10	Delhi *	25258051	2379169	1.76	10.20	15	4
11	Goa	4756422	541480	0.33	2.32	23	10
12	Gujarat	36288463	284973	2.53	1.22	9	14
13	Haryana	7395496	303118	0.52	1.30	21	13
14	Himachal Pradesh	17125045	406108	1.20	1.74	17	12
15	Jharkhand	33079530	167785	2.31	0.72	11	17
16	Jammu & Kashmir	9145016	58568	0.64	0.25	20	22
17	Karnataka	119863942	636502	8.37	2.73	4	9
18	Kerala	12465571	977479	0.87	4.19	18	7
19	Lakshadweep	17241	1173	0.00	0.01	36	35
20	Madhya Pradesh	77975738	421365	5.45	1.81	7	11
21	Maharashtra*#	103403934	4408916	7.22	18.90	5	2
22	Manipur	146169	3260	0.01	0.01	33	32
23	Meghalaya	751165	8027	0.05	0.03	27	28
24	Mizoram	66605	798	0.00	0.00	34	36
25	Nagaland	64616	2769	0.00	0.01	35	33
26	Odisha	11786117	66971	0.82	0.29	19	21
27	Puducherry	1297192	106153	0.09	0.46	24	19

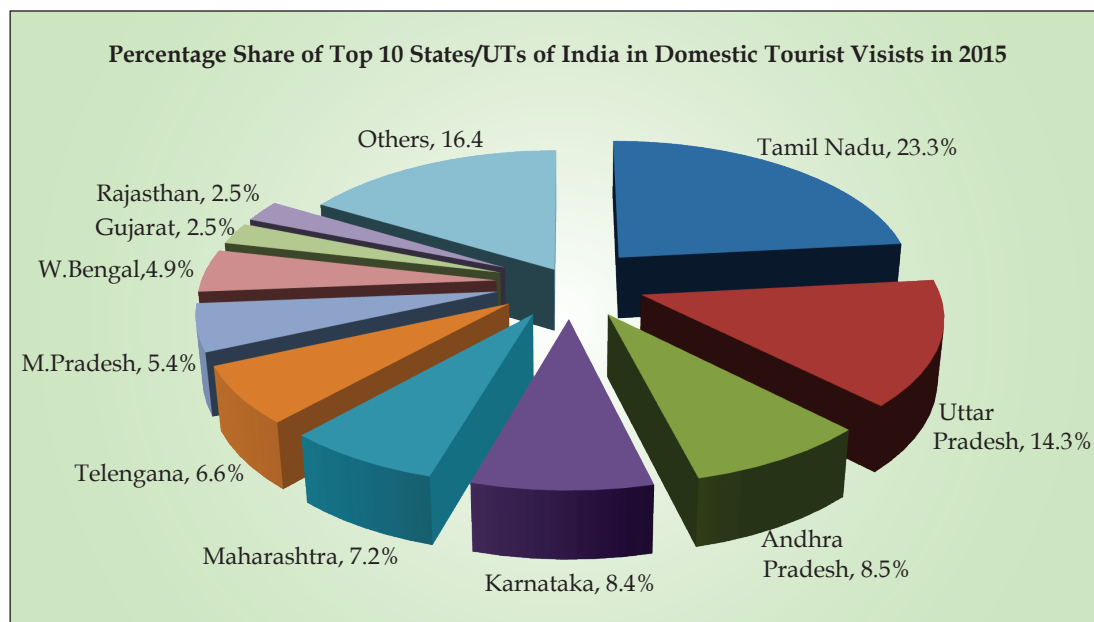
28	Punjab	25796361	242367	1.80	1.04	14	15
29	Rajasthan	35187573	1475311	2.46	6.32	10	6
30	Sikkim	705023	38479	0.05	0.16	28	23
31	Tamil Nadu	333459047	4684707	23.29	20.08	1	1
32	Telangana	94516316	126078	6.60	0.54	6	18
33	Tripura	363172	34886	0.03	0.15	30	24
34	Uttar Pradesh	204888457	3104062	14.31	13.31	2	3
35	Uttarakhand	29496938	105882	2.06	0.45	12	20
36	West Bengal	70193450	1489500	4.90	6.39	8	5
	<b>Total</b>	<b>1431973794</b>	<b>23326163</b>	<b>100.00</b>	<b>100.00</b>		

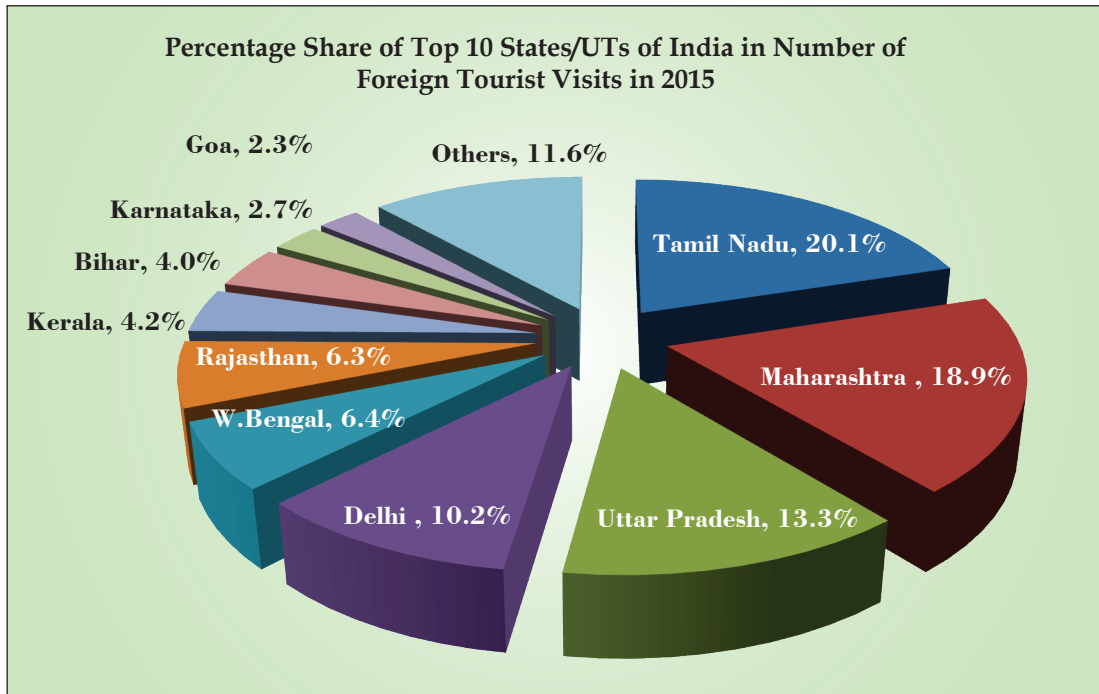
Source: State/Union Territory Tourism Departments.

\* DTVs: Estimated using all India Growth rate and FTVs: FTA data of Delhi Port

# DTVs: Estimates using all India Growth rate and FTVs: Estimated using growth of FTAs at Mumbai & Pune airports.

The following graphs show the percentage share of top 10 States/UTs in terms of domestic tourist visits and foreign tourist visits in 2015





## 5.2. VISITORS TO CENTRALLY PROTECTED TICKETED MONUMENTS

Any monument or site which is 100 years old, and is considered to be of national importance, is called an Archaeological Survey of India (ASI) Protected Monument or Site. Such monuments/sites are also commonly referred to as Centrally Protected Monuments/Sites. The statistics on number of visitors to monuments are maintained by the office of the Director General, ASI based on the records of number of tickets sold at the monuments to both Indian and foreign nationals.

For the purpose of conservation of monuments, the country has been divided into 24 ASI Circles, each under the jurisdiction of a Superintending Archaeologist. The headquarters office of ASI consolidates the visitors statistics received from different circles and provides the same to Ministry of Tourism. Table 5.2.1 gives the number of domestic and foreign visitors to all centrally protected ticketed monuments for the years from 1996 to 2015. Though there was a decline of 6.2% in foreign visitors to centrally protected ticketed monuments during 2015 over 2014 the domestic visitors to centrally protected ticketed monuments registered a positive growth of 12.2% during 2015 over 2014.

**TABLE 5.2.1**  
**VISITORS TO CENTRALLY PROTECTED TICKETED**  
**MONUMENTS, 1996-2015**

Year	No. of Centrally Protected Ticketed ASI Monuments	Number of Visitors			Annual Growth Rate		
		Domestic	Foreign	Total	Domestic	Foreign	Total
1996	68	N.A	N.A	10956764	-	-	-
1997	68	N.A	N.A	15767820	-	-	43.9%
1998	68	N.A	N.A	13317242	-	-	-15.5%
1999	68	N.A	N.A	20502547	-	-	54.0%
2000	126	N.A	N.A	19539127	-	-	-4.7%
2001	126	N.A	N.A	20364901	-	-	4.2%
2002	126	17333055	837012	18170067	-	-	-10.8%
2003	126	19551820	1216615	20768435	12.8%	45.4%	14.3%
2004	116	20356940	1788753	22145693	4.1%	47.0%	6.6%
2005	116	21035864	2122436	23158300	3.3%	18.7%	4.6%
2006	116	23815252	2250502	26065754	13.2%	6.0%	12.6%
2007	116	23450419	2614254	26064673	-1.5%	16.2%	0.0%
2008	117	28786608	2679763	31466371	22.8%	2.5%	20.7%
2009	119	30804103	2195382	32999485	7.0%	-18.1%	4.9%
2010	116	35770242	2998175	38768417	16.1%	36.6%	17.5%
2011	116	40534481	2948065	43482546	13.3%	-1.7%	12.2%
2012	116	43259075	3064778	46323853	6.7%	4.0%	6.5%
2013	116	43019998	2995852	46015850	-0.6%	-2.2%	-0.7%
2014	116	45425859	2792272	48218131	5.6%	-6.8%	4.8%
2015	116	50988730	2620228	53608958	12.2%	-6.2%	11.2%

Source: - Archaeological Survey of India (ASI)

The following graphs indicate that the numbers of domestic and foreign tourist visitors to centrally protected ticketed monuments during last 9 years have been consistently increasing except for a decline in domestic visitors during 2007 & 2013 and in foreign visitors during 2009, 2011, 2013, 2014 and 2015 respectively.



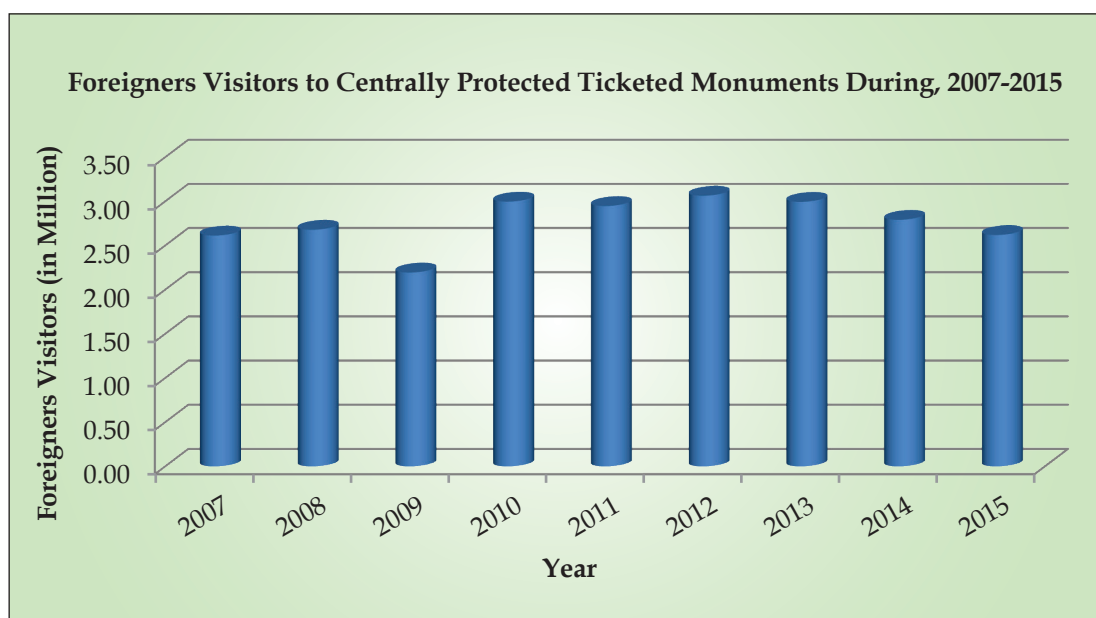


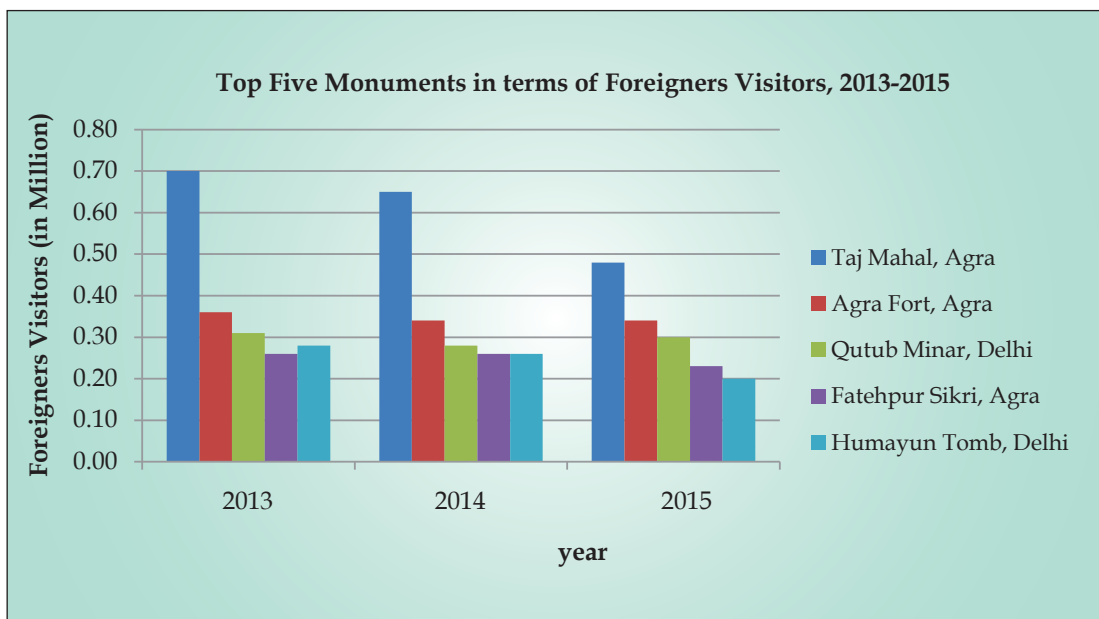
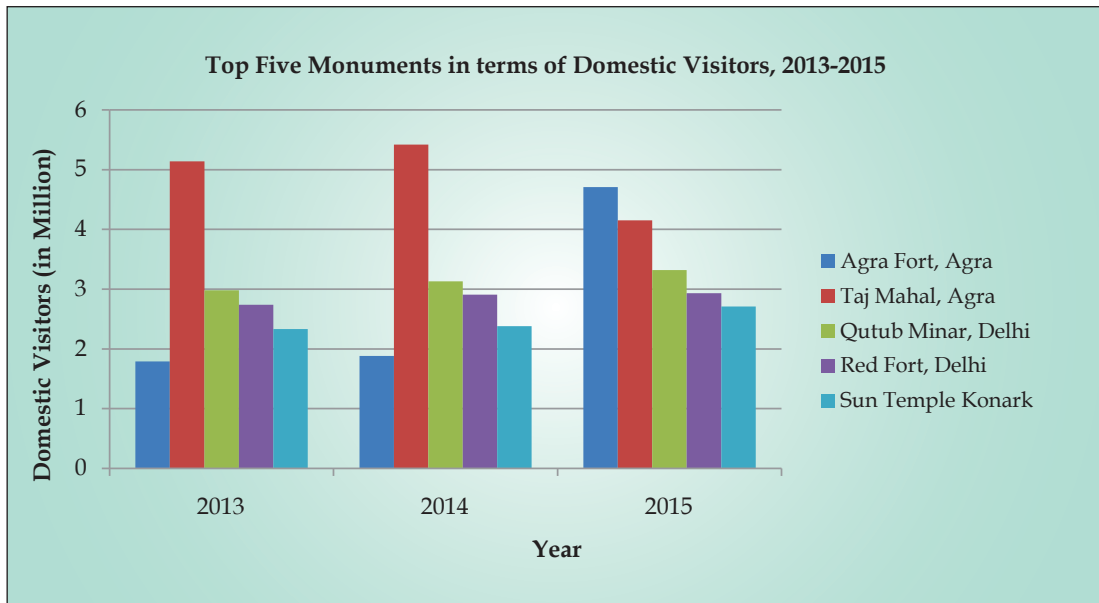
Table 5.2.2 gives the list of 10 most popular monuments, in terms of number of visitors, in 2015. Among all the monuments, Agra Fort, Agra (4.71 million) was the most visited monument in 2015 for domestic tourist visitors followed by Taj Mahal, Agra (4.15 million) and Qutub Minar, Delhi (3.32 million). In respect of foreign tourist visitors Taj Mahal, Agra (0.48 million) was the most visited monument, in 2015, followed by Agra Fort, Agra (0.34 million) and Qutab Minar, Delhi (0.29 million). Cercile-wise/Monuments-wise details are presented in Table 5.2.3.

**TABLE 5.2.2**  
**DOMESTIC AND FOREIGN VISITORS AT 10 MOST POPULAR**  
**CENTRALLY PROTECTED TICKETED ASI MONUMENTS DURING, 2015**

10 Most popular Centrally Protected Ticketed Monuments for Domestic Visitors in 2015				10 Most popular Centrally Protected Ticketed Monuments for Foreign Visitors in 2015			
Rank	Name of Monument	No. of Domestic visitors	Percentage share	Rank	Name of Monument	No. of Foreign visitors	Percentage share
1	Agra Fort, Agra	4713250	9.24	1	Taj Mahal, Agra	480008	18.32
2	Taj Mahal, Agra	4146313	8.13	2	Agra Fort, Agra	343776	13.12
3	Qutub Minar, Delhi	3316095	6.50	3	Qutub Minar, Delhi	297840	11.37
4	Red Fort, Delhi	2930107	5.75	4	Fatehpur Sikri, Agra	229374	8.75
5	Sun Temple, Konark	2709046	5.31	5	Humayun Tomb, Delhi	203501	7.77
6	Purana Qila, Delhi	2010517	3.94	6	Red Fort, Delhi	127426	4.86
7	Golconda, Hyderabad	1646609	3.23	7	Mattancherry Palace Museum, Kochi	112564	4.30
8	Charminar, Hyderabad	1531833	3.00	8	Excavated Remain at Sarnath	89496	3.42
9	Ellora Caves, Aurabgabad	1469348	2.88	9	Itimad -ud Daulah, Agra	68244	2.60
10	Bibi Ka Maqbara, Aurangabad	1396968	2.74	10	Group of Monument, Mamallapuram	66258	2.53
	Others	25118644	49.26		Others	601741	22.97
	<b>Total</b>	<b>50988730</b>	<b>100.0</b>		<b>Total</b>	<b>2620228</b>	<b>100.0</b>

Source: Archaeological Survey of India (ASI)

The following graphs indicate that the top monuments in terms of domestic and foreign tourist visitors to centrally protected ticketed monuments during last 3 years.



**TABLE 5.2.3**  
**NUMBER OF VISITORS TO CENTRALLY PROTECTED TICKETED**  
**MONUMENTS, 2013 - 2015**

S. No	Name of the Monument	2013		2014		2015	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
<b>I</b>	<b>Agra Circle</b>						
1	Taj Mahal	5139640	695702	5423990	648511	4146313	480008
2	Agra Fort	1794737	363823	1880931	343483	4713250	343776
3	Akbar's Tomb, Sikandra	496756	45980	448055	78528	471006	29662
4	FatehpurSikri	489408	255129	525401	231099	585407	229374
5	Itimad-ud-Daula, Agra	142912	68092	156228	66186	141505	68244
6	MehtabBagh, Agra	95266	20174	142161	21795	181651	24924
7	Ram Bagh, Agra	72636	243	72550	231	74568	177
8	Mariyam's Tomb, Agra	47049	316	57594	270	59668	26487
	<b>Total</b>	<b>8278404</b>	<b>1449459</b>	<b>8706910</b>	<b>1390103</b>	<b>10373368</b>	<b>1202652</b>
<b>II</b>	<b>Aurangabad Circle</b>						
9	Ellora Caves	1336367	30749	1353087	28811	1469348	27947
10	Bibi-Ka-Maqbara, Aurangabad	1276206	14536	1357443	14374	1396968	14427
11	Daulatabad Fort	575050	7805	586848	6720	608370	6816
12	Ajanta Caves	389894	25997	371928	24398	412971	23121
13	Pandaulena Caves,Pathardi	202064	1113	218320	967	274316	1092
14	Aurangabad Caves	69196	2045	74606	1928	91564	1902
	<b>Total</b>	<b>3848777</b>	<b>82245</b>	<b>3962232</b>	<b>77198</b>	<b>4253537</b>	<b>75305</b>
<b>III</b>	<b>Mumbai Circle</b>						
15	Shaniwarwada, Pune	708000	7208	892942	7877	911093	8032
16	Elephanta caves, Gharapuri, Mumbai	595229	29461	637829	24521	691057	31444
17	Lenyadri Caves	384679	99	456790	138	495781	124
18	Kanheri Caves, Mumbai (Suburban)	171102	3293	223858	61736	324940	5305
19	Karla Caves, Karla	216338	1896	210289	1894	240871	2046
20	Raigad Fort	170813	315	156701	162	188225	168
21	Aga Khan Palace, Pune	107925	6880	129537	9060	181589	8195
22	Caves, Temples & Inscription, Bhaja	36604	847	42368	739	50421	883
23	Kolaba Fort	53781	115	57436	136	62381	71
24	Old Fort Sholapur	19411	13	27582	7	26520	11
	<b>Total</b>	<b>2463882</b>	<b>50127</b>	<b>2835332</b>	<b>106270</b>	<b>3172878</b>	<b>56279</b>

S. No	Name of the Monument	2013		2014		2015	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
<b>IV</b>	<b>Bengaluru Circle</b>						
25	Daria Daaulat Bagh, Srirangapatnam	933385	25519	950224	23784	955760	23264
26	World Heritage Site, Hampi,	487995	39473	511533	40362	0	0
27	Chitradurga Fort, Chitradurga	378629	911	440877	1067	494336	1166
28	Keshava Temple, Somnathpur	180490	12236	175273	11139	169465	11013
29	Tippu Palace, Bangalore	132423	4974	215357	8192	269938	12013
30	Bellary Fort, Bellary	8806	91	7235	64	8900	25
31	Zananna Enclosure, Vittala Temple	0	0	0	0	564396	38127
	<b>Total</b>	<b>2121728</b>	<b>83204</b>	<b>2300499</b>	<b>84608</b>	<b>2462795</b>	<b>85608</b>
<b>V</b>	<b>Bhopal Circle</b>						
32	Roopmati Pavilion,	324845	2489	407253	2234	408694	2105
33	Royal Palaces, Mandu	304714	3132	386460	2815	393566	2618
34	Gwalior Fort, Gwalior	257003	11054	254938	8764	298557	8742
35	Western Group of Temple, Khajuraho	276434	89511	264572	74706	279467	65034
36	Buddhist Monuments, Sanchi	209942	6321	266955	6183	281939	4949
37	Hoshang Shah's Tomb, Mandu	178943	2865	226364	2484	212727	2332
38	The Palace Situated, Burhanpur	61796	388	59020	444	73211	470
39	Buddhist Caves	22899	32	22925	12	26918	41
40	Bhojshala and Kamal Maula's Mosque	18187	0	17115	0	0	0
	<b>Total</b>	<b>1654763</b>	<b>115792</b>	<b>1905602</b>	<b>97642</b>	<b>1975079</b>	<b>86291</b>
<b>VI</b>	<b>Bhubaneswar Circle</b>						
41	Sun Temple, Konark	2334556	7486	2380698	6567	2709046	6336
42	Udayagiri & Khandagiri Sites	542990	2991	409053	2852	513228	2865
43	Ratnagiri Monument	43575	425	35613	322	43520	506
44	Raja Rani Temple, Bhubaneswar	19746	1207	23302	1256	27688	1237
45	Lalitagiri Monument	25054	305	25690	237	31640	456
	<b>Total</b>	<b>2965921</b>	<b>12414</b>	<b>2874356</b>	<b>11234</b>	<b>3325122</b>	<b>11400</b>

S. No	Name of the Monument	2013		2014		2015	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
<b>VII</b>	<b>Chandigarh Circle</b>						
46	Sheikh Chilli's Tomb Thanesar	87224	76	117299	74	141762	82
47	Suraj Kund, Faridabad	46832	73	46068	83	56908	106
	<b>Total</b>	<b>134056</b>	<b>149</b>	<b>163367</b>	<b>157</b>	<b>198670</b>	<b>188</b>
<b>VIII</b>	<b>Chennai Circle</b>						
48	Group of Monuments, Mamallapuram	1055333	70840	1041382	65189	1048778	66258
49	Gingee Fort, Gingee	166731	4680	153195	3569	124841	2894
50	Front Museum, Thirumayam	44024	1681	48030	1313	51860	1154
51	Rock Cut-Jain Temple, Sittanasal	31801	298	45260	347	35285	213
52	Fort on Rock Dindigul	34908	192	30660	97	29463	169
53	Natural Caven with inscription Eladipattanam, Sittanpattanam	29132	138	42164	143	28275	57
54	Moovarkoil, Kodumbalur	928	20	847	16	1068	41
	<b>Total</b>	<b>1362857</b>	<b>77849</b>	<b>1361538</b>	<b>70674</b>	<b>1319570</b>	<b>70786</b>
<b>IX</b>	<b>Delhi Circle</b>						
55	Qutab Minar	2980710	307043	3129540	276043	3316095	297840
56	Red Fort	2736699	141498	2912960	122477	2930107	127426
57	Humayun's Tomb	593441	276641	700550	256421	800817	203501
58	Purana Quila	847779	8021	1013587	8629	2010517	8581
59	Jantar Mantar	408080	9759	353281	5972	419438	6798
60	Safdarjung Tomb	102262	5913	125903	5477	152111	5293
61	Kotla Feroz Shah	83865	1030	108254	1022	116352	1155
62	Tughlaqabad Fort	56940	1550	71042	1277	93316	1357
63	Khan-I-Khana	17033	278	15967	257	13943	166
64	Sultanghari's Tomb	2627	122	2417	26	3225	255
	<b>Total</b>	<b>7829436</b>	<b>751855</b>	<b>8433501</b>	<b>677601</b>	<b>9855921</b>	<b>652372</b>
<b>X</b>	<b>Dharwad Circle</b>						
65	Gol-Gumbaz, Bijapur	1064265	2978	1083474	2869	1040134	2714
66	Jaina & Vaishna Caves at Badami	463994	7437	479240	7396	518598	7457
67	Group of Monuments (WH), Pattadakal	339319	6266	347252	6104	392334	6008
68	Durga Temple complex, Aihole	232560	5209	247014	5251	276776	5183

S. No	Name of the Monument	2013		2014		2015	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
69	Ibrahim Rouza, Bijapur	237486	2405	207081	2260	220566	2032
70	Temple & Sculpture Shed, Lakkundi	13538	214	14382	309	16319	272
	<b>Total</b>	<b>2351162</b>	<b>24509</b>	<b>2378443</b>	<b>24189</b>	<b>2464727</b>	<b>23666</b>
<b>XI</b>	<b>Guwahati Circle</b>						
71	Karenghar of Ahoms Kings, Sibsagar	159317	479	152893	638	172798	778
72	Ranghar Pavillion, Jaisagar	60982	433	61338	558	100040	714
73	Ahom Raja's Palace, Garhgaon, Distt. Sibsagar	54308	160	57618	133	68541	154
74	Group of four Maidams, Cheraideo Distt. Sibsagar	42054	20	44656	37	42395	25
75	Bishnudol, Joysagar	15212	46	20986	57	17572	36
	<b>Total</b>	<b>331873</b>	<b>1138</b>	<b>337491</b>	<b>1423</b>	<b>401346</b>	<b>1707</b>
<b>XII</b>	<b>Hyderabad Circle</b>						
76	Golconda Fort, Hyderabad	1471232	20805	1623385	20110	1646609	21361
77	Charminar, Hyderabad	1397000	12833	1552154	13405	1531833	13252
78	Warangal Fort, Warangal	126479	410	138279	375	161972	328
79	Raja Mahal & Rani Mahal Chandragiri	79853	97	102392	104	108781	110
80	Reconstructed Monuments at Nagarjunakonda Hilltop	105409	511	112727	733	69645	509
81	Four storied Rock-cut Hindu Temple, Undavalli	58500	402	68077	367	95304	462
82	The Caves and Structural Stupa of Archeological, Guntupally	17924	21	20508	19	20923	99
83	Ruined Buddhist Stupa & Remains Amaravati	15840	257	22039	344	26248	359
	<b>Total</b>	<b>3272237</b>	<b>35336</b>	<b>3639561</b>	<b>35457</b>	<b>3661315</b>	<b>36480</b>
<b>XIII</b>	<b>Jaipur Circle</b>						
84	Chittaurgarh Fort	463008	22395	545106	21465	550235	19944
85	Kumbhalgarh Fort, Distt. Rajmand	215342	18750	263300	16855	323456	15448
86	Deeg Palaces, Deeg Distt. Bharatpur	35471	1049	42914	1245	51271	1896
	<b>Total</b>	<b>713821</b>	<b>42194</b>	<b>851320</b>	<b>39565</b>	<b>924962</b>	<b>37288</b>

S. No	Name of the Monument	2013		2014		2015	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
<b>XIV</b>	<b>Kolkata Circle</b>						
87	Hazarduari Palace Museum Murshidabad	694721	665	742388	705	781142	1528
88	Cooch Behar Palace	384852	106	445411	53	518362	71
89	Bishnupur Group of Temples	159879	527	109020	481	128202	424
	<b>Total</b>	<b>1239452</b>	<b>1298</b>	<b>1296819</b>	<b>1239</b>	<b>1427706</b>	<b>2023</b>
<b>XV</b>	<b>Lucknow Circle</b>						
90	Residency, Lucknow	396972	4039	381268	3261	379067	3525
91	Rani Jhansi Kila, Jhansi	254786	1426	269986	574	271378	566
92	Monument of Sravasti, Sahet-Mahet	153060	14790	184918	18352	178228	16877
93	Rani Jhansi Mahal, Jhansi	14154	37	16859	29	18229	44
94	Kalinjar Fort	0	0	0	0	61526	57
	<b>Total</b>	<b>818972</b>	<b>20292</b>	<b>853031</b>	<b>22216</b>	<b>908428</b>	<b>21069</b>
<b>XVI</b>	<b>Patna Circle</b>						
95	Excavated Remains at Nalanda	481995	23205	500048	25633	581211	22828
96	Excavated Site Sarnath	467538	85991	522484	88173	569869	89496
97	Shershah Suri's Tomb	215190	451	226269	267	303720	222
98	Jaunpur Fort	232626	310	186043	223	266044	270
99	Ancient site of Vaishali Kolhua	122766	9108	127200	8304	148567	7202
100	Remains of Patliputra, Kumrahar, Patna	189435	601	170168	1101	148693	346
101	Excavated Site Vikramshila, Antichak	56707	360	49036	448	57274	538
102	Lord Cornwallis Tomb, Gazipur	32295	9	35941	118	41746	71
103	Observatory Man Singh (Man Singh) Varanasi (U.P)	20240	779	27499	5217	59490	946
	<b>Total</b>	<b>1818792</b>	<b>120814</b>	<b>1844688</b>	<b>129484</b>	<b>2176614</b>	<b>121919</b>
<b>XVII</b>	<b>Raipur Circle</b>						
104	Laxman Temple, Sirpur	64800	60	72601	110	83985	104
	<b>Total</b>	<b>64800</b>	<b>60</b>	<b>72601</b>	<b>110</b>	<b>83985</b>	<b>104</b>
<b>XVIII</b>	<b>Thrissur Circle</b>						
105	Bekal Fort Pallikkare, Distt. Kasargode	309314	1030	316918	998	336974	1014



S. No	Name of the Monument	2013		2014		2015	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
106	Mattancherry Palace Museum Kochi, Distt. Ernakulam	245885	104717	0	0	315252	112564
	<b>Total</b>	<b>555199</b>	<b>105747</b>	<b>316918</b>	<b>998</b>	<b>652226</b>	<b>113578</b>
<b>XIX</b>	<b>Vadodra Circle</b>						
107	Sun Temple Modhera	422148	3557	443673	3150	439624	3192
108	Rani-ki-Vav, Patan	330775	3073	416844	2815	442593	3160
109	Champaner -Pavagadh Archaeological Park	113226	1869	114535	1800	148507	2104
110	Buddhist Caves, Junagadh	86517	1118	76154	1058	79648	1004
111	Ashokan Rock Edict, Junagadh	69578	504	24508	377	0	0
112	Baba Pyare and Khapra Kodiya Caves, Junagarh	1024	60	999	6	1301	15
	<b>Total</b>	<b>1023268</b>	<b>10181</b>	<b>1076713</b>	<b>9206</b>	<b>1111673</b>	<b>9475</b>
<b>XX</b>	<b>Srinagar Circle</b>						
113	Ancient Place at Leh, Distt. leh	15620	7825	29990	9419	0	0
114	Avantiswami Temple Avantipur, Distt. Pulwama	29240	153	35194	196	35061	133
115	Palace Complex at Ram Nagar, Distt. Udhampur	4294	1	4550	0	5722	1
116	Group of Temple at Kiramchi, Distt. Udhampur	4283	0	5113	2	5792	2
117	Leh Palace	0	0	0	0	28599	8323
	<b>Total</b>	<b>53437</b>	<b>7979</b>	<b>74847</b>	<b>9617</b>	<b>75174</b>	<b>8459</b>
<b>XXI</b>	<b>Shimla Mini Circle</b>						
118	Kangra Fort, Kangra	91395	2235	109709	2361	127738	2468
119	Rock Cut Caves, Masrur	25766	975	30381	920	35896	1111
	<b>Total</b>	<b>117161</b>	<b>3210</b>	<b>140090</b>	<b>3281</b>	<b>163634</b>	<b>3579</b>
	<b>Grand Total</b>	<b>43019998</b>	<b>2995852</b>	<b>45425859</b>	<b>2792272</b>	<b>50988730</b>	<b>2620228</b>

Source: Archaeological Survey of India (ASI)

# 6

## CHAPTER



Atithidevo Bhava  
Incredible India

APPROVED HOTELS



## APPROVED HOTELS

### 6.1 APPROVED HOTELS

The Ministry of Tourism has adopted a system of approving and classifying the hotels on the basis of the facilities and services provided by them. The detailed guidelines for approval and classification of hotels in different categories of accommodation establishments are given at **Appendices ( I-V)**

The Ministry of Tourism Launched a web based Public Service Delivery System for approval of hotel projects and classification/re-classification of hotels with a view to bring in transparency in granting approvals for hotel projects and classification status to functioning hotels. The hotel promoters and owners seek voluntary approval from the Ministry of Tourism for their projects and classification from one Star to Five Star Deluxe by submitting applications. These requests are processed for a final decision within 90 days from the date of receipt of applications.

As part of the e-Governance initiatives taken by Hotel & Restaurants Division of the Ministry of Tourism, a delectated web-portal "www.hotelcloud.nic.in" has been initiated since June, 2015 for the project approvals for hotels and also for classification of hotels under the star categories and heritage categories. The portal has been designed keeping in view the guidelines for voluntary scheme of the Ministry of Tourism for Project approvals of hotels and classifications of the hotels. Under this portal the applicant firm/hotel has to apply on-line with all necessary documents as required under these guidelines, to be uploaded. The portal also provides facilities to the applicant to track the application once they file it on-line. The whole procedure is on-line except the inspection of the hotel for physical verification of the facilities in the hotel and the documents submitted by it on-line. Since December, 2015 the fee for classification of the hotel which earlier used to be received by way of Demand Drafts, is also now being received via e-payments only viz Debit Cards, Credit Cards and Net Banking.

The number of approved hotels and rooms vary from year to year as the classification/re-classification of hotels is a voluntary scheme of the Ministry of Tourism. The provisionally revised category-wise details regarding the number of hotels and hotel rooms (classified/re-classified) as on 31.12.2015 are presented below:-

**TABLE 6.1.1**  
**Number of Approved Hotels and Availability of Hotel Rooms in the country,**  
**as on 31<sup>st</sup> December, 2015**

S. N.	Category of Hotels	No. of Hotels (PR)	No. of Rooms (PR)
1.	One Star	26	785
2.	Two Star	68	1922
3.	Three Star	531	22793

4.	Four Star	197	9972
5.	Five Star	125	15230
6.	Five Star Deluxe	127	27775
7.	Apartment Hotels	-	-
8.	Time share Resorts	-	-
9.	Heritage Hotels	30	1065
10.	Unclassified	-	-
11.	Bed & Breakfast Establishment	283	1359
12.	Guist House	7	110
	<b>Total</b>	<b>1394</b>	<b>81011</b>

PR: Provisionally revised

## 6.2 DISTRIBUTION OF HOTELS & HOTEL ROOMS IN DIFFERENT STATES / UTs OF INDIA

Table 6.2.1 provides the number of classified hotels and hotel rooms by categories in different States/Union Territories of the country. It may be seen from this Table that Maharashtra has the maximum (13059) number of hotel rooms followed by Kerala (11114) and Delhi (7340).

**TABLE 6.2.1**  
**Distribution of Hotel Rooms in India As on 31<sup>st</sup> December, 2015**

S. No.	States/UTs	5* Deluxe	5*	4*	3*	2*	1*	Apartment Hotel	Time Share Resorts	Heritage Hotels	Un-Classified	B&B Establishment	Guest House	Total
1	<b>Andhra Pradesh</b>													
	No. of Hotels	1	3	5	15	-	-	-	-	-	-	-	-	24
	No. of Rooms	225	298	501	997	-	-	-	-	-	-	-	-	2021
2	<b>Arunachal Pradesh</b>													
	No. of Hotels	-	-		2	2	-	-	-	-	-	-	-	4
	No. of Rooms	-	-		71	35	-	-	-	-	-	-	-	106
3	<b>Andaman &amp; Nicobar</b>													
	No. of Hotels	-	-	-	-		-	-	-	-	-	-	-	
	No. of Rooms	-	-	-	-		-	-	-	-	-	-	-	
4	<b>Assam</b>													
	No. of Hotels	-	-	2	18	6	-	-	-	-	-	3	-	29
	No. of Rooms	-	-	216	665	146	-	-	-	-	-	12	-	1039
5	<b>Bihar</b>													
	No. of Hotels	-	1	-	3	-	-	-	-	-	-	3	-	7
	No. of Rooms	-	81	-	98	-	-	-	-	-	-	11	-	190
6	<b>Chandigarh</b>													
	No. of Hotels	2		2	2	-	-	-	-	-	-	-	-	6
	No. of Rooms	313		132	191	-	-	-	-	-	-	-	-	636
7	<b>Chhattisgarh</b>													
	No. of Hotels	1	-	-	1	-	-	-	-	-	-	-	-	2
	No. of Rooms	108	-	-	54	-	-	-	-	-	-	-	-	162

S. No.	States/UTs	5* Deluxe	5*	4*	3*	2*	1*	Apartment Hotel	Time Share Resorts	Heritage Hotels	Un-Classified	B&B Establishment	Guest House	Total
8	<b>D.&amp; N. Haveli</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	60	-	-	-	-	-	-	-	-	60
9	<b>Daman &amp; Diu</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	176	-	-	-	-	-	-	-	-	176
10	<b>Delhi</b>													
	No. of Hotels	18	8	5	9	2	-	-	-	-	-	-	-	42
	No. of Rooms	5488	1048	462	303	39	-	-	-	-	-	-	-	7340
11	<b>Goa</b>													
	No. of Hotels	15	10	5	12	1	-	-	-	1	-	-	-	44
	No. of Rooms	2414	759	418	692	10	-	-	-	24	-	-	-	4317
12	<b>Gujarat</b>													
	No. of Hotels	4	17	8	25	1	-	-	-	1	-	1	-	57
	No. of Rooms	615	2185	597	1504	16	-	-	-	22	-	6	-	4945
13	<b>Haryana</b>													
	No. of Hotels	10	3	4	27	-	-	-	-	-	-	97	-	141
	No. of Rooms	2616	599	494	1497	-	-	-	-	-	-	491	-	5697
14	<b>Himachal Pradesh</b>													
	No. of Hotels		1	-	4	1	-	-	-	5	-	56	-	67
	No. of Rooms		59	-	126	15	-	-	-	192	-	277	-	669
15	<b>Jammu &amp; Kashmir</b>													
	No. of Hotels	-	-	-	2	-	-	-	-	-	-	4	-	6
	No. of Rooms	-	-	-	107	-	-	-	-	-	-	20	-	127
16	<b>Jharkhand</b>													
	No. of Hotels	-	-	1	1	-	-	-	-	-	-	1	-	3
	No. of Rooms	-	-	93	37	-	-	-	-	-	-	6	-	136
17	<b>Kerala</b>													
	No. of Hotels	8	26	135	203	20	-	-	-	-	-	-	-	392
	No. of Rooms	1073	2269	3413	3868	491	-	-	-	-	-	-	-	11114
18	<b>Karnataka</b>													
	No. of Hotels	8	8	3	7	-	-	-	-	-	-	7	-	33
	No. of Rooms	2232	1111	316	504	-	-	-	-	-	-	24	-	4187
19	<b>Lakshadweep</b>													
-	No. of Hotels	-	-	-	-	-	-	-	-	-	-	-	-	-
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-
20	<b>Maharashtra</b>													
	No. of Hotels	20	11	13	48	6	1	-	-	-	-	14	4	117
	No. of Rooms	6287	1661	1633	3136	174	54	-	-	-	-	53	61	13059
21	<b>Manipur</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	59	-	-	-	-	-	-	-	-	59
22	<b>Meghalaya</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	51	-	-	-	-	-	-	-	-	51
23	<b>Mizoram</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	45	-	-	-	-	-	-	-	-	45

S. No.	States/UTs	5* Deluxe	5*	4*	3*	2*	1*	Apartment Hotel	Time Share Resorts	Heritage Hotels	Un-Classified	B&B Establishment	Guest House	Total
<b>24</b>	<b>Madhya Pradesh</b>													
	No. of Hotels			4	14	-	-	-	-	1	-	-	-	19
	No. of Rooms			564	382	-	-	-	-	15	-	-	-	961
<b>25</b>	<b>Nagaland</b>													
	No. of Hotels	-	-	-	-	1	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	-	19	-	-	-	-	-	-	-	19
<b>26</b>	<b>Odisha</b>													
	No. of Hotels	3		1	3	-	-	-	-	-	-	3	-	10
	No. of Rooms	263		73	165	-	-	-	-	-	-	12	-	513
<b>27</b>	<b>Puducherry</b>													
	No. of Hotels	-	-	-	4	-	-	-	-	-	-	-	-	4
	No. of Rooms	-	-	-	312	-	-	-	-	-	-	-	-	312
<b>28</b>	<b>Punjab</b>													
	No. of Hotels	2	-	-	8	1	-	-	-	-	-	-	-	11
	No. of Rooms	230	-	-	288	18	-	-	-	-	-	-	-	536
<b>29</b>	<b>Rajasthan</b>													
	No. of Hotels	11	6	-	22	3	-	-	-	21	-	12	-	75
	No. of Rooms	1019	612	-	1369	255	-	-	-	797	-	60	-	4112
<b>30</b>	<b>Sikkim</b>													
	No. of Hotels	1	1	1	7	8	-	-	-	-	-	-	-	18
	No. of Rooms	64	25	30	163	150	-	-	-	-	-	-	-	432
<b>31</b>	<b>Tamil Nadu</b>													
	No. of Hotels	4	12	3	41	11	25	-	-	1	-	8	-	105
	No. of Rooms	965	1661	383	2937	371	731	-	-	15	-	30	-	7093
<b>32</b>	<b>Tripura</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	101	-	-	-	-	-	-	-	-	101
<b>33</b>	<b>Telangana</b>													
	No. of Hotels	5	6	3	15	-	-	-	-	-	-	1	-	30
	No. of Rooms	1480	1083	458	1351	-	-	-	-	-	-	3	-	4375
<b>34</b>	<b>Uttar Pradesh</b>													
	No. of Hotels	8	7	1	16	2	-	-	-	-	-	56	-	90
	No. of Rooms	1127	869	88	741	65	-	-	-	-	-	283	-	3173
<b>35</b>	<b>Uttarakhand</b>													
	No. of Hotels	-	-	-	3	-	-	-	-	-	-	14	-	17
	No. of Rooms	-	-	-	160	-	-	-	-	-	-	64	-	224
<b>36</b>	<b>West Bengal</b>													
	No. of Hotels	6	5	1	14	3	-	-	-	-	-	3	3	35
	No. of Rooms	1256	910	101	583	118	-	-	-	-	-	7	49	3024
	<b>G. Total</b>													
	No. of Hotels	127	125	197	529	68	26	-	-	30	-	283	7	1394
	No. of Rooms	27775	15230	9972	22633	1922	785	-	-	1065	-	1359	110	81011

### 6.3 INDIAN HOTEL INDUSTRY SURVEY, 2014-15

The Federation of Hotel & Restaurant Associations of India (FHRAI) collects information from its members through a questionnaire for its annual Indian Hotel Industry Survey, which is analysed and presented in a report. For the year 2014-15 (April-March), FHRAI received information from 1295 members.

Based on FHRAI's 2014-15 survey, information on various aspects of hotel industry in India like profile of an average hotel, average number of employees per hotel, average percentage of trained employees per hotel and Guest Analysis is presented in **Tables 6.3.1 -6.3.5**

Following are the important highlights of the data presented in these tables:-

- Most of the rooms in all categories of hotels were air-conditioned.
- Average employee per room for all categories of hotels taken together was 1.5. Among the classified categories, **1.1 in 1-Star & 2-Star** and **2.1 in 5-Star Deluxe** category.
- 82.7% of the employees were trained in all categories, highest being 93.4% under **5-Star category** and lowest 72.2% under **1-Star category**.
- UK and USA dominate the overall visitations with a share of 12.4% and 11.0% respectively.
- Share of tourists from UK was the highest in the Heritage Hotel (21.78%) followed by **2-Star** (13.6%), **4 Star** (12.9%) and **5-Star Deluxe (10.7%)** .
- Share of tourists from France and other European countries was the highest in Heritage and 5 Star category hotels.
- Share of domestic guests was 76.3% for all the hotels taken together.
- Leisure tourists constituted about 41.9% of the total guests and the remaining 58.1% were business guests.
- While the average stay of foreign guests was 2.9 days, it was 2.5 days for domestic guests.
- Average stay of business and leisure guests was 2.4 days and 2.1 days, respectively.



**TABLE 6.3.1**  
**TYPICAL ROOM PROFILE OF AN AVERAGE HOTEL BY CATEGORY OF HOTELS, 2014-15**

Composition	Room Category	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Heritage	Other	All-India Average
<b>Number of Responses</b>		<b>60</b>	<b>64</b>	<b>137</b>	<b>474</b>	<b>233</b>	<b>88</b>	<b>55</b>	<b>247</b>	<b>1358</b>
No. of Air-Conditioned Rooms	Rooms	182.4	121.8	86.4	49.0	29.3	17.4	23.5	24.7	51.2
	Suites	18.2	11.0	9.5	4.9	3.0	3.7	7.6	2.9	5.6
No. of Non-Air-Conditioned Rooms	Rooms	0.3	1.4	1.4	3.8	6.8	7.9	2.4	6.0	4.4
	Suite	0.0	0.1	0.2	0.5	0.9	0.4	0.9	1.0	0.7
<b>Total Average rooms</b>		<b>200.9</b>	<b>134.2</b>	<b>97.4</b>	<b>58.2</b>	<b>39.9</b>	<b>29.4</b>	<b>34.3</b>	<b>34.6</b>	<b>61.9</b>

Source: Indian Hotel Industry Survey 2014-2015, FHRAI

**Note:** The number of non-air-conditioned rooms in lower star category hotels appears to be higher, partly because many are located in hill stations where air-conditioning is not provided in hotels.

**TABLE 6.3.2**  
**AVERAGE NUMBER OF TOTAL EMPLOYEES PER HOTEL (PERMANENT/ CONTRACT/FULL TIME/PART TIME), BY CATEGORY OF HOTELS, 2014-15**

Composition		5-Star Deluxe	5 -Star	4-Star	3-Star	2 Star	1 Star	Heritage	Others	All India Average
<b>Number of Responses</b>		<b>57</b>	<b>58</b>	<b>116</b>	<b>428</b>	<b>206</b>	<b>76</b>	<b>47</b>	<b>173</b>	<b>1161</b>
No. of Managers	Male	49.3	26.8	15.7	7.1	2.9	2.5	5.3	2.9	9.3
	Female	12.1	5.3	2.3	0.9	0.4	1.6	0.3	0.3	1.6
No. of Supervisors	Male	60.5	36.9	22.1	9.7	4.6	2.9	9.1	3.8	12.5
	Female	10.3	5.6	2.5	1.3	0.8	0.5	0.5	0.5	1.8
No. of Staff	Male	233.0	143.1	98.1	60.1	30.6	19.8	45.4	26.3	63.0
	Female	31.8	16.9	10.5	7.2	3.6	2.2	2.5	2.9	7.4
<b>Total No. of Employees</b>		<b>397.0</b>	<b>234.5</b>	<b>151.2</b>	<b>86.2</b>	<b>42.9</b>	<b>29.4</b>	<b>63.1</b>	<b>36.8</b>	<b>95.7</b>
<b>Avg. Employees/Room</b>		<b>2.2</b>	<b>1.8</b>	<b>1.8</b>	<b>1.7</b>	<b>1.2</b>	<b>1.1</b>	<b>1.8</b>	<b>1.1</b>	<b>1.5</b>

Source: Indian Hotel Industry Survey 2014-15, FHRAI

**TABLE 6.3.3**  
**AVERAGE PERCENTAGE OF TRAINED EMPLOYEES PER HOTEL BY**  
**CATEGORY OF HOTELS, 2014-15**

Composition	5-Star Deluxe	5-Star	4-Star	3-Star	2-Star	1-Star	Heritage	Others	All India Average
<b>Number of Responses</b>	<b>51</b>	<b>54</b>	<b>107</b>	<b>344</b>	<b>138</b>	<b>49</b>	<b>33</b>	<b>111</b>	<b>887</b>
Managers	99.6	96.7	91.2	88.4	86.7	86.8	90.3	81.3	90.1
Supervisors	97.0	98.9	88.7	85.0	80.3	74.5	94.6	80.0	87.4
Staff	79.1	84.6	75.5	67.0	63.8	55.1	74.3	65.7	70.7
<b>Total Average Trained Employees *</b>	<b>91.9</b>	<b>93.4</b>	<b>85.2</b>	<b>80.1</b>	<b>77.0</b>	<b>72.2</b>	<b>86.4</b>	<b>75.7</b>	<b>82.7</b>
<b>Total Average Un- Trained Employees</b>	<b>8.1</b>	<b>8.6</b>	<b>14.9</b>	<b>19.9</b>	<b>23.0</b>	<b>27.9</b>	<b>13.6</b>	<b>24.3</b>	<b>17.3</b>

Source: Indian Hotel Industry Survey 2014-15, FHRAI

\* Trained Employees includes those with a minimum one-year certificate course from a hotel management or equivalent institution, however, some hotels may have included those with short term (in-house) training.

**TABLE 6.3.4**  
**DISTRIBUTION OF HOTEL GUESTS BY COUNTRY OF ORIGIN, 2014-15**

(in percentage)

Composition	5-Star Deluxe	5-Star	4-Star	3-Star	2-Star	1-Star	Heritage	Others	All India Average
<b>Number of Responses</b>	<b>49</b>	<b>54</b>	<b>82</b>	<b>250</b>	<b>107</b>	<b>31</b>	<b>34</b>	<b>47</b>	<b>654</b>
ASEAN *	5.3%	3.2%	5.8%	7.6%	8.5%	6.2%	1.8%	4.0%	6.4%
Australia	3.2	2.7	4.0	3.0	3.9	3.9	6.1	4.4	3.6
Canada	3.0	1.9	3.0	2.8	4.5	2.9	3.1	3.5	3.1
Caribbean	2.0	0.4	1.6	1.0	2.2	1.4	0.4	0.5	1.2
China	2.0	3.9	5.6	6.3	6.7	5.3	1.1	6.1	5.4
France	3.6	2.9	4.8	5.2	4.7	6.4	19.1	7.8	5.7
Germany	3.1	4.0	5.6	5.5	5.0	5.6	9.3	8.8	5.6
Japan	4.6	7.1	6.8	4.8	3.9	2.5	2.8	3.9	4.8
Middle East	4.1	5.6	5.7	6.4	5.3	11.4	1.3	5.5	5.8
Other European countries	5.2	6.9	5.3	6.9	6.5	6.4	8.4	5.0	6.4
Russia	2.9	4.4	5.8	3.8	3.1	5.7	0.4	1.3	3.6
SAARC **	5.6	4.3	3.7	7.1	9.0	8.5	3.0	7.3	6.5
South Africa	1.1	1.3	5.4	3.1	2.3	3.2	0.7	1.5	2.7
UK	10.7	9.9	12.9	11.2	13.6	10.5	21.7	14.8	12.4
USA	14.1	11.2	12.3	10.7	10.0	7.4	10.0	11.9	11.0
Other	29.6	30.3	11.8	14.6	10.9	12.7	10.9	13.8	15.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

\* ASEAN : Association of South East Asian, Nations: Brunei, Cambodia, Indonesia, Laos, Malaysia, Philippines, Singapore, Thailand and Vietnam.

\*\* SAARC: South Asian Association for Regional, Co-operation: Afghanistan, Bangladesh, Bhutan, Maldives, Nepal, Pakistan and Sri Lanka.

**TABLE 6.3.5**  
**ANALYSIS OF HOTEL GUESTS BY CATEGORY OF HOTELS, 2014-15**

Composition	5- Star Deluxe	5 -Star	4 -Star	3- Star	2 -Star	1- Star	Heritage	Others	All India Average
<b>Number of Responses</b>	<b>53</b>	<b>59</b>	<b>113</b>	<b>367</b>	<b>180</b>	<b>60</b>	<b>44</b>	<b>121</b>	<b>997</b>
Domestic Guests (%)	56.6	62.2	69.9	79.6	82.3	82.6	62.5	81.1	76.3
Foreign Guests (%)	43.4	37.9	30.1	20.4	17.7	17.4	37.5	18.9	23.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Total Business Guests (%)	58.5	63.9	63.7	59.8	55.8	54.5	33.5	58.8	58.1
Total Leisure Guests (%)	41.5	36.1	36.3	40.2	44.2	45.5	66.5	41.2	41.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Avg. Stay of Foreign Guests (Days)	2.8	3.6	4.0	3.1	2.2	2.1	1.9	2.4	2.9
Avg. Stay of Domestic Guests (Days)	2.2	2.3	2.5	2.7	2.3	2.4	2.0	2.6	2.5
Avg. Stay of Business Guests (Days)	2.1	2.1	2.5	2.6	2.6	1.9	2.0	2.6	2.4
Avg. Stay of leisure Guests (Days)	2.2	1.8	2.1	2.2	2.1	2.0	2.3	2.3	2.1
<b>Repeat Guests (%)</b>	<b>33.8</b>	<b>30.9</b>	<b>42.8</b>	<b>24.7</b>	<b>48.5</b>	<b>42.6</b>	<b>32.6</b>	<b>48.7</b>	<b>44.2</b>

Source: Indian Hotel Industry Survey 2014-15, FHRAI

# 7

## CHAPTER



Atithidevo Bhava  
Incredible India

TRAVEL TRADE



## TRAVEL TRADE

### 7.1 INBOUND TOUR OPERATORS, TRAVEL AGENTS, TOURIST TRANSPORT OPERATORS, ADVENTURE TOUR OPERATORS AND DOMESTIC TOUR OPERATORS.

In order to provide quality services to tourists, the Ministry of Tourism grants recognition to inbound tour operators, travel agents, tourist transport operators, adventure tour operators and domestic tour operators in the country, as per the prescribed guidelines at **Appendices (VI - X)**

Ministry of Tourism has set up a Web-based Public Delivery System (PDS) for recognition of the Travel Trade Service Providers w.e.f. 12<sup>th</sup> May 2014. The objective of the system is to ease the process of filing applications by the Travel Trade Service Providers seeking recognition from this Ministry and also to bring in transparency in granting the approvals. This Ministry presently approves the following categories of Travel Trade Service Providers:

- a) Inbound Tour Operators
- b) Travel Agents/Agencies
- c) Domestic Tour Operators
- d) Adventure Tour Operators
- e) Tourist Transport Operators

The new procedure accepts applications online from service providers thereby make the process paperless. All the applications are to be submitted on line through the URL <http://etraveltradeapproval.nic.in> and will be examined, processed and approved/rejected within 45 days from the receipt of completed applications. This initiative is part of Ministry's objective to move towards E-regime for approvals etc.

The Ministry has a scheme of approving Travel Agents, Tour Operators, Adventure Tour Operators and Tourist Transport Operators, the idea being to encourage quality, standard and service in these categories so as to promote Tourism in India. This is a voluntary scheme open to all bonafide agencies.

The submission of applications for Approval/classification of aforesaid categories of tourism service providers is all done online. However, the online submission procedures hitherto did not have provision for accepting the application fee online by credit/debit cards etc. The applicants were remitting the fee through Demand Drafts. Now, the Ministry of tourism has introduced a online payment gateway on this system to make it 100% online process. The website that allow submission of application forms is as below:

**Travel Trade : [etraveltradeapproval.nic.in](http://etraveltradeapproval.nic.in)**

The numbers of Travel Trade service providers in the country during 2015 are given in Table no 7.1.1. As on 31<sup>st</sup> December 2015, 402 Travel Agents, 391 Inbound Tour Operators, 89 Domestic Tour Operators, 70 Tourist Transport Operators and 38 Adventure Tour Operators were registered with the Ministry. The State-wise distributions of these units are given in Table 7.1.2. Out of 402 recognised Travel Agent in the country, 282 are from Delhi, followed by 38 from Maharashtra, 26 from Tamil Nadu, 9 from Haryana, 8 from Kerala, 7 from West Bengal, and 6 each from Uttar Pardesh and Bihar. The highest numbers of recognized Travel Agents, Inbound Tour Operators, Tourist Transport Operators, Domestic Tour Operators and Adventure Tour Operators and are from Delhi. Out of 38 registered Adventure Tour Operators 23 are from Delhi.

**Table 7.1.1**  
**NUMBER OF APPROVED TRAVEL TRADE SERVICE PROVIDER IN THE COUNTRY DURING 2015, AS ON 31<sup>ST</sup> DECEMBER, 2015**

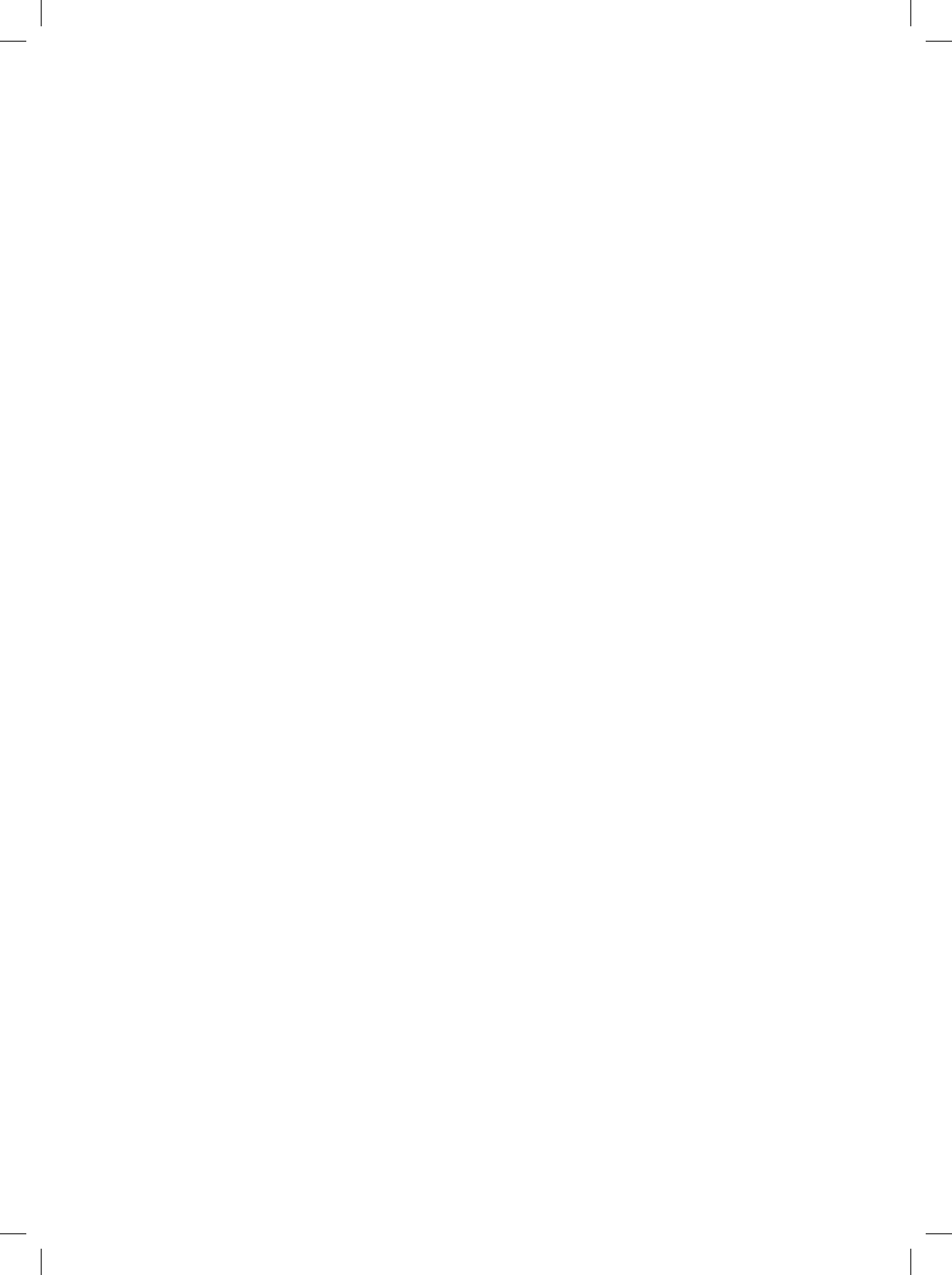
S. No.	Category of Operator	Nos.
1	Adventure Tour Operator	38
2	Domestic Tour Operator	89
3	Inbound Tour Operator	391
4	Tourist Transport Operator	70
5	Travel Agent	402
	<b>Total</b>	<b>990</b>

**Table 7.1.2**  
**STATE/UT WISE NUMBER OF RECOGNIZED TRAVEL TRADE SERVICE PROVIDER IN THE COUNTRY DURING 2015, AS ON 31<sup>ST</sup> DECEMBER, 2015**

S. No	State	Adventure Tour Operator	Domestic Tour Operator	Inbound Tour Operator	Tourist Transport Operator	Travel Agent/ Agencies	Total
1	Andhra Pradesh	0			1	1	2
2	Andaman & Nicobar	0	-	1			1
3	Arunachal Pradesh	0	1	-	-	-	1
4	Assam	0		6	-		6
5	Bihar	0	2	3	-	6	11
6	Chandigarh	0	-	1		3	4
7	Chhattisgarh	0	-	-	-		

8	Daman & Diu	0	-	-	-		
9	Dadra & Nagar Haveli	0	-	-	-	-	0
10	Delhi	23	39	213	45	282	602
11	Goa	0	-	8			8
12	Gujarat	0	1	3			4
13	Haryana	2	5	32		9	48
14	Himachal Pradesh	1	2	0			3
15	Jammu & Kashmir	1	-	1	-		2
16	Jharkhand	0	1	0	-	1	2
17	Karnataka	0	4	9	5	5	23
18	Kerala	1	3	25	4	8	41
19	Lakshadweep	-		-	-	-	0
20	Madhya Pradesh	-		1		2	3
21	Maharashtra	3	8	24	5	38	78
22	Manipur	-		3	-	0	3
23	Meghalaya	-	-	-	-	-	0
24	Mizoram	-	-	-	-	-	0
25	Nagaland	-	-	-	-		
26	Odisha	-	1	7	1	0	9
27	Puducherry	-	-	-	-		
28	Punjab	-	-	0	1	5	6
29	Rajasthan	-	1	15	1	0	17
30	Sikkim	-	-	1		-	1
31	Tamil Nadu	2	7	12	6	26	53
32	Tripura	-	-	-	-	-	0
33	Telengana	-	2	1	-	3	6
34	Uttar Pradesh	-	3	19		6	28
35	Uttarakhand	4		1			5
36	West Bengal	1	9	5	1	7	23
	<b>Grand Total</b>	<b>38</b>	<b>89</b>	<b>391</b>	<b>70</b>	<b>402</b>	<b>990</b>





# 8

## CHAPTER



Atithidevo Bhava  
Incredible India

**HUMAN RESOURCE DEVELOPMENT**



## HUMAN RESOURCE DEVELOPMENT

### Human Resource Development

To meet the demand of trained manpower in the hospitality industry, the Ministry of Tourism continues to actively pursue its endeavour to create institutional infrastructure in the form of Indian Institute of Tourism and Travel Management, Institutes of Hotel Management and Food Crafts Institutes. The prescribed guidelines for the scheme of financial assistance to IHMs/FCIs/IITTM/ITIs/Polytechnic Inst./Universities/Govt./Colleges/Govt. Vocational Schools and PSUs are given in **Appendix - XIII**.

### 8.1 Indian Institutes of Tourism & Travel Management (IITTM)

IITTM is multi campus institute. to fulfill its objective of expanding tourism education in the country, it established its Campuses in Central, Eastern, Northern, Western and Southern parts of the country. Its main campus and headquarter was set up at Gwalior in 1992 and in due course of time other campuses were added. IITTM, Bhubaneswar, was added in 1996, IITTM Delhi (now in Noida) in 2007 and IITTM Nellore in 2011. National Institute of Water Sports, Goa was brought under the aegis of IITTM in 2004. All campuses of IITTM are engaged in capacity building for different stakeholders in tourism industry.

### Academic Programme

Until 1995-96, the institute had been organising only short-term courses and management development programmes along with a few seminars, workshops, conferences on selected themes related to tourism and travel. During 1995-96, the institute obtained approval from AICTE to offer 14 months full time 'Diploma in Tourism Management Programme'. The programme was being offered with some modifications till 2006 from both Gwalior and Bhubaneswar centres. NIWS, Goa is the only centre in the country offering courses in leisure water sports. Thereafter, having obtained approval from AICTE, the institute launched the following two year post graduate programmes at its different centres. Two years Post Graduate Diploma in Management (Travel and Tourism) at Gwalior and Bhubaneswar. Two years Post Graduate Diploma in Management (International Business) at Gwalior and Bhubaneswar.

The Institute has launched two years full time MBA (Tourism & Travel Management) programme in collaboration with Indira Gandhi National Tribal University, Amarkantak at Gwalior, Bhubaneswar, Noida and Nellore centres from 2015-17 academic session in following specializations as given in the following table:

**TABLE 8.1.1**  
**NUMBER OF STUDENTS ENROLLED AND PASSEDOUT FROM INDIAN**  
**INSTITUTES OF TOURISM & TRAVEL MANAGEMENT:**

Year	2012 - 14	2013 - 2015	2014 - 2016
Description	S/E/P	S/E/P	S/E/P
<b>GWALIOR</b>			
1. Tourism and Travel	93/89/84	93/90/76	93/75/65
2. International Business	93/82/65	93/53/44	93/50/46
3. Services	93/73/70	93/29/26	93/23/26
<b>BHUBANESWAR</b>			
1. Tourism and Travel	93/69/66	93/21/18	93/37/34
2. International Business	93/25/23	-	93/08/08
<b>DELHI/NOIDA</b>			
1. Tourism and Leisure	93/73/60	93/51/31	93/66/62
<b>NELLORE</b>			
1. Tourism and Cargo	60/28/26	60/30/23	60/14/11

*Note: 1. S/E/P Stands for Sanctioned/Enrolled/Passed*

*1. The mark (-) indicates - Result Awaited*

## **8.2 HOTEL MANAGEMENT & CATERING INSTITUTES:**

National Council for Hotel Management & Catering Technology (NCHMCT) was set-up in the year 1982 by Government of India as an autonomous body (Society Registration under Societies Registration Act 1860). The Council regulates academics in the field of Hospitality Education and Training that is imparted at 21 Central Government sponsored Institutes of Hotel Management, 19 State Government sponsored Institutes offering Degree level course, 3 State Government sponsored Institutes (Bodhgaya, Balangir & Medak) offering Diploma/Craft level programs, 1 Institute owned by PSU, 13 Private Institutes and 08 Food Craft Institutes that are currently affiliated to it and function in different parts of the country. Through the Council, these Institutes offer 11 different professional program leading to award of Certificate, Diploma, Post Graduate Diploma, Bachelor and Master Degree

(Last two program are in collaboration with Indira Gandhi National Open University).

The details of the courses offered by the institutes affiliated to NCHMCT and number of students on roll along with course wise pass out in the year 2015-2016 is given in table 8.2.1 and 8.2.2 respectively.

**TABLE 8.2.1**  
**COURSES OFFERED BY INSTITUTES OF HOTEL MANAGEMENT/  
FOODCRAFT INSTITUTES**

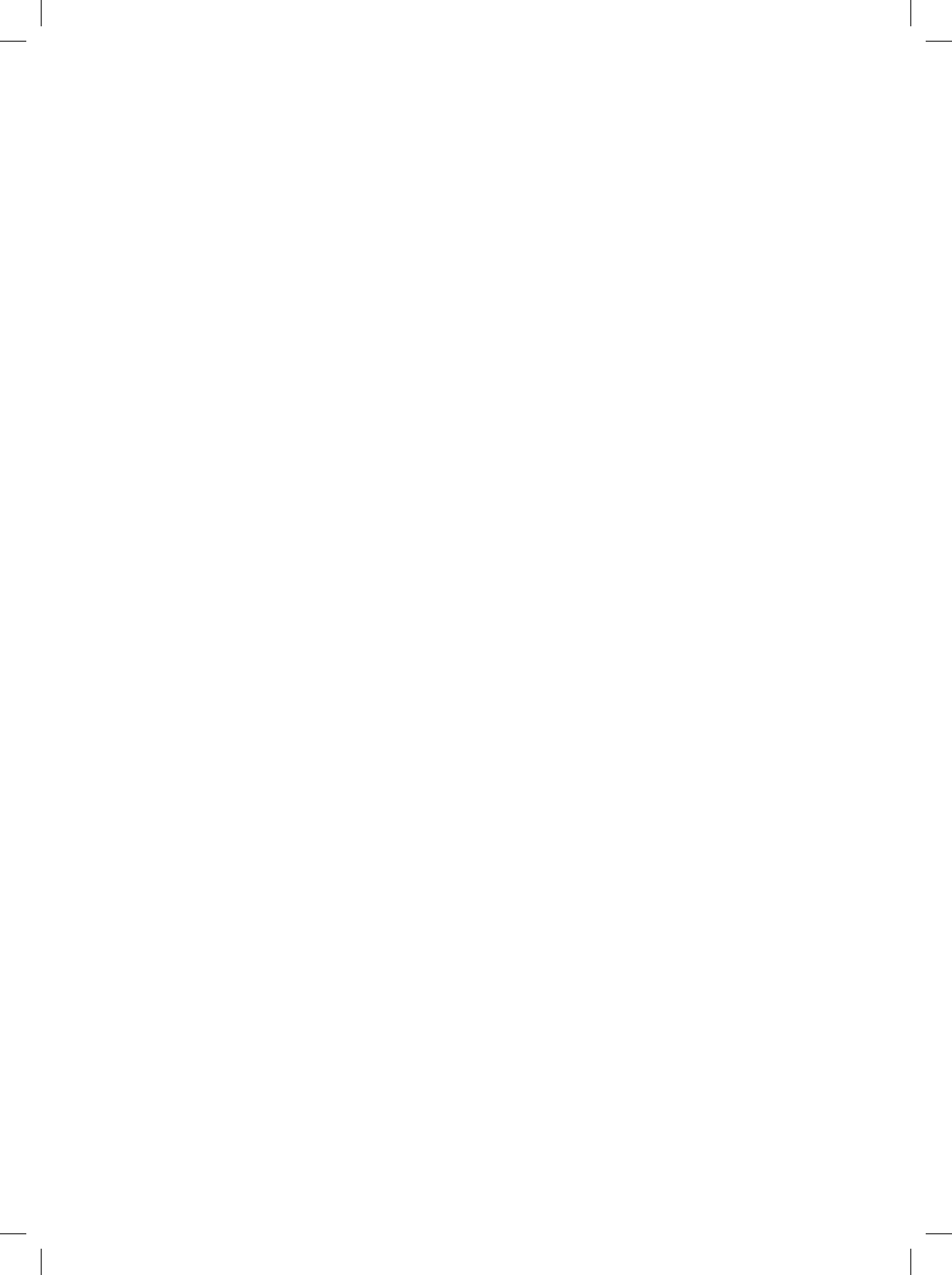
S.No.	Courses	Duration	Institute where course offered in 2015-16
01	M.Sc. in Hospitality Administration	02 Years	Bengaluru, Chennai, Lucknow and Pusa-New Delhi and NCHM-IHM, Noida
02	B.Sc. in Hospitality & Hotel Administration	03 Years	All affiliated IHMs
03	Post Graduate Diploma in Accommodation Operations & Management	1 ½ years	<b>Central IHMs:</b> Bhubaneswar, Guwahati, Hyderabad, Kolkata and Pusa-New Delhi
04	Post Graduate Diploma in Dietetics & Hospital Food Service	1 ½ years	<b>Central IHMs:</b> Pusa, New Delhi
05	Craftsmanship Certificate Course in Food Production & Patisserie	1 ½ years	<b>Central IHMs:</b> Bengaluru, Bhopal, Bhubaneswar, Chennai, Goa, Guwahati, Gwalior, Hyderabad, Kolkata, Pusa - New Delhi, and Shimla <b>State IHMs:</b> Hamirpur, Tiruchirappalli, Medak and Tirupati <b>Private IHMs:</b> Shri Shakti, Hyderabad; Desh Bhagat IHM, Gobindgarh and CT IHM Jalandhar <b>FCI:</b> Tura (Meghalaya)
06	Craftsmanship Certificate Course in Food & Beverage Service	06 months	<b>Central IHMs:</b> Goa & Gwalior <b>State IHMs:</b> Puducherry, Tirupati & Tiruchirappalli <b>FCI:</b> Aligarh
07	Diploma in Food Production	1 ½ years	<b>Central IHMs:</b> AIHM-Chandigarh, Chennai, Gurdaspur, Hajipur, Jaipur, Lucknow, Srinagar, Thiruvananthapuram and Mumbai <b>SIHM:</b> IHM Chandigarh, Dehradun, Gangtok, Jodhpur, Kurukshetra, Faridabad, Bathinda, Puducherry, Rohtak, Panipat, Bodhgaya, Yamuna Nagar and Tiruchirappalli <b>Private IHMs:</b> CCHM Landran, KC IHM Nawashahr & Desh Bhagat IHM <b>FCI:</b> Ajmer, Aligarh, Balangir, Darjeeling, Udaipur, Hoshiarpur, Nagaon, Tura-Meghalaya, Dharamshala and INS-HAMLA

S.No.	Courses	Duration	Institute where course offered in 2015-16
08	Diploma in Food & Beverage Service	1 ½ years	<b>Central IHMs:</b> Hajipur, Jaipur, Pusa-New Delhi, Shimla, Srinagar, Lucknow and Thiruvananthapuram <b>State IHMs:</b> IHM Chandigarh, Dehradun, Jodhpur, Gangtok, Faridabad, Hamipur, Puducherry, Panipat, Tirichirapalli and Bodhgaya <b>FCI:</b> Ajmer, Aligarh, Balangir, Darjeeling, Udaipur, Nagaon, Dharamshala and INS/HAMLA
09	Diploma in Front Office	1 ½ years	<b>Central IHMs:</b> Jaipur and Srinagar <b>State IHMs:</b> IHM Chandigarh, Jodhpur and Tirichirapalli <b>FCI:</b> Ajmer, Balangir, Darjeeling, Nagaon, Dharamshala and Udaipur
10	Diploma in Housekeeping	1 ½ years	<b>Central IHM:</b> Srinagar <b>State IHMs:</b> Tirichirapalli <b>FCI:</b> Aligarh, Balangir, Udaipur, Dharamshala and Nagaon
11	Diploma in Bakery & Confectionery	1 ½ years	<b>Central IHMs:</b> Pusa-New Delhi <b>State IHMs:</b> Jodhpur, CIHM, Chandigarh and Tiruchirappalli <b>Private Instt:</b> CCHM, Landran <b>FCI:</b> Aligarh, Nagaon and Hoshiarpur

**TABLE 8.2.2**  
**NO.OF STUDENTS ON ROLL IN EACH COURSE AND PASSED OUT**  
**DURING 2015-2016**

S.No.	Courses	On Roll 2015 - 16	Passout 2015 - 16
01	M.Sc. in Hospitality Administration	81	Result Awaited
02	B.Sc. in Hospitality & Hotel Administration	4969	-do-
03	Post Graduate Diploma in Accommodation Operations & Management	94	-do-
04	Post Graduate Diploma in Dietetics & Hospital Food Service	06	-do-
05	Craftsmanship Certificate Course in Food Production	784	-do-
06	Craftsmanship Certificate Course in Food & Beverage Service	90	-do-
07	Diploma in Food Production	1250	-do-
08	Diploma in Food & Beverage Service	625	-do-
09	Diploma in Front Office	244	-do-
10	Diploma in Housekeeping	81	-do-
11	Diploma in Bakery & Confectionery	242	Result Awaited





# 9

## CHAPTER



Atithidevo Bhava  
Incredible India

PLAN OUT LAYS



## PLAN OUT LAYS

### 9.1 ANNUAL PLAN OUTLAYS AND FINANCIAL ASSISTANCE PROVIDED TO STATES / UTS

The Govt. aims at positioning tourism as a major engine of economic growth and harnessing its direct and multiplier effects for employment and poverty eradication in an environmentally sustainable manner. The Plan Schemes of the Ministry of Tourism essentially relate to the following:

- (i) Tourism Product/Infrastructure Development
- (ii) Promotion and Marketing
- (iii) Human Resource Development
- (iv) Skill Development
- (v) Market Research and
- (vi) Computerization and Information Technology

Table 9.1.1 gives the scheme-wise outlay of Ministry of Tourism for the Annual Plan 2014-15, 2015-16 and 2016-17. Table 9.1.2 gives Scheme-wise Outlay, Allocation and Expenditure of Ministry of Tourism for the 11<sup>th</sup> Five Year Plan (2007-08 to 2011-12)

**TABLE 9.1.1**  
**SCHEME -WISE ANNUAL PLAN OUTLAYS OF MINISTRY OF TOURISM**  
**DURING, 2014-15, 2015-16 AND 2016-17**

(₹ in Crore)

S. No.	Name of Schemes	2014-15		2015-16		2016-17
		B.E.	Exp.	B.E.	Exp.	B E
	Tourism Infrastructure					
1	Swadesh Darshan - Integrated Development of Tourist Circuits on Specific Themes	500.00	20.00	553.01	309.55	706.35
2	National Mission for Pilgrimage Rejuvenation and Spiritual Augmentation Drive (PRASAD)	100.00	15.60	110.00	39.99	100.00
<b>A</b>	<b>Total</b>	<b>600.00</b>	<b>35.60</b>	<b>663.01</b>	<b>349.54</b>	<b>806.35</b>
1	Infrastructure Development for Destination and Circuits - UT PLAN	375.00	343.37	37.00	10.00	10.00

S. No.	Name of Schemes	2014-15		2015-16		2016-17
2	Assistance to Central Agencies for Tourism Infrastructure Development	57.00	16.83	49.25	11.00	70.00
3	Market Research including 20 Years Perspective Plan	28.00	9.46	10.75	10.31	11.00
4	Assistance for Large Revenue Generating Projects	28.00	0.00	1.00	0.00	1.00
5	Incentives to Accommodation Infrastructure	0.10	0.00	0.10	0.10	0.60
6	Externally Aided Projects	1.50	1.71	0.05	0.62	0.05
7	Bharat Paryatan Bhawan (Major Works)	0.00	0.00	10.00	3.00	1.00
<b>B</b>	<b>Total</b>	<b>498.60</b>	<b>371.37</b>	<b>108.15</b>	<b>35.03</b>	<b>93.65</b>
<b>C</b>	<b>Total of Tourism Infrastructure</b>	<b>1098.60</b>	<b>406.97</b>	<b>771.16</b>	<b>384.57</b>	<b>900.00</b>
	<b>Promotion and Publicity</b>					
1	Overseas Promotion and Publicity including Market Development Assistance	330.00	166.33	330.00	164.69	300.00
2	Domestic Promotion and Publicity including Hospitality	142.00	117.80	142.00	128.24	110.00
<b>D</b>	<b>Total of Promotion and Publicity Training</b>	<b>472.00</b>	<b>284.13</b>	<b>472.00</b>	<b>296.14</b>	<b>410.00</b>
1	Assistance to IHMs/FCIs/IITTM/NCHMCT	165.00	131.61	165.00	95.00	95.00
2	Capacity Building for Service Providers	117.40	86.82	88.05	50.05	65.00
<b>E</b>	<b>Total of Training Director General Tourism</b>	<b>282.40</b>	<b>218.43</b>	<b>253.05</b>	<b>145.05</b>	<b>160.00</b>
F	Computerisation and Information Technology	38.00	0.86	7.00	1.01	30.00
	<b>Total - Plan (C+D+E+F)</b>	<b>1882.00</b>	<b>1100.00</b>	<b>1503.21</b>	<b>850.00</b>	<b>1500.00</b>

**TABLE 9.1.2**  
**SCHEME-WISE PLAN OUTLAY AND EXPENDITURE OF THE MINISTRY OF**  
**TOURISM FOR 11<sup>th</sup> FIVE YEAR PLAN**

(₹ in Crore)

S. No.	Name of Schemes/Programme	Outlay	Allocation	Expenditure
<b>A</b>	<b>Central Sector Schemes (CS)</b>			
1.	Computerization and Information Technology	121.00	70.01	62.38
2.	Domestic Promotion and Publicity including Hospitality	426.00	334.75	332.01
3.	Overseas Promotion and Publicity including Market Development Assistance	1010.00	1113.50	1116.99
4.	Externally Aided Projects (Buddhist Centers)	37.00	23.65	21.49
5.	UNDP Endogenous Projects	2.00	5.30	4.21
6.	Assistance for Large Revenue Generating Projects	200.00	69.37	26.57
7.	Construction of building for IISM at Gulmarg (J&K)	13.00	11.00	6.31
8.	Equity contribution to ITDC	73.00	73.00	73.00
9.	Creation of Land for Hotels	14.00	12.02	0.00
10.	Assistance to Central Agencies for Tourism infrastructure Development	25.00	31.28	20.51
11.	Assistance to IHMs/FCIs/IITTM/NIWS	495.00	387.70	405.70
12.	Capacity Building for Service Providers	95.00	86.00	73.21
13.	Market Research including 20 Years Perspective Plan	29.00	20.64	15.97
14.	Incentives to Accommodation Infrastructure	235.00	64.01	45.80
<b>B</b>	<b>Centrally Sponsored Schemes (CSS)</b>			
15	Product/Infrastructure, Destination Development for destination and circuits.	2381.00	2650.77	2710.53
	<b>Total</b>	<b>5156.00</b>	<b>4953.00</b>	<b>4914.68</b>

Table 9.1.3 gives the number of tourism projects and amount sanctioned by Ministry of Tourism to various State Governments/UT Administration during the 12<sup>th</sup> Five Year Plan period 2012-13, 2013-14, 2014-15, and 2015-16.

**TABLE-9.1.3**  
**STATE/UTs - WISE NUMBER OF PROJECT\* & AMOUNT SANCTIONED\* BY**  
**THE MINISTRY OF TOURISM DURING 12<sup>th</sup> Five FIVE YEAR PLAN PERIOD**  
**2012-13, 2013-14 , 2014-15 and 2015-16**

S.No.	States/UTs	12 <sup>th</sup> Five Year Plan							
		2012-13		2013-14		2014-15		2015-16*	
		No.	Amount	No.	Amount	No.	Amount	No.	Amount
1	Andhra Pradesh	9	104.97	24	136.91	9	17.32	0	0.00
2	Arunachal Pradesh	17	66.32	11	74.74	8	84.55	1	30.00
3	Andaman & Nicobar	0	0.00	0	0.00	0	0.00	0	0.00
4	Assam	0	0.00	0	0.00	3	35.68	0	0.00
5	Bihar	1	5.00	14	111.10	4	43.83	0	0.00
6	Chandigarh	0	0.00	0	0.00	0	0.00	0	0.00
7	Chhattisgarh	0	0.00	0	0.00	3	9.90	0	0.00
8	Dadra & Nagar Haveli	0	0.00	0	0.00	0	0.00	0	0.00
9	Daman & Diu	0	0.00	0	0.00	1	7.75	0	0.00
10	Delhi	2	24.62	2	57.69	0	0.00	0	0.00
11	Goa	2	0.50	0	0.00	1	8.79	0	0.00
12	Gujarat	1	4.87	0	0.00	0	0.00	0	0.00
13	Haryana	0	0.00	8	14.87	3	1.22	2	64.50
14	Himachal Pradesh	11	30.30	1	33.72	0	0.00	0	0.00
15	Jammu & Kashmir	25	112.60	15	76.19	2	7.33	0	0.00
16	Jharkhand	2	48.86	1	5.00	0	0.00	0	0.00
17	Kerala	6	78.26	11	52.66	0	0.00	1	12.50
18	Karnataka	0	0.00	8	32.29	2	51.25	0	0.00
19	Lakshadweep	0	0.00	0	0.00	0	0.00	0	0.00

20	Maharashtra	5	79.15	6	67.95	0	0.00	0	0.00
21	Manipur	7	35.96	11	153.32	7	147.52	1	50.00
22	Meghalaya	2	0.68	3	46.90	0	0.00	0	0.00
23	Mizoram	4	1.12	9	47.11	3	48.80	1	50.00
24	Madhya Pradesh	20	209.90	9	100.21	5	36.91	1	19.50
25	Nagaland	17	47.60	11	52.22	10	59.80	0	0.00
26	Odisha	2	0.61	12	65.43	3	64.88	0	0.00
27	Puducherry	0	0.00	1	48.48	1	0.97	0	0.00
28	Punjab	2	0.50	2	10.39	3	48.47	2	32050
29	Rajasthan	0	0.00	10	51.75	2	1.50	0	0.00
30	Sikkim	11	69.71	12	104.85	8	52.00	1	44.00
31	Tamil Nadu	2	20.42	0	0.00	0	0.00	1	8.00
32	Telngana	0	0.00	0	0.00	4	5.95	0	0.00
33	Tripura	0	0.00	0	0.00	0	0.00	0	0.00
34	Uttar Pradesh	12	34.86	26	130.71	4	33.68	0	0.00
35	Uttarakhand	2	12.97	29	217.73	0	0.00	0	0.00
36	West Bengal	3	46.94	0	0.00	0	0.00	0	0.00
	<b>Grand Total</b>	<b>165</b>	<b>1036.72</b>	<b>236</b>	<b>1692.22</b>	<b>86</b>	<b>768.10</b>	<b>11</b>	<b>310.50</b>

\* Domestic promotion and publicity including Hospitality

## 9.2 SWADESH DARESHAN

For development of tourism infrastructure in the country, the Ministry of Tourism has introduced a scheme in 2014-15 namely Swadesh Darshan - Integrated Development of Theme-Based Tourist Circuits. Under Swadesh Darshan scheme, following thirteen thematic circuits have been identified initially:

North-East India Circuit Buddhist Circuit, Himalayan Circuit, Coastal Circuit, Krishna Circuit, Desert Circuit, Tribal Circuit, Eco Circuit, Wildlife Circuit, Rural Circuit, Spiritual Circuit, Ramayana Circuit and Heritage Circuit.



**Table No. 9.2.1**  
**PROJECTS SANCTIONED & FUNDS RELEASED UNDER SWADESH**  
**DARSHAN DURING, 2014-15**

2014-15

(₹ in Crore)

S. No	Circuit	State	Name of Project	Sanction Amt.	Release Amt.
	Coastal	<b>Andhra Pradesh</b>	Development of Kakinada-Hope Island- Konaseema as World class Coastal & Eco Tourism Circuit in Andhra Pradesh	69.83	34.92
	North East	<b>Arunachal Pradesh</b>	Development of Bhalukpong-Bomdila-Tawang in Arunachal Pradesh	49.77	10.00
	Buddhist	<b>Bihar</b>	Construction of Cultural Centre at Bodhgaya, Bihar	33.17	6.63
<b>Total</b>				<b>152.77</b>	<b>51.55</b>

**Table No. 9.2.2**  
**PROJECTS SANCTIONED & FUNDS RELEASED UNDER SWADESH**  
**DARSHAN DURING, 2015-16**

2015-16

(₹ in Crore)

S. No.	Name of Theme	State	Project	Amount Sanctioned	Amount Released
1.	North-East India Circuit	Manipur	Development of Tourist Circuit in Manipur: Imphal-Moirang-Khongjom-Moreh	89.66	17.93
2.	North-East India Circuit	Sikkim	Development of Tourist Circuit linking - Rangpo (entry) - Rorathang - Aritar - Phadamchen - Nathang - Sherathang - Tsongmo - Gangtok - Phodong - Mangan - Lachung - Yumthang - Lachen - Thangu - Gurudongmer - Mangan - Gangtok - TuminLingee - Singtam (exit) in Sikkim	98.05	19.61
3.	Eco Circuit	Uttarakhand	Integrated Development of Eco -Tourism, Adventure Sports, Associated Tourism related Infrastructure for Development of Tehri Lake & Surroundings as New Destination-District Tehri, Uttarakhand.	80.37	16.07

4.	Coastal Circuit	Andhra Pradesh	Development of Coastal Tourism Circuit in Sri Potti Sriramalu Nellore in Andhra Pradesh	60.38	12.08
5.	North-East India Circuit	Arunachal Pradesh	Integrated Development of Adventure Tourism in Arunachal Pradesh	97.14	19.43
6.	Eco Circuit	Kerala	Gavi-Patha- Namthitta - Vagamon-Thekkady	99.22	19.84
7.	Desert Circuit	Rajasthan	Development of Sambhar Lake Town and Other Destinations under Desert Circuit in Swadesh Darshan Scheme	63.96	12.79
8.	Tribal Circuit	Nagaland	Development of Tribal Circuit Peren -Kohima-Wokha, Nagaland	97.36	19.47
9.	Eco Circuit	Telangana	Integrated Development of Eco -Tourism Circuit in Mahaboobnagar district, Telangana.	91.62	18.32
10.	Wildlife Circuit	Madhya Pradesh	Development of Wildlife Circuit at Panna - Mukundpur-Sanjay-Dubri-Bandhavgarh-Kanha-Mukki-Pench in Madhya Pradesh	92.22	18.44
11.	Wildlife Circuit	Assam	Wildlife Circuit of Assam	95.67	19.13
12.	North-East India Circuit	Tripura	Development of North East Circuit : Agartala - Sipahijala - Melaghar - Udaipur - Amarpur - Tirthamukh - Mandirghat - Dumboor- NarikelKunja - Gandachara - Ambassa	99.59	19.92
13.	Eco Circuit	Mizoram	Integrated Development of New Eco - Tourism at Thenzawl & South Zote, District Serchhip and Reike, Mizoram	94.91	18.98
14.	Coastal Circuit	West Bengal	Development of Beach Circuit - Udaipur - Digha - Shankarpur - Tajpur - Mandarmani - Fraserganj - Bakkhlai - Henry Island	85.39	17.08
15.	Coastal Circuit	Puducherry	Development of Union Territory of Puducherry as Tourist Circuit under "Swadesh Darshan" Scheme	85.28	17.06

16.	Tribal Circuit	Chhattisgarh	Development of Tribal Tourism Circuit Jashpur-Kunkuri - Mainpat - Ambikapur - Maheshpur-ratanpur - Kurdar - Sarodadadar - Gangrel-Kondagaon-Nathyanawagaon-Jagdulpur-Chitrakoot-Tirthgarh in Chattisgarh	99.94	19.99
17.	Coastal Circuit	Maharashtra	Development of Sindhudurg Coastal Circuit in Maharashtra	82.17	12.79
			<b>Total</b>	<b>1512.93</b>	<b>298.93</b>

**Table No. 9.2.3**  
**PROJECTS SANCTIONED & FUNDS RELEASED UNDER SWADESH DARSHAN DURING, 2016-17 ( As on 10.08.2016 )**

(₹ in Crore)

S. No.	Name of Theme	State	Project	Amount Sanctioned	Amount Released
1.	Coastal Circuit	Goa	Development of Coastal Circuit (Sinquerim) Baga-Anjuna-Vagator-Morjim-Keri-Aguada Fort and Aguada Jail) in Goa under Swadesh Darshan Scheme	99.99	20.00
2.	Himalayan Circuit	Jammu & Kashmir	Integrated Development of Tourism Infrastructure Projects in the State of Jammu and Kashmir under Himalayan Circuit of Swadesh Darshan Scheme	82.97	16.59
3.	Tribal Circuit	Telangana	Integrated Development of Mulugu-Laknavaram-Tadavi-Damaravi-Mallur-Bogatha waterfalls as Tribal Circuit in Telangana under Swadesh Darshan Scheme	84.40	16.88
4.	North-East India Circuit	Meghalaya	Development of Umiam Sohpetbneng- Mawdiangdiang under North East Circuit of Swadesh Darshan Scheme	99.13	19.83
5.	Buddhist Circuit	Madhya Pradesh	Buddhist sites of Madhya Pradesh (Mandsaur-Dhar-Sanchi-Satna-Rewa)	74.94	14.99
			<b>Total</b>	<b>441.43</b>	<b>88.29</b>

### 9.3 PRASAD

In the year 2014-15, the Government of India, Ministry of Tourism has launched a Scheme "National Mission on Pilgrimage Rejuvenation and Spiritual Augmentation Drive" (PRASAD) for development and beautification of important pilgrimage sites of the country with an initial budget provision of ₹100 crore for the current financial year. The aims and objectives are to tap the growth of domestic tourists driven by religious sentiments and to augment tourism infrastructure facilities at various pilgrimage sites of the country.

The total number of sites identified at present are 23. They are Amaravati (Andhra Pradesh), Amritsar (Punjab), Ajmer (Rajasthan), Ayodhya (Uttar Pradesh), Dwarka (Gujarat), Deoghar (Jharkhand), Belur (West Bengal), Gaya (Bihar), Guruvayoor (Kerala), Hazratbal (Jammu & Kashmir), Kamakhya (Assam), Kanchipuram (Tamil Nadu), Kedarnath (Uttarakhand), Mathura (Uttar Pradesh), Patna (Bihar), Puri (Odisha), Srisailam (Andhra Pradesh), Somnath (Gujarat), Tirupati (Andhra Pradesh), Trimbakeshwar (Maharashtra), Ujjain (Madhya Pradesh), Varanasi (Uttar Pradesh) and Vellankani (Tamil Nadu).

**Table No. 9.3.1**  
**PROJECTS SANCTIONED & FUNDS RELEASED UNDER PRASAD**  
**DURING, 2014-15**

(₹ in Crore)

S. No.	Name of the Project	Amt. Sanctioned	Amt. Released
	<b>BIHAR</b>		
1.	Development of basic facilities at Vishnupad temple, Gaya, Bihar	4.29*	0.85
	<b>UTTAR PRADESH</b>		
2.	Development of Mathura-Vrindavan as Mega Tourist Circuit (Ph-II)	14.93@	2.99
3.	Construction of Tourist Facilitation Centre at Vrindavan, Distt. Mathura	9.36	1.76
	<b>ODISHA</b>		
4.	Infrastructure Development at Puri, Shree Jagannath Dham- Ramachandi-Prachi River front at Deuli under Mega Circuit	50.00	10.00
	<b>Total</b>	<b>78.58</b>	<b>15.60</b>

RE of ₹15.60 crore for 2014-15 fully utilized

\*On the request of the State Government, the components were revised and a revised sanction of ₹4.27 crore has been issued on 17.10.16.

@ On the request of the State Government, the components were revised and a revised sanction of the same amount has been issued on 08.06.16.

**Table No. 9.3.2**  
**PROJECTS SANCTIONED & FUNDS RELEASED UNDER PRASAD**  
**DURING, 2015-16**

(₹ in Crore)

S. No.	Name of the Project	Amt. Sanctioned	Amt. Released
	<b>RAJASTHAN</b>		
1.	Integrated Development of Pushkar/ Ajmer	40.44	8.09
	<b>PUNJAB</b>		
2.	Development of KarunaSagar Valmiki Sthal at Amritsar	6.45	1.29
	<b>Total</b>		
	<b>ASSAM</b>		
3.	Development of Kamakhya Temple and Pilgrimage Destinations in and around Guwahati	33.98	6.80
	<b>ANDHRA PRADESH</b>		
4.	Development of Amaravati town in Guntur district as a tourist destination	28.36	5.67
	<b>BIHAR</b>		
5.	Development of Patna Sahib	41.54	8.31
	<b>UTTAR PRADESH</b>		
6.	Development of Varanasi	20.40	4.08
	<b>UTTARAKHAND</b>		
7.	Development of Kedarnath	34.78	4.47
	<b>BIHAR</b>		
8.	Development of basic facilities at Vishnupad temple, Gaya, Bihar	-	1.29 (2 <sup>nd</sup> instalment)
	<b>TOTAL</b>	<b>205.95</b>	<b>40.00</b>

RE of ₹40 crore for 2015-16 fully utilized

**Table No. 9.3.3**  
**PROJECTS SANCTIONED & FUNDS RELEASED UNDER PRASAD**  
**DURING, 2016-17 (As on 10.08.2016 )**

(₹ in crore)

S. No.	Name of the State	Project	Sanctioned	Released
1.	ANDHRA PRADESH	Development of Amaravati town in Guntur district as a tourist destination	--	8.51 (2 <sup>nd</sup> instalment)
2.	BIHAR	Development of Patna Sahib	--	12.46 (2 <sup>nd</sup> instalment)
3.	GUJARAT	Infrastructure development in Dwarka	26.23	5.25
4.	PUNJAB	Development of Karuna Sagar Valmiki Sthal at Amritsar	--	1.94 (2 <sup>nd</sup> instalment)
5.	UTTARAKHAND	Integrated development of Kedarnath	--	12.92 (2 <sup>nd</sup> instalment)
6.	TAMIL NADU	Development of Kanchipuram	16.48	3.30
7.	TAMIL NADU	Development of Vellankani	5.60	1.12
	<b>G. TOTAL</b>		<b>48.31</b>	<b>45.50</b>



# 10

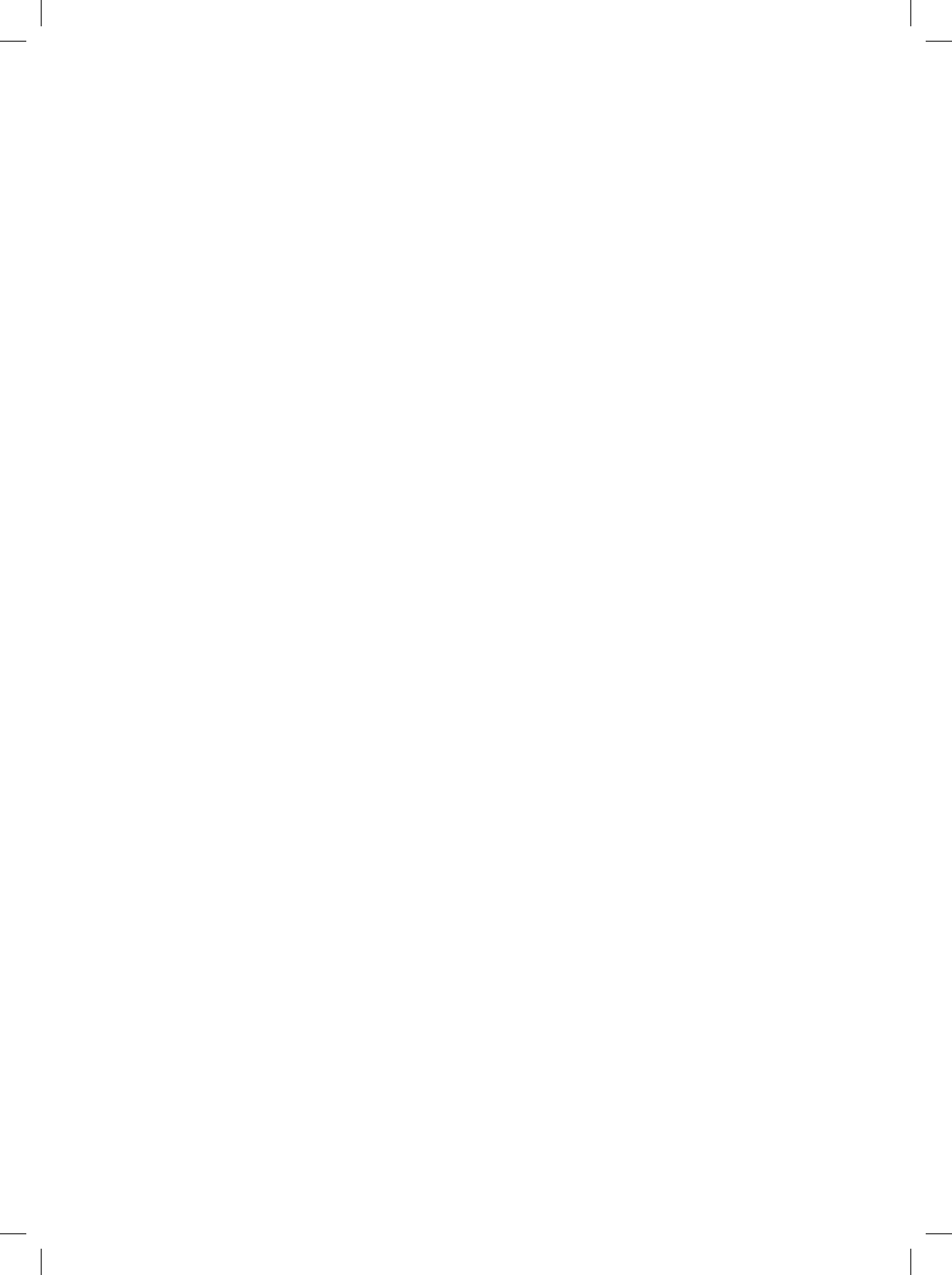
## CHAPTER



Atithidevo Bhava  
Incredible India

**STUDY IN OVERSEAS MARKETS OF GERMANY, JAPAN,  
RUSSIA, SOUTH AFRICA, SOUTH KOREA AND TURKEY**





## STUDY IN OVERSEAS MARKETS OF GERMANY, JAPAN, RUSSIA, SOUTH AFRICA, SOUTH KOREA AND TURKEY

### Introduction and Objectives of the Study:

In order to optimize inbound travel it is essential that targeted marketing activities were undertaken in potential source countries. For this it is essential that a detailed study of the potential source markets to analyze their dynamics is undertaken. With this broad objective the Ministry of Tourism commissioned a study to gauge the perception of tourists – past as well as prospective in selected markets of Germany, Japan, Russia, South Africa, South Korea and Turkey.

The aims of this study were to obtain the profile of the outbound travelers of these countries, to study their motivational factors, preferred destinations, etc. The level of interaction with/awareness about India Tourism Offices (wherever present) have also been analyzed.

### Sample Size and Distribution

The target respondents of the study included travelers (Past and intending travelers to India and other countries), Travel agents & outbound tour operators and India Tourism Offices.

The sample sizes for the different categories of travellers were as follows:

Country	Category of Respondents				Total
	Persons who Travelled Abroad in last One Year		Persons who have not gone abroad yet but intend to travel in near future		
	To India	To Other Countries	To India	To Other Countries	
Germany	1000	1000	250	750	3000
Japan	1000	1000	250	750	3000
Russia	1000	1000	250	750	3000
South Africa	600	600	200	600	2000
South Korea	900	900	200	500	2500
Turkey	600	600	200	600	2000
<b>Total</b>	<b>5100</b>	<b>5100</b>	<b>1350</b>	<b>3950</b>	<b>15500</b>

The Key findings of the Study are discussed in the following sections:

### Reason for Choosing India

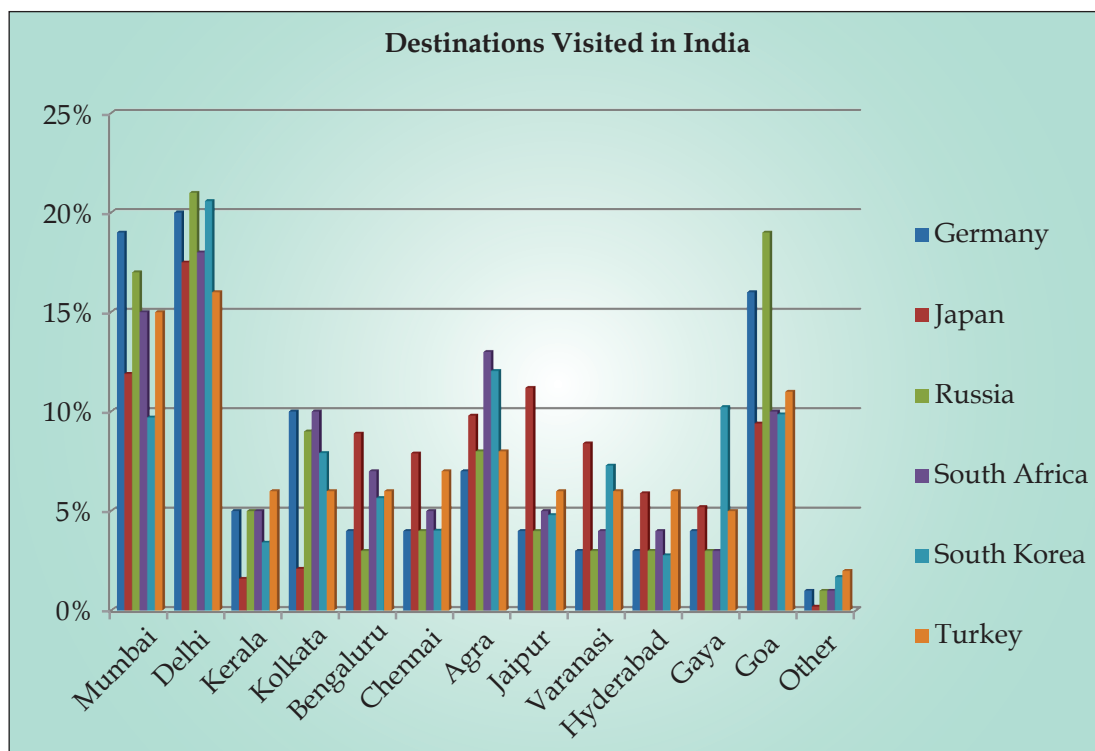
The Past Travellers to India were asked to indicate their reason for choosing India as a travel destination. The different reasons which emerged were as follows:

Country - wise reasons for Choosing India as a travel destination by Past Travellers						
Reason for Choosing India	Germany	Japan	Russia	South Africa	South Korea	Turkey
Culture	14%	15.2%	14%	4%	16%	11%
Heritage	10%	14.9%	8%	5%	11%	10%
Hill Stations and Mountains	6%	10.0%	9%	9%	9%	7%
Religious Places	10%	10.0%	8%	10%	8%	8%
Medical Tourism	1%	0.0%	1%	1%	1%	1%
Variety of food on offer	9%	8.9%	10%	7%	9%	7%
Beaches	7%	8.4%	9%	11%	6%	5%
To meet friends and relatives	3%	3.7%	3%	2%	2%	2%
Scenic Tourist Spots	10%	7.6%	11%	10%	11%	11%
Yoga, Spiritualism and Meditation	5%	5.6%	6%	11%	5%	7%
Theme Parks	4%	3.2%	4%	7%	4%	5%
Wildlife/ Adventure Sports	9%	3.1%	9%	7%	8%	6%
Fairs & Festivals	4%	2.6%	3%	5%	3%	7%
MICE	3%	0.5%	2%	2%	2%	5%
Shopping	4%	4.9%	3%	6%	5%	6%
Official	1%	1.4%	0%	3%	1%	2%

As may be seen India's Culture, Heritage and scenic tourist spots were top sources of attraction amongst the foreign travellers. Indian cuisine, Hill Stations and religious places were also found to be a major draw. Yoga, Spiritualism and Meditation was found to be of greater interest for travellers from South Africa.

### Destinations Visited in India

Delhi, Mumbai, Goa and Agra were the top Indian cities visited by tourists from the countries under study; the other top destinations included Kolkata, Jaipur, Varanasi, Hyderabad, Bengaluru, Gaya, etc. As expected, the countries accounting for top travellers to Gaya were South Korea and Japan.

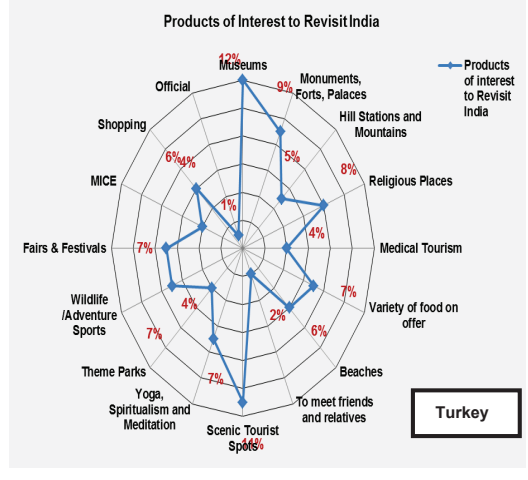
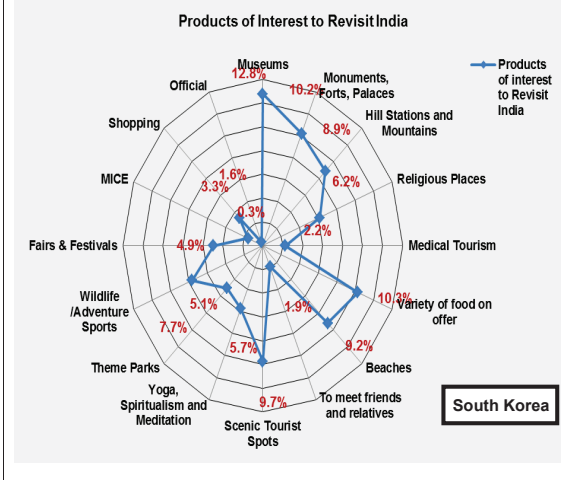
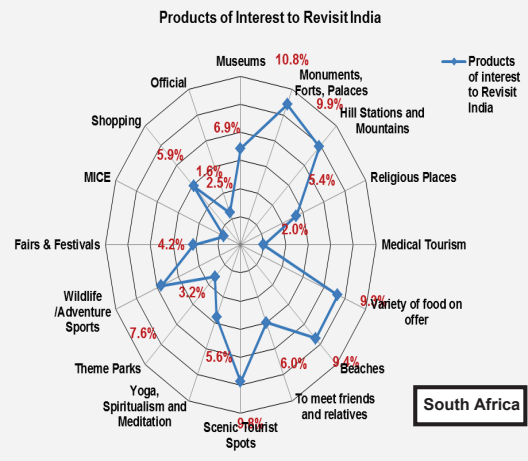
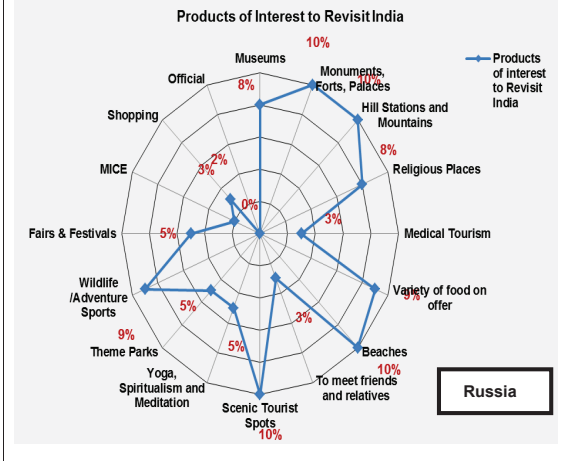
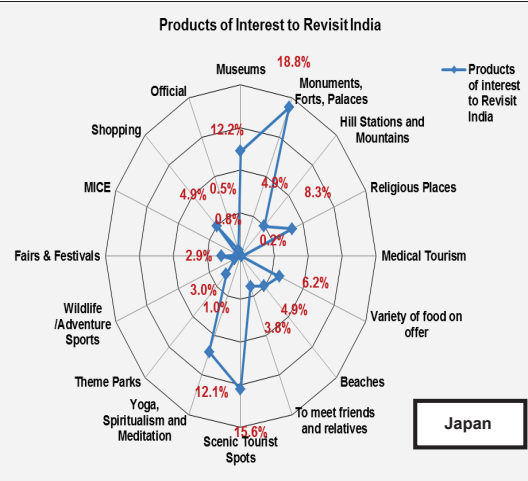
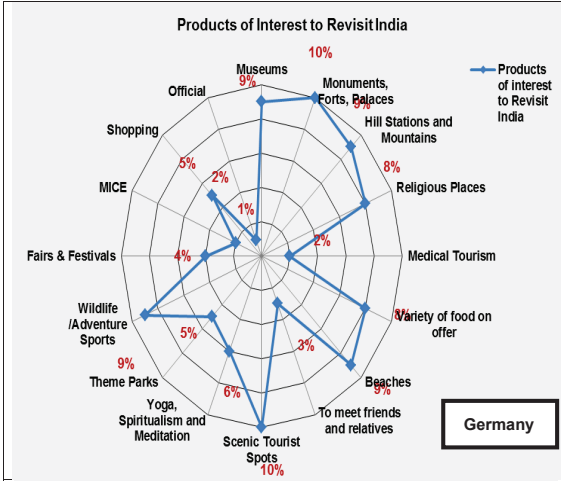


### Willingness to Re-visit India

The proportions of respondents who stated that they would like to re-visit India were as follows: Germany (97.5%), Russia (97%) Turkey (90%), South Korea (76%), South Africa (69%) and Japan (54%), respectively. For those respondents who had stated that they would not like to re-visit India, the main reasons were high expenses of trip and safety & security reasons.

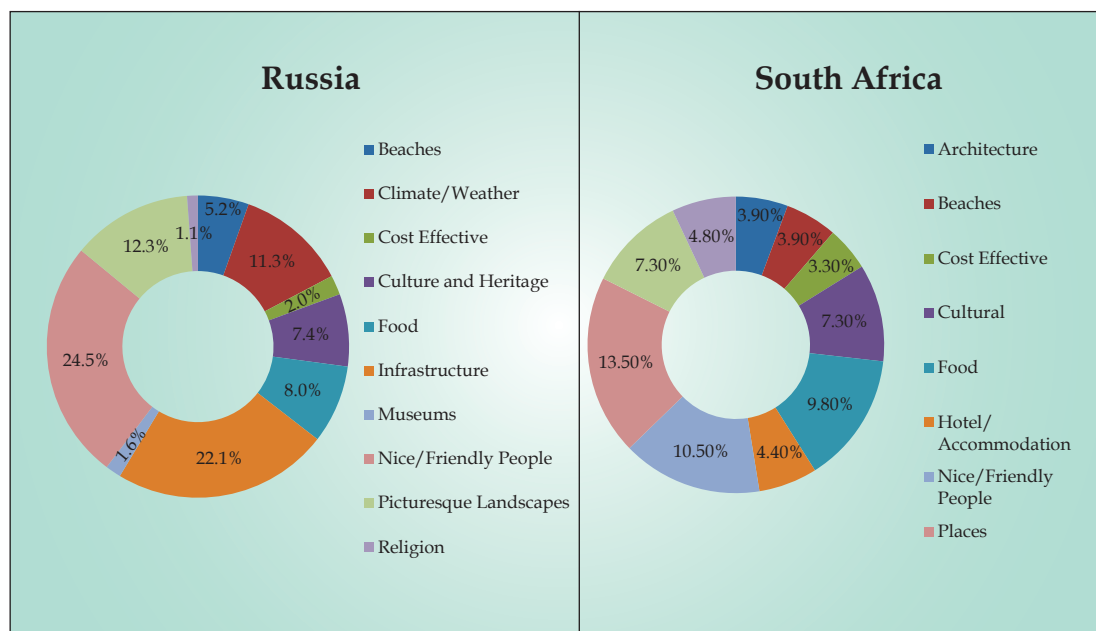
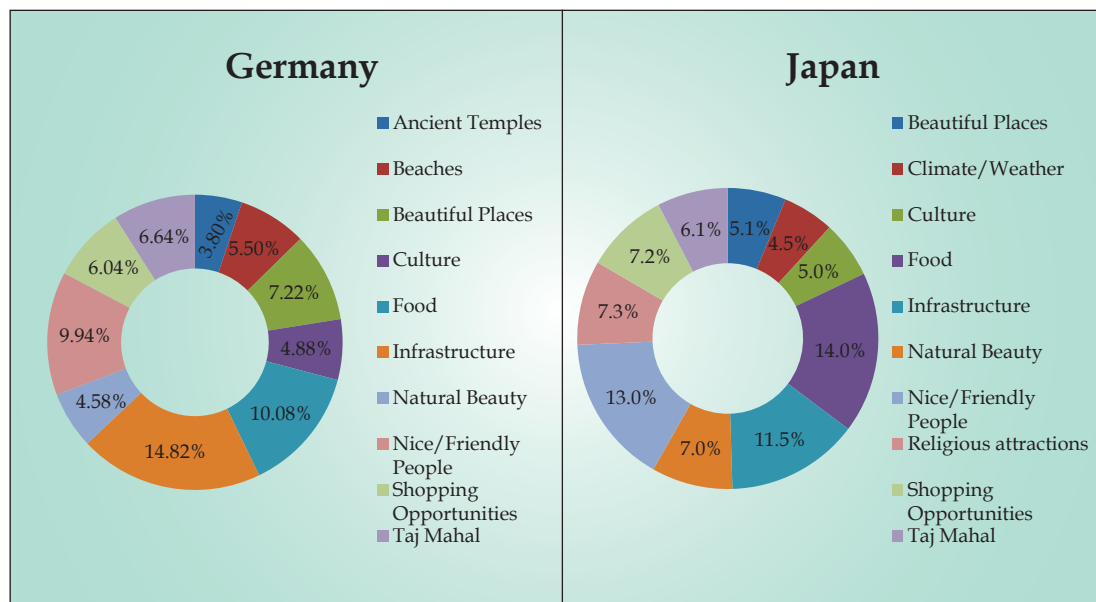
### Country - wise attractions for re-visiting India:

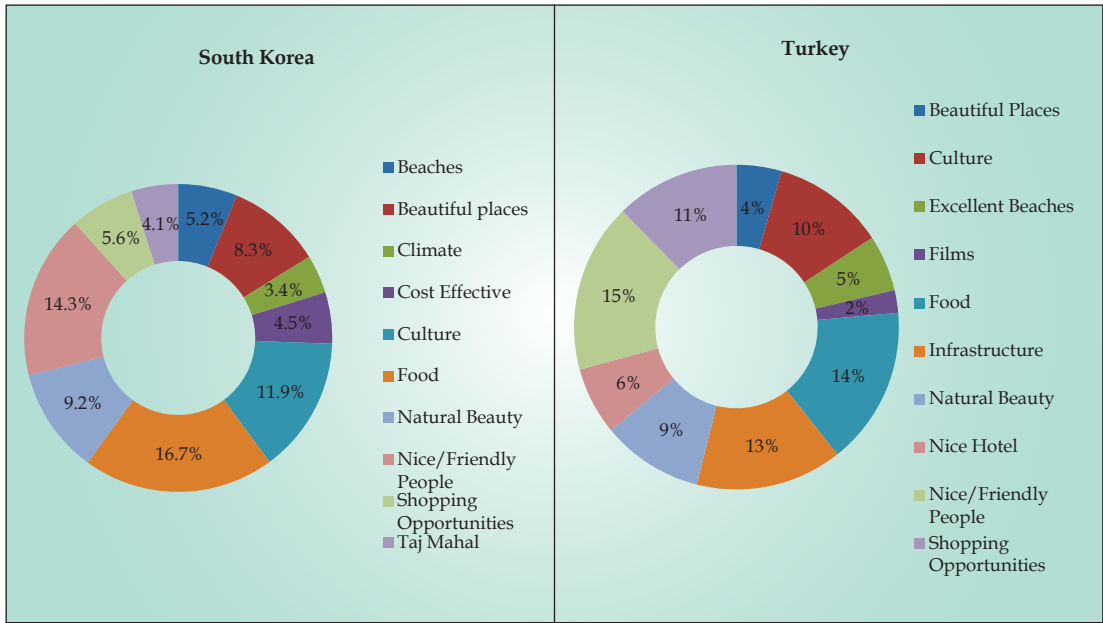
Monuments, Forts & Palaces and the Scenic Tourist spots were found to be motivation for those who were interested in re-visiting India, irrespective of the country of the travelers. Beaches and Indian Cuisine were found to be attractions for re-visiting India amongst travelers from Russia, South Africa, Germany and South Korea. Indian museums found admirers amongst travelers from Japan and South Korea. Japanese tourists were also drawn towards 'Yoga, spiritualism and meditation'.



## Pleasant experiences in India

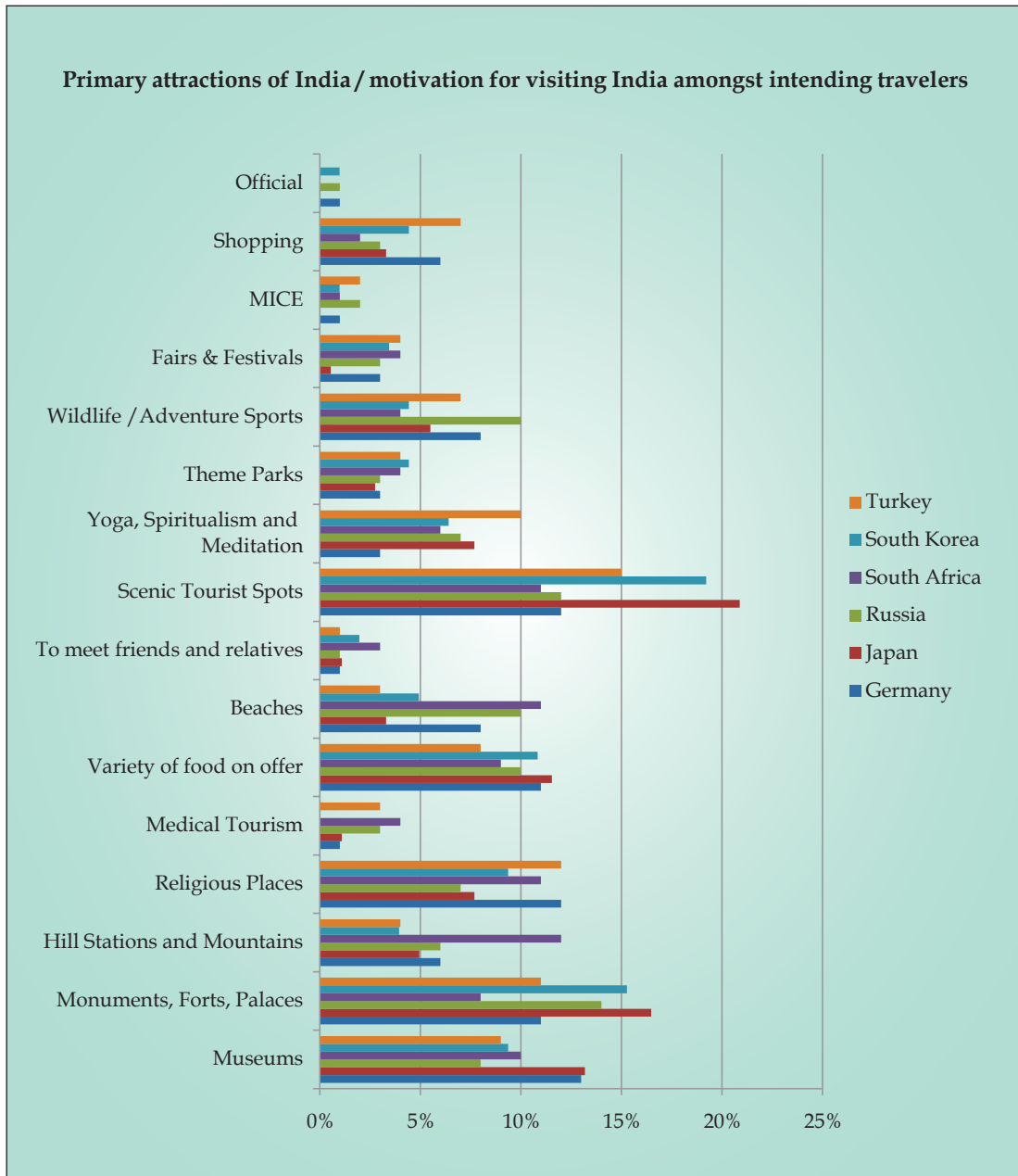
The country - wise, top 10 pleasant experiences of the past travelers to India are presented in the graphs given below:



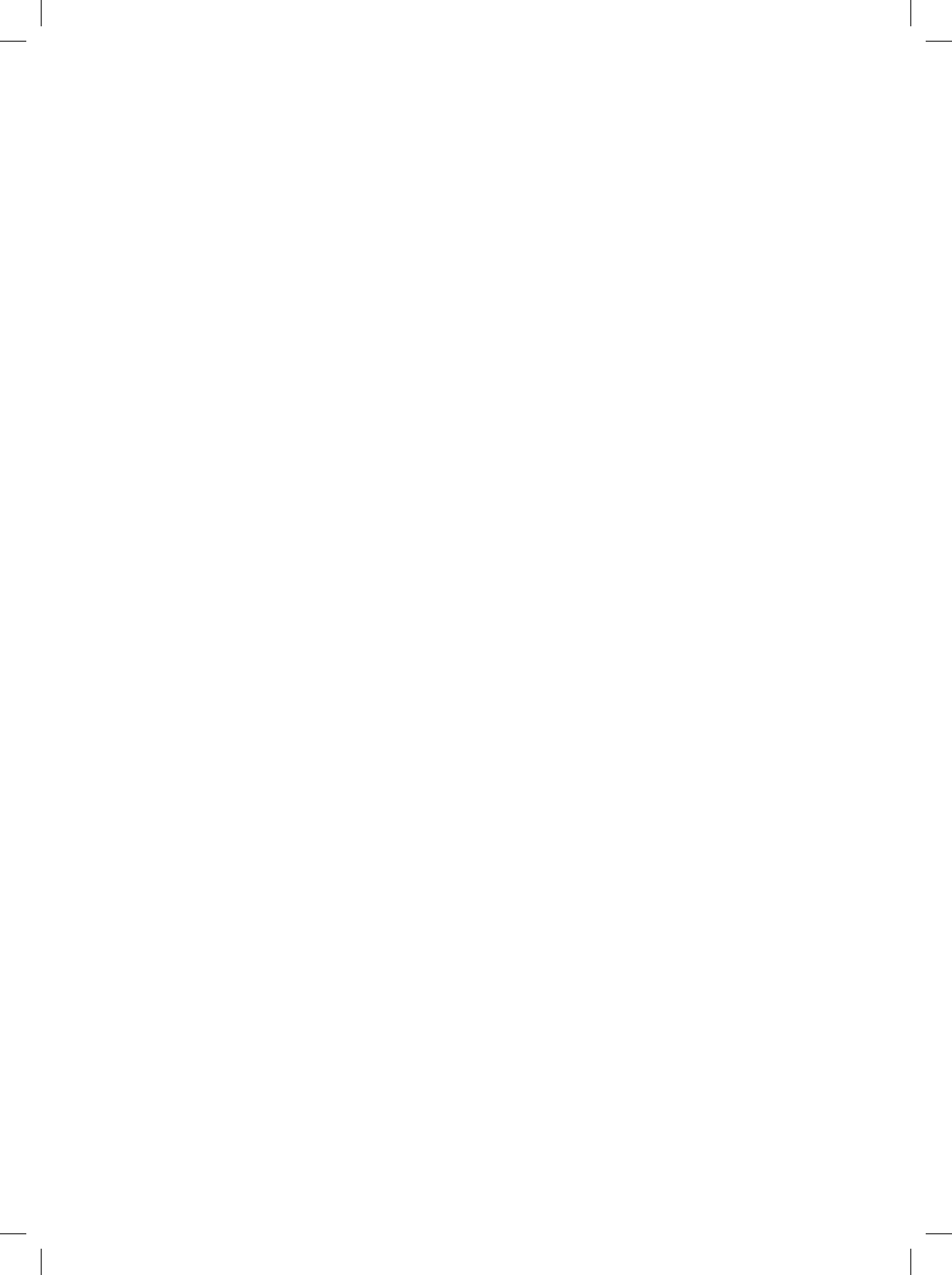


## Primary attractions of India/motivation for visiting India amongst intending travelers:

A survey was also conducted amongst the travelers who were intending to visit India in their future and the country - wise primary attractions for visiting India are found to be Scenic Tourist Spots, Monuments, Forts & Palaces, Museums and Variety of food on offer.







# 11

## CHAPTER



Atithidevo Bhava  
Incredible India

FINANCIAL ASSISTANCE PROVIDED BY TOURISM  
FINANCE CORPORATION OF INDIA



## FINANCIAL ASSISTANCE PROVIDED BY TOURISM FINANCE CORPORATION OF INDIA

11.1 TFCI, since its inception in 1989, has been providing financial assistance to enterprises, for setting up and/or development of tourism related activities, facilities and services, which inter-alia include hotels, restaurants, holiday resorts, amusement parks and complexes for entertainment, education and sports, safari parks, rope-ways cultural centres, convention halls, all forms of transport industry, ropeways, travel and tour operating agencies, tourism emporia, sports facilities etc. TFCI provides all forms of financial assistance for new, expansion, diversification/modernisation projects in tourism industry and related activities, facilities and services. TFCI also provides high quality Research & Consultancy services to the tourism industry in general and to the investors in tourism industry in particular.

The amount of loans sanctioned and disbursed by TFCI to various categories of tourism sector during 2014-2015 and 2015-2016 with Cumulative figures are given in Table 11.1.1.

**Table 11.1.1**  
**ASSISTANCE SANCTIONED AND DISBURSED BY TFCI,**  
**DURING 2014-15 AND 2015-16**

(₹ in lakhs)

Operations	Assistance Sanctioned		Assistance Disbursed	
	2014-15	2015-16	2014-15	2015-16
<b>Assistance Sanctioned</b>				
Rupee Loan	80732	64070	50802	38056
Leasing	-	-	-	-
Subscription to Equity/Preference Share/Mutual Fund/ Debentures	7638	6735	7638	6735
Guarantee	-	-	-	-
<b>Total</b>	<b>88370</b>	<b>70805</b>	<b>58440</b>	<b>44791</b>

Table 11.1.2 gives project-wise and purpose-wise classification of financial assistance sanctioned during 2015-16.

**TABLE 11.1.2**  
**PROJECT-WISE & PURPOSE-WISE CLASSIFICATION OF FINANCIAL ASSISTANCE SANCTIONED DURING, 2015-16**

(₹ in lakhs)

Purpose	New		Expansion		Renovation/ Equip. Finance		Expansion / Reno /Acq./ Restr.		Total	
	No	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount
5 Star Hotel	3	5900	1	600	0	0	2	3600	6	10100
	83	149475	17	18476	17	10408	37	77079	154	255438
4 Star Hotel	4	10200	1	2000			1	2650	6	14850
	50	75746	7	9457	6	2395	5	4240	68	91838
3 Star Hotel	8	13650	0	0	2	1240	0	0	10	14890
	267	170292	24	17387	13	4983	42	30557	346	223219
2 Star Hotel	26	12568	1	388	1	90	2	323	30	13369
Heritage	17	3764	3	1030	2	425	2	586	24	5805
Unclassified	2	1210	0	0	1	24	1	56	4	1290
Amusement Park/ Shoppinc	0	0	1	2000	0	0	0	0	1	2000
	34	31183	5	2490	0	0	4	1417	43	35090
Restaurant	0	0	0	0	0	0	0	0	0	0
	17	6174	3	1835	3	109	2	1805	25	9923
Tourist Cars/Coaches	2	241	4	2826	2	600	1	5000	9	8667
Rtdc/Palace On Wheels	2	2150	0	0	1	1000	1	500	4	3650
Others	4	14750	0	0	0	0	0	0	4	14750
	38	57835	3	3600	3	5273	27	70615	71	137323
Infrastructure Projects	2	7480	0	0	0	0	0	0	2	7480
	5	14680	1	3000	0	0	3	7270	9	24950
	21	51980	3	4600	2	1240	3	6250	29	64070
<b>Total</b>	<b>543</b>	<b>525318</b>	<b>68</b>	<b>60489</b>	<b>49</b>	<b>25307</b>	<b>127</b>	<b>199448</b>	<b>787</b>	<b>810562</b>

# APPENDICES



Atithidevo Bhava  
Incredible India



## GUIDELINES FOR PROJECT APPROVAL AND CLASSIFICATION OF TIME SHARE RESORTS.

Hotels and other supplementary accommodation are an integral part of a tourist's visit to a place and the services offered by them can make or mar a visit completely. Vacation ownership popularly known as Time Share is one of the fastest growing component of tourism. Time Share Resorts (TSRs) are increasingly becoming popular for leisure holidays and family holidays, etc. With the aim of providing standardized world class services to tourists, the Government of India, Ministry of Tourism has a voluntary scheme for classification of fully operational Time Share Resorts in the following categories:-

### 5 Star, 4 Star and 3 Star categories

The Hotel & Restaurant Approval & Classification Committee (HRACC) inspects and assesses the TSR based on facilities and services offered. Project approvals are also given in all the above-mentioned categories at the project implementation stage.

Classified Time Share Resorts approved/approved projects are eligible for various concessions and facilities that are announced by the Government from time to time besides getting worldwide publicity through the India tourism Offices located in India and abroad.

TSRs and Hotels are permitted for mixed use. However, if the TSR intends to use as hotel also i.e. mixed purpose, it must provide all facilities and amenities as required or the specified star category of hotel in accordance with the Guidelines.

TSRs will be used as Vacation ownership. In no circumstances apartments in TSR will be sold individually for residential or any other purpose.

TSRs including heritage and resorts which are the members of All India Resort Development Association (AIRDA) will be considered for classification/project approval. Details of the criteria set and the documents required are given in this document.

For classification and project approvals in the 5 Star, 4 Star and 3 Star, the applications along with the requisite fees may be sent to:-

**Hotel and Restaurants Division**  
**Ministry of Tourism, Government of India**  
**C-I Hutments, Dalhousie Road, New Delhi-110011.**



## FORMAT FOR UNDERTAKING

To

The Secretary (Tourism)  
Ministry of Tourism  
Govt. of India  
New Delhi

### UNDERTAKING

I have read and understood all the terms and conditions mentioned above with respect to approval of Time Share Resort and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature

Name in block letters

Seal of the applicant

Place:

Date:

## GENERAL TERMS, CONDITIONS & APPLICATION FORMAT FOR PROJECT APPROVAL AT PROJECT LEVEL & CLASSIFICATION OF TIME SHARE RESORTS

### A. Approval at Project level

1. The Ministry of Tourism approves TSR at project stage based on documentation, which enables the TSR to get certain benefits from the Govt. as may be announced from time to time. The documents required for project approvals are listed below.
2. Project approvals are valid for 5 years. Project approvals of the Govt. of India, Ministry of Tourism cease 3 months from the date that the TSR becomes operational even if all its rooms are not ready. The TSR must apply for classification within these 3 months.
3. The Ministry of Tourism, Govt. of India reserves the right to modify the guidelines/terms and conditions from time to time.
4. **Application form.** This covers:
  - i. Proposed name of the TSR
  - ii. Name of the promoters with a note on their business antecedents
  - iii. Complete postal address of the promoters/tel./fax/e: mail
  - iv. Status of the owners/promoters
    - 1) If Public/private limited company with copies of Memorandum and Articles of Association
    - 2) If Partnership, a copy of partnership deed and certificate of registration
    - 3) If proprietary concern, name and address of proprietor/certificate of registration
  - v. Location of TSR site with postal address
  - vi. Details of the site
    - 1) Area (in sq. meters)
    - 2) Title - owned/leased with copies of sale/lease deed
    - 3) Copy of Land Use Permit from local authorities
    - 4) Distances from Railway station, airport, main shopping centers (in Kms)
  - vii. Details of the project
    - 1) Copy of feasibility report.
    - 2) Star category planned
    - 3) Number of apartments and area for each type of room (in sq.ft.)
    - 4) Number of attached baths and areas (in sq.ft.)
    - 5) Details of public areas - Lobby/lounge, Restaurants, Bars, Shopping, Banquet/Conference halls, Health club, Swimming pool, Parking facilities.

- 6) Facilities for the physically challenged persons.
  - 7) Eco-friendly practices and any other additional facilities (please indicate area in sq.ft for each facility mentioned above at 5, 6 & 7)
  - 8) Date by which project is expected to be completed and operational.
- Viii. Blue prints/sketch plans signed by owners and architect showing
- 1) Site plan
  - 2) Front and side elevations
  - 3) Floor plans for all floors
  - 4) Detail of guest room and bath room with dimensions in sq.ft.
  - 5) Details of Fire Fighting Measures/Hydrants etc.
  - 6) Details of measures for energy conservation and water harvesting.
- IX. Air-conditioning details for guest rooms, public area
- X. Local approvals by
- 1) Municipal authority
  - 2) Concerned Police Authorities
  - 3) Any other local authority as may be required.
  - 4) Approval/NOC from Airport Authority of India for projects located near Airports

The above mentioned approvals/NOCs are the responsibility of the promoters/concerned company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn in case of any violations without notice.

XI. Proposed capital structure

Total project cost

- a Equity component with details of paid up capital
- b Debt - with current and proposed sources of funding

XII. Letter of acceptance of regulatory conditions.

XIII. Application Fee

5. In the event of any changes in the project plans, the approval must be sought afresh.
6. Authorised officers of the Ministry of Tourism should be allowed free access to inspect the premises from time to time without prior notice
7. The TSR must immediately inform the Ministry of Tourism the date from which the TSR becomes operational and apply for classification within 3 months of this date.

8. Since December, 2015 the fee for classification of the hotel which earlier used to be received by way of Demand Drafts, is also now being received via e-payments only viz Debit Cards, Credit Cards and Net Banking.

Star category	Amount ₹
5-Star	15,000
4-Star	12,000
3-Star	8,000

9. The promoters must forward regular progress reports for each quarter failing which the project approval would be considered withdrawn.
10. All documents must be valid at the time of application and a Gazetted officer or Notary must duly certify copies furnished to the Ministry. Documents in local languages should be accompanied by a translation in English/official language and be duly certified.
11. For any change in the category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
12. Any changes in the project plans or management should be informed to the Ministry of Tourism/Regional Directors Office (For 3, 4 & 5 Star/Heritage categories) within 30 days otherwise the approval will stand withdrawn/terminated.
13. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
14. Incomplete applications will not be accepted.
15. The Govt. of India, Ministry of Tourism reserves the right to modify the guidelines /terms and conditions from time to time.

#### **B. TSRs Classification/Re-classification**

1. Classification for newly operational TSR must be sought within 3 months of completion of approved TSR projects. Operating TSR's may opt for classification at any stage. However, TSRs seeking re-classification should apply for re-classification one year prior to the expiry of the current period of classification.
2. If the TSR fails to reapply three months before the expiry of the classification order, the application will be treated as a fresh classification case.
3. Once a TSR applies for classification/re-classification, it should be ready at all times for inspection by the HRACC. No requests for deferment of inspection will be entertained.
4. Classification will be valid for 5 (Five) years from the date of issue of orders or in case of re-classification from the date of expiry of the last classification provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted.

5. TSRs applying for classification must provide the following documentation.

Application Form detailing

- i. Name of the TSR
- ii. Name and address of the promoters/owners with a note on their business antecedents
- iii. Complete postal address of the hotel with tel. no/fax/e: mail
- iv. Status of the owners/promoters
  - 1) If Public/private limited company with copies of Memorandum and Articles of Association
  - 2) If Partnership, a copy of partnership deed and certificate of registration
  - 3) If proprietary concern, name and address of proprietor/certificate of registration.
- v. Date on which the hotel became operational.
- vi. Details of TSR site with postal address and distance from Airport/Railway Station/City Centre/Downtown shopping area (in kms)
- vii. Details of the TSR
  - 1) Area (in sq. metres) with title – owned/leased with copies of sale/lease deed
  - 2) Copy of Land Use Permit from local authorities
  - 3) Star category being applied for
  - 4) Number of rooms and area for each type of room in sq.ft. (single/double/suites)
  - 5) Number of attached baths
  - 6) Details of public areas – Lobby/lounge, restaurants, bars, shopping area, banquet/conference halls, health club, swimming pool, parking facilities, facilities for the physically challenged persons, Eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq.ft
  - 7) Details of guestroom and bathroom with dimensions in sq.ft.
  - 8) Details of Fire Fighting Measures/Hydrants etc.
  - 9) Details of measures for energy conservation and water harvesting and other Eco- friendly measures and initiatives.
  - 10) Air-conditioning details for guest rooms, public areas

### **Certificates/No Objection Certificates (attested copies)**

- a) Certificate/licence from Municipality/Corporation to show that your establishment is registered as a TSR.
- b) Certificate/licence from concerned Police Department authorizing the running of a TSR
- c) Clearance Certificate from Municipal Health Officer/Sanitary Inspector giving clearance to your establishment from sanitary/hygienic point of view
- d) No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities)
- e) Public liability insurance
- f) Bar Licence (necessary for 3\*, 4\* & 5\*)
- g) Money Changers Licence (necessary for 3\*, 4\* & 5\* )
- h) Sanctioned building plans/occupancy certificate
- i) If classified earlier, a copy of the earlier "Certificate of Classification issued by MOT
- j) For Heritage property, certificate from the local authority stating age of the property and showing new and old built up areas separately.
- k) Any other local authority as may be required.
- l) Approval/NOC from Airport Authority of India for projects located near Airports
- m) Application fees

The above-mentioned approvals/No Objection Certificates are the responsibility of the Owners/promoters/concerned Company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn without notice in case of any violations or misrepresentation of facts.

6. All applications for classification or re-classification must be complete in all respects application form, application fee, prescribed clearances, NOCs, certificates etc. - incomplete application is liable to be rejected.
7. TSRs will qualify for classification as Heritage hotels provided a minimum 50% of the floor area was built before 1935 and no substantial change has been made in the facade. TSRs which have been classified/re-classified under Heritage categories prior to issue of these Guidelines will continue under Heritage categories even if they were built between 1935-1950.\*
8. The application fees payable for classification/re-classification are as follows. Since December, 2015 the fee for classification of the hotel which earlier used to be received by way of Demand Drafts, is also now being received via e-payments only viz Debit Cards, Credit Cards and Net Banking.

Star Category	Classification/Re-classification fees in ₹
3-Star	10,000
4-Star	15,000
5-Star	20,000

9. The classification committee will consist as follows
  - a) Chaired by Chairman (HRACC) or his representative. Representatives from AIRDA/FHRAI/HAI/IATO/TAAI/IHM/RD/local Indiatourism office/ Member Secretary will constitute the other members of the Committee.
  - b) The Chairman and any 3 members will constitute a quorum.
  - c) The minutes will be approved by the Chairman (HRACC).
  - d) In case of any dissatisfaction with the decision of HRACC, the TSR may appeal to Secretary (T), Government of India for review and re-consideration within 30 days of receiving the communication regarding classification/re-classification. No requests will be entertained beyond this period.
10. TSRs will be classified following two stage procedure.
 

The presence of facilities and services will be evaluated against the enclosed checklist.

  - a) TSRs will be required to adopt environment friendly practices and facilities for physically challenged persons.
  - b) The quality of facilities and services will be evaluated against the mark sheet.
11. The TSR is expected to maintain required standards at all times. The Classification Committee may inspect a TSR at any time without previous notice. The Committee may request that its members be recommended overnight to inspect the level of services.
12. Any deficiencies/rectification pointed out by the HRACC must be complied with within the stipulated time, which has been allotted in consultation with the TSR representatives during inspection. Failure to do so will result in rejection of the application.
13. The Committee may assign a star category lower but not higher than that applied for.
14. The TSR must be able to convince the Committee that they are taking sufficient steps to conserve energy and harvest water, garbage segregation, and disposal/recycling as per Pollution Control Board (PCB) norms and following other Eco-friendly measures.

15. For any change in the star category, the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
16. Any changes in the plans or management of the TSR should be informed to the HRACC, Govt. of India, Ministry of Tourism within 30 days otherwise the classification will stand withdrawn/terminated.
17. Applicants are requested to go through the checklist of facilities and services contained in this document before applying,
18. Incomplete applications will not be considered. All cases of classification would be finalised within three months of the application being made.
19. The Govt. of India, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time.



## GUIDELINES FOR APPROVAL OF TIME-SHARE RESORTS

General	3*	4*	5*/H	Comments
24 hour lifts for buildings higher than ground plus two floors.	N	N		Mandatory for new TSRs. Local laws may require a relaxation of this condition.
Parking	N	N		Adequate parking space should be provided.
Minimum No. of apartments available for Year round. All rooms with outside window/ventilation.	N	N		No. of apartment weeks available should not be less than eligible members to holiday.
Minimum floor area Studio including verandah, sleeping, living, bathing, cooking & dining- sq. ft.	250	251- 350		
Minimum floor area 1 bedroom including sleeping, living, bathing, cooking & dining-sq. ft.	450- 650	550- 650		Living, Dining, Bedroom and kitchen areas are separate with doors.
Minimum floor area 2 bedrooms including sleeping, living, bathing, cooking & dining- sq. ft.	650- 850	750- 850		Living, Dining, Bedroom and kitchen areas are separate with doors.
Minimum floor area 3 bedrooms including sleeping, bathing, cooking & dining- sq. ft.	1000	1250		Living, Dining, Bedroom and kitchen areas are separate with doors.
<b>Dining area</b>	N	N		Separate dining table and chairs to accommodate maximum bedding.
Air-conditioning.	N	N		Applicable for Resorts/ Hotels at Locations less than 2000 ft. above sea level. Air-conditioning/heating depends on climatic conditions & architecture. Room temp. should be between 20 & 28 Degrees C. For 4*, 5* between 20 and 24 degrees C For 3 star minimum. 50 % of the Apartments should be air-conditioned as applicable. Should be available on request.

General	3*	4*	5*/H	Comments
Iron with iron board.	-	-		Should be available on request.
15 amp earthed power socket.	N	N		
Television.	N	N		
Internet Connection.	D	N		For 3 star and 4 star internet facility be made available in the Business Centre.
Telephone in the room.	N	N		
Ward robe with minimum 12 clothes hangersper bedding.	N	N		
Shelves or drawer space.	N	N		
<b>Bathrooms</b>				
Number of dedicated (private) bathrooms – Studio.	**	**		
Number of dedicated (private) bathrooms – 1 Bedroom.	1	1		
Number of dedicated (private) bathrooms – 2 Bedroom.	2	2		
Number of dedicated (private) bathrooms – 3 Bedroom.	2	3		
Minimum Size of Bathroom in square feet.	36	40		
Western WC toilet to have a seat and lid, toilet paper.	N	N		
Floors and walls to have non-porous surfaces.	N	N		
<b>Furniture.</b>	N	N		Twin sofa cum-bed, chairs and other furniture as necessary.
Water saving taps/shower.	N	N		
<b>Kitchens/Kitchenettes</b>				
Kitchenettes for Studios.	N	N		Defined area – two burner stove top,no open flame, microwave oven or OTG, fridge, utensils, crockery and cutlery, tea/coffee maker, sink, exhaust fan or central exhaust.
Kitchens for 1 bedroom and larger.	N	N		Dedicated kitchen – 2 burner stove, microwave oven, tea/coffee maker, fridge, sink, exhaust fan, utensils, cutlery, crockery.

<b>General</b>	<b>3*</b>	<b>4*</b>	<b>5*/H</b>	<b>Comments</b>
Washing machines/dryers.	D	D		Arrangements be made available for laundry/dry cleaning services.
<b>Public Areas</b>				
A lounge or seating in the lobby area.	N	N		
Reception.	D	N		Manned minimum 16 hrs., Call service 24 hrs.
Heating and cooling to be provided in enclosed public rooms.	D	N		Temperatures to be between 20 – 28 degrees celcius
Restaurant/dining room	N	N		Multi cuisine for all 3 meals.
Garbage room (wet and dry).	N	N		
Room for left luggage facilities.	N	N		
Health Fitness facilities.		N		Necessary for 4 star and above, desirable for 3-star
<b>Guest Services</b>				
Utility Shop.	N	N		
Acceptance of common credit cards.	N	N		
A public telephone on premises, unit charges made known.	N	N		
Messages for guests to be recorded and delivered.	N	N		
Name, address and telephone number of doctors with front desk.	N	N		
Assistance with luggage on request.	N	N		
Stamps and mailing facilities.	N	N		
Safekeeping facilities available.	N	N		
Smoke/Heat detectors	N	N		These can be battery operated as per prevailing building laws.

General	3*	4*	5*/H	Comments
Fire and emergency procedure notices displayed in rooms behind door.	N	N		
Fire exit sign on guest floors with emergency power.	N	N		
Public liability insurance	D	D		
Swimming Pool	D	N		This can be relaxed for hill destinations.
Indoor Games Activity Room.	N	N		
Outdoor Games like Tennis, Badminton	D	N		To be relaxed for Urban Time Share properties, Hill Resorts and others, where site conditions do not permit.



## GUIDELINES FOR CLASSIFICATION OF HERITAGE HOTELS

### DEFINITION:

'Heritage Hotels' cover running hotels in palaces/castles/forts/havelies/hunting lodges/residence of any size built prior to 1950. The facade, architectural features and general construction should have the distinctive qualities and ambience in keeping with the traditional way of life of the area. The architecture of the property to be considered for this category should not normally be interfered with. Any extension, improvement, renovation, change in the existing structures should be in keeping with the traditional architectural styles and constructional techniques harmonising the new with the old. After expansion/renovation, the newly built up area added should not exceed 50% of the total built up (plinth) area including the old and new structures. For this purpose, facilities such as swimming pools, lawns etc. will be excluded. Heritage Hotels will be sub-classified in the following categories:

### HERITAGE:

This category will cover hotel in Residences/Havelies/Hunting Lodges/Castles/Forts/Palaces built prior to 1950. The hotel should have a minimum of 5 rooms (10 beds).

### HERITAGE CLASSIC:

This category will cover hotels in Residences/Havelies/Hunting Lodges/Castles/Forts/Palaces built Prior to 1935. The hotel should have a minimum of 15 room (30 beds).

### HERITAGE GRAND:

This category will cover hotels in Residence/Havelies/Hunting Lodges/Castles/Forts/Palaces built prior to 1935. The hotel should have minimum of 15 rooms (30 beds).

### ROOM & BATH SIZE:

No room or bathroom size is prescribed for any of the categories. However, general ambience, comfort and imaginative readaptation would be considered while awarding sub-classification 'Classic' or 'Grand'.

### SPECIAL FEATURES:

#### HERITAGE:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness.

### **HERITAGE CLASSIC:**

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. The hotel should provide at least one of the under mentioned sporting facilities.

### **HERITAGE GRAND:**

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. However, all public and private areas including rooms should have superior appearance and decor. At least 50% of the rooms should be air-conditioned (except in hill stations where there should be heating arrangements). The hotel should also provide at least two of the under mentioned sporting facilities.

### **SPORTING FACILITIES:**

Swimming Pool, Health Club, Lawn Tennis, Squash, Riding, Golf Course, provided the ownership vests with the concerned hotel. Apart from these facilities, credit would also be given for supplementary sporting facilities such as Golf, Boating, Sailing, Fishing or other adventure sports such as Ballooning, Parasailing, Wind-surfing, Safari excursions, Trekking etc. and indoor games.

### **CUISINE:**

#### **HERITAGE:**

The hotel should offer traditional cuisine of the area.

#### **HERITAGE CLASSIC:**

The hotel should offer traditional cuisine but should have 4 to 5 items which have close approximation to continental cuisine.

#### **HERITAGE GRAND:**

The hotel should offer traditional and continental cuisine.

### **MANAGEMENT:**

The Hotel may be managed and run by the owning family and/or professionals.

***Note:** Classification in any of the above categories will be given keeping in view the overall standard of the property. The hotel would be judged by the quality of service and the years of experience that the owner/staff have had in the business.*

### **GENERAL FEATURES:**

There should be adequate parking space for cars. All public rooms and areas and the guest rooms should be well maintained and well equipped with quality carpets/area rugs/good quality durries, furniture, fittings etc. in good taste and in keeping with the traditional life style. If carpeting is not provided, the quality of flooring should be very good (This is not to suggest that old and original flooring whether in stone or any other material should be replaced unnecessarily). The guest rooms should be clean, airy, pest free without dampness and musty odour, and of reasonably large size

with attached bathrooms with modern facilities (e.g. flush commodes, wash basins, running hot and cold water, etc.). There should be a well appointed lobby and/or lounge equipped with furniture of high standard with separate ladies and gents cloak rooms with good fittings.

#### **FACILITIES:**

There should be a reception, cash and information counter attended by trained and experienced personnel. There should be money changing facilities and left luggage room. There should be a well equipped, well furnished and well maintained dining room on the premises and, wherever permissible by law, there should be an elegant, well equipped bar/permit room. In the case of Heritage Grand and Heritage Classic Bar is necessary and “desirable in the case of Heritage Basic.” The kitchen and pantry should be professionally designed to ensure efficiency of operation and should be well equipped. Crockery, cutlery, glassware should be of high standard and in sufficient quantity, keeping in view the life style and commensurate with the number of guests to be served. Drinking water must be bacteria free; the kitchen must be clean, airy, well lighted and protected from pests. There must be a filtration/purification plant for drinking water. There must be three tier washing system with running hot and cold water; hygienic garbage disposal arrangements; and frost free deep freezer and refrigerator (where the arrangement is for fresh food for each meal, standby generator will not be insisted upon).

#### **SERVICES:**

The hotel should offer good quality cuisine and the food and beverage service should be of good standard. There should be qualified, trained, experienced, efficient and courteous staff in service and clean uniforms and the staff coming in contact with the guests should understand English, Housekeeping at these hotels should be of the highest possible standard and there should be a plentiful supply of linen, blankets, towels, etc. which of the highest possible standard and should be a plentiful be of high quality. Each guest room should be provided with a vacuum jug/flask with bacteria free drinking water. Arrangements for heating/cooling must be provided for the guest rooms in seasons. Places which have telephone lines must have at least one phone in the office with call bells in each guest room. Arrangements for medical assistance must be there in case of need. The staff/room ratio must be in keeping with the number of guest room in each property. These hotels must be run on a professional basis while losing none of their ambience and services. The hotel should be environment friendly. The gardens and grounds should be very well maintained. There should be an efficient system of disposal of garbage and treatment of wastes and effluents. The hotel should present authentic and specially choreographed local entertainment to the guests. They should also have, wherever possible, arrangements for special services such as wildlife viewing, water sports, horse/camel/elephant riding or safaris etc.



## APPLICATION PROFORMA FOR APPROVAL OF HERITAGE HOTEL PROJECT

1. Proposed name of the Hotel:
2. Name of Promoters: (a note giving details of business antecedents may be enclosed)
3. Complete Postal address of the Promoters.
4. Status of owners/Promoters:  
Whether:
  - a) Company (if so, a copy of the Memorandum & Articles of Association may be furnished)      OR
  - b) Partnership firm (If so, a copy of partnership Deed and Certificate of registration under the Partnership Act may be furnished)      OR
  - c) Proprietary concern (Give name and address of the proprietor)
5. Location of the property along with postal address:
6. Details of the property
  - a) Area
  - b) TitleWhether outright purchase/ownership (if so, a copy of the registered sale deed should be furnished)      OR  
On Lease (if so, a copy of the registered lease deed should be furnished)
  - c) Whether the required land use permit for the conversion into hotel on it have been obtained. (If so, a copy of certificate from the concerned local authorities should be furnished).
  - d) Distance from Railway Station:
  - e) Distance from Airport:
  - f) Distance from main shopping Centres:
7. Details of the Hotel Project (a copy of the project/feasibility report should also be furnished).

a) No. of guest rooms and their area:

Guest Room	Number	Area
Single		
Double		
Suites		
Total:		

b) No. of attached baths and their area:

c) How many of the bathrooms will have long baths or the most modern Shower chambers (Give break-up):

d) Details of public areas:

Public areas	Number	Area of each
i) Lounge/Lobby		
ii) Restaurants/Dinning room		
iii) Bar (if any):		
iv) Shopping (if any):		
v) Banquet/Conference Halls (if any):		
vi) Health Club (if any):		
vii) Swimming Pool (If any):		
viii) Parking facilities:		

(e) Blue prints of the sketch plans of the project. A complete set duly signed by the promoter and the architects should be furnished including/showing among other things, the following:-

i) Site Plan:

ii) Front and side elevations:

iii) Floor wise distribution of public rooms/guest rooms and other facilities.

8. Approval:

Whether the hotel project has been approved/cleared by/under the following agencies/Acts wherever applicable:

a) Municipal authorities;

b) Urban Lands (Ceiling), Act:

c) Any other local/State Govt. authorities concerned.

9. Proposed Capital Structure:

(a) Total estimated cost:

(i) Equity:

(ii) Loan:

(b) Equity Capital so far raised:

(c) (i) Sources from which loan is proposed to be raised:

(ii) Present position of the loan:

10. **Acceptance of Regulatory conditions:**

(This should be furnished in the prescribed proforma, as per sample attached):

11. **Application Fee:**

Since December, 2015 the fee for classification of the hotel which earlier used to be received by way of Demand Drafts, is also now being received via e-payments only viz Debit Cards, Credit Cards and Net Banking.

## GUIDELINES FOR APPROVAL OF CONVENTION CENTRES

Meetings, Incentives, Conference and Exhibitions (MICE) are today becoming an important segment of the tourism industry. With the opening up of India's economy, MICE tourism is likely to grow further in the future. Our country therefore needs more Convention and Exhibition Centres to meet the requirement of this lucrative segment of the tourism. Taking this fact into consideration, therefore, the Ministry of Tourism has decided to grant approval to convention centres to encourage investment and standardize facilities at the convention centres.

### APPROVAL

Approved convention centres, being essential tourism infrastructure are eligible for various benefits including among other things, income tax concession under the Income Tax Act and priority consideration of its various requirements like telephone, telex, LPG etc. by the Government Authorities at Municipal, State and union Levels or a semi or quasi-Government body.

The approval can be applied for at project/planning stage. A convention centre approved at the project stage will be eligible for consideration for allocation of foreign exchange for its essential import of equipment and provisions. On completion and becoming functional it will get worldwide publicity through tourist literature published by the Ministry of Tourism and distributed through its offices in India and Overseas. Approved convention centre will also be eligible to apply to the Industrial Finance Corporation of India and the State Financial Corporations of loan. However, application for loan and incentives are considered by the respective Ministries/ Departments and Financial Institutions in the context of request to produce a detailed feasibility study etc. and the project approval by the Ministry of Tourism should not in any way be construed as an assurance for the grant of any incentive or loan thereto.

### GENERAL FEATURES:

It is very essential that the proposed convention centre should contain at least one convention hall, two mini convention halls, one exhibition hall, one restaurant and parking facilities as per details given below:-

1. **Convention Hall:-** convention hall as the name suggests should have audio Visual conferencing equipment, facility for high fidelity recording, video projection/ video graphs etc. and skilled manpower at various levels. The seating capacity in the hall may be in a classroom style in the following category:-
  - a) Above 1500 pax or
  - b) 1200-1500 pax or
  - c) 800-1200 pax or
  - d) 300-800 pax

2. **Mini Convention Halls:-** Mini Convention halls are equally important in Convention Centres as these halls are required for various seminars, committees, meetings etc. the seating capacity therefore, may be in a theatrical or classroom style to seat as follows:-
  - a) 200-300 pax or
  - b) 100-200 pax or
  - c) 50-100 pax or
  - d) 20-50 pax
3. **Exhibition Hall:-** Exhibition Hall is another important feature in convention centre. Delegates to the convention as well as trade relative promoters take part in trade shows to promote their products during conventions. As such, it is essential that such exhibition hall should have a capacity to accommodate at least 20 booths of 3 mts by 3 mts in size excluding passages in between the booths.
4. **Restaurants:-** Restaurants in the convention centres should conform to the existing guidelines of HRACC laid down by the Ministry.
5. **Parking:-** Parking facility for not less than 50 cars and five coaches.
6. **Residential Accommodation for Delegates/Participants:-** applicable only if, promoters, desire to have residential accommodation in the convention complex and the guidelines laid down by the Ministry in respect of star category hotels will apply.

In addition to the above facilities convention centre should include the following infrastructural facilities:-

- 1) Landscaped forefront
- 2) Exhibition Management Centre
- 3) Administrative facilities for corporate office including IITTM/Internet etc.
- 4) Trade Show/Fair Facilities such as Tourist Office, Bank and Money Changing facilities, Travel Desk, STD/ISD, Press Lounge, VIP Lounges etc.
- 5) Technical facilities such as plant room, electric substation, stores, electric power back-up-system, fire hydrant etc.
- 6) Gate complex for stipulating entry and exit.
- 7) Information booths.
- 8) Public Convenience.
- 9) Stationary Shops and Kiosks.
- 10) Public Address System.
- 11) First aid with doctor on call facilities.
- 12) Security office and booths for security arrangements.
- 13) Storage complex for custom storage and handling etc.
- 14) Fire safety arrangements.
- 15) Locker facilities.

In order to enhance the value of the above facilities there must be space for other ancillary activities also. This could include the following:

- i) Handicraft shops, souvenir shop.
- ii) Facility for the physically disabled person.
- iii) Other facility for enhancing customer satisfaction.

### **APPLICATION**

1. The application for approval of a convention centre should be submitted, in the prescribed form complete in all respects, to the Secretary (T) Govt of India, Transport Bhawan, New Delhi.
2. The power to approve convention centers at a project stage/operational stage/re-approval will be exercised by the Chairman (HRACC).
3. The Re-approval is required to be done after 3 years. The application fee is non refundable Since December, 2015 the fee for classification of the hotel which earlier used to be received by way of Demand Drafts, is also now being received via e-payments only viz Debit Cards, Credit Cards and Net Banking. New Delhi. The fee for project approval/Operational Approval and Re-approval will be as follows:-

1) Approval at the project stage	₹5000/-
2) Approval at the operational stage	₹10,000/-
3) Re-approval	₹5,000/-

### **REQUIREMENT**

Various documents and information to be furnished about convention centre projects when applying for project approval are given in details in the application form. However, the basic requirements are indicated so that these are sent alongwith the application:-

- i) A Project Report establishing the feasibility of the proposed convention centre, describing the amenities to be provided at the convention centre particularly mentioning any special or distinctive features.
- ii) The site selected should be suitable for the construction of convention centre intended for use by domestic as well as international business travelers. While selecting the site such aspects as its accessibility from airport/railway station/shopping areas etc. making it a convenient location, may be kept in mind as also that it environs are not pollution prone, crowded, noisy, unhygienic etc.
- iii) A land use permission certificate from the concerned state/local authority certifying that it is permissible to construct a convention centre on the site selected. Blue prints of the sketch plans of the project duly approved by the State authority and signed by the architect and the promoter should be furnished.

- iv) Ownership deed of the land.
- v) Urban land ceiling certificate, if applicable.
- vi) Approval of International Airport Authority of India/Director General of civil aviation if the project is near an airport.
- vii) Name and Business antecedents of the promoters.
- viii) Proposed Ownership structure, giving full details as to whether the new undertaking will be owned by individual(s) or a firm or a company.
- ix) Estimated cost of the project and the manner in which it is proposed to raise the funds to meet the required investments.
- x) The Ministry has prescribed some regulatory conditions to be adhered to by promoters or approved convention centre projects. The promoter should furnish the acceptance of these regulatory conditions in the prescribed form. The regulatory conditions and the form of there acceptance have also been appended.

#### **REGULATORY CONDITIONS FOR APPROVAL OF CONVENTION CENTRE PROJECT**

All convention centres approved by the Ministry of Tourism are required to furnish the following information:-

- 1) Documents relating to its legal status i.e. if the company is incorporated under the companies act, a copy of its memorandum and articles of association, if it is partnership firm, a copy of the partnership deed and the certificate of registration under the partnership act; if it is a proprietary concern, name and address of the proprietor etc.
- 2) Any licence and/or approvals required from the local administration/police and/or other concerned authorities for the construction/operation of the convention centre should be obtained directly by the promoters from the concerned authorities. The approval by the Ministry will not in any way be a substitute for them. The Ministry's approval will be deemed to have been withdrawn in case of violation of any condition as brought to its notice.
- 3) In the event of the promoters making any changes in the plans of the project as submitted earlier, the approval of this ministry will have to be applied for afresh.
- 4) As a project which has been approved from the of view of its suitability for foreign orientele the promoter will be eligible for grant of loan from Central/ State Financial Institutions and priority in the procurement of building material, telephone and telex connections etc. however, this approval should not in any way be construed as an assurance for the grant of these facilities since this would fall within the jurisdiction of the concerned authorities and the rules prescribed for the purpose.

## CONDITIONS TO BE FULLFILLED AFTER THE CONVENTION CENTRE/ HOTEL BECOMES FUNCTIONAL

- 1) The Convention Centre must immediately inform this Ministry the date from which it becomes functional, and apply for approval within 3 months thereafter.
- 2) The Convention Centre will submit the following information to the Director General, Ministry of Tourism, so as to reach on or before 31<sup>st</sup> March each year for the preceding financial year:-
  - a) A bank certificate in regard to foreign exchange deposited by the convention centre/hotel;
  - b) No. of conventions/conferences/seminars held and the no. of participants as per Performa given below:-

SL.NO.	Name of conference/ Seminar	Date	No. of Participants	Name of Organisation
	<b>Domestic/ International</b>			
1				

- c) Total bed capacity offered by the Hotel as under:- (provided the convention centre is having residential accommodation)
  - Single Rooms:
  - Double Rooms:
  - Suites:
- d) Number of rooms occupied on a permanent/semi permanent basis by Residents/staff Officers etc;
- e) A specimen copy of the current tariff card (applicable to convention centre having residential accommodation);
- f) List of the name of the Senior Executive with their designation, experience etc.
- g) Total number of persons employed.
- h) Annual report of the convention centre/hotel and a statement showing the audited balance sheet and profit and loss account within 4 months of the close of the financial year;
- i) Statistical returns in regard to the number of the events held, guests, rooms, occupancy, income and employment on quarterly basis as prescribed by the Ministry of Tourism from time to time.



3. The Regional Director/Director/Manager of the Government of India Tourist Offices of the region and Ministry of Tourism would be kept informed from time to time of facilities introduced for withdrawn and of any additions or alterations made in regard to convention centre.
4. The hotel tariff should be prominently displayed in each room. This card shall also indicate all taxes, service charge etc. (where applicable)
5. Normally, no rooms will be let out for purposes other than residential. However, with the prior approval of the Ministry of Tourism not more than 10 percent of the rooms in the hotel will be let out to any person or company for residential or commercial purposes.
6. The convention centre should at all times adhere to the high standard of maintenance and services for which it has been approved and in all dealing with its guests observe practice worthy of an establishment of repute.
7. The officers of the Ministry of Tourism or any other officer deputed by it to inspect premises from time to time will be allowed free access with or without prior notice.

**IN THE EVENT OF BREACH OF ANY OF THE ABOVE CONDITIONS BY THE  
CONVENTION CENTRE, THE MINISTRY OF TOURISM SHALL HAVE THE  
RIGHT TO WITHDRAW APPROVAL.**



- iii) Exhibition Hall (Please indicate area)
- iv) Restaurant (Please indicate area)
- v) Parking (Please indicate area and no. of cars/coaches than can be parked)
- vi) Star category of accommodation Unit planned (if applicable).

No. of guest rooms and their area:

Guest Rooms	Number	Area
a) Single		
b) Double		
c) Suites		
<b>Total:</b>		

No. of attached baths and their areas:

- a) How many of bathrooms will have long Baths or the most modern shower chambers (Give break up)
- b) Details of public areas:

Public Area	Number	Area of Each
(i) Lounge Lobby/Reception		
(ii) Restaurants		
(iii) Bar		
(iv) Shopping		
(v) Banquet/Catering facilities		
(vi) Health club		
(vii) Swimming Pool		

NOTE: *It may be ensured that areas of guest rooms and attached bathrooms conform to the minimum standards laid down by the Ministry of Tourism for restaurants and for different star categories of hotels.*

Blue Prints of the sketch plans of the project.

(A complete set duly approved by the State Authorities and signed by the promoter and the architect should be furnished, including/showing among other things, the following:-

- (i) Site plan
  - (ii) Front and side elevation
  - (iii) Floor wise distribution of public Areas/guest rooms and other facilities;
  - (iv) (a) Area of convention halls/mini convention hall/exhibition hall.
  - (b) Area of guest rooms with dimensions (if applicable)
  - (c) Area of bathrooms with dimensions
8. Air-conditioning:
- a) whether all the convention halls and guest rooms will be air-conditioned.
  - b) whether all the public areas will be air-conditioned.
  - c) Give details of type of air conditioning
9. Approval:
- Whether the convention centre project has been approved/cleared by/under the following agencies/Acts wherever applicable:
- a) Municipal authorities
  - b) Urban lands(ceiling), Act
  - c) Any other Local/State Govt.
  - d) Authorities Concerned.
10. Proposed Capital Structure:
- a) Total estimated cost:
    - i) Equity            ii) Loan:            iii) Equity capital so far raised:
  - b) (i) Sources from which loan is proposed to be raised
  - (ii) Present position of the loan.
11. Acceptance of regulatory conditions:  
(This should be furnished in the prescribed Performa)
12. Since December, 2015 the fee for classification of the hotel which earlier used to be received by way of Demand Drafts, is also now being received via e-payments only viz Debit Cards, Credit Cards and Net Banking.

Signature.....  
Full Name and Designation of the  
Applicant.....

Place.....

Dated:.....

**FORMAT OF ACCEPTANCE OF REGULATORY CONDITIONS FOR APPROVAL OF CONVENTION CENTRE PROJECT AND CONDITION TO BE FULFILLED AFTER THE CONVENTION CENTRE/HOTEL BECOMES FUNCTIONAL**

To,

The Secretary (T),  
Govt. of India,  
Ministry of Tourism,  
Transport Bhawan, New Delhi

**Sub:-** Acceptance of regulatory conditions for approval of convention centre project & condition to be fulfilled after the convention centre/hotel becomes functional.

Dear Sir,

I have received a copy of the regulatory conditions for approval of convention centre projects prescribed by the Ministry of Tourism for convention centre on its approved list, and wish to confirm that I have read and understood the same and hereby agree to abide by the same and such other conditions as may be laid down from time to time by the Ministry of Tourism for approval of convention centre.

Yours faithfully,

(Name in Block letters)

Managing Director/Partner/Proprietor

Name of the convention centre

Dated:.....

**(Note: This letter should be in the Company Letter Head)**

## GUIDELINES FOR APPROVAL & CLASSIFICATION OF APARTMENT HOTELS

Hotels are an integral part of a tourist's visit to a place and the services offered by them can make or mar a visit completely. Apartment Hotels are increasingly becoming popular with business travelers who come to India for some assignments, for family holidays, etc. Which are sometimes stretching for months together. With the aim of providing standardized, world class services to the tourists, the Government of India, Ministry of Tourism has a voluntary scheme for classification of fully operational Apartment Hotels in the following categories:

### 5 \* DELUXE, 5 \*, 4 \*, AND 3 \*

The Hotel & Restaurant Approval & Classification Committee (HRACC) inspects and assesses the hotels based on facilities and services offered. Project approvals are also given in all the above-mentioned categories at the project implementation stage.

Classified Apartment Hotels/approved projects are eligible for various concessions and facilities that are announced by the Government of India from time to time besides, getting worldwide publicity through the Indiatourism Offices located in India and abroad.

An Apartment Hotel is meant for use of temporary stay that should not exceed beyond 90 days in any circumstances

In no circumstances apartments in the Apartment Hotel will be sold individually for residential or any other purpose.

Details of the criteria set and the documents required are given in this document.

For classification/re-classification and project approvals of Apartment Hotels, the applications along with the requisite fees may be sent to:-

**Member Secretary (HRACC)**

Hotel and Restaurants Divisions

Ministry of Tourism, Government of India,

C-1 Hutments, Dalhousie Road, New Delhi 110011.

## GENERAL TERMS, CONDITIONS & APPLICATION AT PROJECT LEVEL & CLASSIFICATION/ RE-CLASSIFICATION FORMAT FOR PROJECT APPROVAL OF APARTMENT HOTELS

### APPROVAL AT PROJECT LEVEL

1. The Ministry of Tourism approves Apartment hotels at project stage based on documentation, which enables the hotels to get certain benefits from the govt. as announced from time to time. The documents required for project approvals are listed below.
2. Project approvals are valid for 5 years. Project approvals of the Govt. of India, Ministry of Tourism cease 3 months from the date that the hotel becomes operational even if all its rooms are not ready. The Apartment Hotel must apply for classification within these 3 months.
3. The Ministry of Tourism, Govt. of India reserves the right to modify the guidelines/terms and conditions from time to time
4. Application form. This covers
  - i. Proposed name of the Apartment Hotel
  - ii. Name of the promoters with a note on their business antecedents
  - iii. Complete postal address of the promoters/tel./fax/e: mail
  - iv. Status of the owners/promoters
    - 1) If Public/private limited company with copies of Memorandum and Articles of Association
    - 2) If Partnership, a copy of partnership deed and certificate of registration
    - 3) If proprietary concern, name and address of proprietor/certificate of registration
  - v. Location of Apartment Hotel site with postal address
  - vi. Details of the site
    - 1) Area (in sq. meters)
    - 2) Title - owned/leased with copies of sale/lease deed
    - 3) Copy of Land Use Permit from local authorities
    - 4) Distances from Railway station, Airport, main shopping centers (in Kms)
  - vii. Details of the project
    - 1) Copy of feasibility report.
    - 2) Star category planned
    - 3) Number of apartments and area for each type of room (in sq.ft.)
    - 4) Number of attached baths and areas (in sq.ft.)

- 5) Details of public areas-Lobby/lounge, restaurants, bars, shopping, banquet/conference halls, health club, swimming pool, parking facilities etc.
  - 6) Facilities for the physically challenged persons.
  - 7) Eco-friendly practices and any other additional facilities.  
(please indicate area in sq.ft for each facility mentioned above at 5, 6 & 7)
  - 8) Date by which project is expected to be completed and operational.
- viii. Blue prints/sketch plans signed by owners and architect showing
- 1) Site plan
  - 2) Front and side elevations
  - 3) Floor plans for all floors
  - 4) Detail of guestroom and bathroom with dimensions in sq.ft.
  - 5) Details of Fire Fighting Measures/Hydrants etc.
  - 6) Details of measures for energy conservation and water harvesting.
- ix. Air-conditioning details for guest rooms, public areas
- x. Local approvals by
- 1) Municipal authorities
  - 2) Concerned Police Authorities
  - 3) Any other local authority as may be required.
  - 4) Approval/NOC from Airport Authority of India for projects located near Airports

The above mentioned approvals/NOCs are the responsibility of the promoters/concerned company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn in case of any violations without notice.

- xi. Proposed capital structure and total project cost
  - a. Equity component with details of paid up capital
  - b. Debt - with current and proposed sources of funding
- xii. Letter of acceptance of regulatory conditions.
- xiii. Please indicate whether the promoter intends to give a few rooms or all rooms on a time- share basis.
- xiv. Application Fee



5. In the event of any changes in the project plans, the approval must be sought afresh.
6. Authorised officers of the Ministry of Tourism should be allowed free access to inspect the premises from time to time without prior notice.
7. The Apartment Hotel must immediately inform the Ministry of Tourism the date from which it becomes operational and apply for classification within 3 months of this date.
8. The fees payable for the project approval and subsequent extension, if required are as follows. Since December, 2015 the fee for classification of the hotel which earlier used to be received by way of Demand Drafts, is also now being received via e-payments only viz Debit Cards, Credit Cards and Net Banking.

Star Category of Apartment Hotels	Amount in ₹
5- Star	15,000
4- Star	12,000
3- Star	8,000

9. The promoters must forward regular progress reports for each quarter failing which the project approval would be considered withdrawn.
10. All documents must be valid at the time of application and a Gazetted officer or Notary must duly certify copies furnished to the Ministry. Documents in local languages should be accompanied by a translation in English/official language and be duly certified.
11. Projects, where it is proposed to let out part or whole of the Apartment Hotel on time share basis will not be eligible for approval
12. For any change in the category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
13. Any changes in the project plans or management should be informed to the Ministry of Tourism within 30 days otherwise the approval will stand withdrawn/terminated.
14. Applicants are requested to go through carefully the checklist of provision of facilities and services as contained in the Guidelines before applying.
15. Incomplete applications will not be accepted.
16. The Govt. of India Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time.

## APARTMENT HOTEL - CLASSIFICATION/RE-CLASSIFICATION GUIDELINES

1. Classification for newly operational Apartment Hotels must be sought within 3 months of completion of approved Apartment Hotel projects. Operating Apartment Hotels may opt for classification at any stage. However, those seeking re-classification should apply for re-classification one year prior to the expiry of the current period of classification.
2. If the Apartment Hotel fails to reapply 1 year before the expiry of the classification order, the application will be treated as a fresh classification case.
3. Once an Apartment Hotel applies for classification/re-classification, it should be ready at all times for inspection by the HRACC. No requests for deferment of inspection will be entertained.
4. Classification will be valid for 5 (Five) years from the date of issue of orders or in case of reclassification from the date of expiry of the last classification provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted.
5. Apartment Hotels which propose to let out part of or all its rooms on time-share basis are not eligible to be classified.
6. Apartment Hotels applying for classification must provide the following documentation.

### Application Form detailing

- i. Name of the Apartment Hotel
- ii. Name and address of the promoters/owners with a note on their business antecedents
- iii. Complete postal address of the Apartment Hotel with tel. no/fax/email
- iv. Status of the owners/promoters
  - 1) If Public/private limited company with copies of Memorandum and Articles of Association
  - 2) If Partnership, a copy of partnership deed and certificate of registration
  - 3) If proprietary concern, name and address of proprietor/certificate of registration.
- v. Date on which the Apartment Hotel became operational.
- vi. Details of Apartment Hotel site with distance from Airport/Railway Station/City Centre/Downtown shopping area (in kms)
- vii. Details of the Apartment Hotel

1. Area (in sq. metres) with title – owned/leased with copies of sale/lease deed
  2. Copy of Land Use Permit from local authorities
  3. Star category being applied for
  4. Number of rooms and area for each type of room in sq. ft. (single/double/suites)
  5. Number of attached baths
  6. Details of public areas– Lobby/lounge, restaurants, bars, shopping area, banquet/conferencehalls, healthclub, swimming pool, parking facilities, facilities for the physically challenged persons, Eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq. ft.
  7. No. of bathrooms with dimensions in sq. ft.
  8. Details of Fire Fighting Measures/Hydrants etc.
  9. Details of measures for energy conservation and water harvesting and other Eco-friendly practices, measures and initiatives.
  10. Air-conditioning details for guest rooms, public areas.
- viii. Certificates/No Objection Certificate's (attested copies).
- a) Certificate/licence from Municipality/Corporation to show that your establishment is registered as an Apartment Hotel.
  - b) Certificate/licence from concerned Police Department authorizing the running of an Apartment Hotel.
  - c) Clearance Certificate from Municipal Health Officer/Sanitary Inspector giving clearance to your establishment from sanitary/hygienic point of view.
  - d) No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities)
  - e) Public liability insurance.
  - f) Bar Licence (necessary for 4\*, 5\* & 5\*-D only).
  - g) Money Changers Licence (necessary for 4\*, 5\* & 5\*- D only).
  - h) Sanctioned building plans/occupancy Certificate.
  - i) If classified earlier, a copy of the earlier "Certificate of Classification issued by Ministry of Tourism.
  - j) For Heritage property, certificate from the local authority stating age of the property and showing new and old built up areas separately.
  - k) Any other local authority as may be required.

- l) Approval/NOC from AAI for projects located near Airports.
- m) Please indicate whether a few rooms or all rooms are to be let out on a time-share basis.
- n) Application fees.

The above-mentioned approvals/No Objection Certificates are the responsibility of the Owners/promoters/concerned Company as the case may be. The Department's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn without notice in case of any violations or misrepresentation of facts.

7. All applications for classification or re-classification must be complete in all respect viz. application form, application fee, prescribed clearances, NOCs, certificates etc. Incomplete application is liable to be rejected.
8. The application fee payable for classification/reclassification are as follows. Since December, 2015 the fee for classification of the hotel which earlier used to be received by way of Demand Drafts, is also now being received via e-payments only viz Debit Cards, Credit Cards and Net Banking.

Star Category of Apartment Hotels	Classification/Re-classification fees
3-Star	₹10,000
4-Star	₹15,000
5- Star	₹20,000
5-Star Deluxe	₹25,000

9. The Classification Committee for Apartment Hotels will consist as follows:
  - a) Chaired by Chairman (HRACC) or his representative. Representatives from FHRAI/HAI/IATO/TAAI/IHM/RD/local Indiatourism office/ Director(T) of the concerned State Govt. or his representative(who should be a Gazetted officer)/Member Secretary will constitute the other members of the Committee.
  - b) The Chairman and any 3 members will constitute a quorum.
  - c) The minutes will be approved by the Chairman (HRACC).
  - d) In case of any dissatisfaction with the decision of HRACC the Apartment Hotels may appeal to Secretary (T), Government of India for review and re-consideration within 30 days of receiving the communication regarding classification/re-classification. No requests will be entertained beyond this period.
10. Apartment Hotels will be classified following a two stage procedure
  - a. The presence of facilities and services will be evaluated against the enclosed checklist.

- i. New projects will be required to adopt environment friendly practices and facilities for physically challenged persons.
    - ii. Existing Apartment Hotels being classified will need to confirm to a phased plan for adding Eco-friendly practices and facilities for physically challenged persons,
  - b. The quality of facilities and services will be evaluated against the mark sheet
11. The Apartment Hotel is expected to maintain required standards at all times. The Classification Committee may inspect the Apartment Hotel at any time without previous notice. The Committee may request that its members be accommodated overnight to inspect the level of services.
  12. Any deficiencies/rectifications pointed out by the HRACC must be complied with within the stipulated time, which has been allotted in consultation with the hotel representatives during inspection. Failure to do so will result in rejection of the application.
  13. The committee may assign a star category lower but not higher than that applied for.
  14. The Apartment Hotel must be able to convince the committee that they are taking sufficient steps to conserve energy and harvest water, garbage segregation, and disposal/recycling as per Pollution Control Board (PCB) norms and following other Eco-friendly measures.
  15. For any change in the star category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
  16. Any changes in the plans or management of the Apartment Hotel should be informed to the HRACC, Govt. of India, Ministry of Tourism within 30 days otherwise the classification will stand withdrawn/terminated.
  17. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
  18. Incomplete applications will not be considered. All cases of classification would be finalised within three months of the application being made.
  19. The Govt. of India, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time

**FORMAT OF UNDERTAKING FOR PROJECT APPROVAL/  
CLASSIFICATION/RE-CLASSIFICATION OF APARTMENT HOTELS**

To,

The Secretary (T)  
Govt. of India,  
Ministry of Tourism  
New Delhi.

**UNDERTAKING**

I have read and understood all the terms and conditions mentioned above with respect to project approval/classification/re-classification in 3\*/4\*/5\*/5\*-D Apartment Hotels and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature  
Name in block letters  
Seal of the applicant

Place:

Date:

## CHECKLIST FOR FACILITIES & SERVICES

GENERAL	3* & 4*	5* & 5*-D	COMMENTS
24 hour lifts for higher buildings then ground plus two floors	N	N	Mandatory for new hotels. Local laws may require a relaxation of this condition.
<b>Parking</b>	N	N	One parking space per unit should be provided.
<b>Guest room</b>	N	N	
Minimum 10 lettable rooms All rooms with outside window/ventilation.	N	N	
Minimum floor area Studio including sleeping, living, bathing, cooking & dining-in sqft.	250	251-350	
Minimum floor area 1 bedroom including sleeping, living bathing, cooking & dining-in sqft.	500	500-650	Living Dining bedroom and kitchen areas are separate with doors.
Minimum floor area 2 bedrooms including sleeping, living, bathing, cooking & dining-in sqft.	760	950	Living Dining, bedroom and kitchen areas are separate with doors.
Minimum floor area 3 bedrooms including sleeping, living, bathing, cooking & dining-in sqft.	1000	1250	Living Dining, bedroom and kitchen areas are separate with doors.
<b>Dining area</b>	N	N	Separate dining table and chairs to accommodate maximum bedding
Air -conditioning	N	N	Air-conditioning/heating depends on climatic conditions & architecture. Room temp. should be between 20 & 28 Degrees C. For 4*, 5* and 5* Deluxe between 20 and 24 degrees C. For 3* minimum 50% of the apartments should be air-conditioned.

GENERAL	3* & 4*	5* & 5*-D	COMMENTS
Iron with iron board	N	N	
A 15 amp earthen power shocked	N	N	
Television	N	N	
Internet Connection	D	N	For 3 star and internet facility be made available in the Business Center.
Telephone in the room	N	N	
Ward robe with minimum 12 clothes hangers per bedding	N	N	
Shelves or drawer space	N	N	
<b>Bathrooms</b>			
Number of dedicated (private) bathrooms -Studio	1	1	
Number of dedicated (private) bathrooms 1 Bedrooms	1	1½	Half bath toilet and wash basin.
Number of dedicated (private) bathrooms 2 Bedrooms	2	2½	
Number of dedicated (private) bathrooms 3 Bedrooms	2	3½	
Minimum Size of Bathroom in square feet	36	40	
Western WC toilet to have a seat and lid toilet paper.	N	N	
Floors and walls to have non - porous surfaces	N	N	
Indoor Games Activity Room	N	N	
Outdoor Games Like Tennis, Badminton	D	N	
Water saving taps/shower	N	N	
<b>Kitchens/Kitchenettes</b>			



GENERAL	3* & 4*	5* & 5*-D	COMMENTS
Kitchenettes for Studios	N	N	Screened area-signal burner stove top, no open flame, Microwave oven or OTG, Fridge (165 Ltr.) utensils, crockery and cutlery, Tea/Coffee maker, sink exhaust fan.
Kitchens for 1 bedroom and larger	N	N	Dedicated kitchen-2 burner stove, Microwave oven, Tea/coffee maker, Full size fridge, sink exhaust fan, utensils, cutlery, crockery.
Washing Machines/dryers	D	D	Arrangements are made available for laundry/dry cleaning services.
<b>Public Areas</b>			
A lounge or seating in the lobby area	N	N	
Reception facility manned 24 hours	N	N	
Heating and cooling to be provided in enclosed public rooms	N	N	Temperatures to be between 20-28 degrees Celsius.
Dining room serving breakfast	N	N	
Garbage room (wet and dry)	N	N	
Room for left luggage facilities	N	N	
Health Fitness facilities	D	N	Necessary for 4star and above, desirable for 3-star
<b>Guest Services</b>			
Utility shop	N	N	
Acceptance of Common Credit Cards	N	N	
A public telephone on premises, Unit charges made known.	N	N	

GENERAL	3* & 4*	5* & 5*-D	COMMENTS
Wake -up call service on request.		N	
Messages for and telephone number of Doctor with front desk.		N	
Assistance with luggage on request		N	
Stamps and mailing facilities		N	
Left luggage facilities		N	
Fax and photocopy service		N	
Business Center		N	This should be a dedicated area. In resort destinations, tourist and pilgrimage centers this may be relaxed.
Safekeeping facilities available		N	
Smoke detectors		N	These can be battery operated
Fire and emergency procedure notices displayed in rooms behind door		N	
Fire exit sign on guest floors with emergency power		N	
public liability insurance		D	
Swimming pool		N	This can be related for hill destinations. Necessary for 5* & 5* deluxe and desirable for 3*, & 4*.
Parking Facilities	N	N	Should be adequate in relation to the no of room & banquet/ convention hall capacities. Exclusively earmarked accessible parking nearest to the entrance for physically challenged persons.
Conference Facilities	D	D	

*Note: D = Desirable, N = Necessary. There is no relaxation in the necessary criteria except as specified in the comment column.*

**Government of India  
Ministry of Tourism (H&R Cell)  
Hotel Classification**

**Mark sheet for quality**

<b>Criteria</b>	<b>Max Marks</b>	<b>Score</b>	<b>Comments</b>
Exterior & Grounds	8		Exteriors Approach-2 Landscaping-2 Exterior lighting-2 Parking-2
Guest Rooms	10		Furniture-2 Furnishings-2 Décor-2 Room facilities & amenities-2 Linen-2
Bathrooms	8		Facilities-2 Fittings-2 Linen-2 Toiletries-2
Public Areas	8		Furniture-2 Furnishings-2 Décor-2 Restrooms-2
Food & beverage	8		Choice of cuisine menu-3 Décor-2 Food quality-3
Kitchens	8		Equipment-3 State of repair-2 Food storage-3
Cleanliness	8		Overall impression
Hygiene	8		Pot & Dish Washing-2 Drinking water-2 Staff facilities-1 Pest control-2 Garbage disposal-1

Criteria	Max Marks	Score	Comments
Safety & Security	8		Fire fighting equipment-2 Signage-2 Awareness of procedures-2 Public areas and room security-2
Communications	6		Phone service-2 E-mail access-2 Internet access-1 PC and other equipment-1.
Guest Services	5		Overall impression
Eco- friendly practices	5		Waste management, recycling. No plastics-1 Water conservation, Harvesting-1 Pollution control - air water , sound, light-2 Alternative energy usage-1
Facilities for physically challenged persons	5		At least a room for physically challenged persons-1 Public toilet in lobby-1 Telephone in public places-1 Ramps etc-1 Facilities for quality for visually handicapped-1
Staff quality	5		Overall impression
<b>TOTAL</b>	<b>100</b>		

## Comments

.....  
.....  
.....  
.....

## HRACC Members

- |        |                  |
|--------|------------------|
| 1..... | Chairman         |
| 2..... | FHRAI            |
| 3..... | HAI              |
| 4..... | IATO             |
| 5..... | TAAI             |
| 6..... | Member Secretary |

## Qualifying Score

5*-D	90%		
5*	80%		
4*	75%		
3*	65%		
2*	55%		
1*	50%		

## GUIDELINES FOR APPROVAL AND REGISTRATION OF INCREDIBLE INDIA BED & BREAKFAST / HOMESTAY ESTABLISHMENTS

### Introduction

1. Hotels and other supplementary accommodation are an integral part of a tourist's visit to a place and the services offered by them can make his/her visit memorable. With the aim of providing comfortable Home Stay Facilities of Standardized World Class Services to the tourists, and to supplement the availability of accommodation in the Metros and tourist destinations, Ministry of Tourism will classify fully operational rooms of Bed & Breakfast/Home Stay Facilities as "Incredible India Bed & Breakfast/Homestay Establishments". The basic idea is to provide a clean and affordable place for foreigners and domestic tourists alike including an opportunity for foreign tourists to stay with an Indian family to experience Indian customs and traditions and relish authentic Indian cuisine.
2. The Incredible India Bed & Breakfast/Home stay facilities will be categorized as follows:-
  - (a) Silver
  - (b) Gold
3. The Regional Classification Committee, as specified in the guidelines, will inspect and assess the Bed & Breakfast/Home stay Establishments, based on facilities and services offered. The details of the standards, facilities, services and the documents required for approval of such establishments will be as per these guidelines.
4. The Incredible India Bed & Breakfast/Home stay Establishments, once approved by Ministry of Tourism, will be duly publicized. A directory of all such approved establishments will also be prepared, so as to enable domestic as well as foreign tourists to live in a homely environment and to take advantage of the scheme. In addition, efforts will be made to organize short term training in hospitality trade to those who would opt for such training.

### Detailed Guidelines

1. The classification for Incredible India Bed & Breakfast/Homestay establishment will be given only in those cases where the owner/promoter of the establishment along with his/her family is physically residing in the same establishment and letting out minimum one room and maximum six rooms (12 beds).
2. The scheme will be on bed and breakfast basis and charges will have to be levied accordingly. The type of breakfast to be offered will have to be specified, the charges will have to be displayed and the visitors will have to be informed in advance so as to avoid unnecessary dispute.

3. Once an establishment applies for classification/re-classification, it will have to be ready at all times for inspection by the Regional Classification Committee. No requests for deferment of inspection will be entertained.
4. Classification will be valid for two years from the date of issue of orders or in case of reclassification from the date of expiry of the last classification provided that the application has been received within the stipulated time i.e. 3 months before the expiry of the last classification.
5. Incredible India Bed & Breakfast/Home stay Establishments applying for classification will have to provide all the information supported by required documents as per the following formats:
  - a) Application format as at Annexure -I.
  - b) Checklist of facilities as at Annexure -II.
  - c) Undertaking as at Annexure -III.
6. The application fees payable for classification/re-classification of IIB&B/Homestay will be as follows. Since December, 2015 the fee for classification of the hotel which earlier used to be received by way of Demand Drafts, is also now being received via e-payments only viz Debit Cards, Credit Cards and Net Banking.

Star Category	For Classification/Re-classification
Silver	₹3,000
Gold	₹5,000

7. An IIB&B/Homestay Establishment will be classified following two stage Procedure.
  - a) The presence of facilities and services will be evaluated against the enclosed Checklist. (Checklist will have to be duly filled in and signed on all pages and submitted along with the application).
  - b) The quality of facilities and services will be evaluated by the Regional Classification Committee. Due preference will be accorded to the homes, which are able to provide Indian experience by way of Indian décor, authentic and exotic Indian cuisine etc.
8. The Regional Classification Committee will consist of the following:
  1. Regional Director, Indiatourism –Chairman.
  2. Representative from IATO .
  3. Representative from TAAI.
  4. Representative from local Indiatourism Office.

5. Representative from State Tourism Department.
9. The Chairman and any 2 members will constitute a quorum. The recommendation of the Committee will be approved by the Chairman Hotel and Restaurant Approval and Classification Committee (HRACC).
10. Any deficiencies/rectifications pointed out by the Regional Classification Committee will have to be complied within the stipulated time which will be allotted in consultation with the representative/representatives of the establishment during inspection. Failure to do so will result in rejection of the application.
11. The Committee may recommend to the Chairman, HRACC a category either higher or lower than the one applied for. In case the category applied for is higher than the one recommended by the Committee, then the applicant will have to deposit the required fee for the recommended category. However, in case of the category recommended being lower than the one applied for, then there will be no refund of extra classification fee.
12. The IIB&B/Homestay Establishment will be expected to maintain required standards at all times. The Chairman, HRACC could authorize a surprise inspection of the establishment at any time without previous notice.
13. Any changes in the facilities of the IIB&B/Homestay Establishment will have to be informed to the Regional Director, Indiatourism Office, within 30 days. If any violation of this comes to the notice of the Committee then the classification will stand withdrawn/terminated.
14. All cases of classification would be finalised within 30 days of the application being made to the Regional Director concerned complete in all respect.
15. In case of any dissatisfaction with the decision of HRACC, the establishment may appeal to Secretary, Ministry of Tourism, Government of India for review and reconsideration within 30 days of receiving the communication regarding classification/re-classification. No requests will be entertained beyond this period.
16. Ministry of Tourism, Government of India reserves the right to modify the guidelines/terms and conditions from time to time.
17. The rate of taxes for property, electricity and water to be paid for classified IIB&B/Homestay Establishments will be those prescribed by the appropriate authorities.

*Note: Items No. 5 (c), 6, 8 and 15 may be suitably amended by the State Govt./UT.*



## WHERE TO APPLY (FOR GOVT. OF INDIA SCHEME)

The applications along with the requisite fees may be sent to:-

1. Regional Director (North), Indiatourism, 88 Janpath, New Delhi - 110001. Tel: 011-23320005, 23320008, Fax 011-23320109 (for States of Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Uttranchal, NCT of Delhi, UT of Chandigarh and Uttar Pradesh except Agra and Varanasi).
2. Regional Director (West), Indiatourism, 123 M. Karve Road, Mumbai- 00020. Tel: 022-22033144, Fax 022-2214496 (for States of Gujarat, Chattisgarh, UT of Daman & Diu, Dadra Nagar Haveli and Maharashtra except Aurangabad).
3. Regional Director (South), Indiatourism, 154 Anna Salai, Chennai- 600002. Tel: 044-28460193, Fax 044-28460193 (for States of Tamil Nadu and UT of Lakshwadweep).
4. Regional Director (East), Indiatourism, "Embassy", 4 Shakespeare Sarani, Kolkata -700071. Tel: 033-22821475, Fax 033-22823521 (for States of West Bengal and Jharkhand).
5. Regional Director, Indiatourism (North Eastern Region), Assam Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A.K. Azad Road, Paltan Bazar, Guwahati - 781 008. Tel: 0361-2737554, Fax 0361-2737553 (for States of Assam, Tripura, Mizoram, Nagaland, and Sikkim).
6. Director, Indiatourism, KFC Building, 48 Church Street, Bangalore- 560001, Karnataka. Tel: 080-25585417 Fax 080-25583030 (for the State of Karnataka).
7. Director, Indiatourism, State Hotel, Khasa Kothi, Jaipur- 302001. Tel: 0141-2372200, Fax 0141-2372200 (for the State of Rajasthan).
8. Director, Indiatourism, R-Block, Kranti Marg, Institute of Engineering Building Patana - 800 001, Bihar. Tel: 0612-6570640 Fax 0612-2506032 (for the State of Bihar).
9. Manager, Indiatourism, 191, The Mall, Agra - 282001, Uttar Pradesh. Tel: 0562-2226378 Fax 0562-2226368 (for the city of Agra).
10. Manager, Indiatourism, 15-B, The Mall, Varanasi-221001, Uttar Pradesh. Tel: 0542-2501784 Fax 0542-2501784 (for the city of Varanasi).
11. Manager, Indiatourism, Minisry of Tourism, Paryatan Bhawan, 2<sup>nd</sup> Floor, Lewis Road, Orissa. Tel: 0674-2432203, 2435487, Fax 0674-2432203 (for the State of Orissa).
12. Manager, Indiatourism, 3<sup>rd</sup> Floor, Palika Plaza Mth Compound Indore - 452007. Madhya Pradesh. Tel: 0731-4239940, Fax 0731-4201893 (for the State of Madhya Pradesh).
13. Manager, Indiatourism, VIP Road, 189, IInd Floor, Junglighat, P.O., Port Blair-744 103, Andaman & Nicobar Islands. Tel: 03192-236348 Fax 03192-233006 (for the UT of Andaman & Nicobar Islands).

14. Manager, Indiatourism, Ground Floor, Balayogi Paryatak Bhavan, 6-3-870, Green Lands, Begumpet, Hyderabad - 500 016, Andhra Pradesh. Tel: 040-23409199, 23409399, Fax 040-23409299 (for the State of Andhra Pradesh).
15. Manager, Indiatourism, Willingdon Island, Kochi-682009, Kerala. Tel: 0484-2668352 (for the State of Kerala).
16. Manager, Indiatourism, Comunidade Building, Church Square, Panaji-403001, Goa. Tel: 0832-2223412, Fax 0832-2420529 (for the State of Goa).
17. Manager, Indiatourism, Tourist Reception Centre (1<sup>st</sup> Floor), MTDC Holiday Resort, Near Goldie Cinema, Station Road, Aurangabad - 431 005, Maharashtra. Tel: 0240-2331217, Fax 0240-2331217 (for the city of Aurangabad).
18. Manager, Indiatourism, Tirot Singh Sylem Road, Police Bazaar, Shillong -793001, Meghalaya. Tel: 0364-225632 (for the State of Meghalaya).
19. Manager, Indiatourism, Sector 'C', Barapani Police Point, Naharlagun -791110, Arunachal Pradesh. Tel: 0360-2244328 (for the State of Arunachal Pradesh).
20. Manager, Indiatourism, Old Lambulane, Jail Road, Imphal - 795001, Manipur. Tel: 03852-221131 (for the State of Manipur).

**APPLICATION FORMAT FOR HOMESTAY ESTABLISHMENT**

- 1) Name of the IIB&B/Homestay Establishment
- 2) Category applied for
- 3) Name and address of the promoters/owners with a note on their background
- 4) Complete postal address of the IIB&B/Homestay Establishment
  - a) Tel. no
  - b) Fax
  - c) E-mail
  - d) Mobile No. of the promoter
- 5) Distance of the IIB&B/Homestay Establishment in kms. from:
  - a) Airport
  - b) Railway Station
  - c) City Centre
  - d) Nearest main shopping centre
  - e) Nearest bus stand/scheduled city bus stop
- 6) Details of the IIB&B/Homestay Establishment:
  - (a) Area (in sq. metres) with title - owned/leased (copies of sale/lease deed to be enclosed)
  - (b) Revenue papers regarding ownership. Affidavit in case of co-sharer of House /land.
  - (c) Whether clearance obtained from the Police Authorities regarding the antecedents of the owner/owners and the proposed activity (copy to be enclosed)
  - (d) Number of rooms and area for each type of room in Sq.ft. (Single/Double/Suites)
  - (e) Number of attached baths
  - (f) Details of public areas for the following facilities in sq. ft.
    - i) Lobby/lounge
    - ii) Dining space
    - iii) Parking facilities
  - (g) Additional facilities available if any (not mandatory)
    - i) Eco -friendly facilities
    - ii) Facilities for differently abled persons

- (h) Details of Fire Fighting equipment/hydrants etc. if any
7. Photographs of the building including interiors showing types of facilities available, bathroom, living room, bedroom, parking etc.
  8. Details of payment of application fee
  9. Check list details as per Annexure - II (enclose a copy of the checklist duly certified that the facilities are available in the establishment)
  10. Consent of acceptance of the regulatory conditions (please enclose a copy of the prescribed undertaking as per Annexure - III duly signed by the owner of the establishment)

**CHECKLIST FOR APPROVAL & REGISTRATION OF INCREDIBLE  
INDIA BED & BREAKFAST/ HOMESTAY ESTABLISHMENT**

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
1	Well maintained and well equipped house and guest rooms with quality carpets/area rugs/tiles or marble flooring, furniture, fittings etc. in keeping with the traditional lifestyle.	*M	M		
2	Sufficient parking with adequate road width.	**D	M		
3	Guest rooms: Minimum one lettable room and maximum 6 rooms (12 beds). All rooms should be clean, airy, pest free, without dampness and with outside window/ventilation.	M	M		
4	Minimum floor area in sq. ft. for each room. Plains Hills	120 120	200 120		
5	Comfortable bed with good quality linen & bedding preferably of Indian design.	M	M		
6	Attached private bathroom with every room alongwith toiletries.	M	M		
7	Minimum size of each bathroom in sq.ft.	30	40		

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
8	WC toilet to have a seat and lid, toilet paper	M	M		
9	24 hours running hot & cold water with proper sewerage connection	M	M		
10	Water saving taps/shower	D	M		
11	Well maintained smoke free, clean, hygienic, odour free, pest free kitchen.	M	M		
12	Dining area serving fresh Continental and /or traditional Indian breakfast.	M	M		
13	Good quality cutlery and crockery.	M	M		
14	Air-conditioning/heating depending on climatic conditions with room temp. between 20 to 25 degrees Centigrade in the offered room.	M	M		
15	Iron with iron board on request.	M	M		
16	Internet Connection.	D	M		
17	15 amp earthed power socket in the guest room.	M	M		
18	Telephone with extension facility in the room.	D	M		

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
19	Wardrobe with at least 4 clothes hangers in the guest room.	M	M		
20	Shelves or drawer space in the guest rooms.	M	M		
21	Complimentary aquaguard/RO/mineral water.	M	M		
22	Good quality chairs, Working table and other necessary furniture.	M	M		
23	Washing machines/dryers in the house with arrangements for laundry/dry cleaning services.	D	M		
24	Refrigerator in the room.	D	M		
25	A lounge or seating arrangement in the lobby area.	D	M		
26	Heating and cooling to be provided in enclosed public rooms.	D	M		
27	Garbage disposal facilities as per Municipal laws.	M	M		
28	Acceptance of cash/cheque/D.D.	M	M		

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
29	Message facilities for guests.	M	M		
30	Name, address and telephone number of doctors.	M	M		
31	Left luggage facilities.	M	M		
32	Assistance with luggage, on request.	D	M		
33	Safekeeping facilities in the room.	D	M		
34	Smoke/heat detectors in the house.	D	D		
35	Security guard facilities.	D	M		
36	Maintenance of register for guest check-in and check-out records including passport details in case of foreign tourists.	M	M		

\* 'M' stands for mandatory

\*\* 'D' stands for desirable.

*Note: - The grading in the various categories will depend on the quality of accommodation, facilities and services provided.*



**FORMAT FOR UNDERTAKING**

To

The Chairman, HRACC  
Government of India  
Ministry of Tourism  
New Delhi.

**UNDERTAKING**

I have read and understood all the terms and conditions mentioned in the guidelines with respect to the approval and registration of the Incredible India Bed & Breakfast/ Homestay Establishment and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature

Name of the owner

in block letters

Place:

Date:

## GUIDELINES FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED TRAVEL AGENT/AGENCY (TA)

1. The aims and objectives of the scheme for recognition of Travel Agent/ Agency (TA) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide travel agencies to bring them in organized sector.
2. **Definition:** A Travel Agent/Agency (TA) is the one who makes arrangements of tickets for travel by air, rail, ship, passport, visa, etc. It may also arrange accommodation, tours, entertainment and other tourism related services.
3. The application for approval shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutments, Dalhousie Road, New Delhi-110 011, Tel No. 011 2301 2805, Fax No. 011 2301 9476, Email ID: [divisiontt@gmail.com](mailto:divisiontt@gmail.com)/[adit-tour@nic.in](mailto:adit-tour@nic.in)
4. The application for **renewal/extension** shall be addressed to the RD of the concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata - 700 071, West Bengal. Phone No. (033) 2282 5813/2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai - 400 020, Maharashtra. Phone No. (022) 2208 3263/2207 4333/2207 4334, Fax: (022) 2201 4496, Email: [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com) , [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 - Janpath, New Delhi 110 001. Phone No. (011) 2332 0342/2332 0005/2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai - 600 002, Tamil Nadu. Phone No. (044) 2846 0285/2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North - East), India Tourism, Asom Paryatan Bhawan, 3<sup>rd</sup> Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati - 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)
5. The recognition as an approved TA shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report/Recommendations** of a Committee comprising the **concerned Regional Director (RD) and a member of Travel Agents' Association of India (TAAI)**.

6. The renewal/extension, thereafter, shall be granted for five years after Inspection conducted by a Committee comprising the concerned RD and a member of TAAI, on an application made by TA along with the requisite fee/documents.
7. The documents received from the applicant after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in the MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval/renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by the TA for grant of recognition/renewal or extension by MOT:-
  - i) The application for grant of recognition/renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) TA should have a minimum Paid up Capital (Capital employed) of **₹3.00 lakh** for rest of India and **₹50,000/-** for the agencies located in the North – Eastern region, remote and rural areas duly supported by the latest audited Balance Sheet/firm’s Statutory Auditor’s certificate.
  - iii) **TA should be approved by International Air Transport Association (IATA) or should be General Sales Agent (GSA/Passenger Sales Agent (PSA) of an IATA member Airlines.**
  - iv) TA should have been in operation for a minimum period of one year before the date of application.
  - v) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level.** Besides, the office may be located in a neat and clean surrounding and equipped with telephone, fax and computer reservation system etc. There should be sufficient space for reception and easy access to toilet facilities.
  - vi) TA should be under the charge of the Owner or a full time member who is adequately trained, experienced in matters regarding ticketing, itineraries, transport, accommodation facilities, currency, customs regulations and tourism and travel related services. Besides this, greater emphasis may be given to effective communication skills, knowledge of foreign languages, other than English.

There should be a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping,

Transport and PR agencies, Hotel and other Corporate Bodies and those who have worked for three years with IATA/UFTA agencies and also those who have two years experience with MOT approved Travel Agencies.

For the Travel Agents/Agencies located in the North - Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

- vii) TA should be an income-tax assessee and should have filed Income Tax Return for the current assessment year.
  - viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the TAs should deploy /engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument/destination should be deployed/engaged by TAs.
  - ix) For outsourcing any of the services relating to tourists, the TA(s) shall use approved specialized agencies in the specific field of activity.
9. TA would be required to pay a non-refundable fee of ₹3,000/- while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of online payment.
10. The TA should adhere to the tenets of the Code of Conduct for "Safe & Honourable Tourism" for which the following action would have to be taken:
- i) A signed copy of the pledge of commitment towards "Safe & Honourable Tourism" should be attached with the application. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
  - ii) On the day a staff member joins the TA, he/ she would be required to take/ sign the pledge. The pledge would be incorporated in the appointment letter /joining report of the staff.
  - iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the TA in the case of organizations which have more than 25 personnel. In the case of TA with less than 25 personnel, one focal point would have to be nominated.
  - iv) The training would be provided to the staff of the approved TA by MOT under its Capacity Building of service Providers (CBSP) scheme in connection with "Safe & Honourable Tourism". The focal points of the TA would be

trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in - house training to the staff which would be arranged within next six months.

- v) The Pledge of Commitment towards “Safe & Honourable Tourism” would have to be displayed by the TA prominently in the front office area/lobby of the TA.
  - vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
11. The recognition/renewal would be granted to the Head Office of the TA. The Branch Offices of TA would be approved along with the Head Office or subsequently, provided the particulars of the Branch Offices are submitted to MOT for recognition and concerned RD for renewal or extension and accepted by it.
  12. The TA so granted recognition/renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by the MOT, GOI.
  13. TA would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time of renewal.
  14. Even though the scheme of granting approval of recognition/renewal or extension to TA is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more Travel Agencies seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved TA (s).
  15. It shall be mandatory for an approved TA to prominently display the Certificate of approval of recognition/renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  16. The decision of MOT, GOI in the matter of recognition/renewal or extension shall be final. However, MOT may in their discretion refuse to recognize/renew or extend any firm or withdraw/withhold at any time recognition/renewal or extension already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

**APPLICATION FORM FOR RECOGNITION/RENEWAL OR EXTENSION  
AS AN APPROVED TRAVEL AGENT/TRAVEL AGENCY (TA)**

Self attested  
Passport size  
photograph  
of Managing  
Director/  
Managing  
Partner/  
Proprietor

1. Name of the Organization.....  
 Address of Head Office.....  
 Tele. Numbers..... Fax Numbers.....  
 Email Address..... Website Name.....  
 Address of the Branch offices (if any).....  
 Tele. Numbers..... Fax Numbers.....  
 Email Address.....

**(Please fill up separate application form, in duplicate for Branch Office(s), if any)**

2. Nature of the Organization (Proprietary concern, Partnership or incorporate  
.....
3. Year of registration/commencement of business (with documentary Proof)  
.....
4. Name of Proprietor/Partners/Directors, etc.....  
 Details of their interests, if any In other business may also be indicated .....
5. Particulars of staff employed: Total number of staff:

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
I.	.....	.....	.....	.....	.....
II.	.....	.....	.....	.....	.....
III.	.....	.....	.....	.....	.....
IV	.....	.....	.....	.....	.....

**Names of focal points for “Safe & Honourable Tourism”:**

- i) .....
- ii) .....
- 6. Details of office premises (Documentary proof/Rent Agreement/Ownership Deed to be made available)–Office Space (in sq. ft.).....  
Location area (please tick mark the right category) commercial  residential   
Reception  area (in sq. ft.).....Accessibility to toilets (Please write Yes or No).....
- 7. Name of Bankers (please attach a reference letter on original letterhead from your Bankers).....
- 8. Name of Auditors.....

A audited Balance – Sheet and Profit & Loss Statement pertaining to the travel business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application. Also furnish details of your turnover in the following statement:-

**Particulars of the Travel Agency (TA) concerned:**

- a) Paid up capital (Capital employed).....
- b) Loans:
  - i) Secured .....
  - ii) Unsecured .....
- c) Reserves .....
- d) Current liabilities and provisions .....
- e) Total (a to d): .....
- f) Fixed assets (excluding intangible assets). .....
- g) Investment .....
- h) Current assets .....
- i) Intangible Assets .....
- j) Total (f to i) .....

**Notes:**

- i. Intangible assets should include goodwill expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.
- ii. Reserves should include balance of profit and loss Account and exclude taxation reserve.
- iii. Current liabilities and provisions would include taxation reserve.
- iv. Current assets should include sundry debts, loans advances, cash and bank balance.

9. A copy of Acknowledgement in respect of Income tax returns for the current assessment year should be enclosed.
10. Please indicate whether any activities are undertaken by the firm besides travel related activities.....
11. Please indicate membership of International Travel Organizations, if any  
.....
12. Letter of approval of IATA and Certificate of Accreditation for current year should be enclosed. General Sales Agent (GSA)/Passenger Sales Agent (PSA) of IATA airlines should be enclosed (in this regard documentary proof to be attached).
13. The names of the Air/Shipping/Railway ticketing agencies held by the firm  
.....
14. The applicants were remitting the fee through Demand Drafts. Now, the Ministry of tourism has introduced a online payment gateway on this system to make it 100% online process.

Signature/Name of Proprietor/Partner/Managing Director  
Rubber Stamp

Place:

Date:





सत्यमेव जयते

# Incredible India

## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I/We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature: .....

Name: .....

On behalf of: .....

In the presence of: .....



सत्यमेव जयते

# अतुल्य! भारत

## सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन का प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु – सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ/करते हैं और अपनी वचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का वचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों को पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ /करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

हस्ताक्षर: .....

नाम: .....

की ओर से: .....

की उपस्थिति में: .....

**LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR FIRST APPROVAL/RENEWAL OR EXTENSION AS AN APPROVED TRAVEL AGENT/TRAVEL AGENCY (TA)**

1. Online application duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from Government) in support of beginning of operations of your firm.
4. A signed copy of the Pledge of Commitment towards "Safe & Honourable Tourism". The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
5. A copy of complete Audited Balance Sheet with the Director's Report for the latest financial year.
6. Income Tax Acknowledgement for the latest assessment year.
7. Service Tax Registration number from the concerned authority.
8. Certificate of Statutory Auditor of the firm stating Paid-up Capital not less than ₹3.00 Lakh. For Travel Agents from the North - Eastern region, remote and rural areas, the minimum Paid up Capital (or Capital employed) should be at least ₹50,000/- duly supported by the Statutory Chartered Accountant's certificate.
9. A copy of IATA approval letter indicating Numerical Code Number and a copy of IATA Accreditation Certificate for the Current year.
10. Reference letter from Bank on its original letterhead regarding firm's bank account and address with telephone numbers.
11. The details of staff employed giving names, designation, educational qualification & experience in tourism field and length of service in the organization (copies of certificates to be enclosed):
  - a) There should be a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - b) The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport and PR agencies, Hotel and other Corporate Bodies and those who have worked for three years with IATA/UFTA agencies and also those who have two years experience with Ministry of Tourism approved Travel Agencies.

- c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - d) Names of focal points.
- 12. List of Directors/Partners or name of the Proprietor.
  - 13. Details of office premises, whether located in commercial or residential area, office space in sq. ft. (the minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level) and accessibility to toilet and reception area.
  - 14. Documents duly stamped & attested by the Managing Director/Managing Partner/Proprietor of the firm.

**Note:**

- I. *The guidelines including application form etc. may be downloaded from websites [www.tourism.gov.in](http://www.tourism.gov.in) & [www.incredibleindia.org](http://www.incredibleindia.org).*
- II. *The application form along with all supporting documents should be submitted in duplicate.*
- III. *Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*
- IV. *When applying for Branch Office(s), separate application should be filled and submitted online along with the required documents, in duplicate.*



## GUIDELINES FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED INBOUND TOUR OPERATOR (ITO)

1. The aims and objectives of the scheme for recognition of Inbound Tour Operator (ITO) are to encourage quality standard and service in this category so as to promote tourism in India and abroad. This is a voluntary scheme open to all bonafide tour operators to bring them in organized sector.
2. **Definition:** An ITO is the one who makes arrangements for transport, accommodation, sight seeing, entertainment and other tourism related services for foreign tourists.
3. The application for **approval** shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C - 1 Hutments, Dalhousie Road, New Delhi - 110 011, Tel No. 011 2301 2805, Fax No. 011 2301 9476, Email ID: [divisiontt@gmail.com](mailto:divisiontt@gmail.com)/[adit-tour@nic.in](mailto:adit-tour@nic.in)
4. The application for **renewal/extension** shall be addressed to the RD of the concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata - 700 071, West Bengal. Phone No. (033) 2282 5813/2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai - 400 020, Maharashtra. Phone No. (022) 2208 3263/2207 4333/2207 4334, Fax: (022) 2201 4496, Email: [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com), [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 - Janpath, New Delhi 110 001. Phone No. (011) 2332 0342/2332 0005/2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai - 600 002, Tamil Nadu. Phone No. (044) 2846 0285/2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North - East), India Tourism, Asom Paryatan Bhawan, 3<sup>rd</sup> Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati - 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)
5. The recognition as an approved ITO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report/Recommendations** of a Committee comprising the **concerned Regional Director (RD) and a member of Indian Association of Tour Operators (IATO)**.

6. The renewal/extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising of concerned RD and a member of IATO, on an application made by ITO along with the requisite fee/ documents.
7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval/renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by ITO for grant of recognition/ renewal or extension by MOT:
  - i) The application for grant of recognition/renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) ITO located in rest of India should have a minimum Paid up Capital (or Capital employed) of **₹3.00 lakh** and **₹50,000** in the case of North - Eastern region, remote and rural areas, duly supported by the latest Audited Balance Sheet/certificate of the Statutory Auditor of the firm.
  - iii) The turn-over in terms of foreign exchange earnings by the firm from inbound tour operations only during the preceding financial year or calendar year should be a minimum of **₹25.00 lakh** for rest of India and **₹5.00 lakh** for the North - Eastern region, remote and rural areas duly supported by firm's Statutory Auditor's certificate. However, for the North - Eastern Region, the firm's turn - over in Rupee earnings would be treated as Foreign Exchange earnings, provided there is documentary evidence that such earnings are from inbound tour operations only. This could be certified by the firm's Statutory Auditor.
  - iv) ITO should have an office under the charge of the owner or a full time member of their staff, who is adequately trained/experienced in matters regarding transport, accommodation, currency, customs regulations and general information about tourism and travel related services. However, greater emphasis may be given to effective communication skills and knowledge of foreign language other than English.

There should be a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with MOT approved tour operators.

For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

- v) ITO should have been in operation for a minimum period of one year before the date of application.
  - vi) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level.** Besides, the office may be located in neat and clean surroundings and equipped with telephone, fax and computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
  - vii) ITO should be an income tax assessee and should have filed Income Tax Returns for the last or current assessment year.
  - viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the ITOs should deploy/engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument/destination should be deployed/engaged by ITOs.
  - ix) ITO shall contract/use approved specialized agencies in the field of adventure options and related services for the tourists
9. ITO would be required to pay a non - refundable fee of **₹3,000** while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of online payment.
  - 10 The ITO should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
    - i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.



- ii) On the day a staff member joins the ITO, he/she would be required to take/sign the pledge. The pledge would be incorporated in the appointment letter /joining report of the staff.
  - iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the ITO in the case of organizations which have more than 25 personnel. In the case of ITO with less than 25 personnel, one focal point would have to be nominated.
  - iv) The training would be provided to the staff of the approved ITO by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with "Safe & Honourable Tourism". The focal points of the ITO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in - house training to the staff which would be arranged within next six months.
  - v) The Pledge of Commitment towards "Safe & Honourable Tourism" would have to be displayed by the ITO prominently in the front office area/lobby of the service provider.
  - vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
11. The recognition/renewal or extension would be granted to the Head Office of the ITO. The Branch offices of ITO would be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.
  12. ITO so granted recognition/renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by MOT, GOI.
  13. ITO would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee (s) at the time of Re-classification for renewal.
  14. Even though the scheme of granting approval of recognition to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.

15. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition/renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
16. The decision of MOT, GOI in the matter of recognition/renewal or extension shall be final. However, MOT may in their discretion refuse to recognize/renew or extend any firm or withdraw/withhold at any time recognition/renewal already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

**APPLICATION FORM FOR RECOGNITION/RENEWAL OR EXTENSION  
AS AN APPROVED INBOUND TOUR OPERATOR (ITO)**

Self attested Passport size photograph of Managing Director / Managing Partner/ Proprietor
---

1. Name of the Organization.....  
 Address of Head Office.....  
 Tele. Numbers:..... Fax Number: .....  
 Email Address:..... Website Name: .....  
 Address of the Branch offices (if any).....  
 Tele. Number: ..... Fax Nunber: .....  
 Email address.....

**(Please fill up separate application form, in duplicate for Branch Office(s), if any)**

2. Nature of the Organization (Proprietary concern, Partnership or Incorporation)  
 .....
3. Year of registration/commencement of business (with documentary Proof).....
4. Name of Proprietor/Partners/Directors, etc  
 .....  
 Details of their interests, if any in other business may also be indicated.....
5. Particulars of staff employed: Total number of staff:  

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
I.....					
II.....					
III.....					
IV.....					

Names of focal points for "Safe & Honourable Tourism":

- i).....
- ii).....

6. Details of office premises (Documentary proof/Rent Agreement/Ownership Deed to be made available) – Office Space (in sq. ft.)..... Location area (please tick mark the right category) commercial  residential  Reception  area (in sq. ft.).....Accessibility to toilets (Please write Yes or No).

Name of Bankers (please attach a reference letter on original letter head from your Bankers).....

Name of Auditors.....

A audited Balance Sheet and Profit & Loss Statement pertaining to the travel business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application. Also furnish details of your turnover in the following statement:-

**Particulars of the Inbound Tour Operator (ITO) concerned**

- a) Paid up capital (Capital employed).....
- b) Loans:
  - i) Secured .....
  - ii) Unsecured .....
- c) Reserves .....
- d) Current liabilities and provisions.....
- e) Total (a to d): .....
- f) Fixed assets (excluding intangible assets).....
- g) Investment .....
- h) Current assets .....
- i) Intangible Assets .....
- j) Total (f to i) .....

**Notes:**

- i) *Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.*
- ii) *Reserves should include balance of Profit & Loss Account and exclude taxation reserve.*
- iii) *Current liabilities and provisions would include taxation reserve.*
- iv) *Current assets should include sundry debts, loans advances, cash and bank balance.*

9. A copy of Acknowledgement in respect of Income tax returns for the current assessment year should be enclosed .....
10. Certificate of Statutory Auditor of the firm in original regarding turn over through Foreign Exchange from Inbound Tour Operations only for the preceding or latest financial year.....
11. Documents pertaining to any promotional activities undertaken by the firm should be enclosed.....
12. Please indicate membership of International Travel Organizations, if any .....
13. Give details of:
  - a) Volume of international tourist traffic handled. (Please submit a certificate from Statutory Auditor of the firm). This certificate should show the foreign exchange earnings receipts from inbound tour operations only during the current financial year or the year immediately preceding the date of submission of your application.
  - b) Clientele: special tourist groups handled, if any, their size, frequency, etc.
  - c) Steps taken to promote international tourist traffic and details of the groups handled, if any.
  - d) Special programmes if any, arranged for foreign tourists.
  - e) Please attach publicity material such as brochures/folders/leaflets/posters concerning itineraries and website address of the agency.
14. Number of conferences handled, if any, and the details of total number of passengers for such conferences with details of locations, etc.
15. Number of incentive tours handled.

Signature of Proprietor/Partner/Managing Director  
Rubber Stamp

Place:

Date:



सत्यमेव जयते

# Incredible!ndia

## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I/We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature: .....

Name: .....

On behalf of: .....

In the presence of: .....



सत्यमेव जयते

# अतुल्य! भारत

## सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन का प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु – सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ/करते हैं और अपनी वचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का वचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों को पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ/करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

हस्ताक्षर: .....

नाम: .....

की ओर से: .....

की उपस्थिति में: .....

**LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR  
FIRST APPROVAL/ RENEWAL OR EXTENSION AS AN  
APPROVED INBOUND TOUR OPERATOR (ITO)**

1. Online application duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from Government) in support of beginning of operations of your firm.
4. A signed copy of the Pledge of Commitment towards “Safe & Honourable Tourism”. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
5. A copy of complete Audited Balance Sheet with Director’s Report for the latest financial year.
6. Income Tax Acknowledgement for the latest assessment year.
7. Service Tax Registration number from the concerned authority.
8. The Inbound Tour operators located in rest of India should have a minimum Paid up Capital (or Capital employed) of ₹3.00 lakh and ₹50,000/- in the case of North – Eastern region, remote and rural areas, duly supported by the latest Audited Balance Sheet/Statutory Auditors certificate.
9. Reference letter from Bank on its original letterhead regarding firm’s bank account and address with telephone numbers.
10. Details of staff employed giving names, designation, educational qualification & experience if any, in tourism field, and length of service in the organization (copies of certificates to be enclosed):
  - a) There should be a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - b) The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with Ministry of Tourism approved tour operators.
  - c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - d) Name of focal points.



11. List of Directors/Partners or name of the Proprietor.
12. Details of office premises, whether located in commercial or residential area, exact office space in sq. ft. (at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are located above 1000 meters from sea level) and accessibility to toilet and reception area.
13. Certificate of Statutory Chartered Accountant on original letter head in support of turnover in foreign exchange from inbound tour operations only during the last financial calendar year which should not be less than ₹25.00 Lakh in case of Inbound Tour Operator from rest of India and ₹5.00 lakh from the North – Eastern Region, remote and rural areas. However, for the North – Eastern Region, the firm’s turn – over in Rupee earnings would be treated as Foreign Exchange earnings, provided there is documentary evidence that such earnings are from inbound tour operations only. This could be certified by the firm’s Statutory Auditor.
14. Documents duly stamped & attested by the Managing Director/Managing Partner/Proprietor of the firm.

**Note:**

- I. *The guidelines etc., may be downloaded from websites [www.tourism.gov.in](http://www.tourism.gov.in) & [www.incredibleindia.org](http://www.incredibleindia.org).*
- II. *The application form along with all supporting documents should be submitted in duplicate.*
- III. *Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*
- IV. *When applying for Branch Office(s), separate application should be filled and submitted online along with the required documents, in duplicate.*

**GUIDELINES FOR RECOGNITION / RENEWAL OR EXTENSION  
AS AN APPROVED TOURIST TRANSPORT OPERATOR (TTO)**

1. The aims & objectives of the scheme for recognition of Tourist Transport Operator (TTO) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide tourist transport operators to bring them in organized sector.
2. **Definition:** A TTO is the one, who provides tourist transport like cars, coaches, boats etc., to tourists, travel agents and other service providers for transfers, sight seeing and journeys to tourist places etc.
3. The application for **approval** shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutments, Dalhousie Road, New Delhi - 110 011, Tel No. 011 2301 2805, Fax No. 011 2301 9476, Email ID: [divisiontt@gmail.com](mailto:divisiontt@gmail.com)/[adit-tour@nic.in](mailto:adit-tour@nic.in)
4. The application for **renewal/extension** shall be addressed to the RD of the concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata - 700 071, West Bengal. Phone No. (033) 2282 5813/2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai - 400 020, Maharashtra. Phone No. (022) 2208 3263/2207 4333 /2207 4334, Fax: (022) 2201 4496, Email: [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com) , [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 - Janpath, New Delhi 110 001. Phone No. (011) 2332 0342 / 2332 0005 / 2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai - 600 002, Tamil Nadu. Phone No. (044) 2846 0285 / 2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North - East), India Tourism, Asom Paryatan Bhawan, 3<sup>rd</sup> Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati - 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)
5. The recognition as an approved DTO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report/Recommendations** of a Committee comprising the **concerned Regional Director (RD) and a member of Indian Tourist Transporters Association (ITTA)**.

6. The renewal/extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising the concerned RD and a member of ITTA, on an application made by the TTO along with the requisite fee/ documents.
7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval/renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by the TTO for grant of recognition/renewal or extension by MOT:-
  - i) The application for grant of recognition/renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) The applicant should have been in the tourist transport operation business for a minimum period of one year at the time of application.
  - iii) TTO has operated in the above period a minimum number of six tourist vehicles with proper tourist permits issued by the concerned State Transport Authority (STA)/Road Transport Authority (RTA) for commercial tourist vehicles. Out of these six tourist vehicles, at least four must be cars. The tourist vehicles and the related documents should be in the name of the company except where the owner is a Proprietor. A list of vehicles in the prescribed proforma as at **Annexure - 1** should be attached with the application.
  - iv) The applicant should have adequate knowledge of handling the tourist transport vehicles for transferring tourists from the Airport, Railway Stations, Bus Stations, etc., and for sight-seeing of tourists, both foreign and domestic. The drivers should have working knowledge of English and Hindi/local languages.
  - v) The drivers of the tourist vehicles should wear proper uniform and must possess adequate knowledge of taking the tourists for sight seeing.
  - vi) The applicant should have proper parking space for the vehicles.
  - vii) TTO is registered with the appropriate authority for carrying on the business of operating tourist transport vehicles.
  - viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the TTOs should deploy/engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument/destination should be deployed/engaged by TTOs.

- ix) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level.** Besides the office may be located in the commercial area and equipped with telephone, fax, computers etc. Its surroundings should also be neat and clean. There should be sufficient space for reception and easy access to the toilet facilities.
  - x) The turn-over of the firm from Tourist Transport operations only should be a minimum of **₹25.00 lakh** for rest of India and **₹10.00 lakh** for the North – Eastern region, remote & rural areas duly supported by a Certificate issued by Statutory Auditor of the firm. In this regard, the turn over through foreign exchange and INR must be mentioned separately, by the Statutory Auditor of the firm.
  - xi) The applicant should be income tax assessee and should submit copy of acknowledgement certificate as a proof of having filed income tax return for current assessment year.
9. For Ex-Defence personnel, the condition of being in the business of tourist transport vehicles for one year is relaxable to six months and having six vehicles is relaxable to four tourist vehicles provided the candidate is sponsored by the Director General of Resettlement, Ministry of Defence, New Delhi. However, the Ex - Defence personnel who apply under this scheme must themselves operate the tourist transport business and should not be hire men of other financiers.
  10. TTO is required to pay a non-refundable fee of ₹3,000 while applying for the recognition/renewal for Head Office and each Branch Office. The applicants were remitting the fee through Demand Drafts. Now, the Ministry of tourism has introduced a online payment gateway on this system to make it 100% online process.
  11. The TTO should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
    - i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application either in Hindi or English language. The pledge is attached in English & Hindi as **Annexure II & III**, respectively.
    - ii) On the day a staff member joins the TTO, he/she would be required to take/ sign the pledge. The pledge would be incorporated in the appointment letter /joining report of the staff.
    - iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the TTO in the case of organizations which have more than 25 personnel. In the case of TTO with less than 25 personnel, one focal point would have to be nominated.
    - iv) The training would be provided to the staff of the approved TTO by MOT

- under its Capacity Building of Service Providers (CBSP) scheme in connection with "Safe & Honourable Tourism". The focal points of the TTO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in - house training to the staff which would be arranged within next six months.
- v) The Pledge of Commitment towards "Safe & Honourable Tourism" would have to be displayed by the TTO prominently in the front office area/lobby of the TTO.
  - vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
12. The recognition/renewal or extension would be granted to the Head Office of the TTO. The Branch offices of TTO would be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.
  13. TTO so granted recognition/renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by MOT, GOI.
  14. TTO would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time of renewal.
  15. Even though the scheme of granting approval of recognition to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.
  16. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition/renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  17. The decision of MOT, GOI in the matter of recognition/renewal or extension shall be final. However, MOT may in its discretion refuse to recognize/renew or extend any firm or withdraw/withhold at any time recognition/renewal already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally, as a last resort. The circumstances in which withdrawal is resorted would also be indicated.

**APPLICATION FORM FOR RECOGNITION/RENEWAL OR EXTENSION  
AS AN APPROVED TOURIST TRANSPORT OPERATOR (TTO)**

Self attested  
Passport size  
photograph  
of Managing  
Director /  
Managing  
Partner/  
Proprietor

1. Name of the Organization.....  
 Address of Head office.....  
 Tele. No. .... Fax No.: .....  
 Email Address..... Website Name: .....  
 Address of the Branch offices (if any).....  
 Tele. No. .... Fax No.: .....  
 EmailAddress.....  
 (Please fill up separate application form, in duplicate for Branch Office(s), if any)
2. Nature of the Organization (Proprietary concern, Partnership or Incorporation)  
 .....
3. Year of registration/commencement of business (with documentary Proof)
4. Name of Proprietor/Partners/Directors, etc.....  
 Details of their interests, if any in other business may also be indicated  
 .....
5. Particulars of staff employed: Total number of staff:  

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
I.	.....	.....	.....	.....	.....
II.	.....	.....	.....	.....	.....
III.	.....	.....	.....	.....	.....
IV.	.....	.....	.....	.....	.....

Names of focal points for "Safe & Honourable Tourism":

- i) .....
- ii) .....
6. Details of office premises (Documentary proof/Rent Agreement/Ownership Deed to be made available) – Office Space in sq. ft..... Reception area in sq. ft..... Accessibility to toilets (Please write Yes or No) .....
7. Name of Bankers (please attach a reference letter on original letterhead from your Bankers) .....
8. Name of the Auditors.....  
A Balance - Sheet and Profit & Loss Statement pertaining to the tourist transport operation, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application.
9. A copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed.
10. Certificate of Statutory Auditor of the firm in original regarding turnover from Tourist Transport Operations only for the preceding year/latest year.
11. Names of the Travel Agents/Tour Operators/Hotel/Airlines with whom most business is transacted.
12. Please indicate the loans and mortgages as on the date of application.
13. Number of vehicles viz. A/C Coaches, Non -A/C Coaches, Mini Coaches, cars and boats operated as commercial tourist vehicles with their Make, Model and Registration (Attach list of vehicles.)
14. Attested copies of valid permits issued by Road Transport Authority (RTA)/State Transport Authority (STA) for tourist vehicles and R.C. Books of Tourist Vehicles should be furnished.
15. Please attach publicity material such brochures/folders/leaflets/posters concerning itineraries and website address of the agency.

Signature of Proprietor/Partner/Managing Director  
Rubber Stamp

Place:

Date:

## ANNEXURE - 1

Particulars of vehicles of TTO (Minimum 06 vehicles out of which 04 must be cars (all in the name of the company) Copies of RC/TC should be attested. More columns may be added for extra vehicles.

S. No.	Type of vehicle	Registered in the name of	Registration No.	RC Dated	Tourist Permit	TP Dated	Others/ Remarks
1.							
2.							
3.							
4.							
5.							
6.							





सत्यमेव जयते

# Incredible India

## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I/We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature: .....

Name: .....

On behalf of: .....

In the presence of: .....



सत्यमेव जयते

# अतुल्य! भारत

## सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन का प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु – सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ/करते हैं और अपनी वचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का वचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों का पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ/करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

हस्ताक्षर: .....

नाम: .....

की ओर से: .....

की उपस्थिति में: .....

**IST OF DOCUMENTS (CHECK LIST) REQUIRED FOR  
APPROVAL/RENEWAL OR EXTENSION AS AN APPROVED  
TOURIST TRANSPORT OPERATOR (TTO)**

1. Online application duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from govt.) in support of beginning of operations of your firm.
4. Please indicate the loans and mortgages as on the date of application.
5. Number of vehicles viz. AC Coaches, Non - AC Coaches, Mini Coaches, cars and boats operated as tourist vehicles with their Make, Model and Registration (Attach list of vehicles in the prescribed proforma at **Annexure - 1**)
6. A signed copy of the Pledge of Commitment towards "Safe & Honourable Tourism". The pledge is attached in English & Hindi as **Annexure II & III**, respectively.
7. A copy of complete Audited Balance Sheet with Director's Report for the latest financial year.
8. Income Tax Acknowledgement for the latest assessment year.
9. Service Tax Registration number from the concerned authority.
10. Reference letter from Bank on its original letterhead regarding the firm's bank account and address with telephone numbers.
11. Details of staff employed (including drivers) giving names, educational qualification & experience if any in transport field and length of service in your organization (copies of certificates to be enclosed).
12. Names of focal points.
13. Details of office premises, area and office space in sq. ft. (150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 metres from sea level) and accessibility to toilet and reception area.
14. Certificate of Statutory Auditor of the firm on original letter head in support of turnover from tourist transport operation only which should not be less than ₹25.00 Lakh for rest of India and ₹10.00 lakh for the North - Eastern region, remote & rural areas during the last financial/calendar year.
15. Name of the Travel Agents/Tour Operators/Hotel/Airlines with whom most business is transacted.
16. Attested copies of valid permits issued by Road Transport Authority (RTA)/ State Transport Authority (STA) for tourist vehicles and R.C. Books of Tourist Vehicles should be furnished.

17. Documents duly stamped & attested by the Managing Director/Managing Partner/Proprietor of the firm.

**Note:**

- I. *The guidelines including application form etc., may be downloaded from websites [www.tourism.gov.in](http://www.tourism.gov.in) & [www.incredibleindia.org](http://www.incredibleindia.org).*
- II. *The application form along with all supporting documents should be submitted in duplicate.*
- III. *Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*
- IV. *When applying for Branch Office(s), separate application should be filled and submitted online along with the required documents, in duplicate.*



**GUIDELINES FOR RECOGNITION/RENEWAL OR EXTENSION  
AS AN APPROVED ADVENTURE TOUR OPERATOR (ATO)**

1. **Aims and objectives:** The aims & objectives of the scheme for recognition of Adventure Tour Operator (ATO) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide Adventure Tour Operators to bring them in organized sector.
2. **Definition:** An ATO is the one who is engaged in activities related to Adventure Tourism in India namely, water sports, aero sports, mountaineering, trekking and safaries of various kinds, etc. In addition to that he may also make arrangements for transport, accommodation, etc.
3. The application for **approval** shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C - 1 Hutments, Dalhousie Road, New Delhi - 110 011, Tel No. 011 2301 2805, Fax No. 011 2301 9476, Email ID: [divisiontt@gmail.com](mailto:divisiontt@gmail.com)/[adit-tour@nic.in](mailto:adit-tour@nic.in)
4. The application for **renewal/extension** shall be addressed to the Regional Director of the concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata - 700 071, West Bengal. Phone No. (033) 2282 5813/2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai - 400 020, Maharashtra. Phone No. (022) 2208 3263/2207 4333/2207 4334, Fax: (022) 2201 4496, Email: [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com), [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 - Janpath, New Delhi 110 001. Phone No. (011) 2332 0342.2332 0005/2332 0008, Fax: 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai - 600 002, Tamil Nadu. Phone No. (044) 2846 0285 / 2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North - East), India Tourism, Asom Paryatan Bhawan, 3<sup>rd</sup> Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati - 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)

5. The recognition as an approved ATO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report/Recommendations** of a Committee comprising the **concerned Regional Director (RD) and a member of Adventure Tour Operators Association of India (ATOAI)**.
6. The renewal/extension thereafter shall be granted for five years after Inspection conducted by a Committee comprising the concerned RD and a member of ATOAI, on an application made by the ATO along with the requisite fee/ documents.
7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval/renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by ATO for grant of recognition/renewal or extension by MOT:-
  - i) The application for grant of recognition/renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) ATO should have a minimum Paid up Capital (Capital employed) of **₹3.00 lakhs** duly supported by the latest audited Balance Sheet/firm's Statutory Auditor's certificate.
  - iii) The turnover by the firm from Adventure Tourism & Adventure Sports related activities only should be a minimum of **₹10.00 lakh** during the preceding financial year duly supported by a certificate issued by Statutory Auditor of the firm.
  - iv) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level**. The office should be located in neat and clean surroundings and equipped with telephone, fax and computer/computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
  - v) ATO should have a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM and any institution approved by AICTE or should be trained from reputed specialized Institutes in Private/Public Sector. The owner of the firm would be included as one of the qualified employees. Either, the Owner/Director himself or their Operations - Chief employed should be well qualified in the activity the adventure operator wants to pursue, which is determined by certification by any national or international institute in the activity or minimum of eight years of practical experience.

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with MOT approved tour operators.

For the agencies located in the North - Eastern region, remote and rural areas, there should be a minimum of two qualified staff out of which one should have a Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE or should be trained from reputed specialized Institutes in Private/Public Sector. The owner of the firm would be included as one of the qualified employees.

- vi) The Agency must clearly indicate its specialization of activities or activity it wishes to pursue as business like trekking, water sports, aero sports, scuba diving, Safaris etc.
- vii) The operator must have his own Adventure equipment as well as specialized trained staff.
- viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the ATOs should deploy/engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument/destination should be deployed/engaged by ATOs.
- ix) The field staff members of the party must be qualified for the activity or must have minimum of five years of practical experience. The staff member must obtain an Adventure certificate from the specialized organizations like IMF (for Mountaineering/trekking) & NIWS Goa (for Water Sports/Aero sports, etc.).
- x) Field members of the company must be qualified in First - Aid/C.P.R by Red Cross or equivalent body or Certificate Course conducted by the Adventure Tour Operators Association of India.
- xi) The party must sign an undertaking for adherence to sustainable ecological practice and protection of environment in keeping with guidelines for eco-tourism and safety and security guidelines of Ministry of Tourism/Adventure Tour Operator Association of India.
- xii) It would be recommended to distribute a copy of the Eco - Tourism guidelines to each client.
- xiii) The agency must maintain in its office premises all the maps and reference material concerning the particular activities it desires to pursue as business.



- xiv) The party must have printed brochure or website clearly describing its (i) present activities (ii) Its area of operation (iii) its commitment to follow Eco - Tourism guidelines.
  - xv) The firm should clearly indicate the area of specialization in all their promotional and display material.
  - xvi) Principles of Eco Tourism as being espoused by ATOAL Membership of PATA Green Leaf are optional.
  - xvii) ATO should have filed Income Tax Return for the current assessment year.
  - xviii) ATO should have been in operation for a minimum period of one year before the date of application.
9. Although a large number of activities come under Adventure Tourism, MOT has decided to grant recognition primarily to the following four categories of ATO (s) at this point of time:-
- I. Operators dealing with water sports.
  - II. Operators dealing with aero-sports.
  - III. Operators dealing with safaris of various types.
  - IV. Operators dealing with mountaineering and trekking.
10. **Safety guidelines:**
- i) Safety guidelines for water sports, Aero - sports, safaris, mountaineering and trekking which have to be followed by ATOs have been appended for reference at **Annexure**. It may be noted that in a number of adventure activities, a risk is involved and, therefore, it must be ensured by the ATO that safety guidelines are strictly followed. In case the ATO is making arrangements through Sub - Agents, it would be the responsibility of the Principal Tour Operator to ensure that Sub - Agents provide proper equipment to clients and all safety measures are followed to.
  - ii) ATO may also ensure that his counterpart abroad must obtain an undertaking from the foreign tourists that in case of any loss, damage/accident, etc., the travel agency would not be responsible and the client must be covered by the Medical Insurance and should include the cost of repatriation fee if he/she is to continue the tour.
  - iii) Insurance: ATO has qualified staff to handle the operations. Since adventure has an in - built risk factor, the Clients/ ATOs should be covered by insurance. This insurance is termed as "Special Contingency Policy". It is specific to cover the risk factor of the Client/ ATO, i.e. it covers accidental deaths, loss of limbs and/or eyes and permanent/partial disability.
  - iv) **Disclaimer:** MOT, GOI would not be responsible for any claims by clients of the approved ATO.

11. While submitting the application, the ATO must indicate the arrangements for emergency lift and evacuation of clients in case of mishap. In case of emergency, please indicate the equipments available for emergency lift up/evacuation of the persons. In respect of emergencies, the **undertaking** as per **Annexure I** has to be signed by the Adventure Tour Operator.
12. ATO would be required to Pay a non - refundable fee of **₹3, 000/-** (Rupees three thousand only) while applying for the recognition and renewal of the Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of online payment.
13. The ATO should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
  - i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application either in Hindi or English language. The pledge is attached in English & Hindi as **Annexure II & III**, respectively.
  - ii) On the day a staff member joins the ATO, he/she would be required to take/sign the pledge. The pledge would be incorporated in the appointment letter/joining report of the staff.
  - iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the ATO in the case of organizations which have more than 25 personnel. In the case of ATO with less than 25 personnel, one focal point would have to be nominated.
  - iv) The training would be provided to the staff of the approved ATO by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with “Safe & Honourable Tourism”. The focal points of the ATO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in - house training to the staff which would be arranged within next six months.
  - v) The Pledge of Commitment towards “Safe & Honourable Tourism” would have to be displayed by the ATO prominently in the front office area/lobby of the ATO.
  - vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
14. The recognition/renewal or extension would be granted to the Head Office of ATO. The Branch Offices of ATO would be approved along with head office or subsequently, provided particulars of Branch Offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.
15. For recognition/renewal or extension of ATO, representatives from ATOAI specializing in such activities would be included as Inspection Team members.

16. ATO so granted recognition/renewal or extension shall be entitled to such incentives and concessions as may be granted by Government of India from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by MOT, GOI.
17. ATO would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time of renewal.
18. Even though the scheme of granting approval of recognition/renewal or extension to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.
19. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval/renewal or extension of recognition given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
20. The decision of MOT, GOI in the matter of recognition/renewal or extension shall be final. However, MOT may in their discretion refuse to recognize/renew or extend any firm or withdraw/withhold recognition/renewal or extension already granted with the approval of the Competent Authority at any time. Before such a decision is taken, necessary Show Cause Notice would be issued and the reply considered on merit. Termination would be done only after careful consideration and generally as a last resort. Reasons for withdrawal would be mentioned in the Show Cause Notice and final order. In special circumstances such as threat to the security of the State detailed reasons may be withheld.

**GUIDELINES FOR SAFETY AND RESCUE IN ADVENTURE SPORTS****INTRODUCTION:**

- 1.1 An ATO is one who is engaged in activities related to Adventure Tourism in India, namely, water sports, aero sports, mountaineering and trekking, safaris of various natures, etc. In addition to that he may also make arrangements for transport, accommodation etc.

**GENERAL GUIDELINES FOR ALL ADVENTURE SPORTS**

- 2.1 Every group of persons taking part in adventure sports must be accompanied by a person designated as a "leader".
- 2.2 "Leaders" must possess appropriate qualification and skills as indicated in relevant chapters of this document.
- 2.3 Every person joining a group engaged in adventure sports must receive an introductory training and leaders should be satisfied that they have acquired the skills necessary to participate.
- 2.4 Leaders should have a first aid certification and must be competent to impart first aid training in the use of stretchers.
- 2.5 Leaders should be familiar with search procedures and should brief all group members in these procedures.
- 2.6 All group members must be familiar with the use of radios where these are being used.
- 2.7 Leaders should be familiar with helicopter operations, know how to approach a helicopter and procedures for being winched up and down.
- 2.8 Leaders should be proficient in the use of maps and compasses in any weather by day or night.
- 2.9 Leaders should be satisfied that all members are medically fit to take part in the adventure sports.
- 2.10 Leaders should satisfy themselves that equipment to be used meets all the safety norms for each adventure sport; all inspections have been carried out as recommended by the manufacturer and is fit for use.
- 2.11 Under no circumstances should the capacity rated by the manufacturer of adventure sports equipment be exceeded, any unauthorized modifications except as additional safety measures be carried out or sub standard material used.

- 2.12 Information regarding nature of activity, area of operation, period of activity, possible hazards, persons to be contacted in an emergency and list of members should be given to the concerned safety and rescue committees.
- 2.13 Suitable hand held devices with graded distress signal capabilities should be made available to adventure tourist groups at suitable prices when available in India.
- 2.14 A qualified Doctor should be available on call
- 2.15 Communication facilities such as Mobile Telephone/Walkie - Talkie etc. should be available.

## **GUIDELINES FOR WATER SPORTS**

- 3.1 All leaders or guides must possess a valid certificate or license from a recognized institution or association. They should have an adequate experience in the concerned sport.
- 3.2 All leaders and guides must be good swimmers and should be well trained in water rescue techniques, first-aid & CPR (Cardio pulmonary resuscitation).
- 3.3 A rescue craft should always be in sight or in radio contact of the persons or group engaged in water sports. The rescue craft could be powered or un - powered according to requirements of the sport but it must have a first aid kit, spare life jackets and throw lines/rescue bags. For river sports, a minimum of two crafts (i.e. two rafts or a raft and one/two safety/rescue kayaks is a must.
- 3.4 All participants should wear suitable buoyancy aids and where necessary protective headgear. Helmets are a must for river sports.
- 3.5 In water sports, where there is a possibility of being thrown in the water, all participants should be swimmers.
- 3.6 All equipment should be inspected by a competent person or the manufacturer once every season or six months, whichever is less.
- 3.7 A log book should be maintained for each craft, which should be a record of usage, inspection, repairs and modifications. A river logbook must be maintained be maintained for river rafting operations.
- 3.8 All craft which are away from the base of operations should carry a first-aid kit, emergency equipment and repair kit. They should, where appropriate, carry navigational equipment.
- 3.9 All craft should display of the list of minimum equipment and accessories as recommended by the manufacturer.
- 3.10 The capacity rating of the craft should be prominently displayed so as to be visible to the users along with a warning of potential hazards.

- 3.11 No person should be allowed to participate under the influence of illicit drugs or alcohol.
- 3.12 Incidents and accidents should be immediately reported to the concerned safety committee.
- 3.13 Medical concerns: Those suffering from any serious medical conditions such as a weak heart, epilepsy, back/spinal problems (such as slip disc) & expecting mothers should not be allowed to participate in river sports/adventure sports such as scuba diving etc.
- 3.14 Age limit: The age limit for water sports should be prominently displayed in all literature and also base of operations. For river sports, the age limit is: 14 years & above for all sections, 10 years and above on float trips (grade II). Based on the river section/conditions, this can be relaxed by 1 or 2 years by the trip leader.
- 3.15 A liability waiver should be signed by the client prior to the river trip. This should clearly mention the inherent risks involved in the sport.
- 3.16 For river sports, life jackets must be on at all times while on the river. The life-jackets must be fastened properly and have a minimum buoyancy of 8-9 kgs. Appropriate life-jackets should be used. Inflatable life-jackets should not be used on the river.

#### **GUIDELINES FOR AERO SPORTS**

- 4.1 All aero sports must be carried out under an instructor or guide holding a valid license or certificate from a recognized institution, club or association.
- 4.2 All pilots and parachutists must be medically examined and certified fit to participate in aero sports.
- 4.3 Passengers should be medically fit and briefed on emergency procedures.
- 4.4 All aero sports should be undertaken only in day light hours.
- 4.5 Clearance in powered flying, such as micro light and powered hang gliders should be obtained from the concerned air traffic control while flying in controlled airspace. In uncontrolled areas, a responsible person should be available on ground to give take-off and landing clearances.
- 4.6 For un - powered flying, such as hang gliding and paragliding a launch master should be present at the take off site and a landing area safety officer at the landing zone.
- 4.7 First aid equipment along with suitable trained person should be available at all times.
- 4.8 All pilots, passengers and parachutists must wear protective helmets.
- 4.9 All aero sports activity must be undertaken when sky is clear of clouds; the surface is in sight and with visibility at least one nautical mile.

- 4.10 No person should be allowed to participate in aero sports under the influence of drugs and alcohol.
- 4.11 Rules for avoiding collision:  
(For these rules micro light, powered hang gliders etc. may be read as aircraft)
1. No aircraft shall be flown in such a way as to create a danger of collision.
  2. Formation flying is not recommended.
  3. All aircraft must avoid passing under, over or in front of another aircraft unless well clear of it.
  4. The lower aircraft always have right of way, except for aircraft in any emergency.
  5. When two aircraft approach each other head on, they should turn on their right.
  6. Overtaking is not allowed under any circumstances.
- 4.12 All aircraft, parachutes and airborne equipment must be inspected and certified fit by a competent person on a daily basis.
- 4.13 Log books should be maintained for all aircraft, parachutes and airborne equipment which would record its usage, inspections, modifications and repairs.
- 4.14 Repairs and modifications of airborne aero sports equipment must be carried out with the approval of the manufacturer.
- 4.15 All clubs, associations, government and other bodies offering aero sports facilities must maintain a manual of operation which should be available at the site of the aero sports activity and a copy should be sent to the concerned safety committee for review. This manual should contain standard operating procedures, list of mandatory checks of equipment, details and specifications of equipment and emergency procedures.

## **GUIDELINES FOR MOUNTAINEERING AND TREKKING**

- 5.1 All members of mountaineering expeditions should be adequately qualified for taking part in the sport. Basic course certificate issued by National Mountaineering Institutes should be considered adequate for this purpose.
- 5.2 Leaders of mountaineering expeditions should possess adequate qualifications approved by Indian Mountaineering Foundation.
- 5.3 Members of mountaineering expeditions and trekking groups should be physically fit.
- 5.4 Equipment used for mountaineering and trekking should be UAAI certified or approved by the Indian Mountaineering Foundation.



- 5.5 Rescue equipment, such as ropes, harnesses, pulley systems and portable stretchers must be maintained as a separate kit in a suitable package marked boldly with the words “Rescue equipment”.

### **FORMATION OF SAFETY AND RESCUE COMMITTEE**

- 6.1 In addition to having an element of risk, adventure sports are usually undertaken in remote areas, often inaccessible by road. In order to minimize the risks it must be ensured that adequate safety measures are adopted by all agencies conducting adventure sports especially where tourists are involved. Rescue arrangements also have to be speedily put into operation to minimize loss of life and limb in the event of mishaps.
- 6.2 The formation, therefore, of state level committees for safety and rescue of tourists, is essential. The committees should be able to oversee implementation of safety measures and co-ordinate rescue efforts.
- 6.3 The safety and rescue committee should function as a nodal agency for all adventure activities in the state. It should draw its members from the various executive departments such as departments of Tourism, Sports, Police and military authorities and representatives from ATOAL.
- 6.4 Similar committee should be formed at the District level under the district administration.

### **URGENT SAFETY NOTICES**

These notices would be issued subsequently, as and when required, to update these guidelines, based on suggestions and reports received.



**APPLICATION FORM FOR RECOGNITION / RENEWAL OR EXTENSION  
AS AN APPROVED ADVENTURE TOUR OPERATOR (ATO)**

Self attested Passport size photograph of Managing Director/ Managing Director/ Proprietor
---

1. Name of the Organization.....  
 Address of Head office.....  
 Tele. Numbers..... Fax Number: .....  
 Email Address..... Website Name:.....  
 Address of the Branch offices (if any).....  
 Tele. Numbers..... Fax Number: .....  
 Email Address.....

**(Please fill up separate application form, in duplicate for Branch Office(s), if any)**

2. Nature of the Organization (Proprietary concern, Partnership or Incorporation)
3. Year of registration/commencement of business (with documentary Proof)
4. Name of Proprietor/Partners/Directors, etc.....  
 Details of their interests, if any In other business may also be indicated.
5. Particulars of staff employed: Total number of staff:

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
I. ....					
II. ....					
III. ....					
IV. ....					

Names of focal points for “Safe & Honourable Tourism”:

- i) .....
- ii) .....
- 6. Details of office premises (Documentary proof/Rent Agreement/Ownership Deed to be made available) – Office Space in sq. ft.....Location area (please tick mark the right category) commercial  residential  Reception  area in sq. ft.....Accessibility to toilets (Please write Yes or No).
- 7. Name of Bankers (please attach a reference letter on original letterhead from your Bankers).....
- 8. Name of Auditors.....

A audited Balance – Sheet and Profit & Loss Statement pertaining to the travel business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application. Also furnish details of your turnover in the following statement:-

**Particulars of the Adventure Tour Operator (ATO) concerned**

- a) Paid up Capital (Capital employed) .....
- b) Loans:
  - i) Secured .....
  - ii) Unsecured .....
- c) Reserves .....
- d) Current liabilities and provisions .....
- e) Total (a to d): .....
- f) Fixed assets (excluding intangible assets).....
- g) Investment .....
- h) Current assets .....
- i) Intangible Assets .....
- j) Total (f to i) .....

**Notes:**

- i) Reserves should include balance of profit and loss Account and exclude taxation reserve.
- ii) Current liabilities and provisions should include taxation reserve.
- iii) Current assets should include sundry debts, loans advances, cash and bank balance
- iv) Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.

9. Copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed .....
10. Certificate of Statutory Auditor of the firm in original regarding turn over from Adventure tourism & Adventure sports related activities only for the preceding or latest year.
11. Whether any other activities are undertaken by the firm besides tour operations.
12. Please indicate membership of International Travel Organizations, if any
13. Give details of:
  - a) Volume of tourist traffic handled up to the date of application showing foreign and domestic tourist traffic separately. Please submit a certificate from Statutory Auditor of the firm in original. This certificate should show the receipts from Adventure Tour operations and adventure sports related activities only during the financial year immediately preceding the date of submission of your application.
  - b) Clientele: special tourist groups handled, if any, their size, frequency, etc.
  - c) Steps taken to promote domestic tourist traffic and details of the groups handled, if any.
  - d) Special programmes if any, arranged for foreign tourists
14. Please indicate details of trained manpower available to operate such tours. (Please give details of the persons employed in your organization who are trained and also attach copies of their certificates of training they have undertaken).
15. Whether the agency has its own equipments or hired from another handling agency. Give details of the equipment available.
16. The handling agency if located outside or at operational area must also be approved by the Ministry of Tourism, Government of India.
17. Give details of the facilities available with them (handling agency located outside) including trained manpower, equipment, etc.
18. In case of emergency, please indicate the equipments available for emergency lift up/evacuation of the persons. In respect of emergencies, the **undertaking** as per **Annexure I** has to be signed by the Adventure Tour Operator.
19. In case of any change in the scope of activities the same may be brought to the notice of MOT within one month.
20. Indicate the type of insurance facilities available with the company whether group or personal.

21. Whether porters used for adventure purposes are also experienced and insured.
22. Any additional information the organization would like to give with the reference to the adventure tourism activities undertaken by the firm.

The applicants were remitting the fee through Demand Drafts. Now, the Ministry of tourism has introduced a online payment gateway on this system to make it 100% online process.

Signature of Proprietor/Partner/Managing Director  
Rubber Stamp

Place:

Date:

## UNDERTAKING

I, Shri/Smt./Kumari .....undertake the responsibility for operation of this adventure tour (specify details) for efficient handling of the operation and bear the damages (to life or property of dislocation of environment) being the Principal Agent. I also promise that guidelines for operation of..... (Adventure Sports) as circulated by Ministry of Tourism would be followed, in letter and spirit.

Signatory  
Official Rubber Stamp

Date:

Place:



# Incredible India

## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I/We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature:.....

Name: .....

On behalf of:.....

In the presence of:.....



सत्यमेव जयते

# अतुल्य! भारत

## सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन का प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु – सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ/करते हैं और अपनी वचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का वचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों को पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ/करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

हस्ताक्षर:.....

नाम:.....

की ओर से:.....

की उपस्थिति में:.....

## LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR FIRST APPROVAL/RENEWAL OR EXTENSION AS AN APPROVED ADVENTURE TOUR OPERATOR (ATO)

1. Online application duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from govt.) in support of beginning of operations of your firm.
4. Undertaking as per **Annexure I** in original to be signed by the Adventure Tour Operator.
5. A signed copy of the Pledge of Commitment towards "Safe & Honourable Tourism". The pledge is attached in English & Hindi as **Annexure II & III**, respectively.
6. A copy of complete Audited Balance Sheet with the Director's Report for the latest financial year.
7. Income Tax Acknowledgement for the latest assessment year.
8. Service Tax Registration certificate from the concerned authority.
9. Certificate of Statutory Auditor of the firm stating the paid-up capital not less than ₹3.00 lakhs.
10. Reference letter from Bank on its original letterhead regarding the firm's bank account with address & telephone numbers.
11. Details of staff employed giving names, educational qualification & experience if any in tourism field and length of service in your organization (copies of certificates to be enclosed):
  - a) The Adventure Tour operator should have a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM, any institution approved by AICTE or should be trained from reputed specialized Institutes in Private/Public Sector. The owner of the firm would be included as one of the qualified employees. Either, the Owner/Director himself or their Operations - Chief employed should be well qualified in the activity the adventure operator wants to pursue, which is determined by certification by any national or international institute in the activity or minimum of eight years of practical experience.
  - b) The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with Ministry of Tourism approved tour operators.



- c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two qualified staff out of which one should have a Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE or should be trained from reputed specialized Institutes in Private/Public Sector. The owner of the firm would be included as one of the qualified employees.
  - d) Names of focal points.
12. List of Directors/Partners or name of the Proprietor.
  13. Details of office premises, whether located in commercial or residential area, office space in sq. ft. (The minimum office space should be at least 150 sq. ft. for rest of India and 100 sq. ft. for hilly areas which are above 1000 meters from sea level) and accessibility to toilet and reception area.
  14. Certificate of Statutory Auditor of the firm on original letter head in support of turnover from adventure tourism and adventure sports related activities only which should not be less than ₹10.00 Lakh during the last financial year.
  15. Documents duly stamped & attested by the Managing Director/Managing Partner/Proprietor of the firm.

**Note:**

- I. The guidelines including application form etc., may be downloaded from websites [www.tourism.gov.in](http://www.tourism.gov.in) & [www.incredibleindia.org](http://www.incredibleindia.org).
- I. The application form along with all supporting documents should be submitted in duplicate.
- III. Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.
- IV. When applying for Branch Office(s), separate application should be filled and submitted online along with the required documents, in duplicate.

**GUIDELINES FOR RECOGNITION/RENEWAL OR EXTENSION  
AS AN APPROVED DOMESTIC TOUR OPERATOR (DTO)**

1. The aims & objectives of the scheme for recognition of Domestic Tour Operator (DTO) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide tour operators to bring them in organized sector.
2. **Definition:** A DTO is the one who makes arrangements for transport, accommodation, sightseeing, entertainment and other tourism related services for domestic tourists.
3. The application for **approval** shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C - 1 Hutments, Dalhousie Road, New Delhi - 110 011, Tel No. 011 2301 2805, Fax No. 011 2301 9476, Email ID: [divisiontt@gmail.com](mailto:divisiontt@gmail.com)/[adit-tour@nic.in](mailto:adit-tour@nic.in)
4. The application for **renewal/extension** shall be addressed to the RD of the concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata - 700 071, West Bengal. Phone No. (033) 2282 5813/2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)/[adit-tour@nic.in](mailto:adit-tour@nic.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai - 400 020, Maharashtra. Phone No. (022) 2208 3263/2207 4333/2207 4334, Fax: (022) 2201 4496, Email: [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com), [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 - Janpath, New Delhi 110 001. Phone No. (011) 2332 0342/2332 0005/2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai - 600 002, Tamil Nadu. Phone No. (044) 2846 0285/2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North - East), India Tourism, Asom Paryatan Bhawan, 3<sup>rd</sup> Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati - 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)
5. The recognition as an approved DTO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report/Recommendations** of a Committee comprising the **concerned Regional Director (RD) and a member of Association of Domestic Tour Operators of India (ADTOI)**.

6. The renewal/extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising of concerned RD and a member of ADTOI, on an application made by the DTO along with the requisite fee/documents.
7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval/renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by the DTO for grant of recognition/renewal or extension by MOT:
  - i) The application for grant of recognition/renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) DTO should have a minimum Paid up Capital (Capital employed) of **₹3.00 lakh** for rest of India and **₹50, 000/-** for the agencies located in the North – Eastern region, remote and rural areas duly supported by the latest audited Balance Sheet/firm’s Statutory Auditor’s certificate.
  - iii) The turn-over of the firm from domestic tour operation business only should be a minimum of **₹20.00 lakh** duly supported by firm’s Statutory Auditor’s certificate.
  - iv) DTO should have an office under the charge of the owner or a full time member of their staff, who is adequately trained/experienced in matters regarding transport, accommodation, currency, customs regulations and general information about tourism and travel related services. However, greater emphasis may be given to effective communication skills in Hindi and English.
  - v) There should be a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with MOT approved tour operators.

For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

- vi) DTO should have been in operation for a minimum period of one year before the date of application.
  - vii) The minimum office space should be at least **150 sq. ft. for rest of India and 100 sq. ft. for hilly areas which are above 1000 meters from sea level.** Besides, the office should be located in neat and clean surroundings and equipped with telephone, fax and computer/computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
  - viii) DTO should be an income tax assessee and should have filed Income Tax Returns for the last or current assessment year. They should have registered for Service Tax and made full payment of the assessed service tax for the preceding year.
  - ix) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the DTOs should deploy/engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument/destination should be deployed/engaged by DTOs.
  - x) DTO shall contract/use approved specialized agencies in the field of Adventure Options and related services for the tourists.
9. DTO would be required to pay a non - refundable fee of **₹3,000** while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of online payment.
10. DTO should adhere to the tenets of the Code of Conduct for "Safe & Honourable Tourism" for which the following action would have to be taken:
- i) A signed copy of the pledge of commitment towards "Safe & Honourable Tourism" should be attached with the application. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
  - ii) On the day a staff member joins the DTO, he/she would be required to take/sign the pledge. The pledge would be incorporated in the appointment letter /joining report of the staff.
  - iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the DTO in the case of organizations which have more than 25 personnel. In the case of DTOs with less than 25 personnel, one focal point would have to be nominated.

- iv) The training would be provided to the staff of the approved DTO by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with "Safe & Honourable Tourism". The focal points of the DTO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in - house training to the staff which would be arranged within next six months.
  - v) The Pledge of Commitment towards "Safe & Honourable Tourism" would have to be displayed by the DTO prominently in the front office area/lobby of the service provider.
  - vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
11. The recognition/renewal or extension would be granted to the Head Office of the DTO. The Branch offices of DTO would be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.
  12. DTO so granted recognition/renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by the MOT, GOI.
  13. DTO would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time of renewal.
  14. Even though the scheme of granting approval of recognition to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.
  15. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition/renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  16. The decision of MOT, GOI in the matter of recognition/renewal or extension shall be final. However, MOT may in their discretion refuse to recognize/renew or extend any firm or withdraw/withhold at any time recognition/renewal already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

**APPLICATION FORM FOR RECOGNITION / RENEWAL OR EXTENSION  
AS AN APPROVED DOMESTIC TOUR OPERATOR (DTO)**

Self attested  
Passport size  
photograph  
of Managing  
Director /  
Managing  
Partner /  
Proprietor

1. Name of the Organization.....  
 Address of Head office.....  
 Tele. Numbers..... Fax Numbers:.....  
 Email Address..... Website Name:.....  
 Address of the Branch offices (if any).....  
 Tele. Numbers.....Fax Number: .....  
 Email Address.....  
**(Please fill up separate application form, in duplicate for Branch Office(s), if any)**
2. Nature of the Organization (Proprietary concern, Partnership, incorporation)
3. Year of registration/commencement of business (with documentary Proof)  
 Name of Proprietor/Partners/Directors, etc.....
4. Details of their interests, if any In other business may also be indicated.....
5. Particulars of staff employed: Total number of staff:  

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
a.....					
b.....					
c.....					
d.....					
6. Names of focal points for "Safe & Honourable Tourism":  
 i) .....  
 ii) .....

7. Details of office premises (Documentary proof/Rent Agreement/Ownership Deed to be made available)-Office Space (in sq. ft.).....  
Location area (please tick mark the right category) commercial  residential   
Reception  area (in sq. ft.).....Accessibility to toilets (Please write Yes or No).....
8. Name of Bankers (please attach a reference letter on original letterhead from your Bankers).....
9. Name of Auditors.....

A audited Balance Sheet and Profit & Loss Statement pertaining to the travel business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application. Also furnish details of your turnover in the following statement:-

#### Particulars of the Domestic Tour Operator (DTO) concerned

- a) Paid up capital (Capital employed).....
- b) Loans:
  - i) Secured .....
  - ii) Unsecured .....
- c) Reserves .....
- d) Current liabilities and provisions.....
- e) Total (a to d): .....
- f) Fixed assets (excluding intangible assets) .....
- g) Investment .....
- h) Current assets .....
- i) Intangible Assets .....
- j) Total (f to i) .....

**Notes:**

- i) *Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.*
- ii) *Reserves should include balance of Profit & Loss Account and exclude taxation reserve.*
- iii) *Current liabilities and provisions would include taxation reserve.*
- iv) *Current assets should include sundry debts, loans advances, cash and bank balance.*

10. A copy of Acknowledgement in respect of Income tax returns for the current assessment year should be enclosed .....

11. Certificate of Statutory Auditor of the firm in original regarding turn over through Foreign Exchange from Inbound Tour Operations only for the preceding or latest financial year.
12. Documents pertaining to any promotional activities undertaken by the firm should be enclosed.....
13. Please indicate membership of International Travel Organizations, if any
14. Give details of:
  - a) Volume of international tourist traffic handled. (Please submit a certificate from Statutory Auditor of the firm). This certificate should show the foreign exchange earnings receipts from inbound tour operations only during the current financial year or the year immediately preceding the date of submission of your application.
  - b) Clientele: special tourist groups handled, if any, their size, frequency, etc.
  - c) Steps taken to promote international tourist traffic and details of the groups handled, if any.
  - d) Special programmes if any, arranged for foreign tourists.
  - e) Please attach publicity material such as brochures/folders/leaflets/posters concerning itineraries and website address of the agency.
15. Number of conferences handled, if any, and the details of total number of passengers for such conferences with details of locations, etc.
16. Number of incentive tours handled.

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:





सत्यमेव जयते

# Incredible India

## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I/We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature: .....

Name: .....

On behalf of: .....

In the presence of: .....



सत्यमेव जयते

# अतुल्य! भारत

## सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन का प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु – सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ/करते हैं वचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का वचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों को पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ/करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

हस्ताक्षर: .....

नाम: .....

की ओर से: .....

की उपस्थिति में: .....

## LIST OF DOCUMENTS REQUIRED (CHECK LIST) FOR APPROVAL/ RENEWAL OR EXTENSION AS AN APPROVED DOMESTIC TOUR OPERATOR (DTO)

1. Online application duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from the Government) in support of beginning of operations of your firm.
4. A signed copy of the Pledge of Commitment towards “Safe & Honourable Tourism”. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
5. A copy of complete Audited Balance Sheet along with the Director’s Report for the latest financial year.
6. Income Tax Acknowledgement for the latest assessment year.
7. Service Tax Registration Number from the concerned authority.
8. Certificate of firm’s Statutory Auditor stating the Paid-up Capital not less than ₹3.00 lakh.
9. Reference letter from Bank on its original letterhead regarding the firm’s bank account with address and telephone numbers.
10. Details of staff employed giving names, educational qualification & experience if any in tourism field, and length of service in your organization (copies of certificates to be enclosed).
  - a) There should be a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - b) The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with Ministry of Tourism approved tour operators.
  - c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - d) Names of focal points.

11. List of Directors/Partners or name of the Proprietor.
12. Details of office premises, whether located in commercial or residential area, exact office space in sq. ft. (at least 150 sq. ft. for rest of India and 100 sq. ft. for hilly areas which are located above 1000 meters from sea level) and accessibility to toilet and reception area)
13. Certificate of Statutory Auditor of the firm on original letter head in support of turnover from domestic tour operations only which should not be less than ₹20.00 Lakh during the last financial/calendar year.
14. Documents duly stamped & attested by the Managing Director/Managing Partner/Proprietor of the firm.

**Note:**

- i. *The guidelines including application form etc., may be downloaded from websites [www.tourism.gov.in](http://www.tourism.gov.in) & [www.incredibleindia.org](http://www.incredibleindia.org).*
- ii. *The application form along with all supporting documents should be submitted in duplicate.*
- iii. *Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*
- iv. *When applying for Branch Office(s), separate application should be filled and submitted online along with the required documents, in duplicate.*

## THE GUIDELINES FOR THE SELECTION AND GRANT OF GUIDE LICENSE TO REGIONAL LEVEL TOURIST GUIDES (RLG)

### Introduction and Objectives:

Guides play a vital role in bringing satisfaction to tourists visiting a country/region/state. The opportunity of direct interaction with the tourists makes them all the more responsible for projecting the correct image of the country/region, giving factually correct information about the destination, ensuring the safety and well being of the tourists as well as pleasant and satisfying stay for them during their visits.

The institution of guides is a basic component of the infrastructural requirement both for International and Domestic tourism. There has been a steady increase in the international tourist arrivals. Further, as a result of increasing affluence, there is also a significant increase in domestic tourist movement. The last Guidelines for selection, training and licensing of Regional Level Tourist Guides were issued in February 2007. The Government of India has decided to continue the Regional Level Guide training course, including the refresher course, on a regular basis in order to meet the increasing demand for guides both for the international and domestic tourists.

The Archaeological Survey of India, vide its Gazette notification dated the 20<sup>th</sup> May 2010 has amended the Ancient Monuments & Archaeological Sites and Remains Rules, 1959, in exercise of the powers conferred by clause (c) sub-section (2) of section 38 of the Ancient Monuments & Archaeological Sites and Remains Act, 1958 (24 of 1958) in the Official Gazette of India as required by sub-section (1) of section 38 of the said Act. As per the amendment in the Ancient Monuments & Archaeological Sites and Remains Rules, 1959 in rule 8, clause (d), after the words "archaeological officer", the words "or the Additional Director General, Ministry of Tourism, Ministry of Tourism, Government of

India to the extent of showing a visitor round" shall be inserted.

Therefore, using the delegated powers under the said Act and Rules and in supersession of all the previous Guidelines clarifications issued by the Ministry of Tourism from time to time, the Government of India, Ministry of Tourism, hereby, notifies the new Guidelines for the selection, training and licensing of the Regional Level Tourist Guides, 2011. These Guidelines would become operational from the date of notification.

### 2. Scope:

2.1 There shall be four categories of Regional Level Tourist Guides as per the following details:-

- i) **General:** There would be regional level guides who would be authorized to work in their respective regions on a full time basis.

- ii) **General - Linguistic:** Linguists with fluency in foreign languages (apart from English), such as French, German, Spanish, Korean, Russian, Japanese, Thai, Arabic, Hungarian, Polish, Hebrew, Chinese etc., as identified by the Ministry from time to time would be approved under this category.
- iii) **Expert Guides:** In order to encourage scholars, specialists etc., in the fields of Tourism, Indian History, Architecture, Culture, Wild Life and other related fields of tourism, there would be a special category of Regional Level Tourist Guides known as Expert Guides.
- iv) **Expert - Linguistic:** This category of Regional Level Tourist Guides would be scholars, specialists etc., in the fields of Tourism, Indian History/Architecture/Culture/Archaeology/Wildlife or other related fields of Tourism with fluency in foreign languages (apart from English), such as French, German, Spanish, Korean, Russian, Japanese, Thai, Arabic, Hungarian, Polish, Hebrew, Chinese etc., as identified by the Ministry from time to time would be approved under this category.

### 3. Eligibility:

#### 3.1 Educational qualification(s):

The following educational qualifications are prescribed for the selection of tourist guides and all applicants should have fulfilled the criteria on or before the date of publication of the first advertisement for selection and training.

##### 3.1.1 General:

- a)
  - i) A Graduate of a recognized University or
  - ii) Holder of three year Degree in Tourism/Hospitality or
  - iii) Diploma in Archaeology from an Institute recognized by UGC, Association of Indian Universities (AIU), AICTE or any other State/Central Government body.
- b) Fluency in English language is essential. Candidate should have studied English as a subject at 10 plus 2 levels.

##### 3.1.2 General Linguistic:

- a)
  - i) A Graduate of a recognized University or
  - ii) Holder of three year Degree in Tourism/Hospitality or
  - iii) Diploma in Archaeology from an Institute recognized by UGC, Association of Indian Universities (AIU), AICTE or any other State/Central Government body.
- b) Candidates should have knowledge and fluency in a foreign language (apart from English). The fluency shall be tested at the time of written examination which shall be given in the foreign language selected by the Candidate for which he/she aspires to become a linguistic guide.

### **3.1.3 Expert Guides:**

- a) Doctorate in the field of Tourism, Indian History/Architecture/Culture/Archaeology/Wildlife or other related fields of Tourism.
- b) Fluency in English language is essential.

### **3.1.4 Expert - Linguistic:**

- a) Doctorate in the fields of Tourism, Indian History/Architecture/Culture/Archaeology/Wildlife or other related fields of Tourism.
- b) Candidates should have knowledge and fluency in a foreign language (apart from English), in terms of reading, writing and speaking. The fluency shall be tested at the time of written test which shall be given in the foreign language selected by the Candidate for which he/she aspires to become an Expert Linguistic guide.

### **3.1.5 Eligibility of State Level Guides:**

The State level Guides under guidelines approved by any of the States/ Union Territory Administrations would also be eligible to apply for licenses to work as Regional level Guides provided they qualify (a) the common selection process based on merit as detailed above for the selection of various categories of RLGs and (b) the examination and viva voce after the training.

### **3.1.6 Age Limit:**

The applicant should be at least 20 years of age on the date of the first advertisement appearing in the media for selection of above mentioned categories of Tourist Guides.

### **3.1.7 Domicile Proof:**

- a) Candidates who wish to get admission in training programme and work as Regional Level Guides will have to submit their residence proof of the State that comes under the jurisdiction of different regions as specified in the clause 16 of these guidelines.
- b) Candidates have to submit the proof of Domicile with the application of admission for the Guide Training Course. The following will be accepted as documentary proof for Domicile:
  - i) Certificate of Residence proof by the competent authority.
  - ii) Passport.
  - iii) Voter Identity Card.
  - iv) Ration Card.

## **4. Process of selection:**

4.1.1 The assessment of the requirement of Tourist Guides, region-wise, could be

as per the inbound tourist arrivals, number of ASI monuments, available licensed guides, growth potential, availability of assignments to guides and all other relevant factors and would normally be done once in two years by the Ministry through a pre-defined process involving the stake holders.

4.1.2 The process of selection would be undertaken by the Indian Institute of Tourism & Travel Management (IITTM), Gwalior or any other Institute designated by the Ministry of Tourism for conducting this process.

4.1.3 The applications shall be invited through open advertisement specifying the seats available for training, region wise. Applicants shall submit their applications in the prescribed Proforma along with photocopies of all documents required as proof of their eligibility and in no case; applicants would be allowed to submit any additional documents as proof at a later stage.

#### 4.2 Entrance Test:

4.2.1 An entrance test would be conducted to evaluate the general intelligence and suitability of applicants for admission to guide training. The entrance test would be of three hours duration and cover the following subjects:

(a)	Knowledge of monuments/tourism destinations In the region -	100 marks
(b)	Indian history & Indian Culture-	100 marks
(c)	General Knowledge -	100 marks

#### Note:

- i) For Linguist Guides, the written test would be conducted in concerned foreign language.
- ii) All applicants shall obtain at least 150 marks out of total marks of 300 for qualifying the written test.

#### 4.3 Preparation of Merit List:

4.3.1 A merit list of all applicants who pass the entrance test would be prepared on the basis of aggregated marks. In case of a tie at cut - off level in the merit list, the merit will be decided on the basis of following: First on the basis of score in paper A followed by score in paper B. If the tie still persists, score in paper C will be considered. If the tie is not resolved through the above, the age of applicants will be considered for deciding merit and those older in age will be placed higher in merit list.

#### 4.4 Counseling, document verification and allotment of training seats:

4.4.1 On the basis of merit in the entrance test, the qualifying applicants would be called for an open counseling and documents verification. The admission against available seats would be offered strictly on the basis of merit basis subject to fulfillment of all the prescribed eligibility conditions. The



candidates shall present themselves in person to claim seat for training and shall report on the time and at the venue notified by IITTM or the designated institute.

4.4.2 The applicants shall submit all original documents for verification at the time of counseling. Failure to produce original documents would lead to rejection of candidature.

**Note:**

- i. *In no case would qualifying the written test give right of admission to training. The seats advertised for training would be allotted strictly as per the merit list of the qualifying written test. In case the number of candidates qualifying the written test happens to be lesser than the number of seats available, the admission would be limited to the qualifying candidates only.*
- ii. *All documents submitted by candidates shall be sent for verification to the issuing agencies. If the documents are not verifiable or found to be incorrect at any time during the training, the candidature of applicant would be cancelled.*

## 5. Guide Training Courses:

### 5.1 Duration and Training inputs:

The duration of the Guide Training Courses and training inputs are as under:

Name of Course	Duration of class room training	Duration of field training	Total training duration
Regional Level Tourist- Guide General/General Linguistic	20 weeks	6 weeks	26 weeks
Regional Level Tourist Guide Training - Expert Guides/ Expert	10 weeks	3 weeks	13 weeks
Linguistic			

During the training, the trainees would be imparted knowledge of essential guiding skills, tourism products / aspects of the States within the region, and fair knowledge of social, political and economic policies etc., of the entire country. The detailed syllabi would be laid down with the approval of Ministry of Tourism and would be regularly updated.

### 5.2 Field Training:

- i) The field training would be given at all important Archaeological Survey of India (ASI) Protected Monuments which are open to tourists and would also include special practical training as well as visits to important landmarks, places of interest etc., in the region. Before taking up such field training in any of the ASI monument, ASI would be consulted in advance.

- ii) During the training course frequent group discussions shall be arranged to improve their interactive and relational abilities.
- iii) After the training is over, the candidates would submit a report of their learning before the viva-voce.

### **5.3 Examination consisting of a written test and viva voce at the end of the training programme:**

On the completion of training programme, all candidates would be evaluated through an examination consisting of a written test and viva voce.

#### **5.3.1 Written test:**

The written test would be of 200 marks covering the entire syllabus during the training course and the guide -trainees must secure minimum 100 marks in the written test to be eligible for viva voce.

#### **5.3.2 Viva-Voce:**

After passing the written test the trainees would undergo a viva voce test of 100 marks where the guiding skills, knowledge of the monuments/destinations, communication skills, fluency in foreign language (wherever applicable) etc., would be tested.

5.3.2.1 For General and Expert Tourist Guides a viva voce would be of 100 marks for testing the guiding skills, communication skills etc. The trainee has to secure a minimum of 50 marks in the viva voce test to pass. The viva voce shall be conducted by a panel of two external experts.

5.3.2.2 For General Linguistic and Expert Linguistic Tourist Guides the viva-voce would be of 50 marks for the concerned language (conducted by one external expert) and 50 marks for general guiding skills, knowledge of the monuments/destinations, communication skills etc., (conducted by two external experts). It would be essential to pass separately in both parts of the viva voce by securing a minimum of 25 marks each. If a candidate fails in any one part, he/she can re-appear in that part only as per rules of re-appearance.

5.3.2.3 Trainees would be eligible for successful completion of guide training certificate after passing both the written test and viva-voce.

### **5.4 Supplementary Examination:**

In case the candidate does not secure minimum passing marks in the written test or viva-voce after training; he would be given two opportunities to appear for supplementary examination and viva voce, at an interval of three months', each counted from the date of declaration of last result. If a candidate fails to pass in the supplementary chances, his candidature would be cancelled.

After all supplementary chances are exhausted; candidate would have to seek fresh admission and repeat the guide selection and training process.

### **5.5 Attendance:**

A minimum of 80 per cent attendance, both in class room teaching and field training, taken separately, would be essential before taking the final examination. However, relaxation up to 10% can be given by the Director, IITTM or the concerned authority in the approved/designated Institute handling/conducting the course, in genuine cases of sickness, specific family circumstances or other - wise satisfactory reasons.

## **6. Issuance of guide license:**

On successful completion of their guide training course, the successful candidates would be issued Regional Level Tourist Guide License by the Regional India Tourism Office(s), Government of India. The license would be valid for a period of 03 years.

### **6.1 Verification of antecedents:**

Prior to issuing of guiding license, the candidates would have to undergo a verification of their antecedents through the Police and any adverse report would lead to immediate disqualification of the candidate.

## **7. Renewal of guide license:**

The Regional Level Tourist Guide licenses would be renewed every 3 years and subject to the performance of guides and passing one Refresher Course conducted by IITTM or any other institute identified/designated by the Ministry.

The guide must submit the guide license for renewal 30 days prior to date of expiry of its validity along with certificate of successful completion of Refresher Course.

## **8. Frequency of refresher courses and the procedure for induction of guides:**

8.1. IITTM or the approved/designated Institute of the Ministry of Tourism would conduct mandatory Refresher Courses for the guides who are due for Renewal of the Regional Level Tourist Guide License. The Refresher Courses would be conducted every year and the Regional level Tourist Guides would have to Participate the Refresher Course within three years after/from the issuance of Guide License to him/her and thereafter once in five years. The licensed guides would be required to successfully pass the Refresher Courses for Renewal of their licenses. The Courses would be so organized that the guides are able to attend the same, prior to the Renewal of guide license. The designated Institute for the purpose of guide training, the syllabi etc., shall be decided from time to time by Ministry of Tourism in consultation with the stake holders and the institutes.

## **9. Course fee:**

The selected candidates would be required to pay the course fee including the examination fee. The fee would be decided by IITTM or the approved / designated Institute in consultation with Ministry of Tourism. The fee structure may vary from course to course. In addition, a fee, to be decided by the Government of India from time to time, shall also be charged for grant of a guide license, for renewal of a guide license and for issuance of a duplicate guide license. All fees so collected would be non-refundable.

## **10. Other Conditions:**

The Regional Level Tourist Guides would have to work as licensed guides for a minimum of 90 days in a year.

## **11. Signing of Regulatory Terms and Conditions:**

All Regional Level guides would be required to sign their acceptance and observance of rules and regulations as prescribed by the Ministry of Tourism, Government of India in the Terms and Conditions regulating the conduct and performance of licensed guides, prior to their being issued a guide license (**Annexure-I**).

## **12. Penal Provisions:**

12.1.1. Penalty proceedings against licensed guides can be initiated if any complaint or information regarding misconduct or violations of terms and conditions of Ministry of Tourism is received by Ministry of Tourism or Regional Director, India Tourism, Tourist Guide Federation of India (TGFI), Indian Association of Tour Operators (IATO)/Travel Agents Association of India (TAAI).

12.1.2 On receipt of any complaint or such information against an approved Regional Level Guide, the concerned head of India Tourism Office shall undertake a fact finding inquiry by self or through any sub - ordinate officer. After ascertaining the facts and having being convinced that a prima facie case exists, a Show Cause Notice would be issued to the said guide, giving him/her, an opportunity to submit a representation in defense of the allegations leveled against him/her within a period of 30 days from the date of receipt of the notice. Show Cause Notice can be issued by the concerned Director/Manager of India Tourism Office with the prior approval of the concerned Regional Director.

12.1.3 The final decision on such representation would be made with the prior approval of Additional Director General, Ministry of Tourism, Government of India within 45 days from the date of receipt of the reply to the Show Cause Notice. In case the guide is found guilty for the first time, his/her guide license shall be suspended for a period of upto six months. In case any guide is held guilty for the 2<sup>nd</sup> time, his/her guide license shall

be suspended for a period above 6 months but not exceeding one year and in case of 3<sup>rd</sup> default, the guide license shall be withdrawn, permanently. Final decision on all such occasions would have to be approved by the Additional Director General, Ministry of Tourism, Government of India.

- 12.1.4 The decision imposing the penalties would be a Speaking Order, after considering the case on merit and after careful consideration of all material facts brought to the notice and clearly mentioning the reasons for the decision. Secretary (Tourism) shall be the Appellate Authority in respect of orders passed by Additional Director General (Tourism).

### **13. Transfer of Guides:**

- 13.1 Change from one region to another would not be considered as a matter of right. Individual cases would be decided based on valid justification and number of guides already licensed for the region in which the person is working and also the region for which transfer is sought. No transfer would be permitted for an initial period of 10 years after completing the RLG course and issuance of license. Thereafter, the request for transfer from one region to another would be considered provided the candidate qualifies the examination (written & viva - voce) after attending full RLG Training Programme for the region to which the transfer is being sought on payment of the prescribed fee for that course conducted by the IITTM or the approved/ designated Institute of Ministry of Tourism. The number of transfers from one region to another would be limited to one during the entire life time of a Guide.
- 13.2 The guides would not be required to seek transfer from one place to another within the same region as they would be eligible to operate in the entire designated region, irrespective of the place in the concerned region, where they have been issued guide license.

### **14. Guide Fees:**

The fees to be charged by the guides would be fixed/ revised from time to time by TGFI in consultation with IATO / TAAI representatives.

### **15. Guide License:**

The guide license for Regional Level Tourist Guide would be in the specific colour as per the colour schemes pre - determined by the Ministry of Tourism.

### **16. Jurisdiction:**

The area of operation of the Regional Level Guides would be as under:

#### **i) Northern Region:**

States of Delhi, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab, Rajasthan, Uttarakhand, Uttar Pradesh, and Union Territory of Chandigarh.

**ii) Southern Region:**

States of Tamil Nadu, Andhra Pradesh, Karnataka, Kerala, Union Territories of Pondicherry & Lakshadweep.

**iii) Western & Central Regions:**

States of Maharashtra, Madhya Pradesh, Chhattisgarh, Gujarat, Goa and Union Territories of Dadra & Nagar Haveli, Daman & Diu.

**iv) Eastern Region:**

States of West Bengal, Bihar, Jharkhand, Orissa, Union Territory of Andaman & Nicobar Islands.

**v) North-Eastern Region:**

States of Arunachal Pradesh, Assam, Meghalaya, Manipur, Mizoram, Nagaland & Tripura.

The jurisdiction of each region mentioned above would comprise the States/ Union Territories, which are covered by the respective Regional Office of the Ministry of Tourism, Government of India.

**17. Retirement:**

There would be no retirement age prescribed for licensed guides. However, after attaining the age of 65 years they have to undergo a physical - cum-mental fitness test and produce a Medical Fitness Certificate from Registered Medical Practitioner (RMP) before their licenses are renewed.

**18. Guide license for retired employees of Ministry of Tourism, Government of India/India Tourism Development Corporation/Archaeological Survey of India:**

All retired employees of the Ministry of Tourism, Government of India/India Tourism Development Corporation/Archaeological Survey of India/State Tourism Departments and State Tourism Corporations would also have to appear for the written test and follow the guidelines, if they are desirable of obtaining guide licenses under various categories.

*Note: Ministry of Tourism, Government of India reserves the right to issue clarifications, modify or amend the guidelines from time to time, without assigning any reasons.*

**TERMS AND CONDITIONS REGULATING THE CONDUCT AND PERFORMANCE OF LICENSED REGIONAL LEVEL TOURIST GUIDES**

1. The licensed guide, when on duty, shall; always wear the laminated guide license issued by Ministry of Tourism and also wear the name tag while accompanying tourists.
2. The guide license is strictly non - transferable and the licensed guide would not lend his/her guide license or any other document which may have been issued to him/her by Ministry of Tourism to any other person(s). Any violation of this rule would make him/her liable to disciplinary action and withdrawal of the guide license granted to him/her.
3. In case of loss or damage to the guide license the guide would immediately inform the office of concerned India Tourism and the nearest Police Station. The Guide would have to apply afresh for the duplicate guide license on the basis of First Information Report (FIR) and statement that the guide license has been lost. The guide would be responsible for the safe custody of the guide License.  

A nominal fee to be determined by the concerned Regional Director in consultation with the Ministry of Tourism from time to time would be charged for issuance of Duplicate guide license.
4. The guide would not solicit tips from tourists.
5. The licensed guide would dress in a presentable manner to uphold the dignity and honor of the profession to which he/she belongs and of the country.
6. The guides would charge the guide fees fixed from time to time by Tourist Guides Federation of India in consultation with Indian Association of Tour Operators IATO/TAAI representatives.
7. The guide would not canvass business of any kind on behalf of the business houses, travel agents, hoteliers, paying - guest houses, shop-keepers, transport operators etc., nor he/she would accept monetary commission from them or indulge in any other unethical practices.
8. The guide would not enter into any other business arrangements with any of the establishments either by way of partnership or on commission basis.
9. The Regional Level Guides should not be regularly/permanently employed in Travel & Hospitality industry.
10. Guides found to be canvassing for shopping establishments like shops selling handicrafts etc., would be liable for cancellation of their license.
11. The guide would take tourists only for sightseeing to the monuments and public buildings, which are a part of the sightseeing tour included in the itinerary of the



tourists. In case, any guide is found to have contravened this provision his/her license is liable to be cancelled/revoked.

12. The guide would not refuse without valid reasons any assignments given to him/her by the offices of the Central/State Governments or other agencies such as travel agents/tour operators/hoteliers, etc. If the guide repeatedly refuses three assignments in a season, his/her guide license would be liable to be suspended/revoked.
13. The Regional Level Guides licensed by Ministry of Tourism would not refuse assignments from Ministry of Tourism unless there is a valid reason for doing so.
14. The guide would maintain good conduct and courteous behavior towards tourists or other officials with whom he/she comes in contact during the course of his/her assignment.
15. The guide would be liable to following penalties in case of late arrival for assignments:-
  - a) First late arrival: warning in writing.
  - b) Second late arrival: deduction of 25% of fees.
  - c) Third late arrival: disqualification for one month when the second and third late arrivals are both within a period of six months.
  - d) Total absence: disqualification for a period of three months.

*Note: The above penalties would apply to a guide who after having accepted an assignment does not report for duty at the appointed time except in such cases where late arrival/absence were due to circumstances beyond his/her control. In such cases if the Regional Director /Director/Manager concerned is not satisfied with the explanation given by the guide, he/she is fully empowered to initiate the penalty proceedings as envisaged above. Complaints regarding habitual late arrivals for assignments, etc., would be viewed seriously and can lead to cancellation/withdrawal of guide license.*

16. The guide would accept all assignments including those for FIT's, groups, coach tours, excursion, etc. These would be accepted as per the rules and on prescribed Performa.
17. The guide would submit an annual statement indicating the number of assignments handled including handling of VIPs, groups, FITs in the prescribed Performa to the respective Regional Directors.
18. A licensed guide would be compulsorily required to attend any short-term training, refresher courses that may be/as directed by the India Tourism Office concerned from time to time.
19. The guide would be required to submit a medical certificate of fitness on entry into the profession and thereafter, whenever required by the concerned India Tourism Office.



20. Absence of more than three months from the guiding profession must be reported to the India Tourism concerned in writing.
21. The Guide would report to the concerned India Tourism office in the event of their trips abroad for a period exceeding three weeks.
22. The guide license of a guide who is arrested by the Police for offence of misconduct involving moral turpitude shall be withdrawn during the pendency of the case against him/her. In the event of his conviction by a Court of Law, the guide license would be forfeited forthwith.
23. The guide would be responsible for warning foreign tourists against taking photographs of places which are prohibited by law or which may reflect adversely on the country's image.
24. On receipt of any complaint against an approved Regional Level Tourist Guide, the concerned India Tourism Office after a fact finding exercise would issue a Show Cause Notice to the said guide giving him/her an opportunity to submit a representation in defense of the allegations leveled against him/her within a period of 30 days from the date of receipt of the notice. In such cases, the Show Cause Notice by the concerned Director/Manager of India Tourism Office would be issued with the prior approval of the concerned Regional Director

The final decision on such representation would be made with the prior approval of Additional Director General, Ministry of Tourism, Government of India within 45 days from the date of receipt of the reply to the show cause notice. In case the guide is found guilty, his/her guide license shall be suspended for a period of upto six months. In case any guide is held guilty for the 2<sup>nd</sup> time his/her guide license shall be suspended for a period above 6 months but not exceeding one year and in case of 3<sup>rd</sup> default, the guide license shall be withdrawn permanently. However, a final decision on all such occasions would rest with the Additional Director General, Ministry of Tourism, Government of India.

25. The licensed guide would accept assignments only to the region for which a guiding license has been granted by the India Tourism Office. He would be entitled to accompany tour groups on all - India basis as an Escort on payment of fees by the *Tour Operators/Company* to be mutually negotiated. On Escort duty, a licensed guide would only conduct sight - seeing of monuments under the area of jurisdiction which would be spelt out in his/her guide license. At all other places, the services of licensed guides of that relevant region/area shall have to be engaged.
26. If a guide remains absent from active guiding for a period exceeding two years due to reasons of health, absence from country, etc., he/ she shall be deemed to have left the profession and in that event the guide license issued to the guide shall stand cancelled. However, in case a guide wants to rejoin the profession after an absence of two years he/she would have to undergo a Refresher Course to be conducted by designated Institute in co - coordination with the Ministry of Tourism.

27. The guide would abide by the existing rules and any other rules and conditions that may be framed from time to time by the Ministry of Tourism and the Archaeological survey of India, failing which the guide license issued to him/her shall be withdrawn.
28. The Guide shall, at the time of being granted the license, sign a pledge of commitment to abide by the Code of Conduct for Safe and Honorable Tourism as adopted by the Ministry of Tourism and at all times follow the provisions of the code.
29. The Guide shall abide by the provisions of Ancient Monuments and Archaeological Sites & Remains Act (AM & ASR) Act 1958 and Rules 1959.
30. The Guide would have to pay an annual fee for entrance to the precincts of protected monuments which would be decided in consultation with ASI from time to time.
31. The Guide shall abide to the instructions given by site in charge or field staff while taking round in the ASI Monument premises.
32. The guide shall make taking entry in the register kept at ASI monument while taking visitors to that particular monument.

## DECLARATION

Paste recent  
Passport size  
photograph  
to be attested  
by concerned  
Regional  
Director

“I hereby solemnly agree to abide by and accept all the above ‘Terms & Conditions’ (**Annexure - I**). I have also read and understood the ‘Code of Ethics for Tourist Guides’ attached as **Annexure - II** hereto and I undertake to uphold them faithfully in the discharge and conduct of my profession.”

Signature :

Name : \_\_\_\_\_

Place:

Date:

**CODE OF ETHICS FOR REGIONAL LEVEL TOURIST GUIDES**

The Tourist Guide shall always be aware of projecting a good and positive image of India adhering to the Ancient Indian concept of “Atithi Devo Bhava”.

The Tourist Guide shall consider himself/herself a friend of the tourists, be courteous and helpful and never betray the trust placed in them by the tourists and carry out his ethical and moral responsibilities with dignity.

The Tourist Guide would, therefore, bear in mind that “word of mouth” publicity and comments have a tremendous impact on the creation of an image for the country. This is several times more valuable than the most expensive advertisement that can be put out.

The Tourist Guide would always be courteous, efficient, tactful, kind, understanding and project the warm and hospitable nature of Indians.

The Tourist Guide would ensure to give correct and all possible information of the latest developments in the country and keep himself/herself up to date. He/she would understand and convey the positive aspects of his culture and tradition, and be well versed with matters relating to local customs, habits and traditions to ensure that both the tourists and the local people respect each other.

The Tourist Guide would always be punctual, well groomed, presentably dressed, well mannered, sober and cultured. His/her dedication and conduct should ensure that the image of the profession or that of the country is never tarnished.

The Tourist Guide shall at all times be reliable with the entrusted duties and be of exemplary conduct, not only, in dealing with tourists but, with others such as the Government Officers and members of the public.

The Tourist Guide shall refrain from unethical or discriminatory conduct and deal with propriety and impeccable honesty. He/she would refrain from entering into shady deals for monetary and other gains nor would he/she intentionally, mislead the tourists.

The Tourist Guide shall refrain himself/herself from all possible arguments and remember that the customer is always right.

The Tourist Guide shall uphold his/her status and reputation with a view to foment closer co - operation, understanding and collaboration with his/her counterparts through out India.

The Tourist Guide would respect and safeguard the heritage, monuments and ecology of India.

## GUIDELINES FOR THE SELECTION & GRANT OF LICENSE TO LOCAL GUIDES BY STATE GOVERNMENTS/UT ADMINISTRATIONS

### Introduction & Objectives:

Guides act as the brand ambassador of not only the tourism industry but the visited area, state and above all the entire nation. Guides play a vital role in bringing satisfaction to the tourists visiting the place as they have a opportunity of directly interacting with the tourists and projecting the image of the place and overall the country. A great deal of time of the tourist at a place is spent in the company of the guide and this makes guide all the more responsible to provide factually correct information about the destination, ensure the safety, security and general well being of the tourist. Guides, therefore, play a big role in the pleasant and satisfying stay of the tourists.

The institution of guides is a basic component of the infrastructural requirement for the promotion and development of local and domestic tourism. The domestic tourism has been showing a steady double digit growth pattern over a period of time now and has already crossed 1000 million mark in 2012 and it is imperative to have a healthy number of trained guides proficient in Hindi and other languages as per the 8<sup>th</sup> schedule of the Constitution of India to cater to the local and domestic tourists requirements. The Guidelines are indicative references and Advisory in nature for State Governments/Union Territory (UT) Administrations that may be followed for selection and issue of licenses to Local Level Guides

### 2. Scope:

**There shall be only one category of guides known as the *Local Level Guide* who would be authorized to work within the municipal boundary of the destination on a full time basis. However the State Government may decide on the area of operation within the State.**

### 3. Eligibility:

#### 3.1 Educational qualification(s):

The following educational qualifications are prescribed for the selection of local level tourist guides and all applicants should have fulfilled the criteria on or before the date of publication of the first advertisement for selection and training.

- a) At least class 12<sup>th</sup> (10 + 2) pass out from a recognized institution board or
- b) Candidates should have knowledge and fluency in any language depicted in any one language of the 8<sup>th</sup> Schedule of the Constitution of India i.e Assamese, Bengali, Bodo, Dogri, Gujarati, Hindi, Kannada, Kashmiri, Konkani, Maithili, Malayalam, Manipuri, Marathi, Nepali, Odia, Punjabi, Sanskrit, Santhali, Sindhi, Tamil, Telugu and Urdu. The fluency shall be tested at the time of written examination which shall be given in the local language of the destination selected by the candidate.

### 3.2 Age Limit:

The applicant should be at least 18 years of age on the date of the first advertisement appearing in the media for selection of Local Level Guides.

### 3.3 Domicile Proof:

- a) Candidates who wish to get admission in training programme and work as Local Level Guides will have to submit their residence proof of the State in which the destination comes.
- b) Candidates have to submit the proof of Domicile with the application of admission for the Local Level Guide Training Course. The following will be accepted as documentary proof for Domicile:
  - i) Certificate of Residence proof by the competent authority ( not below the rank of Tehsildar
  - ii) Passport.
  - iii) Voter Identity Card.
  - iv) Ration Card.
  - v) Aadhar card

## 4. Process of selection:

4.1.1 The assessment of the requirement of Local Level Tourist Guides, destination-wise, could be as per the domestic tourist arrivals, number of ASI monuments, available licensed guides, growth potential, availability of assignments to guides and all other relevant factors and would normally be done once in three years by the State Governments/UTs through a pre-defined process involving the stake holders. The Archeological Survey of India in consultation with State Governments will decide the requirement of Local Guides at the respective Archeological Survey of India Protected Monuments

4.1.2 The process of selection would be undertaken by any recognized institution that the State Government/UT Administration may deem fit for conducting this process.

4.1.3 The applications shall be invited through open advertisement specifying the seats available for training, destination wise. Applicants shall submit their applications in the prescribed Proforma along with photocopies of all documents required as proof of their eligibility and in no case; applicants would be allowed to submit any additional documents as proof at a later stage.

### 4.2 Entrance Test:

4.2.1 An entrance test would be conducted to evaluate the general intelligence and suitability of applicants for admission to local level guide training.

The entrance test would be of two hours duration and cover the following subjects:

(a)	Knowledge of monuments/tourism products of the destination (Paper A)	100 marks
(b)	Indian & local history & culture- ( Paper B)	50 marks
(c)	General Knowledge ( Paper C)	50 marks

**Note:**

- i) For local level guides, the written test would be conducted in the concerned local language as per the 8<sup>th</sup> schedule of the Constitution of India.
- ii) All applicants shall obtain at least 100 marks out of total marks of 200 for qualifying the written test.

### 4.3 Preparation of Merit List:

**4.3.1** A merit list of all applicants who pass the entrance test would be prepared on the basis of aggregated marks. In case of a tie at cut – off level in the merit list, the merit will be decided on the basis of following:

First on the basis of score in paper A followed by score in paper B. If the tie still persists, score in paper C will be considered. If the tie is not resolved through the above, the age of applicants will be considered for deciding merit and those older in age will be placed higher in merit list.

### 4.4 Counseling, document verification and allotment of training seats:

**4.4.1** On the basis of merit in the entrance test, the qualifying applicants would be called for an open counseling and documents verification. The admission against available seats would be offered strictly on the basis of merit basis subject to fulfillment of all the prescribed eligibility conditions. The candidates shall present themselves in person to claim seat for training and shall report on the time and at the venue notified by State Government/ District Administration/the designated institute.

**4.4.2** The applicants shall submit all original documents for verification at the time of counseling. Failure to produce original documents would lead to rejection of candidature.

**Note:**

- i) In no case would qualifying the written test give right of admission to training. The seats advertised for training would be allotted strictly as per the merit list of the qualifying written test. In case the number of candidates qualifying the written test happens to be lesser than the number of seats available, the admission would be limited to the qualifying candidates only.
- ii) All documents submitted by candidates shall be sent for verification to the issuing agencies. If the documents are not verifiable or found to be incorrect at any time during the training, the candidature of applicant would be cancelled.

## 5. Duration and Training inputs:

5.1 The duration of the Guide Training Courses and training inputs are as under:

Duration of class room training	:	6 weeks
Duration of field training	:	2 weeks

During the training, the trainees would be imparted knowledge of essential guiding skills, tourism products/aspects of the destination & state, and fair knowledge of social, political and economic policies etc., of the destination/region in specific and entire country in general. The detailed syllabi would be laid down with the approval of State Government/UT Administration and would be regularly updated.

### 5.2 Field Training:

- i) The field training would be given to cover all important places of Tourist interest in their designated area of operation including Archaeological Survey of India (ASI) Protected Monuments which are open to tourists.
- ii) During the training course frequent group discussions & role plays shall be arranged to improve their interactive and relational abilities.
- iii) After the training is over, the candidates would submit a report of their learning before the viva-voce.

## 6. Evaluation:

Examination consisting of a written test and viva voce shall be conducted at the end of the training programme for the evaluation of the trainees

### 6.1 Written test:

The written test would be of 200 marks covering the entire syllabus during the training course and the guide -trainees must secure minimum 100 marks in the written test to be eligible for viva voce. The written examination shall be conducted in the local language for which the guide is being selected.

### 6.2 Viva-Voce:

6.2.1 After passing the written test the trainees would undergo a viva voce test of 100 marks where the guiding skills, knowledge of the monuments/destination, communication skills, etc., would be tested.

6.2.1 Trainees would be eligible for successful completion of Local level guide training certificate after passing both the written test and viva-voce.

### 6.3 Supplementary Examination:

In case the candidate does not secure minimum passing marks in the written test or viva-voce after training; he would be given two opportunities to appear for supplementary examination and viva voce, at an interval of three months', each



counted from the date of declaration of last result. If a candidate fails to pass in the supplementary chances, his candidature would be cancelled.

After all supplementary chances are exhausted; candidate would have to seek fresh admission and repeat the guide selection and training process.

#### **7. Attendance:**

A minimum of 80 per cent attendance, both in class room teaching and field training, taken separately, would be essential before taking the final examination. However, relaxation up to 10% can be given by the concerned authority in the approved/designated Institute handling/conducting the course, in genuine cases of sickness, specific family circumstances or other - wise satisfactory reasons.

#### **8. Issuance of guide license:**

On successful completion of their local level guide training course, the successful candidates would be issued Local Level Tourist Guide License by the State Government/UT Administration/District Administration. The license would be valid for a period of 10 years. In case any ASI protected Monument falls within the area of operation, the Guide License being issued will be endorsed by the designated officer of Archeological Survey of India who is custodian of these monuments.

##### **8.1 Verification of antecedents:**

Prior to issuing of guiding license, the candidates would have to undergo a verification of their antecedents through the Police and any adverse report would lead to immediate disqualification of the candidate.

#### **9. Renewal of guide license:**

The Local Level Tourist Guide licenses would be renewed every ten years and subject to the performance of guides and passing one Refresher Course conducted by the State Government/UT Administration or any other institute identified/designated by the State/UTs.

The guide must submit the guide license for renewal 30 days prior to date of expiry of its validity along with certificate of successful completion of Refresher Course.

#### **10. Frequency of refresher courses and the procedure for induction of guides:**

10.1.State Government/UT Administration or any other institute identified/designated by the State/UTs would conduct mandatory Refresher Courses for the guides who are due for Renewal of the Local Level Tourist Guide License. The Refresher Courses would be conducted every three years and the Local level Tourist Guides would have to participate in all of them. The licensed guides would be required to successfully pass the Refresher Courses for Renewal of their licenses. The Courses would be so organized that the

guides are able to attend the same, prior to the Renewal of guide license. The designated Institute for the purpose of guide training, the syllabi etc., shall be decided from time to time by State Government/UT Administration in consultation with the stake holders and the institutes.

#### **11. Course fee:**

The selected candidates would be required to pay the course fee including the examination fee. The fee would be decided by State Government/UT Administration or any other institute identified/designated by the State/UTs. The fee structure may vary from course to course. In addition, a fee, to be decided by the State Government/UT Administration of India from time to time, shall also be charged for grant of a guide license, for renewal of a guide license and for issuance of a duplicate guide license. All fees so collected would be non-refundable.

#### **12. Other Conditions:**

The Local Level Tourist Guides would have to work as licensed guides for a minimum of 90 days in a year.

#### **13. Signing of Regulatory Terms and Conditions:**

All Local Level guides would be required to sign their acceptance and observance of rules and regulations as prescribed by the State Government/UT in the Terms and Conditions regulating the conduct and performance of licensed guides, prior to their being issued a guide license (**Annexure-I**).

#### **14. Penal Provisions:**

- 14.1 Penalty proceedings against licensed local guides can be initiated if any complaint or information regarding misconduct or violations of terms and conditions of State Government/UT Administration is received by Local Municipal Corporation/State /UT Tourism department/Regional Director, India Tourism, Association of Domestic Tour Operators of India ( ADTOI)/Indian Association of Tour Operators
- 14.2 On receipt of any complaint or such information against an approved Local Level Guide, the concerned officer designated by the State Government/UT Administration shall undertake a fact finding inquiry by self or through any sub - ordinate officer. After ascertaining the facts and having being convinced that a prima facie case exists, a Show Cause Notice would be issued to the said guide, giving him/her, an opportunity to submit a representation in defense of the allegations leveled against him/her within a period of 30 days from the date of receipt of the notice. Show Cause Notice can be issued by the designated officer of the State Government.
- 14.3 The final decision on such representation would be made with the prior approval of designated officer of the State Government within 45 days from the date of receipt of the reply to the Show Cause Notice. In case the guide is found guilty

for the first time, his/her guide license shall be suspended for a period of up to six months. In case any guide is held guilty for the 2<sup>nd</sup> time, his/her guide license shall be suspended for a period above 6 months but not exceeding one year and in case of 3<sup>rd</sup> default, the guide license shall be withdrawn, permanently. Final decision on all such occasions would have to be approved by the designated officer of the State Government.

- 14.4 The decision imposing the penalties would be a Speaking Order, after considering the case on merit and after careful consideration of all material facts brought to the notice and clearly mentioning the reasons for the decision. The Appellate Authority in respect of orders passed by the designated officer would be decided by the State Government.

#### **15. Transfer of Guides:**

Change from one destination to another would not be considered as a matter of right. Individual cases would be decided based on valid justification and number of guides already licensed for the destination in which the person is working and also the destination for which transfer is sought. No transfer would be permitted for an initial period of 3 years after completing the local level guide course and issuance of license. Thereafter, the request for transfer from one destination to another would be considered provided the candidate qualifies the examination (written & viva - voce) after attending full Local Level Guide Training Programme for the destination to which the transfer is being sought on payment of the prescribed fee for that course conducted by the State Government/UT Administration or the designated Institute of the State Government/UT Administration.

#### **16. Guide Fees:**

The fees to be charged by the guides would be fixed/revised from time to time by Local Guide Federation/Association in consultation with Association of Domestic Tour Operators Association of India/Indian Association of Tour Operators or its representatives.

#### **17. Guide License:**

The guide license for Local Level Tourist Guide would be in the specific colour as per the colour schemes pre - determined by the State Government/UT Administration

#### **18. Retirement:**

There would be no retirement age prescribed for licensed guides. However, after attaining the age of 65 years they have to undergo a physical - cum-mental fitness test and produce a Medical Fitness Certificate from Registered Medical Practitioner (RMP) before their licenses are renewed.

*Note: The State Government of India reserves the right to issue clarifications, modify or amend the guidelines from time to time, without assigning any reasons.*

**TERMS AND CONDITIONS REGULATING THE CONDUCT AND PERFORMANCE OF LICENSED LOCAL LEVEL TOURIST GUIDES**

1. The licensed guide, when on duty, shall; always wear the laminated guide license issued by the State Government/UT Administration and also wear the name tag while accompanying tourists.
2. The guide license is strictly non - transferable and the licensed guide would not lend his/her guide license or any other document which may have been issued to him/her by State Government/UT Administration to any other person(s). Any violation of this rule would make him/her liable to disciplinary action and withdrawal of the guide license granted to him/her.
3. In case of loss or damage to the guide license the guide would immediately inform the office of concerned India Tourism and the nearest Police Station. The Guide would have to apply afresh for the duplicate guide license on the basis of First Information Report (FIR) and statement that the guide license has been lost. The guide would be responsible for the safe custody of the guide License.  
A fee to be determined by the concerned State Government/UT Administration from time to time would be charged for issuance of Duplicate guide license.
4. The guide would not solicit tips from tourists.
5. The licensed guide would dress in a presentable manner to uphold the dignity and honor of the profession to which he/she belongs and of the country.
6. The guides would charge the guide fees fixed from time to time by Local Guide Federation/Association in consultation with Association of Domestic Tour Operators Association of India/Indian Association of Tour Operators or its representatives.
7. The guide would not canvass business of any kind on behalf of the business houses, travel agents, hoteliers, paying - guest houses, shop-keepers, transport operators, etc., nor he/she would accept monetary commission from them or indulge in any other unethical practices.
8. The guide would not enter into any other business arrangements with any of the establishments either by way of partnership or on commission basis.
9. The Local Level Guides should not be regularly/permanently employed in Travel & Hospitality industry.
10. Guides found to be canvassing for shopping establishments like shops selling handicrafts etc., would be liable for cancellation of their license.
11. The guide would take tourists only for sightseeing to the monuments and public buildings, which are a part of the sightseeing tour included in the itinerary of

the tourists. Under no circumstances should any guide accompany the tourists to shops. In case, any guide is found to have contravened this provision his/her license is liable to be cancelled/ revoked.

12. The guide would not refuse without valid reasons any assignments given to him /her by the offices of the Central/State Governments or other agencies such as travel agents/tour operators/hoteliers, etc. If the guide repeatedly refuses three assignments in a season, his/her guide license would be liable to be suspended /revoked.
13. The Local Level Guides licensed by State Government/UT Administration would not refuse assignments from the State Government/UT Administration unless there is a valid reason for doing so.
14. The guide would maintain good conduct and courteous behavior towards tourists or other officials with whom he/she comes in contact during the course of his/her assignment.
15. The guide would be liable to following penalties in case of late arrival for assignments:-
  - a) First late arrival: warning in writing.
  - b) Second late arrival: deduction of 25% of fees.
  - c) Third late arrival: disqualification for one month when the second and third late arrivals are both within a period of six months.
  - d) Total absence: disqualification for a period of three months.

**Note:**

*The above penalties would apply to a guide who after having accepted an assignment does not report for duty at the appointed time except in such cases where late arrival/absence were due to circumstances beyond his/her control. In such cases if the designated officers of the State Government/UT Administration is not satisfied with the explanation given by the guide, he/she is fully empowered to initiate the penalty proceedings as envisaged above. Complaints regarding habitual late arrivals for assignments, etc., would be viewed seriously and can lead to cancellation/withdrawal of guide license.*

16. The guide would accept all assignments including those for FIT's, groups, coach tours, excursion, etc. These would be accepted as per the rules .
17. The guide would submit an annual statement indicating the number of assignments handled including handling of VIPs, groups, FITs in the prescribed Performa to the designated authorities of State Government/UT Administration.
18. A licensed guide would be compulsorily required to attend any short-term training, refresher courses that may be/as directed by the State Government/UT Administration concerned from time to time.
19. The guide would be required to submit a medical certificate of fitness on entry into the profession and thereafter, whenever required by the concerned State Government/UT Administration.

20. Absence of more than three months from the guiding profession must be reported to the designated official of State Government/UT Administration in writing.
21. The guide would report to the concerned India Tourism Office in the event of their trips abroad for a period exceeding three weeks.
22. The guide license of a guide who is arrested by the Police for offence of misconduct involving moral turpitude shall be withdrawn during the pendency of the case against him/her. In the event of his conviction by a Court of Law, the guide license would be forfeited forthwith.
23. The guide would be responsible for warning tourists against taking photographs of places which are prohibited by law or which may reflect adversely on the country's image.
24. On receipt of any complaint against an approved Local Level Tourist Guide, the concerned authority of State Government/UT Administration Office after a fact finding exercise would issue a Show Cause Notice to the said guide giving him/her an opportunity to submit a representation in defense of the allegations leveled against him/her within a period of 30 days from the date of receipt of the notice. In such cases, the Show Cause Notice by the concerned official of State Government/UT Administration would be issued with the prior approval of the concerned Director/Commissioner Tourism of the State Government/UT Administration. The final decision on such representation would be made with the prior approval of Director/Commissioner Tourism of the State Government/UT Administration within 45 days from the date of receipt of the reply to the show cause notice. In case the guide is found guilty, his/her guide license shall be suspended for a period of up to six months. In case any guide is held guilty for the 2<sup>nd</sup> time his/her guide license shall be suspended for a period above 6 months but not exceeding one year and in case of 3<sup>rd</sup> default, the guide license shall be withdrawn permanently. However, a final decision on all such occasions would rest with the Director/Commissioner Tourism of the State Government/UT Administration.
25. The licensed guide would accept assignments only for the destination for which a local level guiding license has been granted by the State Government/UT Administration
26. If a guide remains absent from active guiding for a period exceeding two years due to reasons of health, absence from country, etc., he/she shall be deemed to have left the profession and in that event the guide license issued to the guide shall stand cancelled. However, in case a guide wants to rejoin the profession after an absence of two years he/she would have to undergo a Refresher Course to be conducted by designated Institute in co - coordination with the State Government/UT Administration.
27. The guide would abide by the existing rules and any other rules and conditions that may be framed from time to time by the State Government/UT Administration

and the Archaeological Survey of India, failing which the guide license issued to him/her shall be withdrawn.

28. The Guide shall, at the time of being granted the license, sign a pledge of commitment to abide by the Code of Conduct for Safe and Honorable Tourism as adopted by the Ministry of Tourism, Government of India and at all times follow the provisions of the code.
29. While guiding in the Protected Monuments, the Guide shall abide by the provisions of Ancient Monuments and Archaeological Sites & Remains Act (AM & ASR) Act 1958 and Rules 1959.
30. The Guide would have to pay an annual fee for entrance to the precincts of protected monuments which would be decided in consultation with ASI from time to time.
31. The Guide shall abide to the instructions given by site in charge or field staff while taking round in the ASI Monument premises.
32. The guide shall make taking entry in the register kept at ASI monument while taking visitors to that particular monument.



## DECLARATION

Paste recent  
Passport  
size  
photograph

“I hereby solemnly agree to abide by and accept all the above ‘Terms & Conditions’ (**Annexure - I**). I have also read and understood the ‘Code of Ethics for Tourist Guides’ attached as **Annexure - II** hereto and I undertake to uphold them faithfully in the discharge and conduct of my profession.”

Signature

Name: \_\_\_\_\_

Place:

Date



## CODE OF ETHICS FOR LOCAL LEVEL TOURIST GUIDES

- The Tourist Guide shall always be aware of projecting a good and positive image of the destination & India adhering to the Ancient Indian concept of “Atithi Devo Bhava”.
- The Tourist Guide shall consider himself/herself a friend of the tourists, be courteous and helpful and never betray the trust placed in them by the tourists and carry out his ethical and moral responsibilities with dignity.
- The Tourist Guide would, therefore, bear in mind that “word of mouth” publicity and comments have a tremendous impact on the creation of an image for the destination & country. This is several times more valuable than the most expensive advertisement that can be put out.
- The Tourist Guide would always be courteous, efficient, tactful, kind, understanding and project the warm and hospitable nature of Indians.
- The Tourist Guide would ensure to give correct and all possible information of the latest developments in the destination/country and keep himself/herself up to date. He/she would understand and convey the positive aspects of his culture and tradition, and be well versed with matters relating to local customs, habits and traditions to ensure that both the tourists and the local people respect each other.
- The Tourist Guide would always be punctual, well groomed, presentably dressed, well mannered, sober and cultured. His/her dedication and conduct should ensure that the image of the profession or that of the country is never tarnished.
- The Tourist Guide shall at all times be reliable with the entrusted duties and be of exemplary conduct, not only, in dealing with tourists but, with others such as the Government Officers and members of the public.
- The Tourist Guide shall refrain from unethical or discriminatory conduct and deal with propriety and impeccable honesty. He/she would refrain from entering into shady deals for monetary and other gains nor would he/she intentionally, mislead the tourists.
- The Tourist Guide shall refrain himself/herself from all possible arguments and remember that the customer is always right.
- The Tourist Guide shall uphold his/her status and reputation with a view to foment closer co - operation, understanding and collaboration with his/her counterparts through out India.
- The Tourist Guide would respect and safeguard the heritage, monuments and ecology of the destination.

**Scheme of Financial Assistance to the IHMs / FCIs / IITTM / ICI / NCHMCT / ITIs / Polytechnic Institutes / Universities / Govt. Colleges / Govt. Vocational Schools / PSUs**

## GUIDELINES

The Ministry of Tourism extends financial assistance for the setting up and up-gradation of Institutes of Hotel Management & Catering Technology & Applied Nutrition (IHMs), Food Craft Institutes (FCIs) in the country. The Indian Institute of Tourism & Travel Management (IITTM), Indian Culinary Institute (ICI) and National Council of Hotel Management & Catering Technology (NCHMCT) are also eligible for this assistance.

### Section A

#### Eligibility

2. A society created by the Central/State Government/UT Administration to manage an IHM shall be eligible for Central assistance. The two autonomous societies created by the Central Government, namely the Indian Institute of Tourism & Travel Management & National Council of Hotel Management & Catering Technology shall also be eligible for Central assistance.

#### Scope

3. Central assistance shall be admissible for the following:
  - a) Setting up of an IHM.
  - b) Setting up of centres/branches of IITTM/NCHMCT/ICI/existing IHMs.

#### Section A - IHMs/NCHMCT/IITTM

- i. 'Assistance shall be considered for the setting up of an IHM proposed by a State Government/UT Administration only after the State Government/UT Administration concerned has transferred a developed piece of land, free from all encumbrances, necessary for the purpose, measuring not less than five acres and has also committed to provide basic services/utilities like electricity, water supply, provision of sewerage etc.'
- ii. However, In hilly areas and the six cities classified as large (UA), namely Mumbai, Bengaluru, Hyderabad, Chennai, Kolkata and Delhi, a developed piece of land, free from all encumbrances, measuring not less than 2 (two) acres would be considered as adequate for the setting up of a SIHM. This special dispensation would, however, be subject to a very strict adherence to the norms of affiliation related to academic and equipment infrastructures including the covered areas.
- iii. 'Assistance shall be subject to ceiling of ₹250 lakhs for the setting up of an

- IHM. The cost thereof, if it exceeds the ceiling, shall be met by the State Government/UT Administration concerned. An additional assistance of upto ₹400 lakhs may be considered in case the same is intended to meet the cost of additional hostel facilities. However, quantum of assistance for the setting up of an IHM created by the Central Government, or the setting up of a centre/branch of the IITM or NCHMCT, shall not be subject to this ceiling.
- iv. Assistance to a new IHM proposed by the State Govt./UT Administration shall be utilized subject to further ceilings of ₹1000 lakhs on construction and ₹250 lakhs on purchase of equipments.
  - v. Inter-component adjustments of assistance ceilings, subject to a maximum of 10%, prescribed for construction of academic block, construction of Hostels and purchase of equipments will be allowed on case-to-case basis as a pre-sanction dispensation and no flexibility will be allowed after the sanction of the project.'
  - vi. Central financial assistance can also be considered for the setting up a State IHM in an existing building offered free-of-cost by the State Government/UT Administration concerned for the purpose provided the building is suitable for housing the IHM. The central financial assistance will however be limited to ₹6.00 Crore or 75% of the ceiling on construction of academic block for renovation/remodelling the existing buildings. The ceiling of ₹2.00 Crore each on construction of hostel and purchase of equipment shall remain unchanged.

## **Section B - FCIs**

- i. Assistance shall be considered for the setting up of an FCI by the Central Government or proposed by a State Government/UT Administration. In the latter case, assistance shall be considered only after the State Government/UT Administration concerned has transferred a developed piece of land, free from all encumbrances, necessary for the purpose, measuring not less than three acres and has also committed to provide basic services/utilities like electricity, water supply, provision of sewerage etc. Assistance shall also be considered for the setting up an FCI in an existing building offered by the State Government /UT Administration concerned for the purpose provided such change over is otherwise feasible. However, In hilly areas and the six cities classified as large (UA), namely Mumbai, Bengaluru, Hyderabad, Chennai, Kolkata and Delhi, a developed piece of land, free from all encumbrances, measuring not less than 1 (one) acre would be considered as adequate for the setting up of a FCI. This special above dispensation would, however, be subject to a very strict adherence to the norms of affiliation related to academic and equipment infrastructures including the covered areas.

- ii. Central assistance to an existing FCI set up by the State Govt./UT Administration shall be subject to over-all ceiling of ₹550 lakhs with ceiling of ₹435 lakhs on construction and ₹115 lakhs for equipments applied. Modernization of library and laboratories shall be treated different from construction and equipments though assistance to cover them shall also be within the ceiling of ₹530 lakhs. The ceiling of assistance to a State FCI shall take into account the assistance extended to it previously under the Scheme.
- iii. Inter-component adjustments of assistance ceilings, subject to a maximum of 10%, prescribed for construction of academic block, construction of Hostels and purchase of equipments will be allowed on case-to-case basis as a pre-sanction dispensation and no flexibility will be allowed after the sanction of the project.
- iv. An additional assistance of upto ₹200 lakhs may be considered in case the same is intended to meet the cost of additional hostel facilities
- v. Assistance can also be considered for the setting up a FCI in an existing building offered free-of-cost by the State Government/UT Administration concerned for the purpose provided the building is suitable for housing the FCI. The central financial assistance will however be limited to ₹280 lakhs or 75% of the ceiling on construction of academic block for renovation/remodelling the existing buildings. The ceiling of ₹115 lakhs on purchase of equipment shall remain unchanged.

### **Section C - Applied Training Centre(ATC)**

Assistance up to the tune of Rs 500 lakhs would be provided to only the Central IHMs for construction of Applied Training Centre(ATC) attached to the Institute. Expenditure over and above this limit would be borne by the Institutes themselves. However, CFA would be extended only to such Institutes where there are no Hotels in the vicinity.

### **Section D - Other general conditions/norms**

IHMs/FCIs shall follow the academic/admission norms prescribed by the NCHMCT. Admissions to IHMs shall be on the basis of a joint entrance examination. An undertaking to this effect shall be given by the State Government/UT Administration concerned before funds are sanctioned for the setting up an IHM. However, a State IHM brought up with central financial assistance from the Ministry of Tourism under the aegis of a university will be allowed to award the degree of that university. This will be subject to the condition that the curriculum of the concerned university matches the NCHMCT/IGNOU syllabus and the university is recognised by UGC.

## Section E - Promotional initiatives

The Ministry of Tourism may consider, on being approached, one time Central Financial Assistance not exceeding ₹240 lakhs to a governmental institute such as ITI, polytechnic institute, university, college owned by a government or a university, a public sector undertaking and an autonomous body owned by the Central or State or Union Territory government which offers course(s) specific to hospitality crafts (including management courses) or travel/tourism, for facilitating development of institutional infrastructure, subject to conditions that the Ministry may impose on case to case basis. Similarly, the Ministry may also consider, on being approached, one time CFA not exceeding ₹30 lakhs to a government school (including a Kendriya Vidyalaya) which offers hospitality/tourism course at +2 stage, to enable it to develop laboratory and acquire equipments necessary for and specific to the course. The assistance shall be subject to such conditions as the Ministry may impose on case to case basis. The assistance will broadly cover the following :

### a) INDUSTRIAL TRAINING INSTITUTES

Amount: For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of ₹2.40 crores.

Civil works: Assistance limited upto ₹100 lakhs

Heavy & Small Equipment, Furniture & Fixtures etc. in; Assistance limited upto ₹140 lakhs

### b) VOCATIONAL SCHOOLS

Amount: For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of ₹30 lakhs.

Civil works: Assistance limited to ₹6 lakhs

Heavy & Small Equipment, Furniture & Fixtures etc. in; Assistance ₹24 lakhs

### c) UNIVERSITIES & OTHER COLLEGES

Amount: For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of ₹240 lakhs.

Civil works: Assistance limited to ₹60 lakhs.

Heavy & Small Equipment, Furniture & Fixtures etc. in; Assistance ₹180 Lakhs

### d) POLYTECHNICS & PSUs

Amount: For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of ₹240 lakhs.

Civil works: Assistance limited to ₹60 lakhs.

Heavy & Small Equipment, Furniture & Fixtures etc. in; Assistance ₹180 Lakhs

Inter-component adjustments of assistance ceilings, subject to a maximum of 10%, prescribed for civil works and purchase of equipments will be allowed on case-to-case basis as a pre-sanction dispensation and no flexibility will be allowed after the sanction of the project.

## ANNEXURE-I

### LIST OF FUNCTIONAL CENTRAL INSTITUTES OF HOTEL MANAGEMENT

1. Institute of Hotel Management & Catering Technology	Bengaluru
2. Institute of Hotel Management & Catering Technology	Bhopal
3. Institute of Hotel Management & Catering Technology	Bhubaneswar
4. Institute of Hotel Management & Catering Technology	Chandigarh
5. Institute of Hotel Management & Catering Technology	Chennai
6. Institute of Hotel Management & Catering Technology	Delhi (Pusa)
7. Institute of Hotel Management & Catering Technology	Ghandinagar
8. Institute of Hotel Management & Catering Technology	Goa
9. Institute of Hotel Management & Catering Technology	Gurdaspur
10. Institute of Hotel Management & Catering Technology	Guwahati
11. Institute of Hotel Management & Catering Technology	Gwalior
12. Institute of Hotel Management & Catering Technology	Hazipur
13. Institute of Hotel Management & Catering Technology	Hyderabad
14. Institute of Hotel Management & Catering Technology	Jaipur
15. Institute of Hotel Management & Catering Technology	Kolkata
16. Institute of Hotel Management & Catering Technology	Lucknow
17. Institute of Hotel Management & Catering Technology	Mumbai
18. Institute of Hotel Management & Catering Technology	Shillong
19. Institute of Hotel Management & Catering Technology	Shimla
20. Institute of Hotel Management & Catering Technology	Srinagar
21. Institute of Hotel Management & Catering Technology	Thiruvananthapuram

## II. LIST OF FUNCTIONAL STATE INSTITUTES OF HOTEL MANAGEMENT

1. Institute of Hotel Management & Catering Technology	Dehradun
2. Institute of Hotel Management & Catering Technology	Gangtok
3. Institute of Hotel Management & Catering Technology	Jodhpur
4. Institute of Hotel Management & Catering Technology	Delhi (Lajpat Nagar)
5. Institute of Hotel Management & Catering Technology	Chandigarh
6. Institute of Hotel Management & Catering Technology	Kurukshetra
7. Institute of Hotel Management & Catering Technology	Kozhikode
8. Institute of Hotel Management & Catering Technology	Faridabad
9. Institute of Hotel Management & Catering Technology	Trichirapalli
10. Institute of Hotel Management & Catering Technology	Bhatinda
11. Institute of Hotel Management & Catering Technology	Sylvassa
12. Institute of Hotel Management & Catering Technology	Hamirpur
13. Institute of Hotel Management & Catering Technol	Puducherry
14. Institute of Hotel Management & Catering Technology	Rohtak
15. Institute of Hotel Management & Catering Technology	NITHM (Hydrabad)
16. Institute of Hotel Management & Catering Technology	Yamuna Nagar
17. Institute of Hotel Management & Catering Technology	Indore*
18. Institute of Hotel Management & Catering Technology	Bodhgaya*
19. Institute of Hotel Management & Catering Technology	Tirupati*
20. Institute of Hotel Management & Catering Technology	Medak*
21. Institute of Hotel Management & Catering Technology	Balangir*

*\*These SIHMS are offering Diploma/Craft level courses as of now.*

## III. LIST OF FUNCTIONAL FOOD CRAFT INSTITUTES

1. Food Craft Institute	Ajmer
2. Food Craft Institute	Aligarh
3. Food Craft Institute	Tura
4. Food Craft Institute	Darjeeling
5. Food Craft Institute	Udaipur
6. Food Craft Institute	Hoshiarpur
7. Food Craft Institute	Nawgaon



## SCHEME OF ASSISTANCE FOR LARGE REVENUE GENERATING PROJECTS

1. **Preamble:** It is recognized that the development of tourism infrastructure projects requires very large investment that may not be possible out of the budgetary resources of the Government of India alone. In order to remove these shortcomings and to bring in private sector, corporate and institutional resources as well as techno-managerial efficiencies, it is proposed to promote large revenue generating projects for development of tourism infrastructure.
2. **Scope of the Scheme:** Large revenue generating project, which can be admissible for assistance under this scheme, should be a project, which is also a tourist attraction, or used by tourists and generates revenue through a levy of fee or user charges on the visitors. Projects like Tourist trains, Cruise vessels, Cruise Terminals, Convention Centres, Golf Courses open for both domestic and international tourists, Health and Rejuvenation facilities and last mile connectivity to tourist destinations (air and cruise including heli tourism ) etc. would qualify for assistance. However, this is only an illustrative list and Ministry of Tourism will examine all such cases critically and will have the final say on whether or not the project under consideration has a tourism impact.

Hotel & Restaurant component will not be eligible for assistance under the scheme either on a stand-alone basis or as an integral part of some other project. However, catering facility (not open for general public) as integral part of the project to meet the in house needs could be eligible for assistance. Procurement of vehicles and sports facilities like stadiums will also not be eligible for assistance under the scheme.

3. **Promoters of Project:** The projects promoted by Public Sector Undertakings, Agencies, or Autonomous Bodies of Central/State Governments as well as projects promoted by private sector/PPP Projects recommended by the State Governments/UT Administrations will be eligible for assistance.
4. **Eligibility for Assistance:** Justification for providing assistance/subsidy would be ascertained on the basis of feasibility study/DPR at the stage of consideration of the project by the Competent Authority. The projects selected for assistance under this scheme would not be eligible for subsidy from other schemes of Central Government or State Governments. Similarly, the projects which have already availed subsidy/financial assistance from any other scheme of the Central or State Govt., would not be eligible for Government of India assistance under this scheme.
5. **Requirement of a Special Purpose Vehicle (SPV):** A SPV would have to be set up by the implementing partners in case a private party is promoting the project on its own or in PPP mode, prior to the consideration of their project under this

scheme. However, where the promoter of the project is a State PSU, Agency, Autonomous Body or Central Govt. PSU, Agency or Autonomous Body, a separate SPV need not be required. In both the cases, a separate Project Management Group would be required and separate accounts would be maintained for the project. The Project Management Group, where SPV has to be set up will consist of, (i) MD/CEO of the SPV (ii) Project Director/Manager (iii) Finance Director (iv) A representative of the State Govt. to be nominated by them. In the other cases, the Project Management Group will consist of (i) MD/CEO of State PSUs/ Central PSUs/Statutory Body, (ii) State Tourism Secretary (where State Govt. is directly involved), (iii) Project Director/Manager (iv) Finance Director of the Central/State PSU/Statutory Body or the Director-Finance Department of State Government.

6. **Appraisal/Feasibility Report:** All project proposals under this scheme must be accompanied by project appraisal carried out by an independent public financial institution. The public financial institution should clearly state that the project is financially viable. In case of private sector/PPP projects the financial institutions should also indicate their willingness to provide loan for the project. In case the promoter wants to take loan from another financial institution/bank, their appraisal and a letter from them clearly indicating willingness to grant loan for the project should be enclosed with the proposal. Grant-in-aid for preparation of DPR would be admissible at 50% of the actual cost subject to a maximum of ₹25 lakh per project. No Grant-in-aid would be admissible for preparation of Feasibility Report. Public financial institutions, in this case, will include a public financial institution under Section 4A of the Companies Act, 1956 and any institution notified by the Government as authorized to discharge the functions of a public financial institution under this Scheme. Anyone of these institutions could also fund the large revenue generating projects admissible under the scheme.
7. **Norms for funding:** The amount of assistance under the scheme would be released to Public Sector Undertakings, Agencies or Autonomous Bodies of Central/State Governments if the project is promoted by them. In case of private sector/PPP project, the assistance would be released to SPV through the financial institutions. The quantum of subsidy for Private Sector/PPP projects will be determined through a competitive bidding process undertaken by the concerned State Governments/UT Administrations. Specific reasons will be required to be brought on record in case competitive bidding process is not adopted for determining the quantum of subsidy. In such cases a High Level Committee constituted by the Ministry of Tourism will recommend the exemption from competitive bidding process as well as quantum of subsidy. There should be a minimum loan component of 25% in the case of private sector/PPP projects. The subsidy under the scheme will have a cap of ₹50 Cr. subject to a maximum of 25% of total project cost or 50% of equity contribution of the promoters, whichever is lower.

The total project cost in this case will mean the total of:

- i. Capital cost of the project, including cost of land, material, labour, transport, consumables, testing, commissioning, overheads, contingencies, interest during construction, insurance and supervision (including any taxes and levies);
- ii. Pre-operative cost such as formulation, development, design and engineering; and expenses related to fund mobilization if required, such as fees for financial services and brokerage.

In case of Public Sector projects the first installment, limited to 25% of the assistance to be provided by the Ministry, will be released only after 25% of the total cost of the project has been contributed by the promoter and the implementation of the project has started. The second installment, limited to 50% of the assistance to be provided by the Ministry, would be disbursed only after 50% of the promoter's amount is contributed. The last installment of balance 25% of the assistance, to be provided by the Ministry, will be released after the project is fully functional.

In case of private sector/PPP projects the assistance would be credit linked. The first installment, limited to 25% of the assistance to be provided by the Ministry will be released only after 25% of the total cost of the project has been contributed by the promoters and proportionate loan amount has also been disbursed.

The second installment limited to 50% of the assistance to be provided by the Ministry would be disbursed only after 50% of the promoter's amount is contributed and proportionate amount of loan is also disbursed. The last installment of balance 25% of the assistance, to be provided by the Ministry, will be released after the project is fully functional.

Release of funds for projects sanctioned till 31.3.2007 will however; be in accordance with the guidelines in operation from 2.11.2006 to 31.3.2007.

8. **Recovery of Government Grant:** In case the project is not completed after release of one or more installments of grant due to some reasons including omissions and commissions of the promoters, the amount of grant will be recoverable. The amount of grant will also be recoverable for failure on the part of promoters to comply with the terms and conditions specific to tourism development in each case. Recoveries will be with penal interest.
9. **Approval procedures:** The project proposals will be appraised by SFC/EFC depending upon the cost of the project before obtaining approval of the competent expenditure sanctioning authority.
10. **Monitoring and Evaluation:** The financial institution, which is funding the project, will be responsible for regular monitoring and periodic evaluation of project compliance with agreed milestones and performance levels. In case

there is no financial institution involved in the project then an agency will be designated while sanctioning the project for regular monitoring and evaluation as stated above and the cost for the same will be met out of the scheme. Ministry of Tourism will have a separate Monitoring Group consisting of the concerned Joint Secretary & Director in charge of the scheme along with Financial Advisor to regularly monitor and review the sanctioned projects.

## GUIDELINES FOR MARKETING DEVELOPMENT ASSISTANCE (MDA)

The Marketing Development Assistance Scheme (MDA), administered by the Ministry of Tourism, Government of India, provides financial support to tourism service providers, i.e. hoteliers, travel agents, tour operators, tourist transport operators for undertaking the following tourism promotional activities abroad:-

- (i) Sales Tours, Participation in Travel Fairs/Exhibitions and Road Shows
- (ii) Production of Publicity Material for promoting Indian tourism destinations and products

Tourism Departments of all **States and Union Territories** (UTs) are also eligible for benefits under the MDA Scheme for participation in Travel Fairs/Exhibitions and Road Shows held overseas.

### 2. Eligibility

- (i) The Tourism Service Providers, i.e. hoteliers, travel agents, tour operators, tourist transport operators, must be **approved** by the Ministry of Tourism, Govt. of India. In the case of the state of Jammu & Kashmir and states in the North Eastern Region (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura) the Tourism Service Providers must be approved by the State Tourism Department.
- (ii) Financial support under the Scheme would be available to companies with foreign exchange earnings up to a maximum of **₹20.00 crore** (Rupees **twenty crore** only) during the preceding financial year. In respect of tourism service providers from the state of Jammu & Kashmir and states in the North Eastern Region, the service providers not having any foreign exchange earnings but with a total turnover of upto ₹20.00 crore (Rupees twenty crore) would also be eligible.
- (iii) Tourism Service Providers must show a **cumulative increase of 5%** in Foreign Exchange Earnings (FEE) during a **three year period**, to be eligible for financial support under the MDA scheme i.e. at the end of year 3, there must be a cumulative increase of 5% in FEE over the base year. For this purpose, the base year will be taken as the financial year preceding the year when the promotional activity is undertaken. **The clause will be made effective from the financial year 2015-16 and tourism service providers will need to show a cumulative increase of 5% in FEE at the end of year 3 over the base year 2014-15 and so forth.** In the case of Tourism Service Providers in Jammu & Kashmir and the North Eastern Region, there must be a cumulative increase of 5% in foreign exchange or total turnover of the agency during the three year period.

### 3. Number of Applications Permissible

- (i) Financial support under the MDA Scheme will be provided to tourism service providers for participation in a total of **4 (four) events** (covering Sales Tours, Travel Fairs/Exhibitions and Road Shows) in one financial year.
- (ii) In addition, financial support for Production of Publicity Material will be provided to tourism service providers **once** in a financial year.
- (iii) Financial support under the MDA Scheme will be provided to Tourism Departments of all **States and Union Territories** (UTs) for participation in a total of **3 (three)** Travel Fairs/Exhibitions and Road Shows held overseas.

No financial support will be provided to States/UTs for Sales Tours or for printing of publicity material.

### 4. Extent of Financial Support Permissible

#### (i) For Sales Tours, Travel Fairs/Exhibitions and Road Shows

Financial support for undertaking sales tours, participation in travel fairs/exhibitions and Road Shows organized overseas, would be provided as follows :

- (a) 90% of economy class air fare from India to any other country and/or by air/euro rail from one country to another country abroad.
- (b) 90% of cost of built up/furnished stall, electricity and water charges, etc. at travel fairs/exhibitions.
- (c) Hotel Room expenses for a maximum of 5 nights, with an upper limit of ₹8000/- per night. Subject to an overall **upper ceiling of ₹2.50 lakh** per case.

*(No financial assistance will be provided for travel within India)*

#### (ii) For Production of Publicity Material

Cost of production of publicity material like product catalogue, brochure, information handout, CDs, DVDs, etc., for use overseas during sales trips, travel fairs/exhibitions, Road Shows for promoting Indian tourism destinations and products, will be permissible for financial support @ **50%** of the total approved cost subject to an upper ceiling of **₹1.00 lakh**.

### 5. Terms & Conditions

- (i) The tour to single country or a group of countries shall be for a minimum of two-nights stay abroad excluding journey period.
- (ii) Assistance shall be permissible to one regular employee/Director/partner/proprietor of the company.
- (iii) In order to avail the benefit of reimbursement of air fare under the MDA Scheme, all tourism service providers/officials of Tourism Departments of States/UTs may travel only by Air India/Indian Airlines, to stations directly connected by Air India/Indian Airlines.



For travel to stations not directly connected by Air India/Indian Airlines, but which are directly connected by other airlines, travel by other airlines would be permissible on the lowest available fare\_(documents in support of the fare being the lowest available to be furnished)

For travel to stations not directly connected by any air services with stations in India, if travel on the shortest route available is undertaken through a station connected by Air India, reimbursement of air fare would only be made for travel by Air India on that sector.

- (iv) The company shall not be under investigation or charged/prosecuted/debarred/black listed by Ministry of Tourism, Govt. of India or any other Government Agency.
- (v) The applicant should not have claimed/received any financial assistance for the Sales Tour/Travel Fair/Exhibition/Road Show for which reimbursement is being claimed, from the Government/any Government Agency."
- (vi) Financial support under the Scheme would be subject to the overall budget available in the Ministry of Tourism for the MDA Scheme.

## 6. Procedure for submission of Applications

- (i) The eligible tourism service providers will convey **prior information** to the Ministry of Tourism, Government of India, before undertaking the tourism promotional activity/tour abroad. The prior information will be conveyed by **e-mail** to the Asst. Director General (Overseas Marketing), Ministry of Tourism, Government of India, New Delhi, on e-mail ID **[mda-tourism@gov.in](mailto:mda-tourism@gov.in)** at least 14 days in advance with the following details:
  - (a) Name and contact details of the applicant company.
  - (b) Name of person undertaking the promotional tour.
  - (c) Category under which the promotional activity is proposed to be undertaken.
  - (d) Name of event proposed to be participated in.
  - (e) Dates/Country (ies) of visit of the proposed tour.

*Conveying prior information will not ensure financial support under the Scheme. The same will be based on scrutiny of documents submitted while claiming reimbursement by the applicant company and subject to availability of funds.*

- (ii) After undertaking the tourism promotional activity/tour abroad, the tourism service provider would submit the application for the MDA claim, **in the prescribed format along with Declaration** (as given at Annexures I & II), to the Assistant Director General (Overseas Marketing), Ministry of Tourism, Govt. of India, Transport Bhavan, 1, Parliament Street, New Delhi 110 001.

- (iii) The claim must be submitted positively **within 45 days** of return to India, along with the following documents:
- (a) Self-certified copy of approval certificate issued by the Ministry of Tourism /State Government in the case of Jammu & Kashmir and North Eastern States.
  - (b) Certificate of Foreign Exchange Earnings during the preceding financial year, duly certified by a Chartered Accountant (with membership number of the Chartered Accountant). In the case of service providers from Jammu & Kashmir and the North Eastern States, certificate as above or of total turnover, duly certified by Chartered Accountant (with membership number).
  - (c) Details of financial assistance availed during the last three years under the MDA Scheme, from the Government including Ministry of Commerce/ FIEO & Ministry of Tourism.
  - (d) Air ticket(s) for journeys performed along with Boarding Pass for each sector
  - (e) Original receipts/bank advice, etc., in evidence of payments made for air tickets/booth/hotel accommodation/printing of publicity material, as the case may be for which reimbursement is being claimed.
  - (f) For MDA claim for production of publicity material, following also to be submitted :
    - A copy of the publicity material to be submitted along with the claim.
    - Quotations from a minimum of three printers/vendors are to be obtained and submitted along with the claim.
  - (g) A comprehensive Tour Report and achievements during the tour undertaken.
- (iv) Claim form received after 45 days of return to India or wherein the deficiencies in the claim as intimated are not fully completed within 30 days of the date of information given, would not be entertained and would be rejected.
7. These revised MDA Scheme guidelines are in supersession to guidelines issued earlier.
8. These Revised Guidelines will come in force with effect from **9<sup>th</sup> July 2015** and till further orders.



## Annexure-I

### Claim Form for Marketing Development Assistance for Sales Tours/ Participation in Travel Fairs & exhibitions / Road Shows

1	Name of the firm with full address	
2	Name and designation of the Person who travelled abroad	
3	Category under which claim is submitted (i.e. Sales Tour or Travel Fair/Exhibition or Road Shows)	
4	Whether prior information regarding the tour was conveyed to the Ministry of Tourism (Copy of the same to be enclosed.)	
5	Certificate regarding approval of the Agency/Firm by Ministry of Tourism/State Tourism Dept. In the case of Jammu & Kashmir and North Eastern States (Self certified copy of the approval letter to be attached)	No. & Date:  Valid up to :
6	Foreign Exchange Earnings (FEE) during the preceding financial year.  In the case of service providers from Jammu & Kashmir and the North Eastern States, as above or total Turnover during the preceding financial year.  Certificate in support of above duly certified by Chartered Accountant (CA) to be submitted. (Membership Number to be indicated in the CA Certificate)	
7	Details of Number of proposal(s) already submitted in the same financial year	
8	Details of the financial assistance availed earlier under the MDA Scheme separately for: a) Sales Tour b) Participation in fair/exhibition/road show c) Production of Publicity Material (Please furnish details of the sales tours/fairs and exhibitions/road shows, countries visited, name of the person who went abroad and the amount of financial assistance received in each case)	
9	Name of the Country (ies)/Sectors visited for the Sales Tour.	
	Name of the Travel Fair/Exhibition/Road Show participated in and the countries along with the dates/duration of stay abroad	
10	Date of departure from India	

11	Date of return to India	
12	Sector-wise details of journeys undertaken: (i) Airline on which travelled (ii) Flight Number (iii) Class in which travelled (iv) Ticket Number (Air ticket with boarding pass for each sector travelled to be submitted)	
13	(a) Actual expenditure incurred on return airfare by economy excursion class (Please attach receipt/document in evidence of payment made for the air ticket) If travel was undertaken by any other class (Business/First, etc.), economy excursion class fare for sectors/countries visited to be indicated (b) Actual expenditure incurred on stall, decoration, water and electricity (in case of participation in travel fair/exhibition/road show) (Please attach original voucher/bank advice/receipt, etc. evidencing payment made). (c) Actual expenditure on hotel accommodation (Please attach original voucher/bank advice/receipt, etc. evidencing payment made.)	
14	Total expenditure incurred i.e. 13 (a) + (b) + (c)	
15	Amount being claimed	

## Declaration

(To be furnished on official letterhead of the company)

1. I solemnly declare that the particulars given in my application are correct. I bound myself and the company accountable and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.
2. I hereby declare that the company/agency M/s ..... (name and city to be given) is not under investigation/charged/prosecuted/Debarred/blacklisted by the Ministry of Tourism, Government of India or any other Government Agency.
3. I hereby declare that I have not claimed/received any financial assistance for this Sales Tour/Participation in this Travel Fair/Exhibition/this Road Show (as applicable) from the Government/any Government Agency.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Office Seal of Company

Place:

Date:

**Claim Form for Marketing Development Assistance for Production of Publicity Material for Distributing Abroad**

1	Name of the firm with full address	
2	Name and designation of the Person who went abroad	
3	Whether prior information regarding the tour was conveyed to the Ministry of Tourism (Copy of the same to be enclosed.)	
4	Certificate regarding approval of the Agency/Firm by Ministry of Tourism/State Tourism Dept. In the case of Jammu & Kashmir and North Eastern States (please attach a self certified copy of the approval letter)	No. & Date: Valid up to:
5	Foreign Exchange Earnings (FEEs) during the preceding financial year.  In the case of service providers from Jammu & Kashmir and the North Eastern States, as above or total Turnover during the preceding financial year.  Certificate in support of above duly certified by Chartered Accountant (CA) to be submitted. (Membership Number to be indicated in the CA Certificate)	
6	Details of Number of proposal(s) already submitted in the same financial year	
7	Details of the financial assistance availed earlier under the MDA Scheme separately for: a) Sales Tour b) Participation in fair/exhibition/road show c) Production of Publicity Material  (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of who went abroad and the amount of financial assistance received in each case)	
8	Details of the event (Sales Tour/Travel Fair/Exhibition/Road Show) and the countries along with the dates where publicity material was distributed.	
9	No. of copies of publicity material produced. (Copy of the Publicity Material produced to be attached).	

10	Name of the three firms from where quotations were invited (Please attach copies of the three quotations)	
11	Name and address of firm quoting the lowest quotations	
12	Name and address of the firm which produced the publicity material	
13	Actual expenditure incurred (Please attach original voucher/Bill evidencing payment made).	
14	Amount being claimed	

### Declaration

(To be furnished on official letterhead of the company)

1. I solemnly declare that the particulars given in my application are correct. I bound myself and the company accountable and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.
2. I hereby declare that the company/agency M/s ..... (name and city to be given) is not under investigation/charged/prosecuted/Debarred/blacklisted by the Ministry of Tourism, Government of India or any other Government Agency.
3. I hereby declare that I have not claimed/received any financial assistance for Printing of this Publicity Material from the Government/any Government Agency.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Office Seal of Company

Place:

Date:

## GUIDELINES FOR SUPPORT OF THE MINISTRY OF TOURISM FOR PROMOTING GOLF TOURISM

### 1. Preamble:

- 1.1. India is recognized world over for its rich culture, exotic appeal and variety. With golf catching the fancy of millions across the world, it is but natural for India to join in and promote its golfing facilities. With more and more golf courses coming up all over the country, golf has taken its place among upcoming sports in India. With the recovery from the global economic meltdown, the world economies, especially those countries which have traditionally been India's major tourist markets, are now showing signs of revival. The Foreign Tourist Arrivals (FTAs) and the Foreign Exchange Earnings (FEEs) through tourism in India are showing significant growth.
- 1.2. The country has not been able to utilize its full potential in niche sectors like golf, polo, adventure sports etc. It has been observed that there has been a growing interest among the domestic and international tourists to experience golf tourism in destinations outside their country of origin. While golf tourism is a niche product, it is important for the tourism in India for multiple reasons. India has several golf courses of international standards. Further, golf events held in India also attract domestic and international tourists. With international tourists expected to grow in the next few years, it is important that India has the right product to meet the need of the visitors. According to an independent study, 52 % of travelling golfers are likely to take two or more golfing holidays in a year and they spend on an average, 33% more on their holidays as compared to regular holiday makers. It is stated that 70-78% golfers would be prepared to visit a new golfing destination and this community represents the wealthiest 50% of all golfers.
- 1.3. Realizing the potential to develop Golf Tourism as the niche tourism product for attracting both domestic and international tourists, the Ministry of Tourism, Government of India, is revising guidelines to develop and promote India as a preferred Golf Tourism destination.

### 2. Mission:

- 2.1. To promote India as a multiple tourism attraction destination offering varied niche tourism products to make India a 365 days destination.
- 2.2 Sports tourism in India is gaining popularity, especially after the successful completion of Commonwealth Games in New Delhi in 2010. One of the latest trends in Golf Tourism is the fact that there has been a recent surge in the interest levels amongst youth in the game the world over. In order to tap

this growing interest in golf tourism, it is crucial that steps be undertaken to develop and promote golf tourism under an institutional framework. This would pave the way to maximize the opportunity for growth and progress of this niche tourism product in future. The Ministry of Tourism aims to create a comprehensive and coordinated framework for promoting golf tourism in India, capitalizing on the work already carried out, and building upon the strength of India's position as the fastest growing free market economy.

- 2.3. The objectives of these guidelines for support to promote Golf Tourism are to:
- a) Promote India as a golf destination for domestic and international tourists.
  - b) Earning of additional foreign exchange through development of this niche product and thereby contributing to economic growth.
  - c) Socio economic development through employment generation, both for men and women.
  - d) Encourage creation of additional world class golf infrastructure in the country.

### **3. Strategy:**

- 3.1. The focus would be to include the entire chain of steps required including creating awareness, encouraging stakeholders and targeting established and new markets to promote Indian Golf Tourism, thereby generating higher demand for the product. This would include:
- a) Building major golfing events in India by building relationship with sponsors, broadcasters and the other stakeholders.
  - b) Improved access to India's signature & other golf courses and working closely to make such courses more accessible to the tourists.
  - c) Raising the profile of golf courses and other golf infrastructure.

*The support of the Ministry of Tourism would be provided to only such golf courses which would allow open access to the tourists as per IGTC's recommendations.*

### **4. Association:**

- 4.1. All stakeholders engaged in Golf Tourism activities would endeavour to form a Golf Tourism Association of India, which will have open all India membership, is committed for holding elections at regular intervals, hold annual Audit of Accounts and is registered as a non profitable society. Stakeholders which may form part of such Association may include:
- **Corporate Houses**
  - **Golf Clubs**

- **Golf Courses**
- **Golf Event Managers**
- **State Governments/UT Administrations**
- **Tour Operators/Travel Agents engaged in promotion of Golf Tourism**

## **5. Composition of Core Committee for the development of Golf Tourism:**

- 5.1. The India Golf Tourism Committee (IGTC) would be the nodal body for golf tourism in the country. The IGTC would function with the core objective to promote India as a preferred golf destination and make necessary suggestions and recommendations which are consistent with the objective.
- 5.2. The IGTC would make recommendations, inter alia, with regard to:
- i) Identification and grading of suitable golf courses.
  - ii) Approval of calendar of golf events.
  - iii) Recommending events for the Ministry of Tourism's logo support.
  - iv) Assessing the need for creation and managing of a corpus with contributions from the stakeholders/industry/corporate sector and the Government for promotion of Golf Tourism.
  - v) Identification of promotional materials to be developed.
  - vi) Identification of events for participation abroad to showcase golfing facilities in India.
  - vii) Introduction of a golf card for tourist.
  - viii) Make recommendations for financial support under these guidelines except MDA.

## **6. Composition of IGTC:**

- 6.1. The IGTC would comprise the following members:
- i) Secretary (T): Chairperson
- Members:**
- ii) Additional Secretary (T)
  - iii) Additional Secretary & Financial Adviser (T) or his/her Representative
  - iv) Joint Secretary level officer handling Niche Tourism in MOT
  - v) Director or Deputy Secretary level officer handling Niche Tourism Products in MOT - **Member Secretary**
  - vi) Representative of Association of Domestic Tour Operators of India (ADTOI)



- vii) Representative of IATO
  - viii) Representative of FHRAI
  - ix) Representative of HAI
  - x) Representative of Golf Association of India
  - xi) Representative of PGTI
  - xii) Representative of SAI
  - xiii) Two leading stakeholders in Golf Tourism to be nominated by the Ministry.
- 6.2. The tenure of this Committee shall be two years from the date of its constitution.

## **7. Golf Tournaments:**

- 7.1. Financial assistance would be given for conducting approved golf events in India as per the following norms:
- 7.2. International Corporate Golf Events:
- i) Events with minimum 72 participants for a minimum of 18 holes game of at least one day duration with 75 percent or more participation of foreign passport holders not living in India would be eligible for a support up to ₹12.00 lakh per event in each financial year. This would be on a 50: 50 cost sharing basis, with 50 percent share of the Ministry of Tourism be based on recommendations of IGTC and balance to be borne by the organizers.
  - ii) Events which have minimum 72 participants for a minimum of 18 holes game of at least of one day duration with 25 to 75 percent foreign passport holders not living in India would be eligible up to ₹8.00 lakh per event for each financial year. This would be on a 50: 50 cost sharing basis, with 50 percent share of the Ministry of Tourism based on recommendations of IGTC and balance to be borne by the organizers.
- 7.3. Domestic Corporate Golf Events:
- 7.4. Domestic corporate golf events which have minimum of 100 participants, minimum 18 holes game, with at least of one day duration would be eligible up to ₹6.00 lakh per event in each financial year. This would be on a 50: 50 cost sharing basis, with 50 percent share of the Ministry of Tourism based on recommendations of IGTC and balance to be borne by the organizers. The domestic events may also have foreign participants. The IGTC will suggest the parameters and areas for selection of events that will qualify in this category.
- 7.5. Supporting Professional Golf Events:

- 7.6. Professional golf events would be major Golf Tourism driver for India. A calendar of such events is to be identified and approved by IGTC and such events would be eligible for financial support to increase the size of prize money with an objective to encourage the top ranked golfers to participate, so as to make India a preferred golf destination.
- 7.7. Men's Professional Events:
- 7.8. The United States Professional Golf Association (**USPGA**) is an organization that operates the main professional men's golf tours in the United States and North America, also known as the USPGA Tour. It is understood that this tour has never come to India. In order to encourage bringing a USPGA event to India, the Ministry of Tourism would provide financial support up to ₹4.00 crore on 50: 50 cost sharing basis wherein, the contribution of Ministry of Tourism would be 50 percent based on the recommendations of IGTC during one financial year and the remaining 50 percent would be borne by the organizers.
- 7.9. European Tour events:
- 7.10. The Ministry of Tourism would provide financial support up to ₹2.00 crore on 50:50 cost sharing basis wherein the contribution of the Ministry of Tourism would be 50 percent based on recommendations of IGTC during one financial year and the remaining 50 percent would be borne by the organizers.
- 7.11. Asian Tour events:
- 7.12. The Ministry of Tourism would provide financial support up to ₹1.00 crore on 50:50 cost sharing basis where in the contribution of the Ministry of Tourism would be 50 percent based on the recommendations of IGTC during one financial year and the remaining 50 percent would be borne by the organizers.
- 7.13. Women's Professional Events:
- 7.14. As an added initiative to promote women's golf, the Ministry of Tourism would provide financial assistance for maximum of two professional events with the upper ceiling of up to ₹1.00 crore each for the LPGA Tour and the Ladies European Tour. For the Asian Tour financial support up to ₹50.00 lakh would be provided. This would be in a ratio of **50:50** where in **50** percent would be funded by the Ministry of Tourism based on the recommendations of IGTC during a financial year and remaining **50** percent by the organizers.

## **8. Support for Golf infrastructure:**

- 8.1. The scope of the Large Revenue Generating (LRG) scheme of the Ministry of Tourism is to develop Golf Infrastructure in PPP mode. LRG guidelines of the Ministry of Tourism are available at website [www.tourism.gov.in](http://www.tourism.gov.in).

## 9. Support under the Marketing Development Assistance (MDA) scheme to the Golf Tourism Service Providers (GTSPs) i.e., representatives of Travel Agents /Tour Operators engaged in promotion of Golf Tourism/Signature Golf Courses and Golf Courses designed by the renowned Architects:

- 9.1. The GTSPs engaged in Golf Tourism as per eligibility in para 9.2 below will be provided financial assistance as per the provisions of the Marketing Development Assistance (MDA) scheme administered by the Ministry of Tourism, Government of India for participating in the International Tourism/Golf related Fairs/Events/Exhibitions/Road Shows approved by the Ministry of Tourism, Niche Tourism Division.
- 9.2. Financial assistance as per the provisions of the Marketing Development Assistance (MDA) scheme would be provided to the GTSPs approved by the Ministry of Tourism, Government of India and who are engaged in promotion of Golf Tourism.
- 9.3. Procedure for submission of Application:
  - i) The eligible GTSPs shall obtain prior approval of the Ministry of Tourism, Government of India, before proceeding abroad to participate in International Tourism/Golf related Fairs/Events/Exhibitions/Road Shows. The **application** shall be submitted directly to the office of **Assistant Director General, Niche Tourism**, Ministry of Tourism, Government of India, C-1, Hutments, Dalhousie, Road, New Delhi – 110 011, in the prescribed format (**Annexure-I**) at least 90 days in advance, along with the proof of approval as Travel Agents/Tour Operators / Golf Courses from the Ministry of Tourism, Government of India.
  - ii) After participating in International Tourism Fairs/Golf related Events /Exhibitions/Road Shows abroad for which prior approval had been accorded by the Ministry of Tourism, the GTSP would submit the Application form for **MDA Claim**, in the prescribed format (**Annexure II**), directly to the office of **Assistant Director General, Niche Tourism**, Ministry of Tourism, Government of India, C-1, Hutments, Dalhousie Road, New Delhi- 110 011, immediately on return to India but positively within one month of his/her return to India.
- 9.4. Besides, above provision, all other provisions of MDA scheme administered by the Ministry of Tourism, Government of India shall be applicable for release of MDA to GTSPs engaged in Golf Tourism Promotion.

## 10. Publicity:

- 10.1 There are number of marketing and promotional opportunities available to reach the golf market. The Ministry of Tourism would consider

providing financial support on 50:50 sharing basis for making publicity and promotional material subject to the condition that the Ministry of Tourism would provide a maximum of ₹10.00 lakh under the category for each stakeholder in a financial year. This support would not be given for airing time on television/radio. This support will be given only on open EOI basis on the basis of merit and not routine as right.

#### **11. Promotion through workshops/events/meets/seminars:**

11.1. The Ministry of Tourism would provide financial assistance for organizing workshops/events/meets/seminars having focus on promotion of Golf Tourism subject to the conditions;

- i) A maximum amount of ₹10.00 lakh will be provided for each workshop/event/meet/seminar on 50:50 cost sharing basis.
- ii) Each workshop/event/meet/seminar will have at least 100 participants of which at least 50 percent would be foreign passport holders not living in India.
- iii) This support will be given on open EOI basis based on merit.

#### **12. For organizing Golf Promotion Shows:**

12.1 Shows with exhibitions, suppliers and buyers participation for promotion of Golf Tourism on the lines of other tourism product shows will be supported financially by the Ministry of Tourism subject to the condition that a minimum of 75 participants will participate in the show and there will be at least 40 percent foreign buyers. The maximum financial assistance that can be provided will be up to a maximum of ₹25.00 lakh on 50:50 sharing basis. Such assistance would be given only to the State Governments/Chambers of Commerce/National Golf Association. In case, the Ministry of Tourism wants to set up its own Golf Tourism Show that will be done on the basis of an open EOI.

#### **13. Use of Incredible India Logo:**

13.1. The Incredible India brand is one of the most recognized brands internationally. The Ministry of Tourism would give permission for the use of Incredible India logo for the Golf Tourism related promotional events, films, literature etc., as per the prescribed procedure from time to time.

#### **14. Capacity Building:**

14.1. Trained human resource is an important component of any tourism product development, including Golf. A large number of stakeholders/service providers in the organized/unorganized sector also require basic and advanced training in related areas to provide better service standards and

consumer satisfaction. The Ministry of Tourism would provide financial support for training, skill up gradation of caddies and other service providers engaged with the sport as per the Capacity Building for Service Providers (CBSP) guidelines of the Ministry of Tourism. The training could be at various levels, i.e., basic level, higher level, advanced level and specialized. (CBSP) Guidelines are available at the Ministry of Tourism's website [www.tourism.gov.in](http://www.tourism.gov.in))

#### **15. Participation in fairs and events:**

15.1. The Ministry of Tourism would provide space up to 4 square metres to approved Golf Tourism Association at major international travel fairs/ events for promoting Golf Tourism at cost.

#### **16. Disclaimer:**

16.1 The Ministry of Tourism, Government of India reserves the right to issue clarifications, modify or amend the guidelines from time to time, without assigning any reasons, thereof.

## Annexure - I

Application form for Golf Tourism Service Providers (GTSPs), Travel Agents/Tour Operators/Signature Golf Courses and such Golf Courses designed by the renowned Architects for obtaining prior approval under MDA scheme for participation in approved Golf Tourism Fairs/Golf Tourism Conferences/and Allied Road Shows:

1	Name of the Association with full Address	
2.	Name and designation of the person going abroad	
3.	Certificate regarding approval by the Ministry of Tourism/State Governments	No. & Date: Valid up to:
4	Name of Golf Tourism Fairs/Golf Tourism Conferences and Road Shows/Exhibitions and the countries along with the dates/duration of the visit.	
5.	Date of departure from India	
6.	Date of arrival in India	
7.	Details of the financial assistance availed earlier under the MDA scheme: a) Name of countries visited/exhibitions participated b) Name of the Persons c) Dates d) MDA amount received	

### Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the association and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Office Seal:

Place:

Date:

## Annexure - II

(A) Claim form for Golf Tourism Service Providers (GTSPs) Travel Agents/Tour Operators/Signature Golf Courses and such Golf Courses designed by the renowned Architects after participation in approved Golf Tourism Fairs/Golf Tourism Conferences and Allied Road Shows (as per MDA scheme):

1.	Name of the Association with full address	
2.	Name and designation of the Person who participated in Approved Golf Tourism Fairs/Golf Tourism Conferences and Allied Road Shows abroad	
3.	Whether prior approval of the Ministry of Tourism obtained for undertaking promotional activity abroad. (Please attach a copy of the approval later.)	
4.	Certificate regarding approval by the Ministry of Tourism/State Governments	No. & Date: Valid up to:
5.	Name of Golf Tourism Fairs/Golf Conferences and Road Shows/Exhibitions and the countries along with the dates/duration of the visit.	
6.	Actual date of departure from India. (Please attach a self certified photocopy of passport highlighting date of departure)	
7.	Actual date of arrival in India (Please attach self certified photocopy of passport highlighting date of arrival)	
8.	Details of Number of proposal(s) already submitted in the same financial year	
9.	Details of the financial assistance availed earlier under the MDA scheme: a) Name of countries visited/exhibitions participated b) Name of the Persons c) Dates d) MDA amount received (Please furnish details of countries/fairs of and exhibitions, name of the persons who went abroad and	

10.	Expenditure incurred on: a) Actual expenditure incurred on return airfare by economy excursion class (Please attach original air ticket/jacket used during the journey along with three self certified Photostat copies) b) Actual expenditure incurred on stall, decoration, water and electricity (in case of participation in Golf Tourism Fairs/Golf Tourism Conferences and allied Road Shows) (Please attach original voucher/bank advice/receipt etc., evidencing payment made, along with three self certified photocopies thereof). (Also furnish a Statement of Expenditure)	
	Total expenditure incurred (a + b)	
11.	Amount being claimed	

### Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the association and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Office Seal:

Place:

Date:



**(B) FORMAT FOR SUBMISSION OF EXPRESSION OF INTEREST FOR SUPPORT OF EVENTS**

- 1) NAME OF THE EVENT:
- 2) NAME OF ORGANISER WITH ADDRESS AND CONTACT DETAILS:
- 3) YEAR AND TYPE OF REGISTRATION OF THE ORGANIZER \*:
- 4) PERIODICITY OF THE EVENT:
- 5) DURATION OF THE EVENT:
- 6) LOCATIONS WHERE PROPOSED TO BE ORGANISED:
- 7) NUMBER OF EDITIONS ORGANISED TILL 31.3.2013\*\*:
- 8) EXPENDITURE INCURRED FOR EACH EVENT DURING LAST THREE YEARS/EDITIONS\*\*:
- 9) BRIEF PROFILE OF THE EVENT#: INCLUDING APPROXIMATE NUMBER AND PROFILE OF PLAYERS AND AUDIENCE:
- 10) DELIVERABLES OFFERED TO THE MINISTRY OF TOURISM AGAINST THE SPONSORSHIP SUPPORT SOUGHT:

\* Details to be provided regarding status (Company/NGO/Charitable Organization, etc.) of organizers and registration with respective to authority. Proof of such registration to be provided separately.

\*\* Chartered Account certificate/ Audited Statements to be provided.

# Detailed profile as per existing guidelines for support to promote Golf Tourism.

## REVISED GUIDELINES FOR THE PROMOTION OF WELLNESS AND MEDICAL AS NICHE TOURISM PRODUCTS

### 1. Preamble:

1.1. 'Wellness' is generally used to mean a healthy balance of the mind, body and spirit that results in an overall feeling of well-being. 'Wellness Tourism' can, therefore, be defined as travel that involves to experience an active process of becoming aware of and making choices toward a more successful existence. In other words, 'Wellness' is a view of health that emphasizes the state of the entire being and its ongoing development.

1.2. India has always been known for its rich heritage of 'Wellness' traditions and has enormous possibilities to offer to 'Wellness' seekers. The Indian 'Wellness' industry is one of the fastest growing segments of the travel and leisure industry.

India has the potential to become a leading 'Wellness' destination for the global travellers. Therefore, there is a need to position India as preferred destination for Wellness Tourism, wellness being an integral part of the Indian way of life.

1.3. 'Medical' Tourism (also called Medical Travel, Health Tourism or Global Health Care) is a term used to describe the rapidly growing practice of travelling across international borders to seek Medical services. Services typically sought by travellers include elective and essential procedures as well as complex surgeries etc.

1.4. India holds an advantage as a Medical Tourism destination due to the following factors:

- i. Most of the medical practitioners and surgeons at Indian Hospitals are well trained or have worked at some or other time in the leading medical institutions of the world.
- ii. Most of medical practitioners and nurses are fluent in English.
- iii. Top of the line medical and diagnostic equipments from global international conglomerates are available at many Indian hospitals.
- iv. The cost of quality of medical procedures and services are low in India when compared to other competitors in the field.

1.5. Realizing the potential to develop and promote Wellness and Medical Tourism as the niche tourism products among international tourists, the Ministry of Tourism, Government of India, has formulated following guidelines.

## **2. Mission:**

- 2.1. To promote India as a holistic tourism destination for 365 days offering varied niche tourism products.

## **3. Association:**

- 3.1. All stakeholders engaged in Wellness and/or Medical Tourism activities would endeavour to form either Wellness Tourism Association of India or Medical Tourism Association of India or Wellness and Medical Tourism Association of India, which will have open all India membership, is committed for holding elections at regular intervals & hold annual Audit of Accounts and is registered as a non profitable society.

## **4. Support under the Marketing Development Assistance (MDA) scheme for Wellness Tourism Service Providers (WTSPs) and Medical Tourism Service Providers (MTSPs):**

- 4.1. The Wellness Tourism Service Providers including Wellness Centres, SPAs and Wellness Tourism Facilitators (WTFs) i.e., Travel Agents and Tour Operators engaged in Wellness Tourism and Medical Tourism Service Providers (including Hospital and Medical Tourism Facilitators (MTFs) i.e., Travel Agents and Tour Operators engaged in Medical Tourism as per eligibility in para 4.2 below will be provided financial assistance as per the provisions of the Marketing Development Assistance (MDA) scheme administered by the Ministry of Tourism, Government of India for the Fairs/ Events/Road Shows approved by the Ministry of Tourism, Niche Tourism Division.
- 4.2. Financial assistance as per the provisions of the Marketing Development Assistance (MDA) scheme would be provided to the
  - i. WTSPs i.e., Representatives of Wellness Centres including SPAs accredited by the National Accreditation Board of Hospitals (NABH) and/or AYUSH or State/UT Governments.
  - ii. MTSPs i.e., Representatives of Hospitals accredited by the Joint Commission for International Accredited Hospitals (JCI) and/or the National Accreditation Board of Hospitals (NABH) and/or State Governments.
  - iii. Wellness Tourism Facilitators and Medical Tourism Facilitators i.e., Representatives of Travel Agents/Tour Operators approved by the Ministry of Tourism, Government of India and who are engaged in Wellness and Medical Tourism.
- 4.3. Procedure for submission of Application:
  - i. The eligible WTSPs/MTSPs/WTFs/MTFs shall obtain prior approval of the Ministry of Tourism, Government of India, before proceeding

abroad to participate in any trade fair/exhibition. The **application** shall be submitted directly to the office of **Assistant Director General, Niche Tourism**, Ministry of Tourism, Government of India, C-1 Hutments, Dalhousie Road, New Delhi-110 011, in the prescribed format (Annexure-I and Annexure III for WTSPs & MTSPs and WTFs & MTFs, respectively) at least 90 days in advance, along with following documents:

- a) Proof of accreditation of WTSPs by the AYUSH or NABH and or State/ UT Governments; and
  - b) Proof of accreditation of Hospital by JCI or NABH in case of MTSPs.
- ii) After participating in Wellness and Medical Tourism Fairs/Wellness and Medical Shows/Wellness and Medical Promotional Events abroad for which prior approval had been accorded by the Ministry of Tourism, the WTSPs & MTSPs and WTFs & MTFs, respectively, would submit the Application form for **MDA Claim**, in the prescribed format (Annexure II & Annexure IV for WTSPs & MTSPs and WTFs & MTFs, respectively), directly to the office of **Assistant Director General, Niche Tourism**, Ministry of Tourism, Government of India, C-1 Hutments, Dalhousie, Road, New Delhi - 110 011, immediately on return to India but positively within one month of his/her return to India.
- 4.4. Besides, above provision, all other provisions of MDA scheme administered by the Ministry of Tourism, Government of India shall be applicable for release of MDA to WTSPs, MTSPs, WTFs and MTFs.

#### **5. Wellness and Medical Tourism Promotion Committee (WMTPC) to be constituted for considering all financial assistance except MDA:**

i) **Chairman:** Hon'ble Minister (T)

##### **Members:**

- ii) Secretary, Ministry of Tourism, Government of India
- iii) Additional Secretary, Ministry of Tourism, Government of India
- iv) Additional Secretary & Financial Adviser (AS & FA), Ministry of Tourism, Government of India
- v) Joint Secretary, Ministry of Tourism, Government of India
- vi) Joint Secretary, Ministry of Culture, Government of India
- vii) Joint Secretary, Department of AYUSH
- viii) Joint Secretary, Ministry of Health & Family Welfare
- ix) Two members of National Accreditation Board for Hospitals & Healthcare Services (NABH)

- x) National President & two Representatives of Indian Medical Associations (HQs)
- xi) Representative of Delhi Medical Council
- xii) Representative of Medical & or Wellness Associations
- xiii) Three Representatives from Medical Industry on behalf of stakeholders
- xiv) Two Representatives of Wellness and Medical Tourism stakeholders to be nominated by Ministry of Tourism
- xv) Representative of Association of Domestic Tours Operators of India (ADTOI)
- xvi) Representative of Indian Association of Tour Operators (IATO)
- xvii) Representative of Federation of Hotels & Restaurants Association of India (FHRAI)
- xviii) Representative of Hotel Association of India (HAI)
- xix) Representative of Federation of Indian Chambers of Commerce & Industry (FICCI)
- xx) Representative of Indian Chamber of Commerce (ICC)
- xxi) Member Secretary:** Secretary General, Indian Medical Association

*The tenure of this Committee shall be two years from the date of its constitution.*

## **6. Publicity:**

- 6.1. There are a number of marketing and promotional measures available to reach the Wellness & Medical Tourism market. The Ministry of Tourism would consider providing financial support in the ratio of 50:50 for making publicity and promotional material subject to the condition that the Ministry of Tourism would provide a maximum of ₹10.00 lakh under the category for each stakeholder in a financial year. This support would not be given for airing time on television/radio. This support will be given only on open EOI basis.

## **7. Promotion through workshops/events/meets/seminars:**

- 7.1. The Ministry of Tourism would provide financial assistance for organizing workshops/events/meets/seminars having focus on promotion of Wellness and Medical Tourism subject to the conditions;
- i) A maximum amount of ₹10.00 lakh will be provided for each workshop/event/meet/seminar on 50:50 cost sharing basis.
  - ii) Each workshop/event/meet/seminar will have at least 100 participants of which at least 50 percent would be foreign passport holders not living in India.
  - iii) This support will be also be given on open EOI basis.

## **8. For organizing Wellness and Medical Tourism Promotion Shows:**

8.1. Shows with exhibits, suppliers and buyers participation for promotion of Wellness & Medical Tourism on the lines of other tourism product shows will be supported financially by the Ministry of Tourism subject to the condition that a minimum of 75 participants will participate in the show and there will be at least 40 percent foreign buyers. The maximum financial assistance that can be provided will be up to a maximum of ₹25.00 lakh on 50:50 sharing basis. Such assistance would be given only to the State Governments/Chambers of Commerce/National Wellness & Medical Associations. In case, the Ministry of Tourism wants to set up its own Wellness and/or Medical Show that will be done on the basis of an open EOI.

## **9. Use of Incredible India logo:**

9.1. The Incredible India brand is one of the most recognized brands internationally. The Ministry of Tourism would give permission for the use of Incredible India logo for the wellness and medical tourism promotion events, films, literature etc., as per the prescribed procedure from time to time.

## **10. Capacity building:**

10.1. Trained human resource is an important component of any tourism product, including Wellness & Medical Tourism. A large number of tourism service providers in the organized/unorganized sector require basic and advanced training in related areas to provide better service standards and consumer satisfaction. The Ministry of Tourism would provide financial support for training courses focussed on skill providing, skill up-gradation and skill certification courses for the persons engaged in Wellness & Medical Tourism sector as per the Capacity Building for Service Providers (CBSP) scheme guidelines of the Ministry of Tourism. The training could be at various levels, i.e., basic level, higher level, advanced level and specialized. (CBSP guidelines are available on the Ministry of Tourism website: [www.tourism.gov.in](http://www.tourism.gov.in)).

## **11. Participation in fairs and events:**

11.1. The Ministry of Tourism would provide space up to 4 Square Metres to Wellness and/or Medical Tourism Associations at major international fairs for promoting Wellness and Medical Tourism at cost.

## **12. Disclaimer:**

12.1. The Ministry of Tourism, Government of India reserves the right to issue clarifications, modify or amend the guidelines from time to time, without assigning any reasons, thereof.

## Annexure I

Application form for Wellness Tourism Service Providers (WTSPs)/Medical Tourism Service Providers (MTSPs), Wellness Centres Service Providers (WNCSP) for obtaining prior approval under MDA scheme for participation in approved Wellness Tourism Fairs/Medical Tourism Fairs, Wellness Conferences/Medical Conferences sand Allied Road Shows:

1.	Name of the Hospital with full Address/Name of the Wellness Centre with full address	
2.	Name and designation of the person going abroad	
3.	Certificate regarding accreditation by JCI/NABH/State Governments/AYUSH/NABH	No. & Date: Valid up to:
4.	Name of Wellness and Medical Tourism Fairs/Wellness and Medical Conferences and Road Shows/Exhibitions and the countries along with the dates/duration of the visit	
5.	Date of departure from India	
6.	Date of arrival in India	
7.	Details of the financial assistance availed earlier under the MDA scheme: a) Name of countries visited/exhibitions participated b) Name of the Persons c) Dates d) MDA amount received	

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Office Seal:

Place:

Date:

## Annexure II

Claim form for Wellness Tourism Service Providers (WTSPs)/Medical Tourism Service Providers (MTSPs), Wellness Centres Service Providers (WNCSP) for obtaining prior approval under MDA scheme for participation in approved Wellness Tourism Fairs and Medical Tourism Fairs/Wellness and Medical Conferences and Allied Road Shows:

1.	Name of the Hospital with full Address/Name of the Wellness Centre with full address	
2.	Name and designation of the Person who participated in Approved Wellness and Medical Tourism Fairs/Wellness and Medical Conferences and Allied Road Shows abroad	
3.	Whether prior approval of the Ministry fo Tourism obtained for undertaking promotional activity abroad. (Please attach a copy of the approval latter.)	
4.	Certificate regarding accreditation by JCI/NABH/State Governments/AYUSH/NABH	No. & Date: Valid up to:
5.	Name of Wellness and Medical Tourism Fairs/Wellness and Medical Conferences and Road Shows/exhibitions and the countries along with the dates/duration of the visit	
6.	Actual date of departure from India. (Please attach a self certified photocopy of passport highlighting date of departure)	
7.	Actual date of arrival in India (Please attach self certified photocopy of passport highlighting date of arrival)	
8.	Details of Number of proposal(s) already submitted in the same financial year	
9.	Details of the financial assistance availed earlier under the MDA scheme: a) Name of countries visited/exhibitions participated b) Name of the Persons c) Dates d) MDA amount received (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of financial assistance received in each case)	



10	Expenditure incurred on: a) Actual expenditure incurred on return airfare by economy excursion class (Please attach original air ticket/jacket used during the journey along with three self certified Photostat copies) b) Actual expenditure incurred on stall, decoration, water and electricity (in case of participation in Wellness Tourism Fairs and Medical Tourism Fairs/ Wellness and Medical Conferences and allied Road Shows) (Please attach original voucher/bank advice/ receipt etc., evidencing payment made, along with three self certified photocopies thereof). (Also furnish a Statement of Expenditure	
	Total expenditure incurred (a + b)	
11.	Amount being claimed	

### Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the Hospital accountable/Wellness Centres and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Office Seal:

Place:

Date:

### Annexure III

Application form for Wellness Tourism facilitators/Medical Tourism facilitators for obtaining prior approval under MDA scheme for participation in approved Wellness Tourism Fairs/Medical Tourism Fairs, Wellness Conferences/Medical Conferences and allied Road Shows

1.	Name of the firm with full address/Name of the Wellness Centre with full address	
2.	Name and designation of the person going abroad	
3.	Proof regarding recognition of the Ministry of Tourism as approved Tour Operators.	No. & Date: Valid up to:
4.	Proof regarding Foreign Exchange Earnings (FEE) from Medical Tourism (year wise turnover and commission to be shown separately)	
5.	Name of approved Wellness Tourism	
	Fairs/Medical Tourism Fairs/ Wellness Conferences and Medical Conferences and allied Road Shows and the countries along with dates/duration of visit	
6.	Date of departure from India	
7.	Date of arrival in India	
8.	Details of the financial assistance availed earlier under the MDA scheme: a) Name of countries visited/exhibitions participated b) Name of the Person(s) c) Dates d) MDA amount received	

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Office Seal:

Place:

Date:

## Annexure IV

Claim Form for Wellness Tourism Facilitators/Medical Tourism Facilitators under MDA scheme for participation in approved Wellness Tourism Fairs and Medical Tourism Fairs, Wellness Conferences/Medical Conferences and allied Road Shows

1.	Name of the firm with full address/Name of the Wellness Centre with full address	
2.	Name and designation of the Person who attended the Wellness Tourism Fair/Medical Tourism Fair/Exhibition abroad	
3.	Whether prior approval of the Ministry of Tourism obtained for undertaking promotional tour abroad. (Please attach a copy of the approval letter.)	
4.	Proof regarding recognition of the Ministry of Tourism as approved Tour Operators.	No. & Date: Valid up to:
5.	Proof regarding Foreign Exchange Earnings (FEE) from Wellness Tourism and Medical Tourism	
6.	Name of approved Wellness Tourism Fairs/Wellness Tourism Fair/Medical Conferences/Wellness Conferences and allied Road Shows and the countries along with dates/duration of visit	
7.	Actual date of departure from India. (Please attach a self certified photocopy of passport highlighting date of departure)	
8.	Actual date of arrival in India (Please attach a self certified photocopy of passport highlighting date of arrival)	
9.	Details of Number of proposal(s) already submitted in the same financial year	
10	Details of the financial assistance availed earlier under the MDA scheme for participation in approved Wellness Tourism Fairs/Medical Tourism Fairs/Wellness Conferences/Medical Conferences/and allied Road Shows (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of financial assistance received in each case)	

11	Expenditure incurred on: a) Actual expenditure incurred on return airfare by economy excursion class (Please attach original air ticket/jacket used during the journey along with three self certified Photostat copies) b) Actual expenditure incurred on stall, decoration, water and electricity (in case of participation in approved Wellness Tourism Fairs/Medical Tourism Fairs/Wellness Conferences/Medical Conferences and allied Road Shows) (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of financial assistance received in each case)	
	Total expenditure incurred (a+b)	
12	Amount being claimed	

### Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the Hospital accountable/Wellness Centres and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Office Seal:

Place:

Date:



# DEFINITIONS



Atithidevo Bhava  
Incredible India



## DEFINITIONS

### 1. DEFINITIONS FOLLOWED IN INDIA

#### ARRIVALS:

The data presented in this publication refer to the number of arrivals of tourists/visitors and not to the number of persons. An individual who makes multiple trips to the country is counted each time as a new arrival. This is also true in the case of Indian nationals going abroad.

#### FOREIGN VISITORS:

A Foreign visitor is any person visiting the country on a foreign passport whose main purpose of visit is other than the exercise of an activity remunerated from within the country or establishment of residence in the country.

This definition covers two segments of visitors: "Tourists" and "Same Day Visitors".

#### FOREIGN TOURISTS:

A foreign tourist is a person visiting India on a foreign passport, staying at least twenty four hours in the country, the purpose of whose journey can be classified under one of the following headings:

- i) Leisure (recreation, holiday, health, study, religion and support);
- ii) Business, family mission, meeting.

The following are not regarded as 'foreign tourists':

- i) Person arriving with or without a contract, to take up an occupation or engage in activities remunerated from within the country;
- ii) Persons coming to establish residence in the country;
- iii) "Same Day Visitors" i.e. temporary visitors staying less than twenty four hours in the country (including travelers on cruises).

#### EXCURSIONIST:

A visitor in accordance with the foregoing definition and staying less than 24 hours in the country is treated as "Same Day Visitors" or "Excursionist".

#### CRUISE PASSENGER:

A visitor, as defined above, who arrives in the country aboard a cruise ship and does not spend a night at an accommodation establishment in the country is treated as a cruise passenger.



## PORTS:

Ports are the points of entry of foreign visitors into India. At present, there are seventy six ports. The list of the ports is given below.

S.No.	Name of Port	Type of Port	S. No.	Name of Port	Type of Port
1	Agartala	Land Check Post	39	Karimganj	Land Check Post
2	Ahmedabad	Airport	40	Khowai	Land Check Post
3	Alang	Seaport	41	Kolkata	Airport
4	Amritsar	Airport	42	Kolkata	Seaport
5	Attari Rail	Land Check Post	43	Lucknow	Airport
6	Attari Road	Land Check Post	44	Madurai	Airport
7	Bagdogra	Land Check Post	45	Mahadipur	Land Check Post
8	Banbasa	Land Check Post	46	Mandvi	Seaport
9	Bengaluru	Airport	47	Mangalore	Seaport
10	Bhavnagar	Seaport	48	Mankachar	Land Check Post
11	Calicut	Airport	49	Marmagoa	Seaport
12	Calicut	Seaport	50	Morech	Seaport
13	Changrabandha	Land Check Post	51	Muhurighat	Land Check Post
14	Chennai	Seaport	52	Mumbai	Airport
15	Chennai	Airport	53	Mumbai	Seaport
16	Cochin	Seaport	54	Munabao	Land Check Post
17	Cochin	Airport	55	Nagapattinam	Seaport
18	Coimbatore	Airport	56	Nagpur	Airport
19	Cuddalore	Seaport	57	Nhava Sheva	Seaport
20	Dabolim	Airport	58	Paradeep	Seaport
21	Dalaighat	Land Check Post	59	Porbander	Seaport
22	Dalu	Land Check Post	60	Port Blair	Airport
23	Dawki	Land Check Post	61	Port Blair	Seaport
24	Delhi	Airport	62	Pune	Airport
25	Gaya	Airport	63	Radhikapore	Land Check Post
26	Gede Rly. Station	Land Check Post	64	Ragna	Land Check Post
27	Ghojadanga	Land Check Post	65	Raniganj	Land Check Post
28	Guwahati	Airport	66	Raxul	Land Check Post
29	Haridaspora	Land Check Post	67	Sonauli	Land Check Post
30	Hilli	Land Check Post	68	Srimantapur	Land Check Post
31	Hyderabad	Airport	69	Srinagar	Airport
32	Imphal	Airport	70	Sutarkandi	Land Check Post
33	Jaigaon	Land Check Post	71	Trichy	Airport
34	Jaipur	Airport	72	Trivandrum	Airport
35	Jogbani Purnea	Land Check Post	73	Tuticorin	Seaport
36	Kailashahar	Land Check Post	74	Varanasi	Airport
37	Kakinada	Seaport	75	Visakhapatanam	Airport
38	Kandala	Seaport	76	Visakhapatanam	Seaport

**REGOINS:** The regional classification of countries, used for the presentation of data in the publication, is as follows:

- 1) Africa comprises the continent of Africa including, Egypt and the adjoining islands.
- 2) Australasia includes Australia, New Zealand, Fiji and the Pacific Island groups like French Polynesia, Papua New Guinea, New Caledonia etc.
- 3) East Asia comprises China, Hongkong, Japan, Korea, Macau, etc.
- 4) West Asia comprises countries in the Middle East including Turkey, Cyprus and Persian Gulf countries excluding Iran.
- 5) South Asia includes Iran, Afghanistan, Sri Lanka, Maldives and countries of the Indian sub continent.
- 6) South East Asia comprises countries of Indo-China including Myanmar & ASEAN countries.
- 7) North America includes Canada and the USA.
- 8) Central and South America comprises countries in the Central and South America, and the Caribbean Islands.
- 9) Eastern Europe comprises all the countries of former Soviet Union, Yugoslavia, Czech, Slovakia, Hungary, Poland, etc.
- 10) Western Europe includes all the countries of Europe excluding East European countries, Turkey and Cyprus.

#### **DOMESTIC TOURIST:**

A domestic tourist is a person who travels within the country to a place other than his usual place of residence and stays at hotels or other accommodation establishments run on commercial basis or in dharamshalas/sarais/musafirkhanas/agrashalas/choultries etc. for a duration of not less than 24 hours or one night and for not more than 12 months at a time for any of the following purposes:-

- i) Pleasure (holiday, leisure, sports, etc.);
- ii) Pilgrimage, religious and social functions;
- iii) Business conferences and meetings; and
- iv) Study and health.

The following are not regarded as domestic tourists:

- i) Persons arriving with or without a contract to take up an occupation or engage in activities remunerated from within the State/Centre.
- ii) Persons coming to establish more or less permanent residence in the State/Centre.

- iii) Persons visiting their hometowns or native places on leave or a short visit for meeting relations and friends, attending social and religious functions etc. and staying in their own homes or with relatives and friends and not using any sight-seeing facilities.
- iv) Foreigners resident in India.

#### **INDIAN NATIONALS GOING ABROAD:**

Any person going abroad with an Indian passport is regarded as an Indian national going abroad irrespective of the purpose and the destination.

#### **TRAVEL RECEIPTS/FOREIGN EXCHANGE EARNINGS FROM TOURISM:**

These are receipts of the country as a result of consumption expenditure, i.e. payments made for goods and services acquired, by foreign visitors in the economy out of foreign currency brought by them.

#### **ACCOMODATION ESTABLISHMENTS:**

Places in which room are provided to tourists for stay, and classified as hotels, tourist bungalows, travelers' lodges, youth hostels, etc.

#### **APPROVED HOTELS:**

Hotels which conform to certain laid down standards on physical features, standards of facilities and other services are approved by the Tourism Department of Central and State Governments and are known as approved hotels. These are graded variously as five star deluxe, five star, four star, etc.

#### **OCCUPANCY RATE:**

The occupancy rate refers to the ratio between available capacity (in terms of rooms or beds) and the extent to which it is used. Occupancy is worked out on the basis of number of rooms occupied by both domestic and international tourists.

## **2. INTERNATIONAL DEFINITIONS**

**TOURISM:** The activities of persons traveling to and in places outside their usual environment for not more than one consecutive year for leisure, business and other pruposes.

**DOMESTIC TOURISM:** Residents of a given country traveling only within that country.

**INBOUND TOURISM:** In relation to a given country non-residents traveling to that country.

**OUTBOUND TOURISM:** In relation to a given country , residents traveling another country.

**INTERNAL TOURISM:** Domestic and Inbound Tourism.

**NATIONAL TOURISM:** Domestic and Out bound Tourism.

**INTERNATIONAL TOURISM:** Inbound and Outbound Tourism.

**VISITORS:** All type of travelers engages in tourism are described as Visitors, and as such the term represents the basic, concept for the whole system of tourism statistics.

**INTERNATIONAL VISITORS:** Any person who travels to a country other than that in which is his/her usual residence, but outside his/her usual environment, for a period not exceeding 12 months and whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited.

**INTERNATIONAL VISITORS INCLUDE:**

- Tourist (overnight visitors): Visitors who stay at least one night in a collective of private accommodation in the country visited.
- Same Day Visitors: Visitors who do not spend a night in a collective or private accommodation in the country visited. This definition includes passengers of cruise ships who return to the ship every night to sleep on board even though the ship remains in port for several days. Also included in this group are, by extension, owners or passengers of Yachts, and passengers on a group tour accommodated in a train.
- Domestic Visitors: Any person residing in a country who travels to a place within the country, outside his/her usual environment for a period not exceeding 12 months, and whose main purpose of visit is other than the exercise of any activity remunerated from within the place visited.

**DOMESTIC VISITORS INCLUDE:**

- Tourists (overnight visitors): Visitors who stay at least one night in a collective or private accommodation in the place visited.
- Same Day Visitors: Visitors who do not spend one night in a collective or private accommodation in the place visited.



सत्यमेव जयते  
Government of India

## CABINET SECRETARIAT DIRECTORATE OF PUBLIC GRIEVANCES

### Unresolved Grievances Bothering You ?

You may seek help to Directorate of Public Grievances (DPG) in resolution of Grievances relating to Ministries/Departments and Organisations under its Purview. In last few years, nearly ninety percent of the grievances taken up by the Directorate have been resolved favourably.

Please read carefully the conditions listed below before lodging your grievance:

- You should have exhausted the Departmental remedies for individual grievances.
- Your grievance should not relate to service matter (other than payment of terminal benefits likes gratuity, GPF etc.), a case disposed of at the level of Minister of the concerned Department, commercial contract, a sub-judice case, a case where quasi-judicial procedures and appellate mechanisms are prescribed for decision making, RTI matter, Religious matter.
- Suggestion of any sort will not be treated as grievance.

#### List of Ministries/Departments/Organizations under DPG's purview

(a)	Ministry of Railways	(i)	Public Sector Banks
(b)	Departments of Posts	(j)	Public Sector Insurance Companies
(c)	Department of Telecommunications Including BSNL and MTNL	(k)	National Saving Scheme of Ministry of Finance
(d)	Ministry of Urban Development including Delhi Development Authority, Land & Development Office, CPWD & Directorate of Estates	(l)	ESI hospital and dispensaries controlled by Employees State Insurance Corporation under Ministry of Labour and Employment
(e)	Ministry of Petroleum & Natural Gas including its Public Sector Undertakings.	(m)	Employees' Provident Fund Organization
(f)	Ministry of Civil Aviation including Airports Authority of India and Air India	(n)	Regional Passport Authorities under Ministry of External Affairs
(g)	Ministry of Shipping, Road Transport & Highways	(o)	Central Government Health Scheme under Ministry of Health & Family Welfare.
(h)	Ministry of Tourism	(p)	Central Board of Secondary Education, Kendriya Vidyalaya Sangathan, National Institute of Open Schooling, Navodaya Vidyalaya Samiti, Central Universities, Deemed Universities (Central) and Scholarship Schemes of Ministry of Human Resource Development
		(q)	Ministry of Youth Affairs

**Note: You can lodge your grievance online on our website** "<http://dpg.gov.in>". You may also send your grievance to us by post or fax with complete information and relevant documents.

Contact us at:  
**The Secretary,**  
Directorate of Public Grievance, 2nd floor, Sardar Patel Bhawan, Sansad Marg, New Delhi-110001  
Tel: 011-23743139, 011-23741228, 011-23363733  
Fax: 011-23345637, e-mail: [secypg@nic.in](mailto:secypg@nic.in)  
Website: <http://dpg.gov.in>











स्वच्छ भारत  
स्वच्छ पर्यटन!

Incredible India  
अतुल्य! भारत



24 x 7 Toll free tourist helpline no:1800-11-1363  
Short code: 1363

[www.tourism.gov.in](http://www.tourism.gov.in)  
[www.incredibleindia.org](http://www.incredibleindia.org)

Market Research Division  
Ministry of Tourism, Government of India  
New Delhi

December 2016