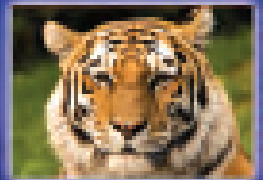
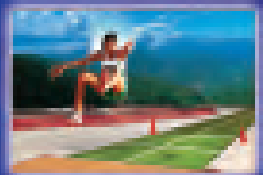


# INDIA TOURISM STATISTICS



## भारतीय पर्यटक आंकड़े 2009

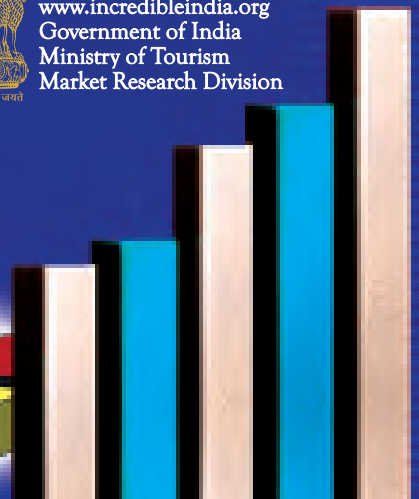
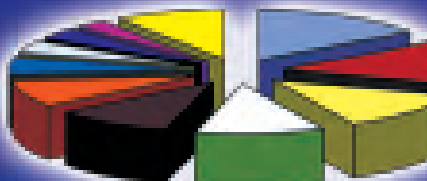
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Government of India  
Ministry of Tourism  
Market Research Division



**DELHI 2010**  
XIX COMMONWEALTH GAMES



# **INDIA TOURISM STATISTICS 2009**

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



सत्यमेव जयते

आर० एच० ख्वाजा

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29<sup>th</sup> November, 2010

### FOREWORD


I am happy to present the India Tourism Statistics 2009 which is the 52<sup>nd</sup> in the series of its publication. This publication contains data on Foreign Tourist Arrivals (FTAs), Foreign Exchange Earnings (FEE) from tourism, domestic tourism, hotel, travel trade and training institutions in the field of travel and tourism. Keeping in view the utility of wider dissemination of guidelines of various schemes of the Ministry of Tourism, guidelines relating to product / infrastructure development for destination and circuits, assistance for large revenue generating projects and assistance for IHMs / FCIs, etc. have been also added in this publication.

The basic objective of the Ministry of Tourism (MOT) in bringing out an annual publication is to analyse tourism trends in the country. This helps us in fine tuning our policies for further promoting both domestic and international tourism. It is an acknowledged fact that statistical data and objective analysis substantially contribute to qualitatively improving policy planning and execution.

2009 witnessed a global decline in tourism. It is encouraging that the decline of FTAs in India was only 3 per cent when compared to 2008. Globally this figure is 4.2 per cent. However, FEE in India in 2009 registered a growth of 8.3 per cent over 2008. Despite a decline of about 3 per cent in FTAs, FEE was Rs. 54960 crores as against Rs. 50730 crores in 2008.

I am sure this publication will be a useful reference source for all stakeholders connected with tourism and travel trade industry, including hospitality sector in the country. It should also help industry, policy makers, administrators, researchers and those interested in knowing more about tourism in the country.

This publication has been prepared by the Market Research (MR) Division of MOT on the basis of information received from Bureau of Immigration (BOI), State / Union Territories, Archaeological Survey of India, UN WTO. All the officers and staff of MR Division involved in the preparation of this publication deserve appreciation for their enthusiasm and hard work.

  
(R. H. Khwaja)

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# 1 CHAPTER



## Important Statistics on Tourism

# IMPORTANT STATISTICS ON TOURISM, 2009

## (I) INDIA

<b>1. Number of Foreign Tourist Arrivals in India (million)</b>	5.11 (P)
Annual Growth Rate	-3.3 %
<b>2. Number of Sea Cruise Passengers (million)</b>	0.13
Annual Growth Rate	41.0%
<b>3. Foreign Tourist Arrivals by Mode of Transport (Percentage)</b>	
i) Air	89.8 %
ii) Land	9.2 %
iii) Sea	1.0 %
<b>4. Foreign Tourist Arrivals by Port of Entry (Numbers in million and Percentage share)</b>	
i) Delhi (Airport)	1.68 (32.8%)
ii) Mumbai (Airport)	1.11 (21.7%)
iii) Chennai (Airport)	0.56 (11.0%)
iv) Haridaspur (Land Checkpost)	0.28 (5.5%)
v) Bangalore (Airport)	0.33 (6.4%)
vi) Dabolim-Goa (Airport)	0.16 (3.0%)
vii) Kolkata (Airport)	0.18 (3.6%)
viii) Hyderabad (Airport)	0.15 (2.9%)
ix) Trivandrum (Airport)	0.11 (2.1%)
x) Cochin (Airport)	0.11 (2.1%)
xi) Others	0.44 (8.9%)
xii) All Ports	5.11 (100.0%)
<b>5. Foreign Tourist Arrivals From Top 15 Markets (Numbers in million and Percentage share)</b>	
i) U.S.A.	0.803 (15.72%)
ii) UK	0.749 (14.66%)
iii) Bangladesh	0.458 (8.97%)
iv) Sri Lanka	0.241 (4.71%)
v) Canada	0.221 (4.33%)
vi) France	0.195 (3.82%)
vii) Germany	0.194 (3.79%)
viii) Australia	0.149 (2.91%)
ix) Malaysia	0.134 (2.63%)
x) Japan	0.124 (2.43%)
xi) Russian Federation	0.098 (1.91 %)
xii) China (Main)	0.097 (1.90%)
xiii) Singapore	0.095 (1.85%)
xiv) Nepal	0.087 (1.71%)

xv)	Italy	0.078 (1.53%)
xvi)	Others	1.385(27.12%)
xvii)	Share of top 10 countries	3.268 ( 63.98 %)
xviii)	Share of top 15 countries	3.723(72.88 %)
<b>6.</b>	<b>Foreign Exchange Earnings from Tourism *</b>	
i)	In INR terms (1 crore = 10 million)	Rs.54960 Crore
	Annual Growth Rate	8.3%
ii)	In US\$ terms	US\$ 11.39 Billion
	Annual Growth Rate	-3.0%
<b>7.</b>	<b>No. of Indian Nationals Departures from India (million)</b>	11.07
	Annual Growth Rate	1.8%
<b>8.</b>	<b>Number of Domestic Tourist Visits (million)</b>	650.04
	Annual Growth Rate	15.5%
<b>9.</b>	<b>Approved Hotels as on 31<sup>st</sup> December 2008</b>	
i)	Number of Hotels	1593
ii)	Number of Rooms	95087
<b>10.</b>	<b>Travel Trade as on 31<sup>st</sup> December 2009</b>	
i)	Number of Approved Tour Operators	556
ii)	Number of Approved Travel Agencies	418
iii)	Number of Approved Tourist Transport Operators	203
iv)	Number of Approved Domestic Tour Operators	28
v)	Number of Approved Adventure Tour Operators	48
<b>(II) WORLD</b>		
1.	Number of International Tourist Arrivals (million)	880 (P)
	Annual Growth Rate	-4.2 %
2.	International Tourism Receipts (US\$ billion)	852 (P)
	Annual Growth Rate	-9.5 %
<b>(III) ASIA &amp; THE PACIFIC REGION</b>		
1.	Number of International Tourist Arrivals (million)	181.6 (P)
	Annual Growth Rate	-1.3 (%)
2.	International Tourism Receipts (US\$ billion)	203.2 (P)
	Annual Growth Rate	-2.7 %
<b>(IV) INDIA'S POSITION IN WORLD</b>		
1.	Share of India in International Tourist Arrivals	0.58 %
2.	India's rank in World Tourist Arrivals	41
3.	Share of India in International Tourism Receipts **	1.20 %
4.	India's rank in World Tourism Receipts **	22

## (V) INDIA'S POSITION IN ASIA & THE PACIFIC REGION

1.	Share of India in Tourist Arrivals	2.81 %
2.	India's rank in Tourist Arrivals	11
3.	Share of India in Tourism Receipts **	5.22 %
4.	India's rank in Tourism Receipts **	6

P: Provisional.

\* Advance estimates of MOT. As per RBI's estimates quoted in UNWTO Barometer, the FEE from tourism were US \$ 10.60 Billion.

\*\* India's position in World & Asia and the Pacific has been calculated as per RBI's estimates quoted in UNWTO Barometer June 2010.

## (VI) IMPORTANT HIGHLIGHTS OF INDIAN TOURISM

- The number of Foreign Tourist Arrivals (FTAs) in India during 2009 declined to 5.11 million as compared to 5.28 million in 2008. The growth rate in FTAs during 2009 over 2008 was (-) 3.3% as compared to 4% increase during 2008 over 2007. The lower growth rate in 2009 may be due to global financial meltdown, terrorist activities, etc. However, the negative growth rate in India in 2009 was less than the negative growth rate of 4.2% observed for the world as a whole.
- The share of India in international tourist arrivals in 2009 increased to 0.58% as compared to 0.57% in 2008. However, India's rank remained 41<sup>st</sup>. India accounted for 2.81 % of tourist arrivals in Asia and the Pacific Region in 2009, with the rank of 11.
- About 89.8% of the FTAs entered India through the air route. Delhi and Mumbai airports accounted for about 54.5% of the total FTAs in India. The top 10 source markets for FTAs in India in 2009 were USA, UK, Bangladesh, Sri Lanka, Canada, France, Germany, Australia, Malaysia and Japan. These 10 countries accounted for about 64.0 % of total FTAs in India in 2009.
- Tourism continues to play an important role as a foreign exchange earner for the country. In 2009, foreign exchange earnings (FEE) from tourism were US\$ 11.39 billion as compared to US\$ 11.75 billion in 2008, registering a negative growth of 3.0%.
- Number of domestic tourist visits in India during 2009 was 650.04 million as compared to 562.98 million in 2008, with a growth rate of 15.5 %.
- Number of Indian national departures from India during 2009 was 11.07 million as compared to 10.87 million in 2008, registering a growth rate of 1.8 %.

# 2 CHAPTER



## Inbound Tourism- Foreign Tourist Arrivals in India

# INBOUND TOURISM- FOREIGN TOURIST ARRIVALS IN INDIA

## 2.1 FOREIGN TOURIST ARRIVALS IN INDIA

Based on the information contained in the Dis-embarkation cards, data regarding the number of Foreign Tourist Arrivals (FTAs) and related aspects have been compiled and presented in this chapter. The FTAs in India continued to grow from 1.28 million in 1981, to 1.68 million in 1991, 2.54 million in 2001, and reaching 5.11 million in 2009. During the year 2009, India witnessed a negative growth of 3.3 % over 2008. However, growth rate for India was better than that the negative growth of 4.2% registered for the world during 2009. The compound annual growth rate (CAGR) in FTAs in India during 2001 to 2009 was 9.14 %. Table 2.1.1 gives the number of FTAs in India in the years 1981 to 2009 and the growth rate over previous year.

**TABLE 2.1.1**  
**FOREIGN TOURIST ARRIVALS (FTAs) IN INDIA, 1981-2009**

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
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(P)	5108579	-3.3

(P) Provisional

Source: Bureau of immigration, India

In the subsequent write up in this publication, distribution of FTAs according to various characteristics such as age, sex, nationality, purpose of visit, etc. are given. It may be clarified that distribution of FTAs in 2009 has been worked out for the provisional figure of 5.11 million, which is marginally higher than the total FTAs as per the unit level data furnished by Bureau of Immigration (BOI).

The country-wise details of FTAs in India during 2007 to 2009 are given in Table 2.1.2. It may be seen from this Table that, the FTAs from USA were maximum during 2007, 2008 and 2009. The growth rate in FTAs in India in 2009 as compared to 2008 was maximum for Kenya (63.1%) followed by Afghanistan (56.5 %), Philippines (27.6%), Nigeria (26.7%), Brazil (25.9%) and Argentina (18.5 %). FTAs from Portugal, Malaysia, Sri Lanka and Nepal recorded more than 10% growth in 2009 as compared to 2008.

Countries for which highest decline was observed were Pakistan (-46.7 %), UAE.(-32.2%), Sweden(-26.4 %), Bhutan(-23.5%), Poland(-17.7.%) and Finland (-16.8%). The Other countries with more than 10% decline in FTAs were, Bangladesh(-15.5.%), China(Taiwan) (-13.9%), Myanmar(-11.9%), Mexico(-11.8 %) and Netherlands (-11.4%).

The 20 countries which accounted for more than 1% share each in FTAs in India during 2009 were: Australia, Bangladesh, Canada, China (Main), France, Germany, Italy, Japan, Rep. of Korea, Malaysia, Maldives, Nepal, Netherlands, Russian Fed., Singapore, Spain, Sri Lanka, Thailand, UK and USA.

**TABLE 2.1.2**  
**NATIONALITY-WISE FTAs IN INDIA, 2007-2009**

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2007	2008	2009	2007	2008	2009	2008/07	2009/08
<b>North America</b>								
Canada	208214	222364	221448	4.1	4.21	4.33	6.8	-0.4
U.S.A	799062	804933	803021	15.72	15.24	15.72	0.7	-0.2
Total	1007276	1027297	1024469	19.82	19.45	20.05	2.0	-0.3
<b>Central &amp; South America</b>								
Argentina	4992	5087	6029	0.1	0.1	0.12	1.9	18.5
Brazil	10788	11530	14513	0.21	0.2	0.28	6.9	25.9
Mexico	8299	9272	8174	0.16	0.18	0.16	11.7	-11.8
Others	18240	17616	18956	0.36	0.33	0.37	-3.4	7.6
Total	42319	43505	47672	0.83	0.81	0.93	2.8	9.6
<b>Western Europe</b>								
Austria	26692	25900	28034	0.53	0.49	0.55	-3.0	8.2
Belgium	34207	36277	34393	0.67	0.65	0.67	6.1	-5.2
Denmark	28347	34253	31293	0.56	0.65	0.61	20.8	-8.6



Country of Nationality	Arrivals			Percentage Share			Percentage Change	
	2007	2008	2009	2007	2008	2009	2008/07	2009/08
Finland	34364	29223	24524	0.68	0.55	0.48	-15	-16.1
France	204827	207802	195307	4.03	3.93	3.82	1.5	-6.0
Germany	184195	204344	193557	3.62	3.87	3.79	10.9	-5.3
Greece	6455	6672	6427	0.13	0.13	0.13	3.4	-3.7
Ireland	18376	18924	18741	0.36	0.36	0.37	3.0	-1.0
Italy	93540	85766	77995	1.84	1.62	1.53	-8.3	-9.1
Netherlands	67429	71605	63476	1.33	1.36	1.24	6.2	-11.4
Norway	19484	22369	21724	0.38	0.42	0.43	14.8	-2.9
Portugal	15756	15415	17083	0.31	0.29	0.33	-2.2	10.8
Spain	63357	62535	58721	1.25	1.18	1.15	-1.3	-6.1
Sweden	47090	58961	43391	0.93	1.12	0.85	25.2	-26.4
Switzerland	41172	42107	38268	0.81	0.8	0.75	2.3	-9.1
U.K.	796191	776530	748765	15.67	14.7	14.66	-2.5	-3.6
Others	4601	10842	8387	0.09	0.21	0.16	135.6	-22.6
Total	1686083	1709525	1610086	33.18	32.32	31.52	1.4	-5.8
<b>Eastern Europe</b>								
Hungary	5073	5263	5017	0.1	0.1	0.10	3.7	-4.7
Kazakhstan	5137	7534	6942	0.1	1.14	0.14	46.7	-7.9
Poland	20166	23517	19343	0.4	0.45	0.38	16.6	-17.7
Russian Fed.	75543	91095	97705	1.49	1.72	1.91	20.6	7.3
Ukraine	10490	12344	11653	0.21	0.23	0.23	17.7	-5.6
Others	36355	51357	42183	0.72	0.97	0.83	41.3	-17.9
Total	152764	191110	182843	3.01	3.62	3.58	25.1	-4.3
<b>Africa</b>								
Egypt	6328	5326	6274	0.12	0.1	0.12	-15.8	17.8
Kenya	25397	14941	24365	0.5	0.28	0.48	-41.2	63.1
Mauritius	21522	19713	18397	0.42	0.37	0.36	-8.4	-6.7
Nigeria	10863	13997	17737	0.21	0.26	0.35	28.9	26.7
South Africa	46042	42337	43947	0.91	0.8	0.86	-8.0	3.8
Tanzania	13960	14872	16056	0.27	0.28	0.31	6.5	8.0
Others	33373	30564	39098	0.66	0.58	0.77	-8.4	27.9
Total	157485	141750	165874	3.1	2.68	3.25	-10.0	17.0
<b>West Asia</b>								
Bahrain	6674	7224	7694	0.13	0.14	0.15	8.2	6.5
Israel	47553	42720	40567	0.94	0.81	0.79	-10.2	-5.0
Oman	22284	34042	32620	0.44	0.64	0.64	52.8	-4.2
Saudi Arabia	16352	16983	16519	0.32	0.32	0.32	3.9	-2.7
Turkey	11212	10934	10750	0.22	0.21	0.21	-2.5	-1.7
U.A.E.	32750	63502	43031	0.64	0.65	0.84	93.9	-32.2
Yemen Arab Rep.	10898	11583	12540	0.21	0.22	0.25	6.3	8.3
Others	23938	28554	37389	0.47	0.54	0.73	19.3	30.9
Total	171661	215542	201110	3.38	3.53	3.94	25.6	-6.7

Country of Nationality	Arrivals			Percentage Share			Percentage Change	
	2007	2008	2009	2007	2008	2009	2008/07	2009/08
<b>South Asia</b>								
Afghanistan	23045	32438	50762	0.45	0.61	0.99	40.8	56.5
Iran	33223	30149	35379	0.65	0.57	0.69	-9.3	17.3
Maldives	45787	54956	56863	0.9	1.04	1.11	20.0	3.5
Nepal	83037	78133	87487	1.63	1.48	1.71	-5.9	12.0
Pakistan	106283	85529	45628	2.09	1.62	0.89	-19.5	-46.7
Bangladesh	480240	541884	458063	9.45	10.26	8.97	12.8	-15.5
Sri Lanka	204084	218805	240836	4.02	4.14	4.71	7.2	10.1
Bhutan	6729	9952	7615	0.13	0.19	0.15	47.9	-23.5
<b>Total</b>	<b>982428</b>	<b>1051846</b>	<b>982633</b>	<b>19.33</b>	<b>19.91</b>	<b>19.23</b>	<b>7.1</b>	<b>-6.6</b>
<b>South East Asia</b>								
Indonesia	17818	19609	18791	0.35	0.37	0.37	10.1	-4.2
Malaysia	112741	115794	134340	2.22	2.19	2.63	2.7	16.0
Myanmar	7977	12147	10698	0.16	0.23	0.21	52.3	-11.9
Philippines	15567	17222	20173	0.31	0.3	0.39	10.6	17.1
Singapore	92908	97851	94754	1.83	1.85	1.85	5.3	-3.2
Thailand	50037	58065	62593	0.98	1.1	1.23	16.0	7.8
Others	6427	12237	7146	0.13	0.23	0.14	90.4	-41.6
<b>Total</b>	<b>303475</b>	<b>332925</b>	<b>348495</b>	<b>5.97</b>	<b>6.28</b>	<b>6.82</b>	<b>9.7</b>	<b>4.7</b>
<b>East Asia</b>								
China (Main)	88103	98093	96997	1.73	1.86	1.90	11.3	-1.1
China (Taiwan)	30024	28939	24915	0.59	0.55	0.49	-3.6	-13.9
Japan	145538	145352	124219	2.86	2.75	2.43	-0.1	-14.5
Rep. of Korea	84583	79802	69316	1.66	1.51	1.36	-5.7	-13.1
Others	3789	3044	2845	0.07	0.06	0.06	-19.7	-6.5
<b>Total</b>	<b>352037</b>	<b>355230</b>	<b>318292</b>	<b>6.93</b>	<b>6.72</b>	<b>6.23</b>	<b>0.9</b>	<b>-10.4</b>
<b>Australasia</b>								
Australia	135925	146209	148846	2.67	2.77	2.91	7.6	1.8
New Zealand	27498	29261	30305	0.54	0.55	0.59	6.4	3.6
Others	3640	2838	2698	0.07	0.05	0.05	-22.0	-4.9
<b>Total</b>	<b>167063</b>	<b>178308</b>	<b>181849</b>	<b>3.29</b>	<b>3.38</b>	<b>3.56</b>	<b>6.7</b>	<b>2.0</b>
Others	32676	34540	44963	0.64	0.65	0.88	5.7	30.2
Stateless	26237	1025	293	0.52	0.02	0.01	-96.1	-71.4
<b>Grand Total</b>	<b>5081504</b>	<b>5282603</b>	<b>5108579</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>4.0</b>	<b>-3.3</b>

Source: Bureau of Immigration, India

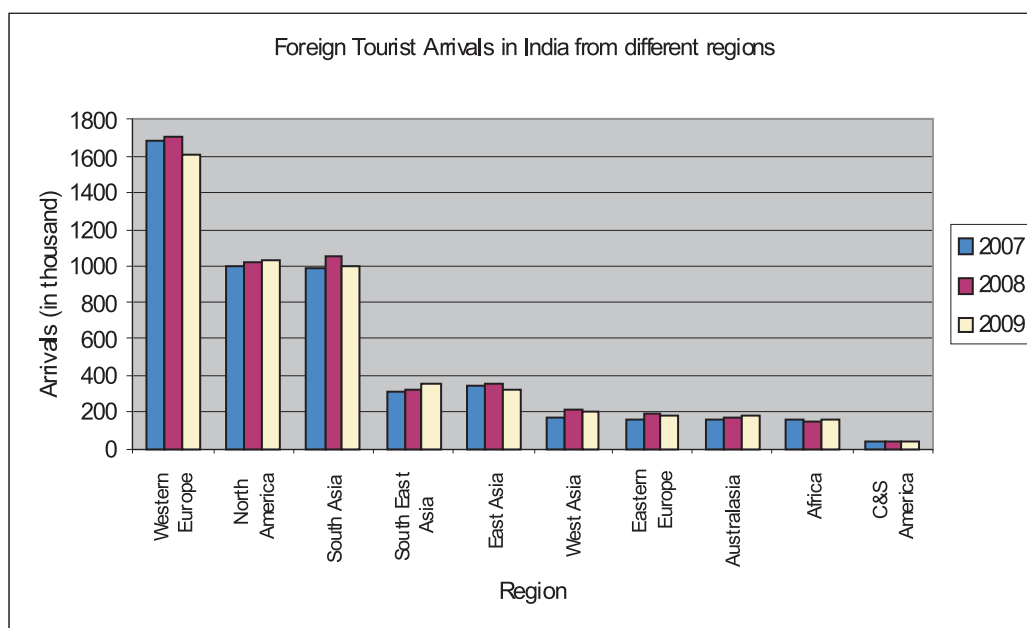
## 2.2 FTAs IN INDIA FROM DIFFERENT REGIONS

FTAs in India from different regions of the World during last three years are given in Table 2.2.1. It is observed that the FTAs in India had decreased from East Asia (-10.4%), West Asia (-6.7%), South Asia (-6.6%), Western Europe (-5.8%) and Eastern Europe (-4.3%), during the year 2009 as compared to 2008.

However, the FTAs in India had increased from Central & South America, Africa, South-East Asia and Australia during 2009. The growth was maximum for Africa (17.0%) followed by South East Asia (4.7%) and Central & South America (9.6%).

The percentage share in FTAs in India during 2009 was the highest for Western Europe (31.5%) followed by North America (20.1%), South Asia (19.2%), South East Asia (6.8%), East Asia (6.2%) and West Asia (3.9%). The arrivals in India from Western Europe were also the highest during the years 2008 and 2007 with a share of 33.2% and 32.3% respectively.

The following graph gives the trend in FTAs in India from all the regions during the last three years.



**TABLE 2.2.1**  
**FTAs IN INDIA FROM DIFFERENT REGIONS OF THE WORLD,**  
**2007-2009**

Region/ Country	No. of Arrivals			Proportion to the Total			Percentage Change	
	2007	2008	2009	2007	2008	2009	2008/07	2009/08
Western Europe	1686083	1709525	1610086	33.18	32.32	31.52	1.4	-5.8
North America	1007276	1027297	1024469	19.82	19.45	20.05	2.0	-0.3
South Asia	982428	1051846	982633	19.33	19.91	19.23	7.1	-6.6
South East Asia	303475	332925	348495	5.97	6.28	6.82	9.7	4.7
East Asia	352037	355230	318292	6.93	6.72	6.23	0.9	-10.4
West Asia	171661	215542	201110	3.38	3.53	3.94	25.6	-6.7
Eastern Europe	152764	191110	182843	3.01	3.62	3.58	25.1	-4.3
Australasia	167063	178308	181849	3.29	3.38	3.56	6.7	2.0
Africa	157485	141750	165874	3.10	2.68	3.25	-10.0	17.0
Central & South America	42319	43505	47672	0.83	0.81	0.93	2.8	9.6
Others	32676	34540	44963	0.64	0.65	0.88	5.7	30.2
Stateless	26237	1025	293	0.52	0.02	0.01	-96.1	-71.4
<b>Total FTAs in India</b>	<b>5081504</b>	<b>5282603</b>	<b>5108579</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>4.0</b>	<b>-3.3</b>

Source:-Bureau of Immigration, India

### 2.3 SEASONALITY IN FTAs IN INDIA

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

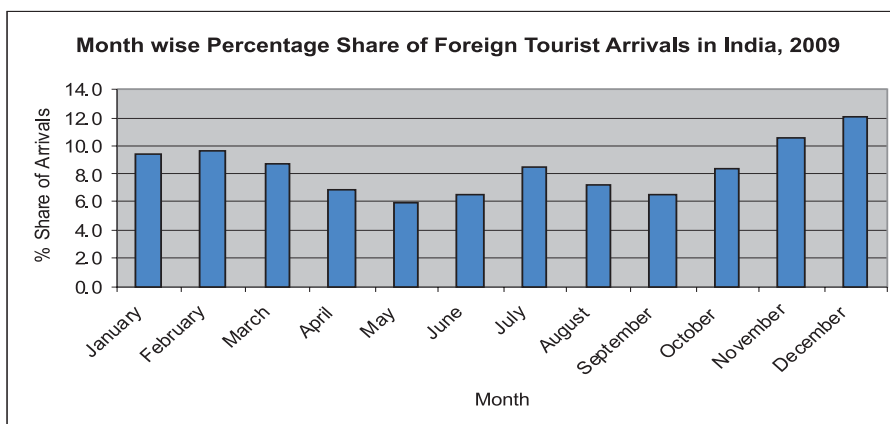
Table 2.3.1 gives the month-wise FTAs in India during 2009 as well as comparative figures for 2008 and 2007. It may be seen from Table 2.3.1 that during the year 2009, December has been the peak month for FTAs in India followed by February and November. May has been the leanest month. The share of November and December in 2009 has increased as compared to 2008. Month-wise breakup of FTAs in 2009 influenced by the global financial meltdown, terrorist activities, H1N1 epidemic, etc. FTAs in India in 2009 decreased from January- May and August- November decreased while it increased in the month of June, July and December 2009. Because of the abnormal circumstances for tourism in 2009, the month-wise break-up of FTAs may be interpreted cautiously.

**TABLE 2.3.1**  
**MONTH-WISE FTAs IN INDIA DURING 2009 AND COMPARATIVE**  
**FIGURES OF 2008 & 2007**

Month	Foreign Tourist Arrivals (Nos.)			Growth rate in FTAs			Percentage Share	
	2007	2008	2009	2008/2007	2009/2008	2007	2008	2009
January	535631	511781	421708	-4.5	-17.6	10.5	9.7	8.3
February	501692	611493	546675	21.9	-10.6	9.9	11.6	10.7
March	472494	479765	417875	1.5	-12.9	9.3	9.1	8.2
April	350550	361101	348462	3.0	-3.5	6.9	6.8	6.8
May	277017	304361	298578	9.9	-1.9	5.5	5.8	5.8
June	310364	341539	342222	10.0	0.2	6.1	6.5	6.7
July	399866	431933	434525	8.0	0.6	7.9	8.2	8.5
August	358446	383337	350370	6.9	-8.6	7.1	7.3	6.9
September	301892	341693	327684	13.2	-4.1	5.9	6.5	6.4
October	444564	450013	445963	1.2	-0.9	8.7	8.5	8.7
November	532428	531683	528493	-0.1	-0.6	10.5	10.1	10.3
December	596560	533904	646024	-10.5	21.0	11.7	10.1	12.7
Total	5081504	5282603	5108579	4.0	-3.3	100.0	100.0	100.0

*Source: Bureau of Immigration, India*

In 2009, the maximum number of FTAs in India were during December (12.7%) and minimum during the month of May (5.8%). The following graph clearly shows that the maximum FTAs in India were in January-March and October-December during 2009. This is generally consistent with the pattern in 2007 and 2008.



The peak and lean months for arrivals of tourists from top 15 source markets for India during 2009 are presented in Table 2.3.2. For United States of America, Canada, Germany, Australia, Malaysia, China (Main), Singapore and Italy, December was the peak month. For United Kingdom and France, February was peak month. Peak months for other countries were July (Bangladesh), September (Japan), November (Russian Federation Russia), August (Sri Lanka) and March (Nepal). Peak month for each of these countries accounted for more than 10% of the FTAs except Nepal in 2009.

**TABLE 2.3.2**  
**LEAN AND PEAK MONTHS OF FTAs IN INDIA FROM TOP 15**  
**COUNTRIES DURING 2009**

S. No.	Nationality	Lean Month (% Share)	Peak Month (% Share)
1	United States of America	September (5.4%)	December (13.6 %)
2	United Kingdom	June (4.0%)	February (12.5%)
3	Bangladesh	December (6.7 %)	July (10.4%)
4	Sri Lanka	May (5.7 %)	August (13.5%)
5	Canada	May (4.5%)	December (15.3%)
6	France	May (4.8%)	February (11.3%)
7	Germany	May (4.4 %)	December (11.6%)
8	Australia	June (5.1%)	December (17.1%)
9	Malaysia	April (5.4%)	December (15.9%)
10	Japan	May (5.7%)	September (11.1%)
11	China(Main)	June (6.5%)	December (11.9 %)
12	Russia	January (1.7%)	November (18.6 %)
13	Singapore	April (6.3%)	December (13.7%)
14	Nepal	August (7.2%)	March (9.6%)
15	Italy	June (4.6%)	December (13.3%)

Source: Bureau of Immigration, India

It may be seen from Table 2.3.3 that the number of FTAs in India in 2009 was maximum during the winter season (October- December with (31.1 %)) and minimum during the summer season (April-June with (19.6 %)). The arrivals during the two quarters of January-March and October-December comprised 58.9 % of the total arrivals in 2009. The corresponding figure for 2008 was 58.8 %.

**TABLE 2.3.3**  
**NATIONALITY-WISE AND QUARTER-WISE FTAs IN INDIA, 2009**

Country of Nationality	Arrivals (in Numbers)	Quarter-wise Share (%)			
		1st Quarter (Jan-Mar)	2nd Quarter (Apr-June)	3rd Quarter (July-Sep)	4th Quarter (Oct-Dec)
<b>North America</b>					
Canada	221448	30.7	15.0	17.0	37.3
USA	803021	23.5	22.5	21.6	32.4
<b>Total</b>	<b>1024469</b>	<b>25.1</b>	<b>20.9</b>	<b>20.6</b>	<b>33.4</b>
<b>Central &amp; South America</b>					
Argentina	6029	34.4	14.9	17.4	33.3
Brazil	14513	25.7	20.8	20.9	32.6
Mexico	8174	22.6	20.8	23.2	33.4
Others	18956	25.3	20.7	26.3	27.7
<b>Total</b>	<b>47672</b>	<b>25.2</b>	<b>19.8</b>	<b>24.0</b>	<b>32.2</b>
<b>Western Europe</b>					
Austria	28034	28.6	15.3	22.1	34.0
Belgium	34393	25.4	17.7	25.2	31.7
Denmark	31293	33.9	13.8	15.7	36.6
Finland	24524	40.7	13.2	10.8	35.3
France	195307	29.5	17.8	25.2	27.5
Germany	193557	30.5	15.8	19.4	34.3
Greece	6427	24.7	18.9	23.6	32.8
Ireland	18741	27.7	19.6	21.5	31.2
Italy	77995	26.7	15.0	25.7	32.6
Netherlands	63476	26.1	17.3	25.8	30.8
Norway	21724	33.6	16.7	17.8	31.9
Portugal	17083	28.7	19.8	20.1	31.4
Spain	58721	17.8	16.0	39.6	26.6
Sweden	43391	36.9	13.7	11.5	37.9
Switzerland	38268	29.8	16.2	20.1	33.9
UK	748765	34.5	16.2	18.3	31.0
Others	8387	28.3	19.5	22.1	30.1
<b>Total</b>	<b>1610086</b>	<b>29.1</b>	<b>16.3</b>	<b>23.5</b>	<b>31.1</b>
<b>Eastern Europe</b>					
Hungary	5017	35.3	13.3	18.3	33.1
Kazakhstan	6942	36.3	12.6	18.8	32.3
Poland	19343	27.0	14.8	20.5	37.7

Country of Nationality	Arrivals (in Numbers)	Quarter-wise Share (%)			
		1st Quarter (Jan-Mar)	2nd Quarter (Apr-June)	3rd Quarter (July-Sep)	4th Quarter (Oct-Dec)
Russian Fed.	97705	40.0	9.1	8.1	42.8
Ukraine	11653	32.1	17.6	17.4	32.9
Others	42183	31.8	17.5	18.4	32.3
Total	182843	36.0	12.3	13.2	38.5
<b>Africa</b>					
Egypt	6274	27.1	22.7	21.8	28.4
Kenya	24365	23.4	19.7	21.4	35.5
Mauritius	18397	26.6	19.2	26.1	28.1
Nigeria	17737	21.8	22.2	26.2	29.8
South Africa	43947	23.4	18.2	17.9	40.5
Tanzania	16056	0.0	0.0	0.0	100.0
Others	39098	25.5	19.4	24.6	30.5
Total	165874	24.0	19.8	24.0	32.2
<b>West Asia</b>					
Bahrain	7694	22.2	23.8	32.8	21.2
Israel	40567	23.0	19.6	30.3	27.1
Oman	32620	23.8	28.1	27.9	20.2
Saudi Arabia	16519	22.9	23.3	32.3	12.5
Turkey	10750	30.0	18.5	19.6	31.9
UAE	43031	17.6	27.5	37.8	17.1
Yemen Arab Rep.	12540	24.8	23.1	26.3	25.8
Others	37389	24.6	21.5	26.4	27.5
Total	201110	22.0	23.8	30.6	23.6
<b>South Asia</b>					
Afghanistan	50762	27.9	21.4	22.1	28.6
Iran	35379	33.2	15.4	23.2	28.2
Maldives	56863	24.8	26.3	17.8	31.1
Nepal	87487	27.1	23.8	23.9	25.2
Pakistan	45628	12.8	25.4	25.2	36.6
Bangladesh	458063	24.6	27.7	25.6	22.1
Sri Lanka	240836	24.7	19.4	29.4	26.5
Bhutan	7615	29.7	19.9	26.9	23.5
Total	982633	24.8	24.4	25.6	25.2
<b>South East Asia</b>					
Indonesia	18791	22.8	22.1	24.4	30.7
Malaysia	134340	23.4	18.0	21.5	37.1
Myanmar	10698	35.9	18.1	15.8	30.2



Country of Nationality	Arrivals (in Numbers)	Quarter-wise Share (%)			
		1st Quarter (Jan-Mar)	2nd Quarter (Apr-June)	3rd Quarter (July-Sep)	4th Quarter (Oct-Dec)
Philippines	20173	25.6	24.6	24.3	25.5
Singapore	94754	21.5	22.6	20.7	35.2
Thailand	62593	35.5	17.6	17.2	29.7
Others	7146	24.7	17.6	21.0	36.7
<b>Total</b>	<b>348495</b>	<b>25.6</b>	<b>19.7</b>	<b>20.7</b>	<b>34.0</b>
<b>East Asia</b>					
China (Main)	96997	24.2	23.2	23.4	29.2
China (Taiwan)	24915	24.7	20.9	25.9	28.5
Japan	124219	23.1	19.3	28.1	29.5
Rep. of Korea	69316	24.3	19.3	28.7	27.7
Others	2845	21.8	13.9	27.2	37.1
<b>Total</b>	<b>318292</b>	<b>36.0</b>	<b>12.3</b>	<b>13.2</b>	<b>38.5</b>
<b>Australasia</b>					
Australia	148846	23.4	17.4	19.8	39.4
New Zealand	30305	23.1	17.6	19.0	40.3
Others	2698	26.3	20.3	21.0	32.4
<b>Total</b>	<b>181849</b>	<b>24.2</b>	<b>18.1</b>	<b>20.2</b>	<b>37.5</b>
Others	44963	14.3	13.5	15.7	56.5
Stateless	293	28.4	23.5	20.3	27.8
<b>Grand Total</b>	<b>5108579</b>	<b>27.2</b>	<b>19.3</b>	<b>21.8</b>	<b>31.7</b>

Source:-Bureau of Immigration, India

Though more visitors come to India in the first and fourth quarters, there is regional variation in this pattern. In the case of West Asia, South Asia and Central & South America, 2<sup>nd</sup> and 3<sup>rd</sup> quarter together contributed about 45.8 %,49.2 % and 45.0 % respectively in the total FTAs during the year.

## 2.4 MODE OF TRAVEL OF FTAs IN INDIA

In the past 'air' has been found to be major mode of transport. In 2009 also, out of the 5.11 million FTAs in India, majority (89.8%) arrived by air, followed by land (9.2%) and sea (1.0%). The corresponding figures for 2008 were 89.1 %, 10.2% and 0.7 % respectively. Arrivals through land routes comprised of tourists mainly from Bangladesh and Pakistan.

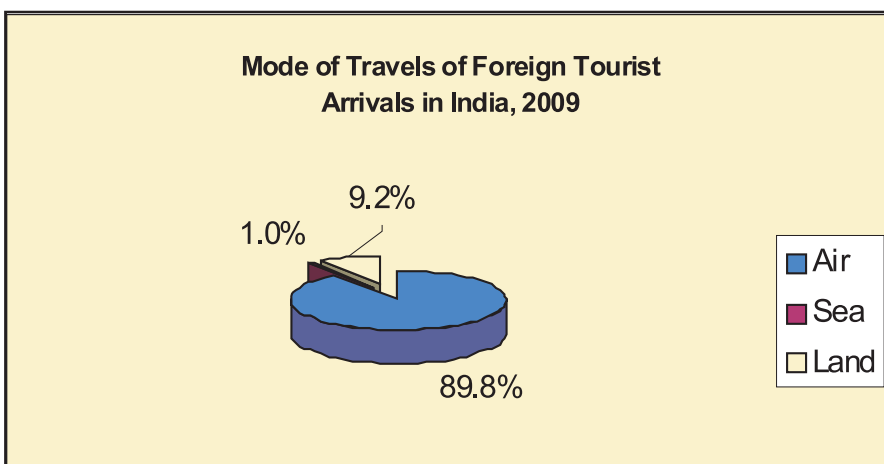


Table 2.4.1 shows the FTAs in India via air, land and sea routes during 1996-2009. It may be seen that air travel has been the predominant mode of travel for the FTAs over the years, accounting for a share of more than 80% in each year during this period. The share of arrivals through land check-post has been above 10% during 2001 to 2008 except in 2009 but decreased to 9.2% in 2009. Arrivals through sea routes remain less than 1% during 1996 to 2008. However it increased to 1.0% in 2009.

**TABLE 2.4.1**  
**FTAs IN INDIA ACCORDING TO MODE OF TRAVEL, 1996-2009**

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	5108579	89.8	1.0	9.2

Source: Bureau of Immigration, India

The shares of FTAs in India through air, sea and land in 2009 for various regions and individual countries are given in Table 2.4.2. The mode of travel in 2009 was predominantly air for all regions except South Asia. Except for Pakistan and Bangladesh, air was the mode of travel for more than 86% of the arrivals. From Bangladesh and Pakistan, arrivals through land were 85.5% and 74.6 % respectively. The countries from which significant arrivals were through the sea-route were Philippines (13.4 %), Ukraine (9.1%) and Australia (3.6%).

**TABLE 2.4.2**  
**NATIONALITY WISE FTAs IN INDIA DURING 2009 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	221448	98.6	0.8	0.6
USA	803021	98.7	0.9	0.4
Total	1024469	98.7	0.8	0.5
<b>Central &amp; South America</b>				
Argentina	6029	96.5	0.7	2.8
Brazil	14513	98.3	0.5	1.2
Mexico	8174	96.8	1.7	1.5
Others	18956	96.7	0.7	2.6
Total	47672	94.9	0.9	4.2
<b>Western Europe</b>				
Austria	28034	97.7	1.1	1.2
Belgium	34393	98.4	0.5	1.1
Denmark	31293	99.0	0.3	0.7
Finland	24524	99.0	0.1	0.9
France	195307	98.3	0.6	1.1
Germany	193557	96.1	3.0	0.9
Greece	6427	96.2	2.4	1.4
Ireland	18741	97.8	0.6	1.6
Italy	77995	98.7	0.5	0.8
Netherlands	63476	97.6	0.7	1.7
Norway	21724	96.5	2.9	0.6
Portugal	17083	98.9	0.3	0.8
Spain	58721	98.2	0.3	1.5

Country of Nationality	Arrivals (in Numbers)	Share in total arrivals from the country (%)		
		Air	Sea	Land
Sweden	43391	99.0	0.2	0.8
Switzerland	38268	97.9	0.6	1.5
UK	748765	97.9	1.6	0.5
Others	8387	98.6	0.6	0.8
Total	1610086	98.0	1.1	0.9
<b>Eastern Europe</b>				
Hungary	5017	98.2	0.3	1.5
Kazakhstan	6942	99.2	0.1	0.7
Poland	19343	96.1	1.4	2.5
Russian Fed.	97705	98.6	0.8	0.6
Ukraine	11653	90.1	9.1	0.8
Others	42183	96.9	1.9	1.2
Total	182843	97.4	1.5	1.1
<b>Africa</b>				
Egypt	6274	97.3	2.6	0.1
Kenya	24365	99.8	0.0	0.2
Mauritius	18397	99.8	0.0	0.2
Nigeria	17737	99.7	0.1	0.2
South Africa	43947	98.2	0.3	1.5
Tanzania	16056	100.0	0.0	0.0
Others	39098	96.4	1.4	2.2
Total	165874	98.7	0.4	0.9
<b>West Asia</b>				
Bahrain	7694	99.0	0.0	1.0
Israel	40567	98.1	0.1	1.8
Oman	32620	100.0	0.0	0.0
Saudi Arabia	16519	99.9	0.0	0.1
Turkey	10750	96.2	2.9	0.9
UAE	43031	100.0	0.0	0.0
Yemen Arab Rep.	12540	99.0	0.1	0.9
Others	37389	99.0	0.6	0.4
Total	201110	99.1	0.3	0.6
<b>South Asia</b>				
Afghanistan	50762	99.9	0.0	0.1

Country of Nationality	Arrivals (in Numbers)	Share in total arrivals from the country (%)		
		Air	Sea	Land
Iran	35379	99.2	0.5	0.3
Maldives	56863	99.9	0.1	0.0
Nepal	87487	98.9	0.0	1.1
Pakistan	45628	25.2	0.2	74.6
Bangladesh	458063	14.5	0.0	85.5
Sri Lanka	240836	99.7	0.1	0.2
Bhutan	7615	99.8	0.0	0.2
<b>Total</b>	<b>982633</b>	<b>56.4</b>	<b>0.1</b>	<b>43.5</b>
<b>South East Asia</b>				
Indonesia	18791	96.6	3.2	0.2
Malaysia	134340	99.6	0.2	0.2
Myanmar	10698	95.0	2.6	2.4
Philippines	20173	86.2	13.4	0.4
Singapore	94754	99.6	0.2	0.2
Thailand	62593	98.0	0.3	1.7
Others	7146	97.6	0.3	2.1
<b>Total</b>	<b>348495</b>	<b>98.2</b>	<b>1.2</b>	<b>0.6</b>
<b>East Asia</b>				
China (Main)	96997	98.8	0.4	0.8
China (Taiwan)	24915	98.6	0.0	1.4
Japan	124219	97.7	0.6	1.7
Rep. of Korea	69316	96.6	0.2	3.2
Others	2845	97.3	0.7	2.0
<b>Total</b>	<b>318292</b>	<b>97.9</b>	<b>0.4</b>	<b>1.7</b>
<b>Australasia</b>				
Australia	148846	95.4	3.6	1.0
New Zealand	30305	97.0	2.1	0.9
Others	2698	99.1	0.1	0.8
<b>Total</b>	<b>181849</b>	<b>97.6</b>	<b>1.7</b>	<b>0.7</b>
Others	44963	54.3	19.9	25.8
Stateless	293	100.00	0.0	0.0
<b>Grand Total</b>	<b>5108579</b>	<b>89.8.</b>	<b>1.0</b>	<b>9.2</b>

Source: Bureau of Immigration, India

## 2.5 PORT OF ENTRY OF FTAs IN INDIA

During 2009, the maximum number of FTAs in India were registered at Delhi airport (32.8%) followed by Mumbai airport (21.7 %), Chennai airport (11.0 %), Bangalore airport (6.4%) and Kolkata airport (3.6 %). The corresponding figures for Delhi, Mumbai, Chennai, Bangalore and Kolkata airports in 2008 were 31.8 %, 21.4 %, 11.3%, 6.0 % and 3.1% respectively. The 4 metro airports, i.e. Delhi, Mumbai, Chennai and Kolkata, accounted for 69.1% of total FTAs in India in 2009, as compared to 67.6 % in 2008.

Table 2.5.1 gives the percentage of FTAs in India in 4 major airports during 1996-2009. It is evident from this table that during 1996 to 2009, Delhi airport remained number one airport in terms of FTAs followed by Mumbai airport.

**TABLE 2.5.1**  
**FTAs IN INDIA THROUGH MAJOR PORTS, 1996-2009**

Year	FTAs	(% ) Foreign Tourist Arrivals					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bangalore 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	5108579	21.7	3.6	11.0	32.8	6.4	24.5

Source:- Bureau of Immigration, India

The details of nationality-wise FTAs at major airports of India in 2009 are given in Table 2.5.2. It may be seen from this Table that for Africa and West Asia, Mumbai was the major port of entry in 2009. For all other regions except South Asia and South-East Asia, Delhi was the major port of entry in 2009. For South-East Asia, Chennai was the major port of entry accounting for about 25.6% of the FTAs. For South Asia, majority of arrivals were through land check posts, mainly from Pakistan and Bangladesh. For this region, Chennai airport accounted for about 18.7% of the FTAs.

**TABLE 2.5.2**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO MAJOR PORT**  
**OF DISEMBARKATION, 2009**

Country of Nationality	Arrivals (in Numbers)	Port-wise Distribution (%)					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bangalore Airport	Others
<b>North America</b>							
Canada	221448	19.8	1.9	6.2	52.1	4.3	15.7
USA	803021	27.4	2.6	8.6	33.6	9.6	18.2
Total	1024469	25.8	2.4	8.1	37.6	8.5	17.6
Argentina	6029	21.4	3.1	3.9	54.3	8.4	8.9
Brazil	14513	26.1	2.3	4.3	51.1	9.5	6.7
Mexico	8174	19.0	1.9	4.7	61.4	5.3	7.7
Others	18956	33.1	2.6	6.4	40.1	5.2	12.6
Total	47672	25.7	1.8	4.5	50.1	7.6	10.3
<b>Western Europe</b>							
Austria	28034	16.9	3.3	5.2	51.1	4.8	18.7
Belgium	34393	29.0	1.7	10.3	48.3	5.1	5.6
Denmark	31293	18.9	1.0	9.0	52.0	6.6	12.5
Finland	24524	22.3	0.8	4.2	44.1	6.5	22.1
France	195307	17.2	1.7	21.2	46.6	7.6	5.7
Germany	193557	23.0	3.3	8.5	40.4	9.3	15.5
Greece	6427	20.9	4.3	5.7	43.8	7.8	17.5
Ireland	18741	26.4	4.8	6.0	34.7	10.7	17.4
Italy	77995	21.6	3.3	10.4	48.6	8.2	10.9
Netherlands	63476	24.6	2.0	7.2	51.6	7.6	7.0
Norway	21724	19.5	1.3	9.0	53.4	5.0	11.8
Portugal	17083	52.8	0.6	2.5	28.3	3.7	12.1
Spain	58721	19.3	2.8	5.5	61.3	5.1	6.0
Sweden	43391	22.2	3.7	6.4	39.2	7.1	23.4
Switzerland	38268	21.8	2.9	9.8	39.1	7.1	19.3
UK	748765	31.8	2.0	4.5	31.6	5.5	24.6
Others	8387	23.7	2.5	6.7	43.1	9.9	14.1
Total	1610086	25.1	2.4	8.4	42.7	6.8	14.6
<b>Eastern Europe</b>							
Hungry	5017	1.8	2.4	4.9	55.2	11.1	7.6
Kazakhstan	6942	3.8	0.1	2.6	79.3	2.2	12.0
Poland	19343	18.8	1.5	4.1	57.8	6.4	11.4
Russian Fed.	97705	9.8	0.7	1.3	29.8	2.1	56.3

Country of Nationality	Arrivals (in Numbers)	Port-wise Distribution (%)					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bangalore Airport	Others
Ukraine	11653	17.8	1.4	3.6	49.6	3.3	24.3
Others	42183	18.9	1.3	5.1	51.3	4.1	19.3
<b>Total</b>	<b>182843</b>	<b>13.5</b>	<b>1.0</b>	<b>2.4</b>	<b>42.4</b>	<b>3.7</b>	<b>37.0</b>
<b>Africa</b>							
Egypt	6274	42.8	1.1	7.8	31.4	4.9	12.0
Kenya	24365	73.1	0.3	2.9	11.0	2.0	10.7
Mauritius	18397	48.2	0.4	10.5	29.7	10.0	1.2
Nigeria	17737	47.4	0.4	9.5	29.9	6.6	6.2
South Africa	43947	55.9	1.3	5.4	22.0	7.7	7.7
Tanzania	16056	66.9	0.2	5.9	10.2	7.0	9.8
Others	39098	43.4	0.4	6.8	26.1	10.1	13.2
<b>Total</b>	<b>165874</b>	<b>49.3</b>	<b>0.9</b>	<b>6.0</b>	<b>28.2</b>	<b>5.9</b>	<b>9.7</b>
<b>West Asia</b>							
Bahrain	7694	53.7	0.3	4.6	6.6	5.2	29.6
Israel	40567	52.0	1.0	1.3	38.1	2.9	4.7
Oman	32620	39.0	0.1	19.0	8.4	5.4	28.1
Saudi Arabia	16519	43.5	0.4	2.6	16.9	9.8	26.8
Turkey	10750	28.7	1.4	4.5	51.0	3.2	11.2
UAE	43031	42.7	0.2	1.1	2.7	9.9	43.4
Yemen Arab Rep.	12540	66.1	0.2	1.5	7.3	9.3	15.6
Others	37389	29.1	0.8	5.6	38.5	7.8	18.2
<b>Total</b>	<b>201110</b>	<b>42.5</b>	<b>0.5</b>	<b>6.1</b>	<b>21.9</b>	<b>6.7</b>	<b>22.3</b>
<b>South Asia</b>							
Afghanistan	50762	1.2	0.0	0.1	98.3	0.0	0.4
Iran	35379	45.6	0.4	1.0	35.0	12.1	5.9
Maldives	56863	0.3	0.0	2.3	0.8	18.5	78.1
Nepal	87487	5.1	5.6	0.8	84.4	1.0	3.1
Pakistan	45628	13.7	0.0	0.3	11.1	0.0	74.9
Bangladesh	458063	0.6	11.3	0.1	1.6	0.0	86.3
Sri Lanka	240836	2.9	0.1	74.9	4.2	5.3	12.6
Bhutan	7615	0.3	38.3	1.1	51.3	0.5	8.5
<b>Total</b>	<b>982633</b>	<b>3.8</b>	<b>6.1</b>	<b>18.7</b>	<b>16.6</b>	<b>2.9</b>	<b>51.9</b>
<b>South East Asia</b>							
Indonesia	18791	29.9	3.6	10.1	30.2	11.9	14.3
Malaysia	134340	8.5	1.5	35.6	12.9	8.0	33.5
Myanmar	10698	8.5	39.3	7.6	8.8	1.7	34.1
Philippines	20173	33.4	4.4	11.4	22.3	7.4	21.1



Country of Nationality	Arrivals (in Numbers)	Port-wise Distribution (%)					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bangalore Airport	Others
Singapore	94754	18.3	2.7	34.6	19.6	10.7	14.1
Thailand	62593	11.9	20.9	4.7	34.5	7.9	20.1
Others	7146	12.1	7.9	17.8	35.3	17.9	9.0
<b>Total</b>	<b>348495</b>	<b>14.5</b>	<b>7.0</b>	<b>25.6</b>	<b>20.6</b>	<b>8.6</b>	<b>23.7</b>
<b>East Asia</b>							
China (Main)	96997	27.4	14.4	6.0	40.8	7.0	4.4
China (Taiwan)	24915	12.1	4.5	8.1	60.6	9.1	5.6
Japan	124219	13.9	4.9	7.9	59.9	8.1	5.3
Rep. of Korea	69316	19.7	4.4	17.0	44.5	8.1	6.3
Others	2845	35.6	5.6	19.1	27.8	4.4	7.5
<b>Total</b>	<b>318292</b>	<b>19.2</b>	<b>7.6</b>	<b>9.3</b>	<b>50.9</b>	<b>7.8</b>	<b>5.2</b>
<b>Australasia</b>							
Australia	148846	25.2	4.1	11.2	35.7	9.4	14.4
New Zealand	30305	32.4	3.6	7.8	34.6	6.7	14.9
Others	2698	35.8	0.5	8.9	33.7	5.9	15.2
<b>Total</b>	<b>181849</b>	<b>37.5</b>	<b>2.4</b>	<b>7.4</b>	<b>33.9</b>	<b>5.8</b>	<b>13.0</b>
Others	44963	16.6	0.1	3.3	33.0	1.0	46.0
Stateless	293	2.1	0.0	6.4	83.6	0.4	7.5
<b>Grand Total</b>	<b>5108579</b>	<b>21.7</b>	<b>3.6</b>	<b>11.0</b>	<b>32.8</b>	<b>6.4</b>	<b>24.5</b>

Source: Bureau of Immigration, India

## 2.6. GENDER DISTRIBUTION OF FTAs IN INDIA

Of the total FTAs in India in 2009, sex distribution was available for all. These comprised 59.6% males and 40.4% females. Out of the reported figures, the male-female break-up of FTAs in 2008 was 60.5% and 39.4% respectively.

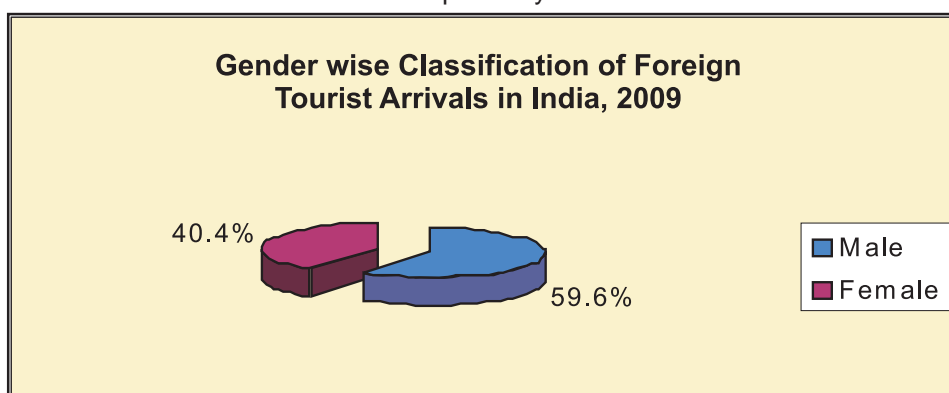


Table 2.6.1 gives the gender-wise distribution of FTAs in India during 1996-2009. Percentage of arrivals not reporting their gender was quite high in 2001 and 2002 but it has been gradually decreasing from 2005 and during 2009 it was nil.

**TABLE 2.6.1**  
**FTAs IN INDIA ACCORDING TO GENDER, 1996-2009**

Year	FTAs	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	5108579	59.6	40.4	0.0

Source: Bureau of Immigration, India

The details of country-wise classification of FTAs in India according to gender during 2009 are given in Table 2.6.2. While the proportion of female for most of the countries is in the range of 30% to 45%, for some countries like Egypt, Saudi Arabia, Yemen Arab Republic, Afghanistan, Bangladesh, China (Main), Japan, etc, it was substantially low (less than 30%) in 2009. On the other hand, females outnumbered the males in FTAs in India from Kazakhstan (57.9%), Mauritius (55.3 %) and Russia (53.5 %) during 2009.

**TABLE 2.6.2**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO GENDER, 2009**

Country of Nationality	Arrivals (in Numbers)	Gender-wise distribution (%)	
		Male	Female
<b>North America</b>			
Canada	221448	54.5	45.5
USA	803021	56.5	43.5
Total	1024469	56.1	43.9
<b>Central &amp; South America</b>			
Argentina	6029	51.4	48.6
Brazil	14513	52.0	48.0
Mexico	8174	52.6	47.4
Others	18956	53.5	46.5
Total	47672	55.5	44.5
<b>Western Europe</b>			
Austria	28034	57.8	42.2
Belgium	34393	58.6	41.4
Denmark	31293	55.3	44.7
Finland	24524	54.7	45.3
France	195307	55.2	44.8
Germany	193557	63.1	36.9
Greece	6427	59.7	40.3
Ireland	18741	57.5	42.5
Italy	77995	63.1	36.9
Netherlands	63476	61.0	39.0
Norway	21724	58.5	41.5
Portugal	17083	61.5	38.5
Spain	58721	51.4	48.6
Sweden	43391	55.8	44.2
Switzerland	38268	54.8	45.2
UK	748765	56.0	44.0
Others	8387	56..3	43.7
Total	1610086	57.8	42.2
<b>Eastern Europe</b>			
Hungary	5017	52.8	47.2
Kazakhstan	6942	42.1	57.9
Poland	19343	52.8	47.2
Russian Fed.	97705	46.5	53.5
Ukraine	11653	59.8	40.2
Others	42183	52.9	47.1
Total	182843	50.8	49.2

Country of Nationality	Arrivals (in Numbers)	Gender-wise distribution (%)	
		Male	Female
<b>Africa</b>			
Egypt	6274	83.3	16.7
Kenya	24365	60.5	39.5
Mauritius	18397	44.7	55.3
Nigeria	17737	65.9	34.1
South Africa	43947	52.8	47.2
Tanzania	16056	50.0	50.0
Others	39098	64.8	35.2
Total	165874	63.3	36.7
<b>West Asia</b>			
Bahrain	7694	65.2	34.8
Israel	40567	66.0	34.0
Oman	32620	67.3	32.7
Saudi Arabia	16519	81.4	18.6
Turkey	10750	68.6	31.4
UAE	43031	52.1	47.9
Yemen Arab Rep.	12540	74.1	25.9
Others	37389	65.4	34.6
Total	201110	67.1	32.9
<b>South Asia</b>			
Afghanistan	50762	72.4	27.6
Iran	35379	57.4	42.6
Maldives	56863	53.6	46.4
Nepal	87487	69.8	30.2
Pakistan	45628	56.2	43.8
Bangladesh	458063	70.1	29.9
Sri Lanka	240836	59.4	40.6
Bhutan	7615	64.5	35.5
Total	982633	65.5	34.5
<b>South East Asia</b>			
Indonesia	18791	65.0	35.0
Malaysia	134340	58.4	41.6
Myanmar	10698	56.3	43.7
Philippines	20173	65.4	34.6
Singapore	94754	60.6	39.4
Thailand	62593	52.3	47.7
Others	7146	55.6	44.4
Total	348495	58.5	41.5
<b>East Asia</b>			
China (Main)	96997	72.6	27.4

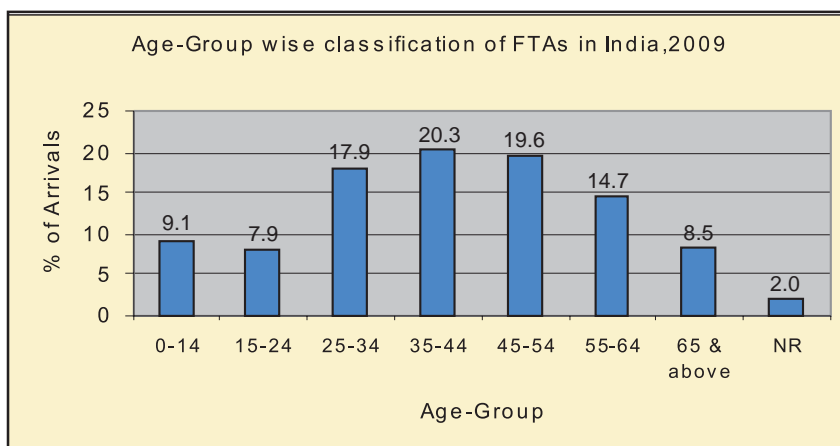
Country of Nationality	FTAs (in Numbers)	Gender-wise distribution (%)	
		Male	Female
China (Taiwan)	24915	53.9	46.1
Japan	124219	70.2	29.8
Rep. of Korea	69316	68.8	31.2
Others	2845	64.5	35.5
Total	318292	69.2	30.8
<b>Australasia</b>			
Australia	148846	58.4	41.6
New Zealand	30305	57.1	42.9
Others	2698	57.1	42.9
Total	181849	57.3	42.7
Others	44963	67.8	32.2
Stateless	293	64.4	35.6
<b>Grand Total</b>	<b>5108579</b>	<b>59.6</b>	<b>40.4</b>

Source: Bureau of Immigration, India

## 2.7 AGE DISTRIBUTION OF FTAs IN INDIA

Table 2.7.1 gives the percentage distribution of FTAs in India according to age during 1996-2009. It may be seen from this table that the proportion of FTAs in different age groups has not changed much in the last 7 years. However, the proportion of FTAs aged 55 or above has increased from 11.5% in 1996 to about 23.2% in 2009. As the proportion of FTAs not reporting their ages has varied over the years, therefore comparison of age-distribution of FTAs needs to be done with caution.

In 2009, maximum FTAs in India (20.3%) were from 35-44 years age group, followed by the age groups of 45-54 years (19.6%), 25-34 years (17.9%). Minimum were in the age-group of 65 & above years (8.5%).



**TABLE 2.7.1**  
**FTAs IN INDIA ACCORDING TO AGE-GROUP, 1996 TO 2009**

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	-
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	-
1999	2481928	3.1	14.0	23.4	27.5	20.8	9.2	2.0	-
2000	2649378	3.9	11.4	22.6	27.0	23.1	9.9	2.1	-
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	5108579	9.1	7.9	17.9	20.3	19.6	14.7	8.5	2.0

Source: Bureau of Immigration, India

\* The percentage total of all age groups in any particular year may not be equal to 100 because of cases of non-reporting.

The details of country-wise distribution of FTAs in India according to age-groups during 2009 is given in Table 2.7.2. It may be seen that the proportion of FTAs in the age-group 0-14 years was the highest for USA (19.8 %), UAE (16.4%), Canada (15.7%) and Pakistan (14.9 %). It is also observed that FTAs from Central & South America, Eastern Europe and West Asia were maximum for the age group 25-34 years whereas for countries of Western Europe it was for the age-group 45-54 years.

**TABLE 2.7.2**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO AGE GROUP, 2009**

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 & above	Not Reported
<b>North America</b>									
Canada	221448	15.7	7.3	13.4	17.7	17.2	14.7	13.5	0.5
USA	803021	19.8	6.8	11.4	17.7	18.5	15.0	9.7	1.1
<b>Total</b>	1024469	18.9	6.9	11.8	17.7	18.2	15.0	10.5	1.0
<b>Central &amp; South America</b>									
Argentina	6029	2.0	4.6	26.3	19.3	16.9	17.1	11.6	2.2
Brazil	14513	2.6	4.5	22.4	20.1	19.9	13.4	8.2	8.9

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 & above	Not Reported
Mexico	8174	2.7	6.0	25.9	23.4	18.3	14.1	8.2	1.4
Others	18956	2.8	5.5	23.9	20.8	19.6	15.1	9.1	3.2
<b>Total</b>	<b>47672</b>	<b>2.5</b>	<b>6.2</b>	<b>22.4</b>	<b>20.8</b>	<b>20.1</b>	<b>13.9</b>	<b>8.8</b>	<b>5.3</b>
<b>Western Europe</b>									
Austria	28034	6.4	6.8	15.3	19.8	21.9	15.1	9.6	5.1
Belgium	34393	5.5	7.9	18.5	19.7	22.7	17.4	7.7	0.6
Denmark	31293	5.2	8.3	14.8	19.1	18.3	19.6	14.0	0.7
Finland	24524	4.3	8.3	20.7	22.0	20.6	16.8	6.5	0.8
France	195307	5.8	7.7	18.6	17.9	18.9	18.6	9.7	2.8
Germany	193557	4.5	5.3	15.1	21.8	25.1	16.2	11.0	1.0
Greece	6427	1.8	3.5	20.1	24.2	22.9	18.8	8.0	0.7
Ireland	18741	10.6	7.1	34.1	22.5	17.3	11.7	5.7	1.0
Italy	77995	1.9	3.3	16.2	25.8	23.9	17.7	8.8	2.4
Netherlands	63476	4.2	7.2	16.8	21.4	24.1	18.3	7.5	0.5
Norway	21724	7.4	9.7	16.6	18.3	20.5	17.2	8.9	1.4
Portugal	17083	4.7	4.5	19.4	22.5	21.2	16.5	9.7	1.5
Spain	58721	2.0	4.8	29.8	26.3	18.2	12.0	4.6	2.3
Sweden	43391	5.5	10.2	17.7	18.7	20.4	17.8	9.1	0.6
Switzerland	38268	4.5	6.9	16.9	19.3	23.0	18.2	10.8	0.4
UK	748765	8.9	7.3	14.4	17.4	20.3	18.8	12.5	0.4
Others	8387	6.8	8.1	14.3	16.1	21.5	18.7	11.2	3.3
<b>Total</b>	<b>1610086</b>	<b>2.9</b>	<b>6.1</b>	<b>18.9</b>	<b>21.1</b>	<b>21.3</b>	<b>18.2</b>	<b>10.0</b>	<b>1.5</b>
<b>Eastern Europe</b>									
Hungary	5017	2.1	3.3	28.8	28.7	16.0	14.8	5.6	0.7
Kazakhstan	6942	5.7	11.0	27.3	22.7	19.2	10.0	3.4	1.7
Poland	19343	1.9	5.7	35.1	21.9	17.3	13.5	3.8	0.8
Russian Fed.	97705	4.1	7.9	33.5	22.5	17.2	9.3	2.5	3.0
Ukraine	11653	2.4	7.6	31.5	23.8	18.8	10.1	1.9	3.9
Others	42183	3.6	7.6	30.5	22.7	18.9	10.7	3.5	2.5
<b>Total</b>	<b>182843</b>	<b>3.4</b>	<b>7.3</b>	<b>32.6</b>	<b>23.2</b>	<b>17.8</b>	<b>10.4</b>	<b>2.8</b>	<b>2.5</b>
<b>Africa</b>									
Egypt	6274	3.8	5.1	22.1	25.7	20.0	11.0	3.3	9.0
Kenya	24365	7.7	8.4	14.9	18.4	19.9	13.8	7.3	9.6
Mauritius	18397	5.5	7.9	17.0	19.8	23.0	18.5	7.9	0.4
Nigeria	17737	4.2	6.3	25.4	29.8	20.9	8.8	8.2	1.4
South Africa	43947	7.7	8.3	15.7	21.9	21.7	15.9	7.8	1.0
Tanzania	16056	7.8	11.4	17.4	21.7	19.5	13.9	7.5	0.8
Others	39098	5.9	8.8	19.5	22.7	20.8	11.5	8.5	2.3
<b>Total</b>	<b>165874</b>	<b>4.9</b>	<b>9.4</b>	<b>20.9</b>	<b>23.7</b>	<b>19.8</b>	<b>11.4</b>	<b>4.8</b>	<b>5.1</b>
<b>West Asia</b>									
Bahrain	7694	10.9	21.0	14.8	13.3	17.7	13.0	5.6	3.7
Israel	40567	2.8	10.4	26.2	18.3	16.6	16.3	6.1	3.3
Oman	32620	8.9	11.0	23.9	19.4	16.6	11.1	6.8	2.3

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 & above	Not Reported
Saudi Arabia	16519	7.2	12.3	21.0	20.6	22.1	9.6	5.6	1.6
Turkey	10750	2.0	2.9	23.5	26.9	17.0	9.4	4.0	14.3
UAE	43031	16.4	16.2	18.9	13.8	15.1	11.6	7.1	0.9
Yemen Arab Rep	12540	5.9	20.8	23.3	17.6	15.1	10.2	5.5	1.6
Others	37389	7.1	12.5	21.9	19.9	16.9	12.5	5.9	3.3
<b>Total</b>	<b>201110</b>	<b>8.0</b>	<b>12.2</b>	<b>22.2</b>	<b>18.7</b>	<b>17.1</b>	<b>12.1</b>	<b>6.1</b>	<b>3.6</b>
<b>South Asia</b>									
Afghanistan	50762	9.9	17.3	23.8	17.1	12.5	7.2	4.1	8.1
Iran	35379	4.9	9.3	27.1	19.1	16.9	10.6	4.6	7.5
Maldives	56863	11.9	12.9	22.4	20.5	16.3	7.8	6.0	2.2
Nepal	87487	3.7	10.4	24.4	20.5	12.8	5.6	3.1	19.5
Pakistan	45628	14.9	14.4	15.0	15.8	15.5	12.1	10.0	2.3
Bangladesh	458063	7.4	8.9	20.9	23.5	19.6	11.9	5.2	2.6
Sri Lanka	240836	6.4	9.1	17.1	20.0	19.3	16.6	11.0	0.5
Bhutan	7615	4.1	14.4	27.1	24.7	15.7	6.4	3.5	4.1
<b>Total</b>	<b>982633</b>	<b>7.4</b>	<b>10.1</b>	<b>20.6</b>	<b>21.4</b>	<b>18.0</b>	<b>11.9</b>	<b>6.6</b>	<b>4.0</b>
<b>South East Asia</b>									
Indonesia	18791	3.5	4.9	24.1	28.1	20.1	13.1	4.3	1.9
Malaysia	134340	8.6	9.9	16.0	21.5	21.6	15.2	6.7	0.5
Myanmar	10698	2.0	4.6	15.0	21.5	19.4	18.8	14.9	3.8
Philippines	20173	3.1	3.5	26.5	29.9	21.8	8.0	1.7	5.5
Singapore	94754	8.3	7.0	12.7	25.1	25.7	14.1	6.0	1.1
Thailand	62593	4.5	8.9	18.0	23.2	21.0	15.1	7.1	2.2
Others	7146	5.7	7.3	18.3	22.1	23.4	13.2	8.3	1.7
<b>Total</b>	<b>348495</b>	<b>6.9</b>	<b>8.0</b>	<b>16.8</b>	<b>23.6</b>	<b>22.4</b>	<b>14.4</b>	<b>6.4</b>	<b>1.5</b>
<b>East Asia</b>									
China (Main)	96997	0.7	6.2	37.8	29.8	16.3	6.9	1.8	0.5
China (Taiwan)	24915	1.5	3.1	20.9	26.8	25.0	16.2	6.1	0.4
Japan	124219	2.4	5.6	20.6	24.2	22.3	16.2	8.4	0.3
Rep. of Korea	69316	5.0	11.5	22.2	27.3	22.6	8.6	2.2	0.6
Others	2845	3.0	7.2	25.3	25.9	21.7	12.8	3.5	0.6
<b>Total</b>	<b>318292</b>	<b>2.4</b>	<b>7.0</b>	<b>26.3</b>	<b>26.7</b>	<b>20.7</b>	<b>11.6</b>	<b>4.8</b>	<b>0.5</b>
<b>Australasia</b>									
Australia	148846	11.4	7.4	18.2	19.8	19.7	14.8	8.1	0.6
New Zealand	30305	13.9	8.6	15.5	21.1	20.8	13.0	6.5	0.6
Others	2698	12.4	8.7	16.2	19.1	20.3	13.7	8.1	1.5
<b>Total</b>	<b>181849</b>	<b>10.5</b>	<b>7.0</b>	<b>17.2</b>	<b>18.0</b>	<b>18.7</b>	<b>14.7</b>	<b>8.2</b>	<b>5.7</b>
Others	44963	4.3	5.9	17.4	17.2	15.0	11.7	11.8	16.7
Stateless	293	4.6	2.9	22.4	23.8	10.7	12.1	15.7	7.8
<b>Grand Total</b>	<b>5108579</b>	<b>9.1</b>	<b>7.9</b>	<b>17.9</b>	<b>20.3</b>	<b>19.6</b>	<b>14.7</b>	<b>8.5</b>	<b>2.0</b>

Source: Bureau of Immigration, India



## 2.8 PURPOSE OF VISIT OF FTAs IN INDIA

Disembarkation card has the provision for recording the purpose of the visit for each foreign tourist. An analysis of this data reveals that almost all the foreign tourists have recorded their purpose of visit. Country wise data on purpose of visit, for those reporting, are presented in Table 2.8.1. During 2009 the purpose of visit for about 57.5% of FTAs in India was 'leisure, holidays and recreation', for 17.6 % it was 'Visiting friends & relatives', for 15.1% it was Business & professional, while for 2.2% it was medical treatment. For the remaining 7.6% , it was for other purposes. The regions for which the main purpose of visit was 'leisure, holiday & recreation' were Central & South America (62.7%), Western Europe (64%), Eastern Europe (76%), West Asia (63.6%) and South Asia (61.6%). The regions for which, the main purpose of visit was 'visiting friend & relatives', were North America (36.1%) and Australasia (25.4%). For medical purposes, the percentage of maximum FTAs came from South Asia (8.2%) followed by West Asia (7.1%).

**TABLE 2.8.1**  
**CLASSIFICATION OF FTAs IN INDIA ACCORDING TO PURPOSE OF VISIT, 2009**

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
<b>North America</b>						
Canada	221448	8.4	47.3	40.2	0.3	3.8
USA	803021	14.8	46.7	35.0	0.3	3.7
Total	1024469	13.4	46.9	36.1	0.3	3.3
<b>Central &amp; South America</b>						
Argentina	6029	14.9	70.0	5.1	0.1	9.9
Brazil	14513	22.6	63.4	5.8	0.1	8.1
Mexico	8174	17.4	68.9	5.7	0.1	7.9
Others	18956	18.4	65.1	5.8	0.1	10.6
Total	47672	17.5	62.7	10.3	0.4	9.1
<b>Western Europe</b>						
Austria	28034	16.9	63.9	13.9	0.4	4.9
Belgium	34393	18.5	64.0	12.8	0.2	4.5
Denmark	31293	20.3	67.6	7.7	0.2	4.2
Finland	24524	20.0	70.8	4.9	0.1	4.2
France	195307	15.7	69.8	10.5	0.2	3.8
Germany	193557	26.1	58.2	10.0	0.4	5.3
Greece	6427	20.0	62.4	6.1	0.2	11.3
Ireland	18741	19.8	60.5	14.5	0.3	4.9
Italy	77995	23.9	65.8	5.8	0.2	4.3
Netherlands	63476	22.4	61.1	11.4	0.2	4.9
Norway	21724	19.8	60.5	14.5	0.3	4.9
Portugal	17083	11.0	66.1	19.2	0.3	3.4
Spain	58721	13.2	73.4	7.1	0.1	6.2
Sweden	43391	21.6	66.7	9.1	0.2	2.4
Switzerland	38268	16.7	66.6	11.6	0.4	4.7
UK	748765	12.9	58.6	25.0	0.2	3.3

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
Others	8387	13.4	59.8	26.1	0.4	0.3
Total	1610086	17.6	64.0	13.7	0.2	4.5
<b>Eastern Europe</b>						
Hungary	5017	20.3	67.4	5.8	0.3	6.2
Kazakhstan	6942	19.8	77.9	3.5	1.3	7.5
Poland	19343	16.1	69.2	6.2	0.1	8.4
Russian Fed.	97705	7.6	69.2	6.2	0.1	16.9
Ukraine	11653	14.2	63.0	5.2	0.3	17.3
Others	42183	13.1	68.3	4.1	0.3	14.2
Total	182843	11.7	76.3	4.3	0.4	7.3
<b>Africa</b>						
Egypt	6274	35.6	52.2	5.1	0.7	6.4
Kenya	24365	11.7	57.1	23.1	3.5	4.6
Mauritius	18397	9.1	67.0	12.7	3.3	7.9
Nigeria	17737	28.4	42.3	6.1	17.8	5.4
South Africa	43947	16.7	62.1	14.4	0.5	6.3
Tanzania	16056	0.0	50.0	50.0	0.0	0.0
Others	39098	18.4	52.1	12.7	4.4	12.4
Total	165874	21.2	54.7	11.2	4.5	8.4
<b>West Asia</b>						
Bahrain	7694	7.2	64.8	15.6	3.9	8.5
Israel	40567	27.6	60.1	6.7	0.2	5.4
Oman	32620	6.7	65.6	8.5	14.9	4.3
Saudi Arabia	16519	12.0	68.4	10.2	4.0	5.4
Turkey	10750	31.9	56.4	4.9	0.2	6.6
UAE	43031	5.3	69.1	15.1	7.9	2.6
Yemen Arab Rep.	12540	8.8	59.8	12.9	4.5	14.0
Others	37389	12.8	62.8	11.5	6.1	6.8
Total	201110	14.2	63.6	9.7	7.1	5.4
<b>South Asia</b>						
Afghanistan	50762	8.9	54.1	5.4	23.9	7.7
Iran	35379	10.5	63.6	13.3	0.6	12.0
Maldives	56863	1.7	31.8	1.6	62.1	2.8
Nepal	87487	7.4	79.1	3.9	1.9	7.7
Pakistan	45628	7.4	20.3	25.5	1.6	45.2
Bangladesh	458063	3.1	66.5	7.1	5.8	17.5
Sri Lanka	240836	10.8	61.8	8.2	1.6	17.6
Bhutan	7615	11.5	66.5	1.5	2.2	18.3
Total	982633	6.1	61.6	7.7	8.2	16.4
<b>South East Asia</b>						
Indonesia	18791	25.6	50.1	11.1	0.6	12.6
Malaysia	134340	13.1	55.6	19.2	0.8	11.3
Myanmar	10698	11.1	41.9	4.6	1.7	40.7
Philippines	20173	25.7	43.9	9.7	0.4	20.3
Singapore	94754	22.7	48.5	24.0	0.4	4.4
Thailand	62593	16.3	48.9	6.6	0.1	28.1

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
Others	7146	18.8	52.1	11.8	0.7	16.6
<b>Total</b>	<b>348495</b>	<b>17.9</b>	<b>51.0</b>	<b>16.5</b>	<b>0.5</b>	<b>14.1</b>
<b>East Asia</b>						
China (Main)	96997	50.4	41.5	4.1	0.1	3.9
China(Taiwan)	24915	25.7	62.2	5.8	0.3	6.0
Japan	124219	36.4	55.8	3.4	0.1	4.3
Korea(South)	69316	30.2	55.3	6.3	0.1	8.1
Others	2845	33.8	54.5	5.8	0.1	5.8
<b>Total</b>	<b>318292</b>	<b>38.3</b>	<b>51.9</b>	<b>4.5</b>	<b>0.1</b>	<b>5.2</b>
<b>Australasia</b>						
Australia	148846	16.8	49.8	26.8	0.2	6.4
New Zealand	30305	14.0	48.1	32.5	0.2	5.2
Others	2698	15.3	48.9	29.3	0.2	6.3
<b>Total</b>	<b>181849</b>	<b>14.5</b>	<b>52.3</b>	<b>25.4</b>	<b>2.4</b>	<b>5.4</b>
Others	44963	11.1	64.9	12.4	1.7	9.9
Stateless	293	6.7	69.0	22.1	1.4	0.8
<b>Grand Total</b>	<b>5108579</b>	<b>15.1</b>	<b>57.5</b>	<b>17.6</b>	<b>2.2</b>	<b>7.6</b>

Source: Bureau of Immigration, India

## 2.9 TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA

Table 2.9.1 gives the percentage share and rank of top 15 source countries for India in 2009 over 2008. The top 15 tourist generating countries for India during 2009 and 2008 were same except that Nepal has replaced by Rep. of Korea. There have been changes in the rankings of some countries in 2009 as compared to 2008. While Sri Lanka, Russia and Malaysia have improved their rankings, decline in the ranks was observed for Canada, Japan, Singapore and Italy. FTAs in India from United States of America were the highest (15.7% ) during 2009, followed by United Kingdom (14.7%), Bangladesh (9.0%), Sri Lanka (4.7%), Canada (4.3 %), France (3.8%), Germany (3.8%), Australia (2.9%), Malaysia (2.6%), Japan (2.4%), Russia (1.9%), China (Main) (1.9%), Singapore (1.9%),, Nepal (1.7%) and Italy (1.5%).

The share of FTAs from top 15 countries during the year 2009 was 72.9% as compared to 72.6% in 2008.

**TABLE 2.9.1**  
**TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA DURING**  
**2008 & 2009**

Country	2008				2009		
	Rank	FTAs	% Share	Rank	Country	FTAs	% Share
USA	1	804933	15.2	1	USA	803021	15.7
UK	2	776530	14.7	2	UK	748765	14.7
Bangladesh	3	541884	10.3	3	Bangladesh	458063	9.0
Canada	4	222364	4.2	4	Sri Lanka	240836	4.7
Sri Lanka	5	218805	4.1	5	Canada	221448	4.3
France	6	207802	3.9	6	France	195307	3.8
Germany	7	204344	3.9	7	Germany	193557	3.8
Australia	8	146209	2.8	8	Australia	148846	2.9
Japan	9	145352	2.8	9	Malaysia	134340	2.6
Malaysia	10	115794	2.2	10	Japan	124219	2.4
China (Main)	11	98093	1.9	11	Russia	97705	1.9
Singapore	12	97851	1.9	12	China (Main)	96997	1.9
Russia	13	91095	1.7	13	Singapore	94754	1.9
Italy	14	85766	1.6	14	Nepal	87487	1.7
Rep. of Korea	15	79802	1.5	15	Italy	77995	1.5
<b>Total of top 15 Countries</b>		<b>3836624</b>	<b>72.6</b>		<b>Total of top 15 Countries</b>	<b>3723340</b>	<b>72.9</b>
<b>Others</b>		<b>1445979</b>	<b>27.4</b>		<b>Others</b>	<b>1385239</b>	<b>27.1</b>
<b>All Countries</b>		<b>5282603</b>	<b>100.0</b>		<b>Grand Total</b>	<b>5108579</b>	<b>100.0</b>

Source:- Bureau of Immigration, India

The FTAs from the top 15 source countries for the years 1981 to 2009 and their respective shares in total FTAs in India are given in Tables 2.9.2.

**TABLE 2.9.2**  
**FTAs IN INDIA DURING 1981 TO 2009 FOR TOP 15 SOURCE**  
**COUNTRIES OF 2009**

Year	USA	UK	Bangladesh	Sri Lanka	Canada	France	Germany
	1	2	3	4	5	6	7
1981	82052	116684	192509	75842	25358	57272	55471
1982	86806	120772	205410	76143	25991	59267	50885
1983	95847	136823	213832	81716	29857	50158	52120
1984	95651	124205	247543	75449	25135	47148	48930
1985	95920	119544	272350	69063	29022	44091	45738
1986	125364	160685	204260	75631	39837	65948	64811
1987	134876	166590	185296	74351	37677	64432	72300
1988	122888	200509	200617	70640	37498	69799	77543

Year	USA	UK	Bangladesh	Sri Lanka	Canada	France	Germany
	1	2	3	4	5	6	7
1989	134314	229496	213451	67680	40306	78001	78812
1990	125303	235151	225566	68400	41046	79496	71374
1991	117332	212052	251260	70088	36142	69346	72019
1992	152288	244263	246589	71935	43386	74304	84422
1993	158159	274168	277565	76898	47800	70694	83340
1994	176482	300696	282271	89009	56441	73088	85352
1995	203343	334827	318474	114157	63821	82349	89040
1996	228829	360686	322355	107351	74031	93325	99853
1997	244239	370567	355371	122080	78570	91423	105979
1998	244687	376513	339757	118292	80111	97898	93993
1999	251926	345085	414359	120072	82892	85891	85033
2000	348292	432644	414437	129193	84013	100022	83881
2001	329147	405472	431312	112813	88600	102434	80011
2002	348182	387846	435867	108008	93598	78194	64891
2003	410803	430917	454611	109098	107671	97654	76868
2004	526120	555907	477446	128711	135884	131824	116679
2005	611165	651803	456371	136400	157643	152258	120243
2006	696739	734240	484401	154813	176567	175345	156808
2007	799062	796191	480240	204084	208214	204827	184195
2008	804933	776530	541884	218805	222364	207802	204344
2009	803021	748765	458063	240836	221448	195307	193557
CAGR (1981- 2009)(%)	8.5	6.9	3.1	4.2	8.0	4.5	4.6

CAGR: Compound Annual Growth Rate

**Table 2.9.2 continued...**

Year	Australia	Malaysia	Japan	Russian Fed.	China (Main)	Singapore	Nepal	Italy
	8	9	10	11	12	13	14	15
1981	20940	26458	29032	-	1371	17950	11851	28503
1982	23395	26552	29103	-	2107	19026	12115	29791
1983	23436	25796	26662	-	1716	21252	12001	27947
1984	24546	22993	29566	-	1386	19204	13401	23570
1985	22047	23265	30573	-	2247	18485	15883	23187
1986	33264	26209	36402	-	1533	24189	13957	38548
1987	32883	28480	46240	-	1705	26380	16965	41151
1988	31462	29635	49244	-	2099	27565	19715	47612
1989	30443	33120	58707	-	2727	29377	19116	50751
1990	30076	34278	59122	-	3089	32570	20614	49194

Year	Australia	Malaysia	Japan	Russian Fed.	China (Main)	Singapore	Nepal	Italy
	8	9	10	11	12	13	14	15
1991	22700	30617	46655	32432	3476	28363	21834	41129
1992	26646	35201	60137	39409	4778	35039	25244	51138
1993	28795	35334	49616	48644	5157	40223	28048	40315
1994	33142	40762	63398	49684	5833	44157	34732	43510
1995	36150	50039	76042	27145	5111	48632	34562	53015
1996	48755	53370	99018	22037	5613	47136	43426	49910
1997	50647	60401	99729	18243	7369	52004	43155	53854
1998	57807	47496	89565	29493	4312	54328	38199	54058
1999	73041	52613	73373	34620	6487	53310	25859	50677
2000	53995	60513	98159	34814	14420	46612	38801	50419
2001	52691	57869	80634	15154	13901	42824	41135	41351
2002	50743	63748	59709	18643	15422	44306	37136	37136
2003	58730	70750	77996	26948	21152	48368	42771	46908
2004	81608	84390	96851	47077	34100	60710	51534	65561
2005	96258	96276	103082	56446	44897	68666	77024	67642
2006	109867	107286	119292	62203	62330	82574	91552	79978
2007	135925	112741	145538	75543	88103	92908	83037	93540
2008	146209	115794	145352	91095	98093	97851	78133	85766
2009	148864	134340	124219	97705	96997	94754	87487	77995
CAGR (1981-2009)(%)	7.0	6.0	5.3	6.3*	16.4	6.1	7.4	3.7

CAGR: Compound Annual Growth Rate

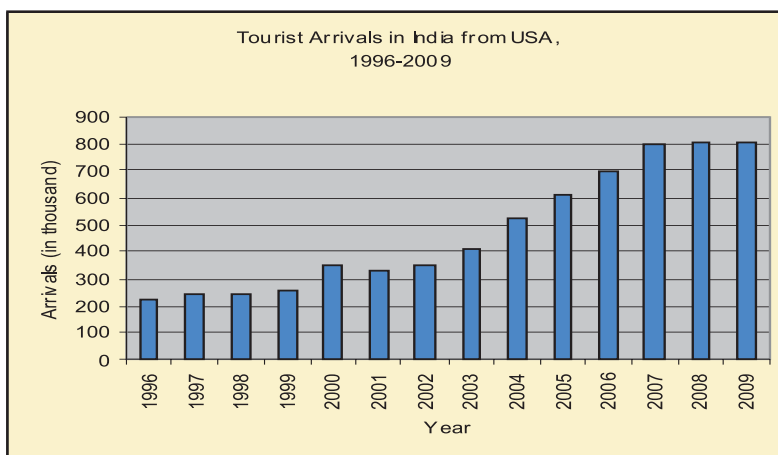
\* For Russian Fed. the CAGR is for the period from 1991 to 2009

Source: Bureau of Immigration, India

The details of FTAs from the top 15 source countries for 2009 are discussed in the following paragraphs.

## i. UNITED STATES OF AMERICA

As compared to the year 2008 the United States of America maintained its position as the largest market for India during 2009. The arrivals from USA grew from 82052 in 1981 to 803021 in 2009 at a CAGR of 8.5%. The share of USA in the total FTAs in India was about 15.72 % during 2009 as compared to 15.24% during 2008. The following graph shows the yearly trend in the tourist arrivals from USA during 1996-2009.



During 2009, 98.7% of the tourists from USA came by air, 0.4 % by land and 0.9% by sea. So far as port of disembarkation is concerned, 33.6% disembarked at Delhi airport followed by Mumbai airport (27.4%), Bangalore (9.6%), Chennai (8.6%), Kolkata (2.6%) and rest (18.2%) by other ports. From the arrivals from USA to India, while 56.5% were male and 43.5% were female. The dominant age-groups was 0-14 years (19.8%) followed by the age-group 45-54 years (18.5%) and 35-44 years (17.7%). The maximum tourists arrived in the quarter October to December (32.4%), followed by January-March (23.5%). The maximum tourist from USA during 2009 came to India for 'leisure, holidays & recreation' (46.7%) followed by 'visiting friends & relatives' (35.0%) and 'business & professionals' (14.8%).

## ii. UNITED KINGDOM

As compared to the year 2008 the United Kingdom retained its second position among tourist generating markets for India in the year 2009. The arrivals from UK grew from 116684 in 1981 to 748765 in 2009 at a CAGR of 6.9 %. The share of UK in the total tourist traffic to India was 14.66% during 2009 as compared to 14.70 % during 2008. The following graph showing tourist arrivals from UK during 1996-2009, reveals that while the growth in arrivals from 1996 to 2003 was very low, it has been substantial during 2003 to 2007. However, decline was observed for tourist arrivals in 2008 and 2009.



During 2009, majority of UK nationals came by air (97.9 %) followed by sea route (1.6%) and 0.5 % through land route. So far as port of disembarkation is concerned, maximum number (31.8%) disembarked at Mumbai airport followed by Delhi airport (31.6%), Bangalore airport (5.5%), Chennai airport (4.5 %) and Kolkata airport (2.0 %).

Of the total U.K. nationals who arrived in India, 56% were male and 44% were female. The most predominant age group was 45-54 years with 20.3 % of the tourists, followed by the age groups 55-64 years and 25-34 years with 18.8 % and 14.4 % tourists respectively. The maximum number of arrivals was recorded during the quarter January to March (34.5%), followed by October to December (31.0%) and these two quarters contributed 65.5 % of total tourist arrivals. The maximum tourists from UK during 2009 came to India for 'leisure, holidays & recreation' (58.6%) followed by 'visiting friends & relatives' (25%) and 'business & professionals' (12.9%).

### iii. BANGLADESH

Bangladesh continued to occupy the third position in terms of tourist arrivals in India with 8.97% share during 2009. The arrivals from Bangladesh grew from 458063 in 2009 from 192509 during 1981, with a CAGR of 3.1 %. The graph shows the yearly trend in the tourist arrivals from Bangladesh during 1996-2009.

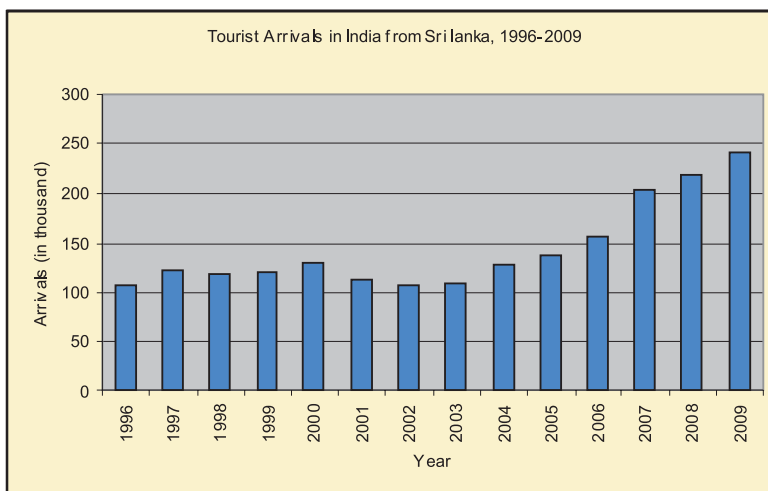
The most preferred mode of travel for nationals from Bangladesh in 2009 was land (85.5%), followed by air (14.5%). Among the airports most of the Bangladeshis disembarked at Kolkata airport. During 2009, out of total arrivals from Bangladesh, 70.1% were male and 29.9 % were female. The dominant age group was 35-44 years with 23.5 % tourists followed by the age group 25-34 years 20.9 %, 45-54 years 19.6 %, etc. Arrivals were maximum during the quarter April- June (27.7%) followed by the quarter July-September (25.6%). The maximum tourist from Bangladesh came to India during 2009 for 'leisure, holidays & recreation' (66.5%) followed by 'visiting friends & relatives' (7.1%) and 'Medical treatment' (5.8%).





#### iv. SRI LANKA

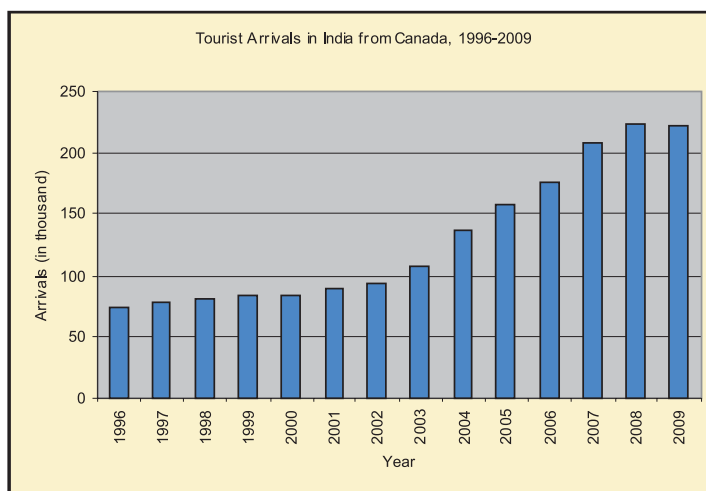
As compared to 2008, in 2009, Sri Lanka replaced Canada at the fourth position among the tourist generating countries for India and contributed 4.72% of the total tourist arrivals. Arrivals from Sri Lanka, which were 75842 in 1981, grew up to 240836 in 2009 at a CAGR of 4.2%. The following graph shows the yearly trend in the tourist arrivals from Sri Lanka during 1996-2009. While there is no uniform pattern in arrivals from Sri Lanka during 1996-2002, the arrivals have been continuously increasing since 2002.



The peak quarter of visit for Sri Lankan tourists during 2009 was July- September (29.4%), followed by October-December (26.5%). During 2009, majority of tourists (99.7%) traveled by air, and a minimal (0.2%) by land and sea (0.1%). As far as port of disembarkation is concerned, maximum disembarked at Chennai airport (74.9%), followed by Bangalore (5.3%), Delhi (4.2%) and Mumbai (2.9%). Out of the total Sri Lankan nationals who visited India during 2009, majority of them (59.4%) were male. The dominant age-group was 35-44 years (20.0%), followed by the age group 45-54 years (19.3%) and 25-34 years (17.1%). The maximum tourist from Sri Lanka came to India during 2009 for 'leisure, holidays & recreation' (61.8%) followed by 'business and professionals' (10.8%) and 'visiting friends & relatives' (8.2%).

#### v. CANADA

Canada slipped to the fifth position in 2009 from fourth position in 2008 among the tourist generating countries for India. The arrivals from Canada have risen to 221448 in 2009 from 25358 in 1981 at a CAGR of 8.0%. The share of Canada in the total foreign tourist traffic in India was 4.4 % during 2009, which was 4.2% during 2008. The following graph on tourist arrivals from Canada during 1996-2009, shows that the growth in recent years has been much higher as compared to the period 1996-2002 except the year 2009.



Among 221448 Canadians who visited India during 2009, 98.6% traveled by air and 0.8% by sea and 0.6% by land. As far as port of disembarkation is concerned, 52.1% disembarked at Delhi airport, followed by 19.8% at Mumbai, 6.2% at Chennai, 4.3% at Bangalore and 1.3% at Kolkata airport. Of the total arrivals, while 54.5% were male, 45.5% were female. The predominant age-group was 35-44 (17.7%) followed by the age group 45-54 years (17.2%) and 0-14 years (15.7%) respectively. The quarter October-December accounted for 37.3% of the arrivals, followed by the quarter January- March with 30.7 % during the year 2009. The maximum tourists from Canada came to India during 2009 for 'leisure, holidays & recreation' (47.3%) followed by 'visiting friends & relatives' (40.2%) and 'business and professionals' (8.4%).

#### vi. FRANCE

France was the sixth among tourist generating countries for India, and contributed 3.82% of the total arrivals in India during 2009. In 2008 also France occupied the same position among tourist generating countries for India. The arrivals grew from 57272 in 1981 to 195307 in 2009 at a CAGR of 4.5 %. The following graph shows that there has been an increasing trend in tourist arrivals from France from 2002, except for the year 2009.

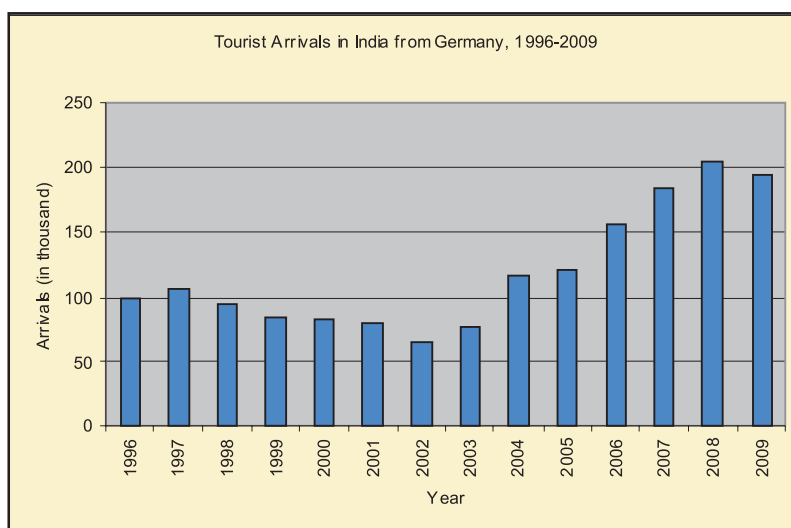


During 2009, majority (98.3%) of the arrivals from France came to India by air, 1.1% by land route and rest by sea route. As far as port of disembarkation is concerned, disembarkations at Delhi airport (46.6%) were the highest, followed by Chennai (21.2%), and Mumbai (17.2%). Of the total French arrivals, 55.2% were male and 44.8% were female. The age group 45-54 years accounted for maximum arrivals (18.9%) followed by age group 55-64 years (18.6%), and age groups 25-34 years (18.6%). During 2009, the quarters January-March and October- December were the most popular for the French tourists, accounting for 29.5% and 27.5% tourists respectively. The maximum tourists from France came to India during 2009 for 'leisure, holidays & recreation' (69.8%) followed by 'business and professionals' (15.7%) and 'visiting friends & relatives' (10.5%).

## vii. GERMANY

During 2009, Germany was at the seventh position among the tourist generating countries for India and contributed 3.80% of the total FTAs in India. In 2008 also Germany occupied the same position among tourist generating countries for India. The arrivals from Germany grew from 55471 in 1981 to 193557 in 2009 at a CAGR of 4.6%. The following graph shows that while the tourist arrivals from Germany had declined during 1997-2002, continuous increase was observed during 2005 to 2008 followed by a decline in 2009.

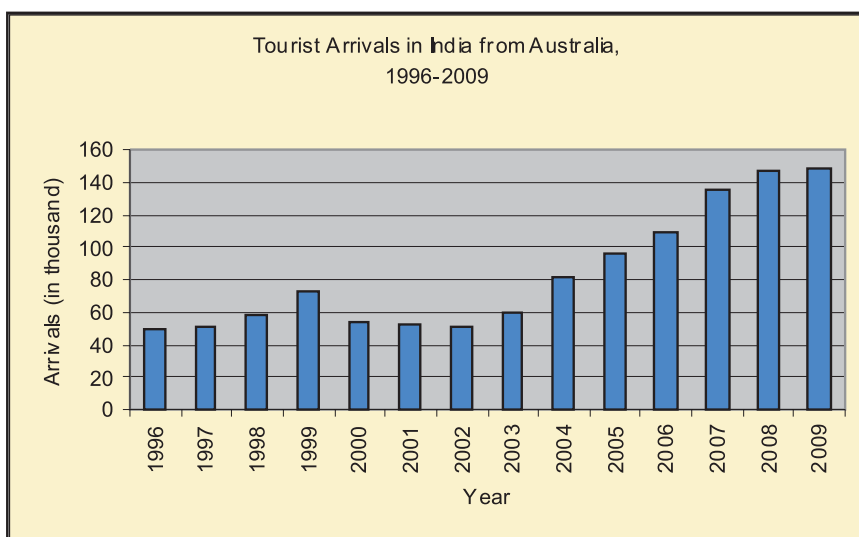
The most preferred mode of travel to India by the German tourists during 2009 was air (96.1 %), followed by sea (3.0%), and land (0.9%). As far as port of disembarkation is concerned, 40.4 % disembarked at Delhi airport, followed by Mumbai (23.0%), Bangalore (9.3%), Chennai (8.5 %) and Kolkata (3.3 %). Of the total German arrivals in India during 2009, 63.1 % were male and 36.9 % were female.



The age group 45-54 years dominated the arrivals (25.1%), followed by 35-44 years (21.8%). The peak quarter of arrivals of German during 2009 was October-December (34.3%) followed by January-March (30.5%). During 2009, the maximum tourist from Germany came to India for 'leisure, holidays & recreation' (58.2%) followed by 'business and professionals' (26.1%) and 'visiting friends & relatives' (10%).

#### viii. AUSTRALIA

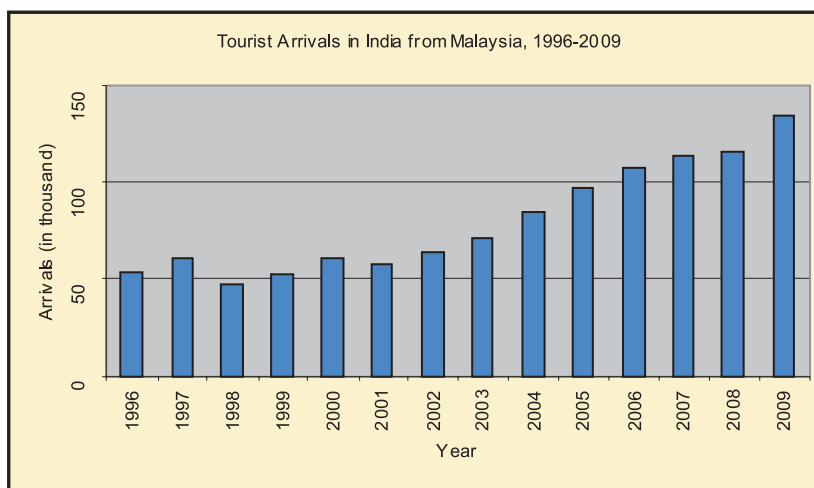
During 2009, Australia occupied the eighth position, among tourist generating markets for India, with a share of 2.92% of arrivals. The tourist traffic from Australia during 1981 was 20940 which increased to 148846 in 2009, showing a CAGR of 7.3%. The following graph shows that the tourist arrivals from Australia had increased from 1996 to 1999, followed by a declining trend upto 2002, and increasing trend again thereafter.



Air was the predominant mode of travel for Australian tourists accounting for 95.4% of the total arrivals followed by sea (3.6%) and land (1%) during 2009. As far as port of disembarkation is concerned, the maximum tourists disembarked at Delhi airport (35.7%) followed by Mumbai (25.2%), Chennai (11.2%) and Bangalore (9.4%). During 2009, majority of the tourists (58.4%) from Australia were male. The age group 35-44 years with 19.8% of tourists dominated the arrivals, followed by 45-54 years (19.7%). The peak quarter of visit for Australians during 2009 was October- December (39.4%) followed by the quarter January-March (23.4%). During 2009, the maximum tourist from Australia came to India for 'leisure, holidays & recreation' (49.8%) followed by 'visiting friends & relatives' (26.8%) and 'business and professionals' (16.8 %).

## ix. MALAYSIA

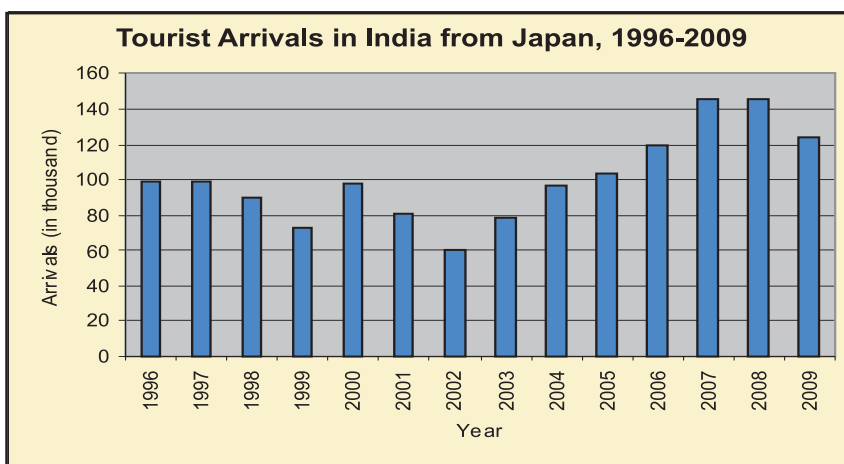
Malaysia occupied the ninth rank among tourist generating countries for India with a share of 2.62% during 2009. During 2008 it had occupied 10<sup>th</sup> position among tourist generating countries for India. The tourist traffic from Malaysia increased from 26458 in 1981 to 134340 in 2009, with a CAGR of 6.0 %. The following graph shows that the tourist arrivals from Malaysia have been steadily growing since 2001. It may be seen that Malaysia is one of the few countries which showed an increase in FTAs in India during 2009.



Air was the predominant mode of travel for Malaysian tourists accounting for 99.6% arrivals during 2009. As far as port of disembarkation is concerned, the maximum number of Malaysian tourists disembarked at Chennai airport (35.6%), followed by Delhi (12.9%), Mumbai (8.5%) and Bangalore (8.0%). During 2009, 58.4% of FTAs from Malaysia in India were male. The dominant age-group of the arrivals were 45-54 years with 21.6 % of tourist followed by 35-44 years (21.5%) and 25-34 years (16.0%) The peak quarter of visit for Malaysians during 2009 was October-December (37.1%) followed by January- March (23.4%). During 2009, the maximum tourists from Malaysia came to India for 'leisure, holidays & recreation' (55.6%) followed by 'visiting friends & relatives' (19.2%) and 'business and professionals' (13.1%).

## x. JAPAN

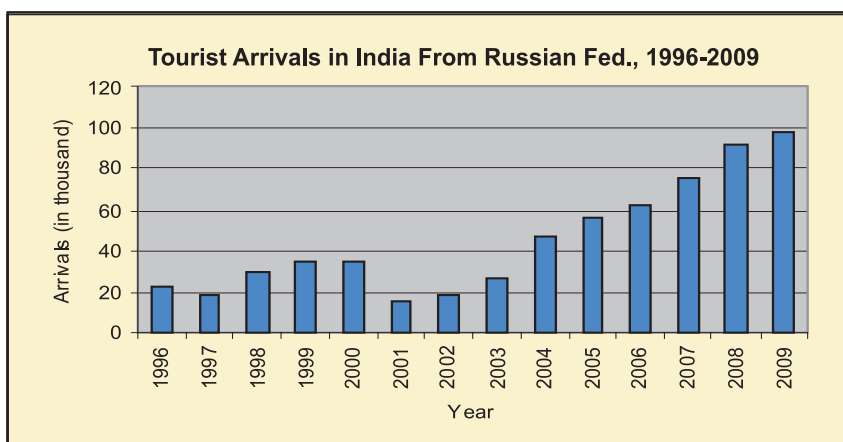
Japan is one of the most important tourist generating markets for India in the East, and it contributed 2.43% to the total FTAs in India during 2009. During 2009, Japan occupied tenth position among tourist generating countries of the world. The arrivals from Japan grew from 29032 in 1981 to 124219 in 2009 at a CAGR of 5.3%. The following graph shows the tourist arrivals from Japan during 1996-2009.



During the year 2009, 97.7% of tourists from Japan visited India by air, 1.7% by land routes and 0.6 % by sea routes. As far as port of disembarkation is concerned, 59.9% disembarked at Delhi airport followed by Mumbai (13.9%), Bangalore (8.1%) and Chennai (7.9%). Of the total Japanese nationals who arrived in India, majority (70.2%) were male. The dominant age-group of Japanese tourists was 35-44 years contributing about 24.2% of tourist arrivals followed by the age group 45-54 years (22.3%) and 25-34 years (20.6%). The maximum number of tourists arrived in the quarter October-December (29.5%), followed by July-September (28.1%). During 2009, the maximum tourists from Japan came to India for 'leisure, holidays & recreation' (55.8%) followed by 'business and professionals' (36.4%) and 'visiting friends & relatives' (3.4%).

#### **xi. RUSSIAN FED.**

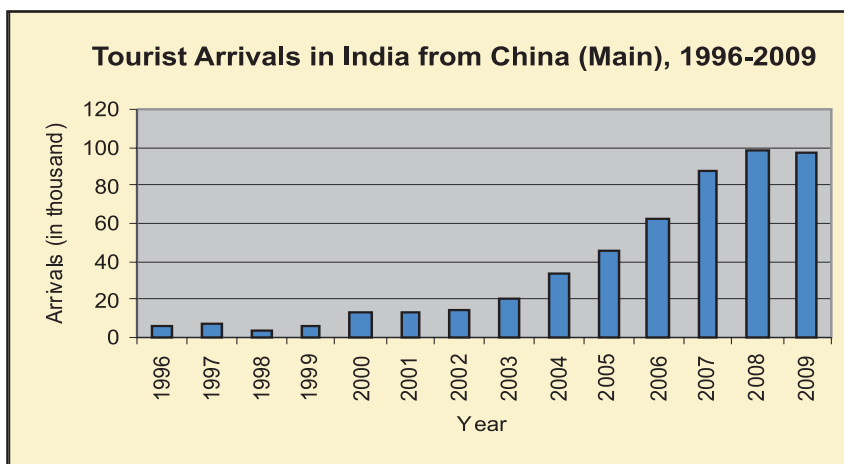
Russia occupied thirteenth position in terms of tourist arrivals in India with 1.9% share during 2009. It has got a place among the top 15 source markets for the first time in 2008. The traffic from Russia was 32432 in 1991. However, it was 97705 in 2009 showing a CAGR of. 6.3% since 1991. The following graph exhibits the tourist arrivals from Russia during 1996-2009. From 2001 onwards, an increasing trend has been observed in FTAs from Russia.



The predominant mode of travel for Russians was air accounting for 98.6% of tourists, followed by sea (0.8%) and land (0.6%). Of the total arrivals from Russia during 2009, majority (53.5%) were female. The dominant age group was 25-34 years, accounting for 33.5% of tourists followed by 35-44 years age-group (22.5%). The peak quarter for tourist from Russia during 2009 was October-December (42.8%) followed by January-March (40.0%). During 2009, the maximum tourists from Russia came to India for 'leisure, holidays & recreation' (69.2%) followed by 'business and professionals' (7.6%) and 'visiting friends & relatives' (6.2%).

## xii. CHINA (MAIN)

In 2009, China (Main) was at the twelfth position among the tourist generating markets for India, with 1.90% share in total arrivals. The arrivals from China (Main) were merely 1371 in 1981 but have grown to 96997 in 2009 at a CAGR of 16.4 %. The graph shows the trend in the tourist arrivals from China (Main) from 1996 to 2009. It can be seen that till 2000 there was no pattern in arrivals from China (Main), however henceforth it was showing an increasing trend, except in 2009.



Air was the predominant mode of travel from China (Main) during 2009 (98.8%), followed by land route (0.8%) and sea route (0.4%). Maximum tourists disembarked at Delhi airport (40.8%), followed by Mumbai (27.4%), Kolkata (14.4%) and Bangalore (7.0%). The peak quarter for arrivals from China (Main) in 2009 was October-December (29.2%), followed by January- March (24.2%). Of the total arrivals from China (Main) during 2009, majority were male (72.6%). The dominant age group in 2009 was 25-34 years contributing about 37.8% of tourists followed by the age-group 35-44 years (29.8%). During 2009, the maximum tourist from China (Main) came to India for 'business and professionals' (50.4%) followed by 'leisure, holidays & recreation' (41.5%) and 'visiting friends & relatives' (4.1%).

## xiii. SINGAPORE

Singapore occupied the thirteenth position in terms of tourist arrivals in India during 2009 with a share of 1.85%. The arrivals from Singapore grew from 17950 in 1981 to 94754 in 2009 at a CAGR of 6.1 %. The graph shows tourist arrival trend from Singapore from 1996 to

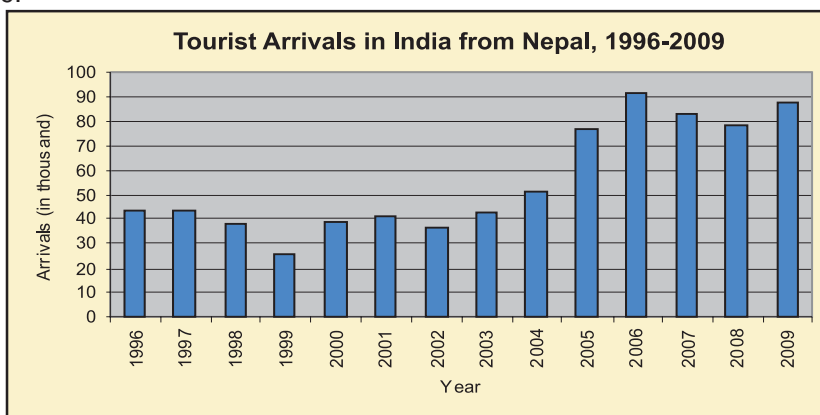
2009. It can be seen that FTAs from Singapore had increased from 2002 onwards, except in 2009.

The predominant mode of travel for tourists from Singapore was air, with 99.6% arrivals followed by land and sea routes with (0.2%) each. Maximum tourists disembarked at Chennai airport (34.6%) followed by Delhi (19.6%), Mumbai (18.3%) and Bangalore (10.7%). Of the total arrivals from Singapore during 2009, majority (60.6%) were male. The age-group which dominated the arrivals during 2009 was 45-54 years, accounting for (25.7%) of arrivals, followed by the age-group 35-44 years (25.1%). The peak quarter of arrivals from Singapore during 2009, was October- December (35.2%) followed by April-June (22.6%). During 2009, the maximum tourists from Singapore came to India for 'leisure, holidays & recreation' (48.5%) followed by 'visiting friends & relatives' (24.0%) and 'business and professionals' (22.7%).



#### xiv NEPAL

Nepal occupied the fourteenth position in terms of FTAs in India with 1.71 % share in total arrivals during 2009. The arrivals from Nepal grew from 11851 in 1981 to 87487 in 2009 at a CAGR of 7.4 %. The following graph shows the tourist arrivals from Nepal during 1996 to 2009. It can be seen that there is no consistent trend in arrivals from Nepal during the years 1996-2009.





The predominant mode of travel for Nepalese tourists was air which accounted for 98.9% followed by land route (1.1%). During 2009, the maximum tourists disembarked at Delhi airport (84.4%), followed by Kolkata (5.6%), Mumbai (5.1%), Bangalore (1.0%) and Chennai (0.8%). During 2009, majority of the arrivals (69.8%) were male. The age-group which dominated the arrivals during 2009 was 25-34 years (24.4%), followed by the age-group 35-44 years (20.5%). The peak quarter for arrivals was January- March (27.1%) followed by October-December with 25.2% arrivals. During 2009, the maximum tourist from Nepal came to India for 'leisure, holidays & recreation' (79.1%) followed by 'business and professionals' (7.4%) and 'visiting friends & relatives' (3.9%).

#### xv. ITALY

Italy occupied the fifteenth position in terms of FTAs in India with 1.53% share in total arrivals during 2009. The arrivals from Italy grew from 28503 in 1981 to 77995 in 2009 at a CAGR of 3.7%. The following graph shows the tourist arrivals trends from Italy during 1996 to 2009.



The predominant mode of travel for Italian tourists was air which accounted for 98.7% followed by land route (0.8%) and sea route (0.5%). During 2009, the maximum tourists disembarked at Delhi airport (48.6%), followed by Mumbai (21.6%), Chennai (10.4%) and Bangalore (8.2%). During 2009, majority of the FTAs from Italy (63.1%) were male. The age-group which dominated the arrivals during 2009 was 35-44 years (25.8%), followed by the age-group 45-54 years (23.9%). The peak quarter for arrivals was October-December with a share of 32.6%, followed by the quarter January-March with 26.7% arrivals. During 2009, the maximum tourists from Italy came to India for 'leisure, holidays & recreation' (65.8%) followed by 'business and professionals' (23.9%) and 'visiting friends & relatives' (5.8%).

## 2.10 FOREIGN EXCHANGE EARNINGS FROM TOURISM IN INDIA

Tourism is one of the important sectors in India for foreign exchange earnings (FEE). As per the monthly estimates prepared by Ministry of Tourism, FEE from tourism in India in 2009 were Rs.54960 crore as compared to Rs.50730 in 2008 registering a growth of 8.3 % in 2009 over 2008. In US \$ term, FEE from tourism in 2009 were US \$ 11.39 billion as compared to US\$ 11.75 billion in 2008 with a negative growth rate of 3.0 %. The decline in growth rate in FEE from tourism in 2009 over 2008 is mainly due to decline in FTAs due to global financial crisis, terrorist activities, etc. The FEE from tourism in India, in INR terms and US\$ terms, during 1991-2009 are given in Table 2.10.1.

**TABLE 2.10.1**  
**FEE FROM TOURISM IN INDIA DURING 1991-2009**

Year	FEE in INR terms		FEE in US\$ terms	
	Rs. Crores	% 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#	50730	14.4	11747	9.5
2009#	54960	8.3	11394	-3.0

# Advance Estimates

The month-wise FEE from tourism in India and corresponding percentage change over previous years during 2007-2009 in INR terms and US\$ terms are given in Tables 2.10.2 and 2.10.3.

**TABLE 2.10.2**  
**MONTH-WISE FEE FROM TOURISM(RS. CRORE) IN INDIA**  
**DURING 2007- 2009**

Month	FEE from tourism (Rs. Crores)			Percentage Change	
	2007	2008#	2009#	2008/07	2009/08
January	4698	5438	4598	15.8	-15.4
February	4401	5182	4547	17.7	-12.3
March	4144	5035	4437	21.5	-11.9
April	3218	3773	4061	17.2	7.6
May	2543	2988	3249	17.5	8.7
June	2849	3409	3801	19.7	11.5
July	3436	3870	4983	12.6	28.8
August	3080	3626	4115	17.7	13.5
September	2594	3143	3798	21.2	20.8
October	3785	4248	4806	12.2	13.1
November	4533	4935	5523	8.9	11.9
December	5079	5083	7042	0.1	38.5
Total	44360	50730	54960	14.4	8.3

# Advance Estimates

**TABLE 2.10.3**  
**MONTH-WISE FEE FROM TOURISM (MILLION US\$) IN INDIA**  
**DURING 2007 -2009**

Month	FEE from tourism (in US\$ Million)			Percentage Change	
	2007	2008#	2009#	2008/07	2009/08
January	1064	1382	941	29.9	-31.9
February	996	1305	923	31.0	-29.3
March	938	1248	867	33.0	-30.5
April	780	943	811	20.9	-14.0
May	617	711	669	15.2	-5.9
June	691	796	796	15.2	0.0
July	848	904	1028	6.6	13.7
August	760	845	851	11.2	0.7
September	640	689	785	7.7	13.9
October	959	873	1028	-9.0	17.8
November	1149	1005	1185	-12.5	17.9
December	1287	1046	1510	-18.7	44.4
Total	10729	11747	11394	9.5	-3.0

# Advance Estimates

# 3 CHAPTER



## World Tourism Scenario and India's Position in World

# WORLD TOURISM SCENARIO AND INDIA'S POSITION IN WORLD

## 3.1 WORLD TOURISM TRAFFIC

International tourist arrivals worldwide registered a negative growth of 4.2 % during the year 2009 as compared to 2.0 % growth during 2008 over 2007. The international tourist arrivals during 2009, 2008 and 2007 were 880 million, 919 million and 901 million respectively. France occupied the top position in terms of arrivals in 2009, followed by USA, Spain, China, Italy, UK, Turkey, Germany, Malaysia and Mexico. These top 10 countries accounted for 45.3 % share of international tourist arrivals in 2009. As regards the continents, the highest tourist arrivals were in Europe, which attracted 460.0 million tourists in 2009, with a negative growth of 5.7 % over 2008, followed by Asia & the Pacific with 181.6 million tourists with 1.3 % negative growth over 2008 and Americas with 140.1 million tourists with negative growth of 4.6% over 2008. Africa registered a growth of 2.9 % in 2009 over 2008 with arrival figures of 45.6 million tourists. In fact, in all these regions except the Africa, negative growth was registered during the year 2009 over 2008. Table 3.1.1 gives the summary of international tourist arrivals in different regions of the world from 2002 to 2009.

**TABLE 3.1.1**

### INTERNATIONAL TOURIST ARRIVALS WORLDWIDE AND BY REGIONS, 2002 and 2005 to 2009

(Arrivals in million)						
Region	2002	2005	2006	2007	2008	2009*
<b>World</b>						
Arrivals	703.2	802.0	846.0	901.0	919.0	880.0
% Annual Change	2.9	5.4	5.4	6.4	2.0	-4.2
<b>Africa</b>						
Arrivals	29.8	35.8	39.6	43.2	44.3	45.6
% Annual Change	3.4	4.7	10.6	9.1	2.4	2.9
% Share in world	4.2	4.5	4.7	4.8	4.8	5.2
<b>Americas</b>						
Arrivals	116.7	133.3	135.8	142.9	146.9	140.1
% Annual Change	-5.4	5.8	1.9	5.2	2.8	-4.6
% Share in world	16.6	16.6	16.0	15.9	16.0	15.9
<b>Asia &amp; the Pacific</b>						
Arrivals	123.4	153.6	166.0	182.0	184.0	181.6
% Annual Change	7.7	7.1	8.1	9.6	1.1	-1.3
% Share in world	17.5	19.2	19.7	20.2	20.0	20.6

Region	2002	2005	2006	2007	2008	2009*
<b>Europe</b>						
Arrivals	404.9	441.0	463.9	485.4	487.6	460.0
% Annual Change	2.9	4.4	5.2	4.6	0.5	-5.7
% Share in world	57.6	55.0	54.8	53.9	53.1	52.2
<b>Middle East</b>						
Arrivals	28.4	37.8	40.9	46.9	56.0	53.2
% Annual Change	16.0	5.3	8.2	14.7	19.3	-4.9
% Share in world	4.0	4.7	4.8	5.2	6.1	6.0
<b>India</b>						
Arrivals	2.38	3.92	4.45	5.08	5.28	5.11
% Annual Change	-6.0	13.3	13.5	14.3	4.0	-3.3
% Share in world	0.34	0.49	0.53	0.56	0.57	0.58

\* Provisional

Source: United Nations World Tourism Organization (UNWTO)

International tourist arrivals in the world and India's share as well as rank, during the years 1996-2009, are given in Table 3.1.2. India's rank in international tourist arrivals in 1998 was 47, rose to 41 in 2009. However, during last 3 years there is no change in India's rank. India's share in international tourist arrivals, increased from 0.40% in 1996, to 0.58% in 2009. During last 3 years there is slight improvement in percentage share of India in world.

**TABLE 3.1.2**  
**INTERNATIONAL TOURIST ARRIVALS IN WORLD AND INDIA,**  
**1996-2009**

Year	World		India @		Percentage Share of India	Rank of India
	Number (in million)	% Change	Number (in million)	% Change		
1996	569.2	6.2	2.29	7.7	0.40	—
1997	593.0	4.2	2.37	3.8	0.40	—
1998	611.0	3.0	2.36	-0.7	0.39	47 <sup>th</sup>
1999	633.8	3.7	2.48	5.2	0.39	46 <sup>th</sup>
2000	682.0	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	802.0	5.4	3.92	13.3	0.49	43 <sup>rd</sup>
2006	846.0	5.4	4.45	13.5	0.53	44 <sup>th</sup>
2007	901.0	6.4	5.08	14.3	0.56	41 <sup>st</sup>
2008	919.0	2.0	5.28	4.0	0.57	41 <sup>st</sup>
2009*	880.0	-4.2	5.11	-3.3	0.58	41 <sup>st</sup>

\* Provisional, @For India figures are for Foreign Tourist Arrivals only

Source: World Tourism Organization and Bureau of Immigration, India

Table 3.1.3 provides the name of countries with tourist arrivals and ranks which are above India in terms of tourist arrivals and rank during 2007, 2008 and 2009. It is clear from this table that the top 6 countries have maintained their respective ranks during 2008 and 2009. Some countries like Turkey, Germany, Malaysia, Austria, Thailand, Portugal, Egypt, Croatia, Hungary, Morocco, Ireland, Korea Rep. of Singapore, Belgium, UAE, Indonesia, Syria Arab Rep. etc. have marginally improved their ranks in international tourist arrivals during 2009 as compared to 2008. However, countries like Ukraine, Poland, Saudi Arabia, South Africa, Japan, Czech Rep., Bulgaria, Australia, have shown decline in their ranks during 2009 as compared to 2008.

All other countries like Mexico, Russian Fed., Hong Kong (China), Canada, Greece, Macao(China), Netherlands, Switzerland, Tunisia and India are retaining the same ranks in 2009 as compare to 2008.

**TABLE 3.1.3**  
**COUNTRIES WHICH ARE ABOVE INDIA IN TERMS OF**  
**TOURIST ARRIVALS, 2007-2009**

(Tourist Arrivals in Million)

2007			2008			2009*		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
1	France	80.9	1	France	79.2	1	France	74.2
2	Spain	58.7	2	USA	57.9	2	USA	54.9
3	USA	56.0	3	Spain	57.2	3	Spain	52.2
4	China	54.7	4	China	53.0	4	China	50.9
5	Italy	43.7	5	Italy	42.7	5	Italy	43.2
6	UK	30.9	6	UK	30.1	6	UK	28.0
7	Germany	24.4	7	Ukraine	25.4	7	Turkey	25.5
8	Ukraine	23.1	8	Turkey	25.0	8	Germany	24.2
9	Turkey	22.2	9	Germany	24.9	9	Malaysia	23.6
10	Mexico	21.4	10	Mexico	22.6	10	Mexico	21.5
11	Malaysia	21.0	11	Malaysia	22.1	11	Austria	21.4
12	Austria	20.8	12	Austria	21.9	12	Ukraine	20.7
13	Russian Fed.	20.6	13	Russian Fed.	21.6	13	Russian Fed.	19.4
14	Canada	17.9	14	Hong Kong(China)	17.3	14	Hong Kong (China)	16.9
15	Hong Kong (China)	17.2	15	Canada	17.1	15	Canada	15.8
16	Greece	16.2	16	Greece	15.9	16	Greece	14.9
17	Poland	15.0	17	Saudi Arabia	14.8	17	Thailand	14.1
18	Thailand	14.5	18	Thailand	14.6	18	Portugal	-
19	Macao (China)	12.9	19	Poland	13.0	19	Egypt	11.9
20	Portugal	12.3	20	Portugal	-	20	Poland	11.9
21	Saudi Arabia	11.5	21	Egypt	12.3	21	Saudi Arabia	10.9
22	Netherlands	11.0	22	Macao (China)	10.6	22	Macao (China)	10.4
23	Egypt	10.6	23	Netherlands	10.1	23	Netherlands	9.9
24	Croatia	9.3	24	South Africa	9.6	24	Croatia	9.3
25	South Africa	9.1	25	Croatia	9.4	25	Hungary	9.1
26	Hungary	8.6	26	Hungary	8.8	26	Morocco	8.3
27	Switzerland	8.4	27	Switzerland	8.6	27	Switzerland	8.3
28	Japan	8.3	28	Japan	8.4	28	Ireland	-
29	Ireland	8.3	29	Ireland	8.0	29	Korea Rep of.	7.8
30	Singapore	8.0	30	Morocco	7.9	30	Singapore	7.5
31	Morocco	7.4	31	Singapore	7.8	31	Belgium	6.8
32	UAE	-	32	Belgium	7.2	32	UAE	—

2007			2008			2009*		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
33	Belgium	7.0	33	UAE	-	33	South Africa	7.0
34	Tunisia	6.8	34	Tunisia	7.0	34	Tunisia	6.9
35	Czech Rep.	6.7	35	Korea Rep of.	6.9	35	Japan	6.8
36	Korea Rep of.	6.4	36	Czech Rep.	6.6	36	Indonesia	6.3
37	Australia	5.6	37	Indonesia	6.2	37	Syria Arab Rep.	6.1
38	Indonesia	5.5	38	Bulgaria	5.8	38	Czech Rep.	6.1
39	Sweden	5.2	39	Australia	5.6	39	Bulgaria	5.7
40	Bulgaria	5.2	40	Syrian Arab Rep	5.4	40	Australia	5.6
41	India	5.1	41	India	5.3	41	India	5.1

Source: World Tourism Organization (UNWTO Barometer, June 2010)

— Not Available

\* Provisional.

### 3.2 OUTBOUND TOURISM

Table 3.2.1 gives the summary of number of Outbound Departures and the percentage share of India in outbound departures for some countries of the world for the year 2007 and 2008. As regards the share of India in the outbound tourist traffic of the countries presented in this table, it was high for the neighboring countries, namely Bangladesh (61.9%), Sri Lanka (22.7%), Nepal (13.9%) and Mauritius (8.7%). Except for Australia (2.5%), New Zealand (1.5%), Singapore (1.4%), USA (1.3%), UK (1.1%) and Israel (1.0%), it was less than 1% for other countries. A comparison of figures in this table clearly shows that even in countries from where the growth in FTAs to India in 2008 over 2007 is very high, India's share generally quite low. Therefore, there is ample scope for attracting more tourists from these countries. The corresponding figures for 2009 are not yet available.

**TABLE 3.2.1**  
**NUMBER OF OUTBOUND TOURISTS OF SOME SELECTED COUNTRIES OF THE**  
**WORLD AND PERCENTAGE SHARE OF INDIAN, 2007 AND 2008**

S. No.	Country	No. of Outbound Departures (in thousand)			FTAs in India (in thousand)			India's % Share in Outbound Departures	
		2007	2008	% Growth (2008/ 2007)	2007	2008	% Growth (2008/ 2007)	2007	2008
1	USA	64028	63684	-0.54	799	805	0.7	1.2	1.3
2	UK	69450	69011	-0.63	796	777	-2.5	1.1	1.1
3	Bangladesh	2327	875	-62.40	480	542	12.8	20.6	61.9
4	Canada	25163	27037	7.45	208	222	6.8	0.8	0.8
5	France	25139	23347	-7.13	205	208	1.5	0.8	0.9
6	Sri Lanka	862	966	12.06	204	219	7.2	23.7	22.7
7	Germany	70400	73000	3.69	184	204	10.9	0.3	0.3
8	Japan	17295	15987	-7.56	146	145	-0.1	0.8	0.9
9	Australia	5462	5808	6.33	136	146	7.6	2.5	2.5
11	Italy	27734	28284	1.98	94	86	-8.3	0.3	0.3
12	Singapore	6024	6828	13.35	93	98	5.3	1.5	1.4
13	China(Main)	40954	45844	11.94	88	98	11.3	0.2	0.2
14	Korea Rep.	13325	11996	-9.97	85	80	-5.7	0.6	0.7
15	Nepal	469	561	19.62	83	78	-5.9	17.7	13.9



S. No.	Country	No. of Outbound Departures (in thousand)			FTAs in India (in thousand)			India's % Share in Outbound Departures	
		2007	2008	% Growth (2008/2007)	2007	2008	% Growth (2008/2007)	2007	2008
16	Russian Fed.	34285	36538	6.57	76	91	20.6	0.2	0.2
17	Netherlands	17556	18458	5.14	67	72	6.2	0.4	0.4
18	Spain	11276	11229	-0.42	63	63	-1.3	0.6	0.6
19	Thailand	4018	4038	0.50	50	58	16.0	1.2	1.4
20	Israel	4147	4207	1.45	48	43	-10.2	1.1	1.0
21	Sweden	12692	13290	4.71	47	59	25.2	0.4	0.4
22	South Africa	4433	4429	-0.09	46	42	-8.0	1.0	1.0
23	Finland	5749	5854	1.83	34	29	-15.0	0.6	0.5
24	Belgium	8371	8887	6.16	34	36	6.1	0.4	0.4
25	Denmark	6564	6347	-3.31	28	34	20.8	0.4	0.5
26	New Zealand	1978	1965	-0.66	27	29	6.4	1.4	1.5
27	Austria	9876	9677	-2.01	27	26	-3.0	0.3	0.3
28	Mauritius	213	226	6.10	22	20	-8.4	10.1	8.7
29	Poland	47561	50243	5.64	20	24	16.6	neg	neg
30	Norway	3395	NA	NA	19	22	14.8	0.6	NA
31	Ireland	7713	NA	NA	18	19	3.0	0.2	NA
32	Indonesia	5158	5486	6.36	18	20	10.1	0.3	0.4
33	Saudi Arabia	4126	4087	-0.95	16	17	3.9	0.4	0.4
34	Portugal	20989	NA	NA	16	15	-2.2	0.1	NA
35	Philippines	3066	NA	NA	16	17	10.6	0.5	NA
36	Turkey	8938	9873	10.46	11	11	-2.5	0.1	0.1
37	Brazil	4823	4936	2.34	11	12	6.9	0.2	0.2
38	Mexico	15083	14450	-4.20	8	9	11.7	0.1	0.1
39	Egypt	NA	NA	NA	6	5	-15.8	NA	NA
40	Kazakhstan	4544	5243	15.38	5	8	46.7	0.1	0.1
41	Argentina	4167	4611	10.66	5	5	1.9	0.1	0.1
42	Jordan	2094	2288	9.26	5	4	-8.4	0.2	0.2
43	Kuwait	2649	NA	NA	4	5	28.4	0.2	NA
44	Syria Arab Republic	4196	5253	25.19	3	3	-1.5	0.1	0.1
45	Colombia	2041	2042	0.05	3	3	-4.5	0.1	0.1
46	Uzbekistan	1248	1150	-7.85	3	3	7.6	0.2	0.2
47	Chile	3234	3061	-5.35	2	3	16.7	0.1	0.1
48	Uganda	272	337	23.90	2	2	9.7	0.8	0.7
49	Venezuela	1410	1745	23.76	2	2	9.1	0.1	0.1
50	Malta	280	299	6.79	1	1	-55.3	0.5	0.2
51	Cambodia	996	786	-21.08	1	2	11.4	0.1	0.2
52	Morocco	2669	3058	14.57	1	1	-11.2	0.1	0.0
53	Peru	1966	1971	0.25	1	1	17.5	0.1	0.1
54	Tunisia	2743	3118	13.67	1	1	9.6	0.0	0.0
55	Swaziland	1130	1177	4.16	1	0	-60.8	0.1	0.0
56	El Salvador	1012	NA	NA	0	0	-1.9	neg	0.0

Source: For Cols 3 and 4, UNWTO's Compendium of Tourism Statistics 2010 Edition  
For Cols 6 and 7, Bureau of Immigration, India

### 3.3 INTERNATIONAL TOURISM RECEIPTS

As per UNWTO estimates, worldwide receipts from international tourism were US\$ 852 billion in 2009 down from US\$ 942 billion in 2008. All regions suffered a drop in receipts in real terms (and also in arrivals, with the exception of Africa), albeit with varying rates of decline. The brunt of the losses were born by the Americas (-10%), with US \$22 billion less than in the previous year, and Europe (-7%), where receipts declined by around US \$ 60 billion (26 billion euro). Asia and the Pacific (-1%), the Middle East and Africa (both -4%) did comparatively

better than the world average (-9.5%). In the case of Asia and the Pacific, the decline followed a series of five very strong years.

Table 3.3.1 gives the year-wise receipts from international tourism by regions over the years 2002- 2009. Europe accounts for about 48.5 % of the world's total receipts from international tourism followed by Asia Pacific region (23.8%), Americas (19.4%), Middle East (4.9%) and Africa (3.4%).

**TABLE 3.3.1**  
**INTERNATIONAL TOURISM RECEIPTS WORLDWIDE AND BY REGIONS,**  
**2005 AND 2007-2009**

(Receipts in Billion US\$)

Region	2005	2007	2008	2009
<b>World</b>				
Receipts	679.0	857.0	942.0	852.0
% Annual Change	7.3	15.3	9.8	-9.5
<b>Africa</b>				
Receipts	22.0	29.5	30.0	28.7
% Annual Change	14.1	16.9	1.8	-4.3
% Share in World	3.2	3.4	3.2	3.4
<b>Americas</b>				
Receipts	145.0	171.1	187.6	165.2
% Annual Change	9.9	10.9	9.6	-11.9
% Share in World	21.4	20	19.9	19.4
<b>Asia &amp; the Pacific</b>				
Receipts	135.7	186.3	208.9	203.2
% Annual Change	8.8	19.2	12.1	-2.7
% Share in World	19.9	21.8	22.2	23.8
<b>Europe</b>				
Receipts	349.3	435.4	473.7	413.3
% Annual Change	5.3	15	8.8	-12.8
% Share in World	51.5	50.8	50.3	48.5
<b>Middle East</b>				
Receipts	26.6	35.2	41.5	41.8
% Annual Change	8.3	16	17.8	0.7
% Share in World	4	4	4.4	4.9
<b>India</b>				
Receipts	7.5	10.7	11.8*	10.6**
% Annual Change	21.4	24.3	9.5	-9.8
% Share in World	1.1	1.25	1.2	1.2

\* Provisional

Source: UN World Tourism Organization

\*\* As per RBI's estimates quoted in UNWTO Barometer June 2010. As per advance estimates of Ministry of Tourism, FEE from Tourism in 2009 was US \$ 11.39 Billion.

The international tourism receipts worldwide and India's share in it during the years 1996-2009 are given in Table 3.3. 2. The share of India in the world tourism receipts has remained between 0.65% and 0.84% during 1996-2003. However, it has been increasing steadily since 2003, and has reached 1.24% during 2009.

It is clear from Table 3.3.2 that international tourism receipts worldwide, which were hardly US\$ 438.7 billion in 1996 have reached US\$ 852 billion, in 2009 about double in 15 years time. Whereas in terms of international tourist arrivals worldwide, the number has grown from 569.2 millions in 1996 to 880 million tourist arrivals in 2009 only.

**TABLE 3.3.2**  
**INTERNATIONAL TOURISM RECEIPTS AND INDIA'S SHARE AND RANK, 1996-2009**

Year	World Tourism Receipts				Percentage Share of India in World	India's Rank in World
	Receipts (US \$ billion)	Growth Rate	Travel receipts in India (US \$ billion)	Growth Rate		
1996	438.7	8.3	2.83	9.7	0.65	-
1997	442.8	0.8	2.89	2.0	0.65	-
1998	444.8	0.5	2.95	2.0	0.66	34th
1999	458.2	3.0	3.01	2.1	0.66	35th
2000	478.0	4.3	3.46	15.0	0.72	36th
2001	466.0	-2.5	3.20	-7.6	0.69	36th
2002	484.0	3.9	3.10	-3.0	0.64	37th
2003	533.0	10.1	4.46	43.8	0.84	37th
2004	634.0	18.9	6.17	38.2	0.97	26th
2005	679.0	7.1	7.49	21.4	1.10	22nd
2006	744.0	9.6	8.63	15.2	1.16	22nd
2007	857.0	15.3	10.73	24.3	1.25	20th
2008	942.0	9.8	11.75*	9.5	1.25	22nd
2009	852.0	-9.5	10.60**	-9.8	1.24	22nd

\* Provisional

Source: UN World Tourism Organization

\*\* As per RBI's estimates quoted in UNWTO Barometer June 2010. As per advance estimates of Ministry of Tourism, FEE from Tourism in 2009 was US \$ 11.39 Billion.

India's rank has also witnessed improvement from 34<sup>th</sup> in 1998 to 22<sup>nd</sup> in 2009. India's rank declined by one place in 2009 as compared to 2008. It is clear from Table 3.3.3 that, in terms of International Tourism Receipts, top 4 positions were occupied by USA, Spain, France and Italy over last 3 years. During 2009, Hong Kong improved its position from 13<sup>th</sup> to 11<sup>th</sup> rank. Malaysia, Switzerland and Sweden, also improved their position in 2009. However, some countries like Canada, Thailand, Greece and Mexico observed decline in their position in 2009 as compared to 2008.

**TABLE 3.3.3**  
**COUNTRIES WHICH ARE ABOVE INDIA IN TERMS OF**  
**TOURISM RECEIPTS, 2007-2009**

2007			2008			2009*		
Rank	Nationality	Tourism Receipts (US\$ billion)	Rank	Nationality	Tourism Receipts (US\$ billion)	Rank	Nationality	Tourism Receipts (US\$ billion)
1	USA	96.9	1	USA	110.0	1	USA	93.9
2	Spain	57.6	2	Spain	61.6	2	Spain	53.2
3	France	54.3	3	France	56.6	3	France	49.4
4	Italy	42.7	4	Italy	45.7	4	Italy	40.2
5	UK	38.6	5	China	40.8	5	China	39.7
6	China	37.2	6	Germany	40.0	6	Germany	34.7
7	Germany	36.0	7	UK	36.0	7	UK	30.1
8	Australia	22.3	8	Australia	24.8	8	Australia	25.6
9	Austria	18.7	9	Turkey	22.0	9	Turkey	21.3
10	Turkey	18.5	10	Austria	21.6	10	Austria	19.4
11	Thailand	16.7	11	Thailand	18.2	11	Hong Kong (China)	16.5
12	Greece	15.5	12	Greece	17.1	12	Thailand	15.9
13	Canada	15.3	13	Macao (China)	16.8	13	Malaysia	15.8
14	Malaysia	14.0	14	Hong Kong (China)	15.3	14	Greece	14.5
15	Hong Kong (China)	13.8	15	Malaysia	15.3	15	Switzerland	13.9
16	Macao (China)	13.1	16	Canada	15.1	16	Canada	13.6
17	Netherlands	13.3	17	Switzerland	14.4	17	Macao(China)	—
18	Mexico	12.9	18	Netherlands	13.3	18	Netherlands	12.4
19	Switzerland	12.2	19	Mexico	13.3	19	Sweden	12.1
20	Sweden	12.0	20	Sweden	12.5	20	Mexico	11.3
21	Belgium	11.0	21	Belgium	11.8	21	Egypt	10.8
22	India	10.7	22	India	11.8*	22	India	10.6 **

\* *Provisional*

Source: UN World Tourism Organization

\*\* As per RBI's estimates quoted in UNWTO Barometer June 2010. As per advance estimates of Ministry of Tourism, FEE from Tourism in 2009 was US \$ 11.39 Billion.

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# 4 CHAPTER



## Outbound Tourism - Indian Nationals Departures from India

## OUTBOUND TOURISM- INDIAN NATIONALS DEPARTURES FROM INDIA

The total count of Indian nationals departures to other countries is compiled by the Bureau of Immigration (BOI) from Embarkation cards. The number of Indian nationals departures from India during 1991 was 1.9 million, which rose to 11.07 million in 2009 with a compound annual growth rate of 10.1%. While the number of Indian nationals departures from India during the years 1991 and 2000, showed generally an increasing trend. The number of Indian nationals departures from India during 2009 registered a growth of 1.8 % over 2008 as compared to 11.1 % growth in 2008 over 2007. The figures of Indian nationals departures for the years 1991 to 2009, along with percentage change over the previous year, are given in Table 4.1.

**TABLE 4.1**  
**NUMBER OF INDIAN NATIONALS DEPARTURES FROM INDIA, 1991 TO 2009**

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	11066687	1.8

Source:-Bureau of Immigration, India

The port-wise number of Indian nationals departures from India from 2002 to 2009, are given in Table 4.2. During 2002 to 2009, top 3 airports for departures of Indian nationals from India were Mumbai, Delhi and Chennai. During 2009, Mumbai airport registered the highest share (23.6%) followed by Delhi airport (19.1%) and Chennai airport (11.9%). These 3 top airports accounted for 54.6% of the total departures in 2009. During 2008, Mumbai, Delhi and Chennai airports showed a percentage share of 25.2%, 19.7% and 12.4% respectively. However, during 2002 the share of these 3 airports were 35.2%, 21.9% and 12.7% respectively and total

share of these airports was 69.8 %. The share of top 3 airports in overall departures of Indian nationals from India during 2002-2009 is gradually decreasing.

The share of Top 10 ports in overall departures of Indian nationals from India during 2002-2009 has also gradually decreasing from 96.26% in 2002 to 91.61% in 2009. This decline may be due to various reasons including introduction of international flights from other airports.

**TABLE 4. 2**  
**PORT-WISE DEPARTURES OF INDIAN NATIONALS**  
**FROM INDIA, 2002 - 2009**

Port/ Land Checkpost	Year								
	2002	2003	2004	2005	2006	2007	2008	2009	% Share in 2009
Mumbai (Airport)	1738301	1743463	1909773	2152002	2368115	2623707	2734458	2615702	23.6
Delhi (Airport)	1084097	1149508	1283733	1510735	1764264	1956299	2141600	2117561	19.1
Chennai (Airport)	628059	684314	845947	923250	1039973	1211400	1350418	1312197	11.9
Cochin (Airport)	259970	347567	427412	497966	591236	773310	915278	968375	8.8
Trivandrum (Airport)	299815	323477	345253	403627	474309	578647	619856	642011	5.8
Hyderabad (Airport)	187451	238934	296150	383500	461616	494797	482897	543719	4.9
Calicut (Airport)	227707	266534	333638	382720	454606	526290	735151	791021	7.1
Bangalore (Airport)	122709	145236	209554	255518	369508	491088	530054	577191	5.2
Kolkata (Airport)	162033	169972	191535	215223	232219	286953	294644	307479	2.8
Ahmedabad (Airport)	45160	62859	80125	110131	95714	170458	225479	262734	2.4
Others	184942	219032	289689	349829	488054	670283	838164	928697	8.4
<b>Total</b>	<b>4940244</b>	<b>5350896</b>	<b>6212809</b>	<b>7184501</b>	<b>8339614</b>	<b>9783232</b>	<b>10867999</b>	<b>11066687</b>	<b>100.0</b>
Top 3	69.84%	66.85%	65.02%	63.83%	62.09%	59.2%	57.3%	54.63%	
Top 10	96.26%	95.91%	95.34%	95.13%	94.15%	93.15%	92.29%	91.61%	

Source:-Bureau of Immigration, India

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 compiled from UNWTO publications and is presented in Table 4.3. Among the countries for which information were available during 2008, the top 5 destination countries for Indian nationals were Singapore, Kuwait, Saudi Arabia, USA and Malaysia. While in 2007, the top 5 destination countries were Singapore, Bahrain, Kuwait, Saudi Arabia and USA

**TABLE 4.3**  
**DESTINATION-WISE NUMBER OF INDIAN NATIONALS DEPARTURES**  
**FROM INDIA, 2001-2008**

Country of Destination	Number of Indian Nationals departures from India							
	2001	2002	2003	2004	2005	2006	2007	2008
<b>North America</b>								
Canada	54742	55492	57010	68315	77849	87210	101724	110890
USA	269674	257271	272161	308845	344926	406845	567045	598971
<b>Central &amp; South America</b>								
Bahamas	N.A.	N.A.	327	265	285	443	506	605
Barbados	403	433	373	564	644	629	3090	963
Brazil	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	19456
Cambodia	2271	3785	5286	6597	6938	8690	11454	12467
Cayman Islands	N.A.	N.A.	N.A.	150	81	140	141	190
Colombia	913	960	917	1161	1348	1549	1911	2038
Chile	1207	1296	1647	3148	3474	3499	3505	3376
Cuba	2830	2995	4174	2717	3783	3437	1898	2730
Dominican Rep.	N.A.	N.A.	236	249	337	279	663	754
Ecuador	N.A.	N.A.	N.A.	965	780	613	785	1212
Honduras	117	163	207	221	278	343	198	231
Jamaica	731	530	627	542	457	586	1525	904
Nicaragua	414	423	1153	304	1347	751	245	1552
Peru	714	841	956	989	1359	1470	2069	3046
Paraguay	N.A.	N.A.	N.A.	122	157	187	345	300
Trinidad & Tobago	1022	962	931	1188	1465	2199	2656	1990
Venezuela	N.A.	N.A.	N.A.	N.A.	1338	1267	845	858
<b>Western Europe</b>								
Belgium	12958	22956	17453	19479	19572	21683	33504	53951
Finland	N.A.	N.A.	N.A.	4100	5245	8339	13097	16079
Italy	49131	65839	48807	77134	59056	116951	108941	135517
Portugal	4114	4970	5066	5447	5496	N.A.	N.A.	N.A.
Switzerland	72291	80430	84685	N.A.	93472	115055	132396	132107
UK	189000	205000	199000	255000	272000	366745	335892	359237
<b>Eastern Europe</b>								
Armenia	351	470	780	1380	1967	2340	2590	3970
Azerbaijan	N.A.	N.A.	1545	2695	2034	1969	2110	4236
Belarus	N.A.	N.A.	258	113	282	105	229	221
Bulgaria	2647	2099	2361	2361	2766	3187	3701	N.A.
Georgia	1590	1861	2200	2853	1335	3088	2355	2712



Country of Destination	Number of Indian Nationals departures from India							
	2001	2002	2003	2004	2005	2006	2007	2008
Hungary	6044	4695	5589	5947	6417	6903	8154	N.A.
Kazakhstan	3633	4217	4809	5868	6160	7197	9280	9022
Kyrgyzstan	358	1590	3171	2080	1211	1030	1277	1038
Latvia	1153	959	1059	861	832	1450	1017	4329
Moldova, Rep. of	25	6	12	10	30	6	21	4
Poland	5015	5259	6092	7875	8702	9893	13449	15000
Russian Federation	27576	33546	32954	36755	42184	45795	68044	62163
Romania	3529	4773	4024	5864	6033	6632	8088	9364
Slovakia	1515	1437	1305	384	603	443	1229	1380
Turkmenistan	3	36	24	55	1	1	8	N.A.
Ukraine	2622	4103	6249	5240	5918	6821	7370	7262
<b>Africa</b>								
Angola	582	653	N.A.	N.A.	1642	1852	3768	5262
Benin	N.A.	N.A.	N.A.	99	1300	1225	898	634
Botswana	1927	3421	1476	1691	N.A.	2505	1710	N.A.
Egypt	28498	31834	34941	45313	54141	61301	82481	88811
Eritrea	2231	2549	2580	2420	2985	2895	2973	395
Ethiopia	3244	3778	4276	4641	7125	7975	8895	10560
Guinea	N.A.	N.A.	463	677	900	20769	N.A.	N.A.
Kenya	23858	24007	27479	N.A.	N.A.	N.A.	N.A.	N.A.
Lesotho	N.A	N.A	N.A	N.A	N.A	318	304	404
Mauritius	18890	20898	25367	24716	29755	37498	42974	43911
Morocco	2873	3450	3145	3798	4577	4950	6306	6363
Nigeria	15233	17899	21031	24711	25946	28741	49351	54835
Reunion	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	418	N.A.
Seychelles	1352	1271	893	1012	981	1132	1110	1241
South Africa	29538	35402	42954	36069	39906	49674	57999	59186
Swaziland	N.A.	N.A.	N.A.	N.A.	2396	3071	3449	3252
Tanzania,	24068	21973	22215	14804	17598	13020	14042	17530
United Republic of								
Uganda	4588	5708	6623	9366	10691	11829	12408	16236
Zambia	2531	2907	2863	4059	8658	12658	12432	13934
Zimbabwe	N.A.	N.A.	10424	5476	3623	3116	3990	3911
<b>West Asia</b>								
Bahrain	247358	312975	350996	418767	466849	590198	718415	N.A.
Israel	12012	9330	8431	12743	19018	20233	24091	29413
Jordan	15152	23882	17125	25108	27651	28640	34610	41962
Kuwait	270619	314054	363724	413109	477201	560951	653392	673671

Country of Destination	Number of Indian Nationals departures from India							
	2001	2002	2003	2004	2005	2006	2007	2008
Lebanon	7276	8565	9603	11240	11111	10079	8242	10668
Oman	61891	72090	83065	106456	104778	116166	145749	141451
Syria	10688	16689	9560	11936	11875	9830	11490	14619
Saudi Arabia	313131	373636	362609	474467	117101	345431	613347	601922
Turkey	9230	10122	13667	20003	26480	35379	45175	55798
United Arab Emirates	246335	336046	357941	356446	N.A.	N.A.	N.A.	N.A.
<b>South Asia</b>								
Bangladesh	78090	80415	84704	80469	86231	60516	78568	N.A.
Maldives	8511	11377	11502	10999	10260	12071	17327	16663
Nepal	63722	65743	86578	89861	95685	88857	88284	84073
Pakistan	58378	2618	7096	19658	59560	70174	48242	54101
Sri Lanka	33924	69960	90603	105151	113323	128370	106067	85238
<b>South East Asia</b>								
Brunei	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	3402	3540
Cambodia	2271	3785	5286	6597	6938	8690	11454	12467
Indonesia	37426	39314	32823	41582	58359	94258	123465	155391
Lao Peo. Democratic Rep.	2693	2319	1590	1845	2096	2100	2361	2652
Malaysia	143513	183360	145153	172966	225789	279046	422452	550738
Myanmar	5572	5691	6291	8357	7679	7540	7675	7173
Philippines	15391	14826	15644	18221	21034	22703	27341	31135
Singapore	339813	375659	309487	471244	583590	658902	748728	778303
Thailand	206132	253110	230316	300163	352766	429732	506237	497022
<b>East Asia</b>								
China (Main)	159361	213611	219097	309411	356460	405091	462450	436625
Hong Kong	161752	193705	178130	244364	273487	294079	317510	350674
Japan	40345	45394	47520	53000	58572	62505	67583	67323
Macau , China	8659	10574	9820	15278	20846	28903	45473	87369
Mongolia	406	347	403	557	420	672	784	893
Korea, Republic of	47657	52725	50215	56966	58560	62531	68276	73130
Taiwan (Province of China)	13062	13945	12405	16255	17475	18020	19954	19951
<b>Australasia</b>								
Australia	48227	45022	45597	55603	67930	83771	95214	116001
New Zealand	12665	17270	14790	15694	17761	20265	21853	23860
Tonga	104	77	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Papua New Guinea	N.A.	N.A.	N.A.	630	736	1002	1940	2284

N.A.: Not Available

Source: Yearbook of Tourism Statistics 2010 Edition, UNWTO

# 5 CHAPTER



## Domestic Tourism

## DOMESTIC TOURISM

The compilation of domestic tourism statistics is undertaken by the Statistical Cells in the Departments of Tourism of State/UT Governments. These statistics are based on the monthly returns collected from hotels and other accommodation establishments. The information is collected by using specific formats, and aggregate centre-wise statistics are sent to the Market Research Division of the Union Ministry of Tourism. Most of the States/UTs have been furnishing information on domestic and foreign tourist visits to the States, as also number of nights spent by them. However, there are certain data-gaps as some of the States have not been furnishing complete information required to tabulate data on All-India basis. In such cases, relevant figures have been estimated.

### 5.1. DOMESTIC AND FOREIGN TOURIST VISITS DURING 1991 TO 2009

Table 5.1.1 presents the statistics on domestic and foreign tourist visits to various States and Union Territories during the years 1991 to 2009. As may be seen from this Table, 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 2009 being 13.5 %. The foreign tourist visits too have been increasing over the years, though there was a negative growth in the years 1992 and 2002. The foreign tourist visits to all States/UTs during 1991 to 2009 witnessed a CAGR of 8.6 %. The year 2009 witnessed a growth of 15.5 % in domestic tourist visits over the year 2008, which is higher than the growth of 6.9 % in the year 2008 over 2007. During 2009, the visits by foreign tourists have shown a negative growth of 2.8 % over 2008, as compared to an increase of 6.4 % in 2008 over 2007.

**TABLE 5.1.1**  
**DOMESTIC & FOREIGN TOURIST VISITS TO STATES/UTs, 1991-2009**

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%
1997	159877208	5500419	14.1%	9.3%
1998	168196000	5539704	5.2%	3.7%
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%

Year	Tourist Visits		Annual Growth Rate	
	Domestic	Foreign	Domestic	Foreign
2004	366267522	8360278	18.5%	24.6%
2005	391948589	9949676	7.0%	19.0%
2006	462310177	11747914	18.0%	18.1%
2007	526564364	13267273	13.9%	12.1%
2008	562982298	14112590	6.9%	6.4%
2009	650038673	13717522	15.5%	-2.8%

From the following graphs, it is apparent that numbers of domestic and foreign tourist visits to States/UTs during last 9 years have been consistently registering an increasing trend, except for a decline in foreign tourist visits in the years 2001 and 2002.

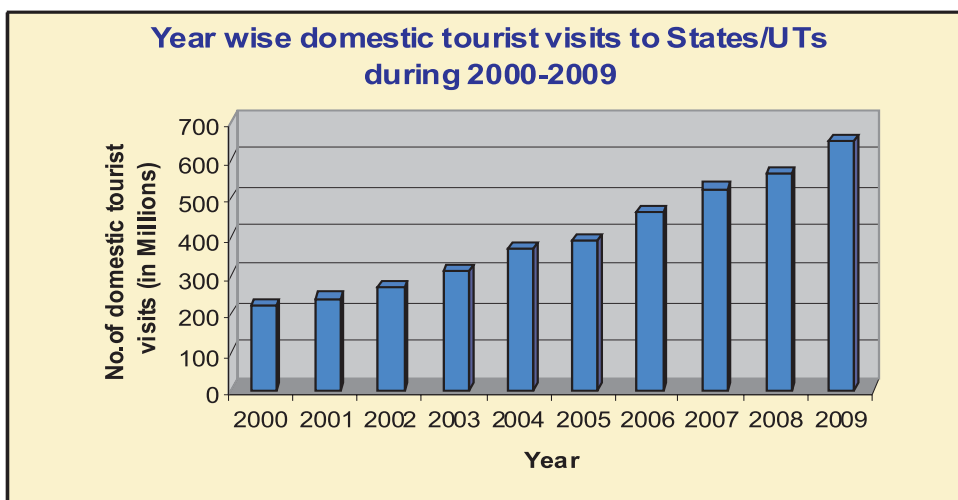


Table 5.1.2 gives the number of domestic and foreign tourist visits to different States/UTs during the years 2008 and 2009. It may be seen from this Table that most of the States/UTs have generally observed increase in the number of domestic and foreign visits during 2009. The States which recorded decline in domestic tourist visits in 2009 over 2008 were Punjab, Puducherry, Rajasthan, Delhi, and Nagaland. The States which experienced decline in foreign tourist visits during 2009 over 2008 were Punjab, Mizoram, Rajasthan, Madhya Pradesh, Delhi, Kerala, Manipur, Meghalaya, Gujarat, etc.

**TABLE 5.1.2**  
**STATE/UT WISE DOMESTIC AND FOREIGN TOURISTS VISITS, 2008- 2009**

S. No.	State/UT	2008		2009		% Growth (2009/08)	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar	123914	12512	142042	13684	14.6	9.4
2	Andhra Pradesh	132684906	789180	157489927	795173	18.7	0.8
3	Arunachal Pradesh	149292	3020	195147	3945	30.7	30.6
4	Assam	3617306	14426	3850521	14942	6.4	3.6
5	Bihar	11889611	345572	15685581	423042	31.9	22.4
6	Chandigarh	908569	34762	914742	37967	0.7	9.2
7	Chhattishgarh*	442910	1314	511561	1277	15.5	-2.8
8	Dadra & Nagar Haveli	505380	5719	506625	7109	0.2	24.3
9	Daman & Diu	465033	5266	563461	5748	21.2	9.2
10	Delhi **	2132970	2339287	2041173	1958272	-4.3	-16.3
11	Goa	2020416	351123	2127063	376640	5.3	7.3
12	Gujarat	15505264	110702	15909931	102747	2.6	-7.2
13	Haryana	5973123	87172	6408423	137094	7.3	57.3
14	Himachal Pradesh	9372697	376736	11036572	400583	17.8	6.3
15	Jammu & Kashimr	7638977	54697	9234862	54475	20.9	-0.4
16	Jharkhand	6030028	5803	7610160	8303	26.2	43.1
17	Karnataka	12797937	174040	32701647	229733	155.5	32.0
18	Kerala	7591250	598929	7789378	548737	2.6	-8.4
19	Lakshadweep	1571	1699	6553	4309	317.1	153.6
20	Madhya Pradesh	22088927	251733	23106206	200819	4.6	-20.2
21	Maharashtra *	20553359	2056913	23739130	1999320	15.5	-2.8
22	Manipur	112151	354	124229	337	10.8	-4.8
23	Meghalaya	549936	4919	591398	4522	7.5	-8.1
24	Mizoram	55924	902	56651	513	1.3	-43.1
25	Nagaland®	21129	1209	20953	1423	-0.8	17.7



S. No.	State/UT	2008		2009		% Growth (2009/08)	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
26	Orissa	6358445	43966	6891510	45684	8.4	3.9
27	Punjab	509428	6869	457240	3184	-10.2	-53.6
28	Puducherry	827799	60309	851192	54039	2.8	-10.4
29	Rajasthan	28358918	1477646	25558691	1073414	-9.9	-27.4
30	Sikkim ®	460564	19154	547810	17730	18.9	-7.4
31	Tamil Nadu	98285121	2029410	115755800	2369050	17.8	16.7
32	Tripura	245438	3577	317541	4246	29.4	18.7
33	Uttar Pradesh	124843242	1610089	134831852	1532573	8.0	-4.8
34	Uttarakhand	20546323	99910	21934567	106470	6.8	6.6
35	West Bengal	19314440	1133671	20528534	1180418	6.3	4.1
	Total	562982298	14112590	650038673	13717522	15.5	-2.8

\* Estimated using all India growth rate ® Revised domestic tourist visits for 2008

\*\*Estimated using tourist visits figures of sample hotels furnished by Delhi Govt.

Table 5.1.3 provides the percentage shares and ranks of various States/UTs in domestic and foreign tourist visits during 2009. The top 5 States in domestic tourist visits in 2009 were Andhra Pradesh (157.48 million), Uttar Pradesh (134.83 million), Tamil Nadu (115.76 million), Karnataka (32.70) and Rajasthan (25.56 million) with their respective shares being 24.2%, 20.7%, 17.8%, 5.0% and 3.9%. These 5 States accounted for about 71.6% of the total domestic tourist visits in the country. In respect of foreign tourist visits in 2009, the top 5 States/UTs were Tamil Nadu (2.37 million), Maharashtra (2.0 million), Delhi (1.96 million), Uttar Pradesh (1.53 million) and West Bengal (1.18 million) with their respective shares being 17.3%, 14.6%, 14.3%, 11.2% and 8.6%. These 5 States/UTs accounted for about 66.0% of the total foreign tourist visits to the States/UTs in the country.

**TABLE 5.1.3**  
**PERCENTAGE SHARE AND RANK OF DIFFERENT STATES/UTs**  
**IN DOMESTIC AND FOREIGN TOURIST VISITS, DURING 2009**

S. No.	State/UT	Tourist Visits (Numbers)		Percentage Share		Rank	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar	142042	13684	0.0	0.1	31	23
2	Andhra Pradesh	157489927	795173	24.2	5.8	1	7
3	Arunachal Pradesh	195147	3945	0.0	0.0	30	30
4	Assam	3850521	14942	0.6	0.1	18	22
5	Bihar	15685581	423042	2.4	3.1	11	9
6	Chandigarh	914742	37967	0.1	0.3	21	20
7	Chhattisgarh *	511561	1277	0.1	0.0	26	33

S. No.	State/UT	Tourist Visits (Numbers)		Percentage Share		Rank	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
8	Dadra & Nager Haveli	506625	7109	0.1	0.1	27	25
9	Daman & Diu	563461	5748	0.1	0.0	24	26
10	Delhi **	2041173	1958272	0.3	14.3	20	3
11	Goa	2127063	376640	0.3	2.7	19	11
12	Gujarat	15909931	102747	2.4	0.7	10	16
13	Haryana	6408423	137094	1.0	1.0	17	14
14	Himachal Pradesh	11036572	400583	1.7	2.9	12	10
15	Jammu & Kashmir	9234862	54475	1.4	0.4	13	17
16	Jharkhand	7610160	8303	1.2	0.1	15	24
17	Karnataka	32701647	229733	5.0	1.7	4	12
18	Kerala	7789378	548737	1.2	4.0	14	8
19	Lakshadweep	6553	4309	0.0	0.0	35	28
20	Madhya Pradesh	23106206	200819	3.6	1.5	7	13
21	Maharashtra*	23739130	1999320	3.7	14.6	6	2
22	Manipur	124229	337	0.0	0.0	32	35
23	Meghalaya	591398	4522	0.1	0.0	23	27
24	Mizoram	56651	513	0.0	0.0	33	34
25	Nagaland	20953	1423	0.0	0.0	34	32
26	Orissa	6891510	45684	1.1	0.3	16	19
27	Punjab	457240	3184	0.1	0.0	28	31
28	Puducherry	851192	54039	0.1	0.4	22	18
29	Rajasthan	25558691	1073414	3.9	7.8	5	6
30	Sikkim	547810	17730	0.1	0.1	25	21
31	Tamil Nadu	115755800	2369050	17.8	17.3	3	1
32	Tripura	317541	4246	0.0	0.0	29	29
33	Uttar Pradesh	134831852	1532573	20.7	11.2	2	4
34	Uttarakhand	21934567	106470	3.4	0.8	8	15
35	West Bengal	20528534	1180418	3.2	8.6	9	5
	Total	650038673	13717522	100.0	100.0		

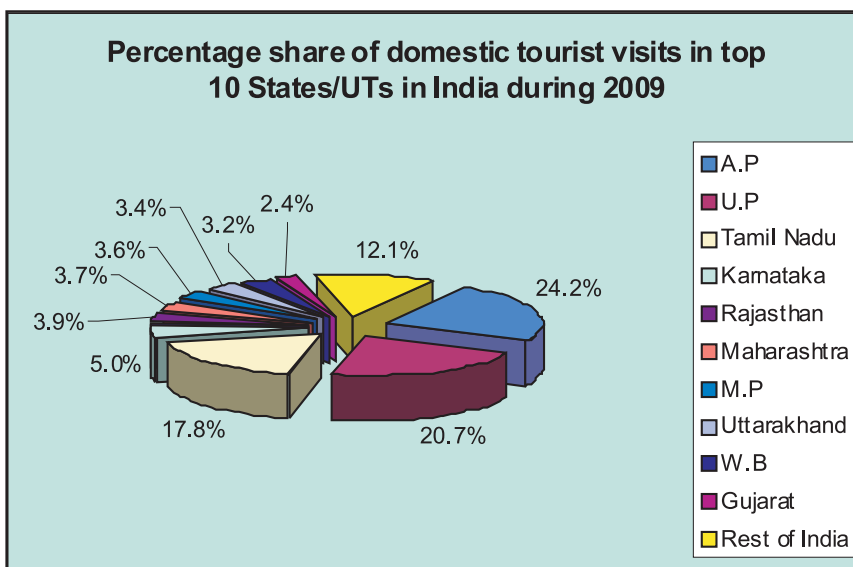
\* Estimated using all India growth rate

\*\*Estimated using tourist visits figures of sample hotels furnished by Delhi Govt.

The top 10 States/UTs in terms of domestic tourist visits during 2009 were the same as in 2008, except some changes in relative ranks of these States. During 2009, the top 3 States in terms of domestic tourist visits are same as in 2008 and for the rest 7 States the ranks have either marginally improved or declined.

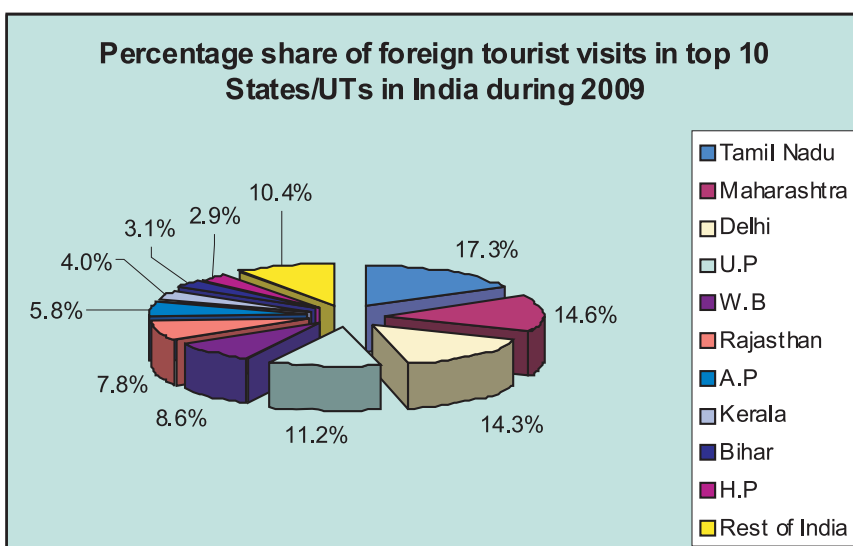


The following graph shows the percentage share of top 10 States/UTs in terms of domestic tourist visits in 2009.



The top 10 States/UTs in terms of foreign tourist visits during 2009 were the same as in 2008, with marginal changes in relative ranks of States except that the State Goa has been replaced by Bihar.

The following graph shows the percentage share of top 10 States/UTs in terms of foreign tourist visits in 2009.



## 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 visits 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 2009.

Table 5.2.2 gives the list of 10 most popular monuments, in terms of number of visits, in 2009. Among all the monuments, Taj Mahal (2.58 Million) was the most visited monument in 2009 for domestic tourist visits followed by Red Fort, Delhi (2.37 Million) and Qutab Minar, Delhi (2.15 Milion). In respect of foreign tourist visits Taj Mahal, Agra (0.49 Million) was the most visited monument in 2009 followed by Agra Fort, Agra (0.31 Million) and Qutab Minar, Delhi (0.22 Million).

Table 5.2.3 presents the data on number of visitors to different monuments during 2007, 2008 and 2009. While the number of domestic visits to centrally protected ticketed monuments increased by 5.3% in 2009 over 2008, for foreigners visits, there was a decline of 9.2%.

**TABLE 5.2.1**  
**VISITORS TO CENTRALLY PROTECTED TICKETED MONUMENTS, 1996-2009**

Year	No. of Centrally Protected Ticketed ASI Monuments	Number of Visitors			Annual Growth Rate		
		Domestic	Foreign	Total	Foreign	Domestic	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	30321981	2165346	32487327	5.3 %	-19.2 %	3.2 %

Source:- Archaeological Survey of India (ASI)

The following graphs indicate that the number of domestic and foreign tourist visits to centrally protected ticketed monuments during last 7 years has been consistently increasing except for a decline in domestic and foreign tourist visits in 2007 and 2009 respectively.



**TABLE 5.2.2**  
**DOMESTIC AND FOREIGN VISITORS AT 10 MOST POPULAR CENTRALLY**  
**PROTECTED TICKETED ASI MONUMENTS DURING 2009**

10 Most popular Centrally Protected Monuments for Domestic Visitors in 2009			10 Most popular Centrally Protected Monuments for Foreign Visitors in 2009		
Rank	Name of Monuments	No of Domestic Visitors	Rank	Name of Monuments	No of Foreign Visitors
1	Taj Mahal, Agra	2585560	1	Taj Mahal, Agra	491554
2	Red Fort, Delhi	2371112	2	Agra Fort, Agra	314116
3	Qutab Minar, Delhi	2151677	3	Qutab Minar, Delhi	221623
4	Sun Temple, Konark	1738696	4	Humayun's Tomb, Delhi	183042
5	Agra Fort, Agra	1398890	5	Fatehpur Sikri, Agra,	159672
6	Charminar Hyderabad	1317737	6	Red Fort, Delhi	126946
7	Golconda Fort, Hyderabad	1222409	7	Western Group of Temples, Khajuraho	65860
8	Bibi-ka-Maqbara, Aurangabad	1020559	8	Group of monuments, Mamallapuram	62874
9	Gol-Gumbaz, Bijapur	955598	9	Sarnath Excavated Site	51079
10	Group of monuments, Mamallapuram	951015	10	Daria Daulat Bagh, Srirangapatnam	35892

Source: Archaeological Survey of India (ASI)

**TABLE 5.2.3**  
**NUMBER OF VISITORS TO CENTRALLY PROTECTED TICKETED**  
**MONUMENTS, 2007 TO 2009**

S. No.	Name of the Monument	2007		2008		2009	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
<b>I</b>	<b>Agra Circle</b>						
1	Taj Mahal	2624085	586105	2635283	591560	2585560	491554
2	Agra Fort	1177133	357570	1289810	385697	1398890	314116
3	Fatehpur Sikri	263083	198589	292483	191242	294316	159672
4	Akbar's Tomb, Sikandra Agra	304938	42455	293504	40801	300213	35761
5	Mariam's Tomb, Agra	9435	38	12188	103	9937	117
6	Itimad-ud-Daula, Agra	62811	39739	64647	39871	63974	33677
7	Ram Bagh, Agra	34756	284	32209	197	27461	162
8	Mehtab Bagh, Agra	17792	4357	20552	1544	26902	5250
	Total	4494033	1229137	4640676	1251015	4707253	1040309
<b>II</b>	<b>Aurangabad Circle</b>						
9	Ajanta Caves	300744	35122	290062	29365	346018	22964
10	Ellora Caves	454867	16905	574370	18291	738841	18946
11	Pandavlena Caves, Pathardi	111738	938	102224	968	107321	810
12	Daulatabad Fort	295947	5576	439963	7980	396250	6049
13	Bibi-Ka-Maqbara, Aurangabad	878152	14969	969049	14818	1020559	12626
14	Aurangabad Caves	36151	1622	37704	1658	36263	1416
	Total	2077599	75132	2413372	73080	2645252	62811
<b>III</b>	<b>Mumbai Circle</b>						
15	Elephanta Caves, Gharapuri, Mumbai	234225	20332	240042	16924	298533	20287
16	Kanheri Caves, Mumbai (Suburban)	79557	2644	103844	3252	107491	2971
17	Karla Caves, Karla	94073	790	77134	692	110720	1420
18	Caves, Temple & Inscriptions, Junnar	253940	131	302725	68	323655	238
19	Raigad Fort	80897	158	414252	190	169911	143
20	Shaniwarwada, Pune	308894	5306	323780	6152	377184	5393
21	Hirakota Old Fort, Alibagh	35155	118	42911	89	56951	72
22	Old Fort Sholapur	19593	0	36994	0	25434	1
23	Caves, Temples & Inscription, Bhaja	24030	576	21417	710	24324	699
24	Aga Khan Palace, Pune	72766	4572	122688	7010	83717	7240
	Total	1203130	34627	1685787	35087	1577920	38464
<b>IV</b>	<b>Bangalore Circle</b>						
25	Group of Monuments, Hampi, Distt. Bellary	314834	28671	482122	30036	408844	30489
26	Daria Daaulat Bagh, Srirangapatnam	682933	23082	707483	23989	768542	35892
27	Keshva Temple, Somnathpura	129889	11320	133756	11980	165725	10674

No.	Name of the Monument	2007		2008		2009	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
28	Tipu Sultan Palace, Bangalore	116612	3239	104566	3520	113575	4181
29	Chitradurga Fort, Chitradurga	208193	633	210161	474	255897	111
30	Bellary Fort, Bellary	10074	0	7695	5	7221	14
31	Vihai Temple Venkatatapuram *	-	-	260052	12153	-	-
32	Zanana Enclosure, Kamalapur *	-	-	222070	17883	-	-
	Total	1462535	66945	2127905	100040	1719804	81361
<b>V</b>	<b>Bhopal Circle</b>						
33	Western Group of Temples, Khajuraho	193764	84887	201353	89174	228503	65860
34	Shahi Quila at Burhanpur	50859	63	54594	150	67053	130
35	Bagh Caves, Bagh	15680	12	20970	17	22744	35
36	Royal Complex, Mandu	158890	2861	195822	2999	240032	2623
37	Rani Roopmati Pavilion, Mandu	157549	2155	203685	2382	250532	2161
38	Hoshang Shah 's Tomb Mandu	87535	2291	115385	2373	137299	2255
39	Bhojshala Dhar Moula Mosque **	13572	0	-	-	14393	0
40	Buddhist Monuments at Sanchi	103734	24032	139603	12333	167460	5409
41	Gwalior Fort, Gwalior	162819	6159	197220	16452	200314	12674
	Total	944402	122460	1128632	125880	1328330	91147
<b>VI</b>	<b>Bhubaneswar Circle</b>						
42	Sun Temple, Konark	1347483	9907	1471082	9067	1738696	7913
43	Raja Rani Temple, Bhubaneswar	23485	2134	44646	2451	26552	1575
44	Udaigiri & Kandagiri Caves	260770	4751	288801	2725	359840	2962
45	Excavated Site, Ratnagiri	15502	549	8416	312	22386	376
46	Excavated Site, Lalitagiri	6613	414	0	0	9847	244
	Total	1653853	17755	1812945	14555	2157321	13070
<b>VII</b>	<b>Chandigarh Circle</b>						
47	Sheikh Chillis Tomb Thanesar	44119	27	59735	53	135029	151
48	Suraj Kund Monastery, Lakarpur	24253	42	13198	30	36698	63
	Total	68372	69	72933	83	171727	214
<b>VIII</b>	<b>Chennai Circle</b>						
49	Group of Monuments, Mamallapuram	802000	71055	241520	36163	951015	62874
50	Rajgiri & Krishangiri Fort, Gingee	157601	3288	159024	3207	171714	3447
51	Fort Dindigul	38756	138	39409	154	39596	138

S. No.	Name of the Monument	2007		2008		2009	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
52	Muvar Koil, Kalumbalur	499	49	338	48	454	22
53	Rock Cut-Jain Temple, Sittanvasal	15127	195	14436	224	13687	207
54	Natural Cavern , Eladipattanam	14379	49	10656	65	13646	74
55	Fort Thirumayan	39033	467	39566	723	57949	807
56	St. George Fort, Chennai	23217	7110	-	-	27217	6719
	Total	1090612	82351	504949	40584	1275278	74288
<b>IX</b>	<b>Delhi Circle</b>						
57	Jantar Mantar	267855	10123	259852	9746	308867	8567
58	Rahim-Khane-Khanam Tomb Delhi	5634	54	7849	127	8781	97
59	Purana Quila	590801	8979	577287	9644	621968	8127
60	Sultangahri Tomb	577	5	346	4	241	0
61	Tughluqabad Fort	14008	1023	15912	1054	23212	1449
62	Kotla Feroz Shah	55373	519	51048	609	55148	594
63	Safdarjung Tomb	103987	8735	51294	8122	48219	5139
64	Red Fort	2060420	158956	2176764	153551	2371112	126946
65	Humayun's Tomb	230568	210384	260234	223076	295726	183042
66	Qutab Minar	2019453	282451	2121424	277453	2151677	221623
	Total	5348676	681229	5522010	683386	5884951	555584
<b>X</b>	<b>Dharwad Circle</b>						
67	Durga Temple complex, Aihole	176480	5252	184203	5529	188853	4272
68	Caves at Badami	292841	7040	302191	7389	355600	5423
69	Group of Monuments at Pattadakal	199571	5662	218384	5925	242060	4861
70	Gol-Gumbaz, Bijapur	776491	3043	838692	3257	955598	2901
71	Ibrahim Rouza, Bijapur	134091	2120	149223	2435	160541	2113
72	Temple & Sculpture Gallery, Lakkundi	8393	252	9698	221	12307	150
	Total	1587867	23369	1702391	24756	1914959	19720
<b>XI</b>	<b>Guwahati Circle</b>						
73	Ahom Raja's Palace, Gurgaon	8562	53	266561	88	35030	76
74	Karenghar Palace, Jaysagar	34177	262	88431	501	119174	384
75	Ranghar Pavillion, Jaysagar	12428	199	31860	353	53161	289
76	Vishudol, Joysagar	2352	19	5621	25	7909	538
77	Group of Maidan, Cheraideo	4438	10	20983	25	25433	23
	Total	61957	543	413456	992	240707	1310
<b>XII</b>	<b>Hyderabad Circle</b>						
78	Golkonda Fort, Golkonda	263381	6750	1241638	18021	1222409	15731
79	Charminar, Hyderabad	292387	4085	1401424	12049	1317737	11321
80	Fort, Raja & Rani Mahal Chandragiri	24903	58	85741	116	83430	133

S. No.	Name of the Monument	2007		2008		2009	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
81	Ruined Buddhist Stupa & Remains Amarvati	4954	413	17952	458	15197	300
82	Hill of Nagarjunakonda with ancient remains	29454	632	116068	925	76960	562
83	Group of Buddhist monuments, Guntupali	2353	5	18184	68	20228	27
84	Four Storeyed Rock-Cut Hindu Temple, Undavalli	8145	220	28999	330	38532	374
85	Warangal Fort, Warangal	4495	136	91607	393	151675	298
	Total	630072	12299	3001613	32360	2926168	28746
<b>XIII</b>	<b>Jaipur Circle</b>						
86	Deeg Palaces, Deeg	18010	1253	18952	1987	26477	1398
87	Kumbhalgarh Fort	79415	18257	98786	17588	135892	16165
88	Chittaurgarh Fort	300153	17704	313713	20585	345801	17195
	Total	397578	37214	431451	40160	508170	34758
<b>XIV</b>	<b>Kolkata Circle</b>						
89	Kooch Bihar Palace	260522	57	272149	63	341380	47
90	Hazarduari Palace	412262	511	496335	303	617215	407
91	Museum Murshidabad Bishnupur Group of Temples	75175	655	86462	500	92578	560
	Total	747959	1223	854946	866	1051173	1014
<b>XV</b>	<b>Lucknow Circle</b>						
92	Rani Jhansi Mahal, Jhansi	6816	119	8089	74	5902	53
93	Sahet of Shrivasti Monument	31836	54968	63483	21191	66706	3218
94	Rani Jhansi Kila, Jhansi	138535	1068	127225	943	122804	794
95	Residency, Lucknow	144315	2181	138023	1823	132255	1346
	Total	321502	58336	336820	24031	327667	5411
<b>XVI</b>	<b>Patna Circle</b>						
96	Site of Mayuran Palace, Kumarhar, Patna	52615	1104	74950	1082	90489	599
97	Ancient Remain , Vaishali	28746	20922	61394	15025	93872	6200
98	Sarnath Excavated Site	130367	91093	154631	84243	199179	51079
99	Jaunpur Fort	92530	193	96473	102	114663	149
100	Man Singh Observatory, Varanasi	2604	96	3261	92	4857	170
101	Nalanda Excavated Site	220008	47150	502237	30436	350889	13078
102	Sasaram Shershah Suri Tomb	117384	268	131640	209	150903	179
103	Lord Cornwallis Tomb, Gazipur	5209	0	6345	0	9015	112



S. No.	Name of the Monument	2007		2008		2009	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
104	Excavated Site Vikramshila, Antichak	19740	90	18316	7	31710	131
	Total	669203	160916	1049247	131196	1045577	71697
<b>XVII</b>	<b>Raipur Circle</b>						
105	Laxman Temple, Sirpur	33294	95	32867	52	35966	51
	Total	33294	95	32867	52	35966	51
<b>XVIII</b>	<b>Thrissur Circle</b>						
106	Bekal Fort Pallikkare	146353	214	173553	341	59408	120
107	Mattancherry Palace Museum Kochi *	-	-	229062	90201	58517	33598
	Total	146353	214	402615	90542	117925	33718
<b>XIX</b>	<b>Vadodra Circle</b>						
108	Sun Temple Modhera	117242	2388	183517	2452	192709	2136
109	Rani-ki-Vav, Patan	150821	1841	211078	2152	213480	1938
110	Monuments at Champaner	81551	1278	88125	1272	99965	1185
111	Buddhist Caves, Junagadh	47021	615	56670	629	50467	658
112	Ashokan Rock Edict, Junagadh	44914	420	43710	396	45129	440
113	Baba Pyare and Khapra Kodiya Caves, Junagarh	157	62	119	8	233	3
	Total	441706	6604	583219	6909	601983	6360
<b>XX</b>	<b>Srinagar Circle</b>						
114	Ram Nagar Palace, Ramnagar	1940	0	2000	0	2579	1
115	Group of Temple, Kiramchi	854	0	793	0	1424	0
116	Avanti Swami Temple, Avantipura	7280	42	6130	23	7786	31
117	Leh Palace, leh	1470	1817	2286	2410	4810	3950
	Total	11544	1859	11209	2433	16599	3982
<b>XXI</b>	<b>Simla Mini Circle</b>						
118	Kangra Fort, Kangra	46928	1416	46343	1275	53036	968
119	Rock Cut Caves, Masoor	11244	461	11222	481	14215	363
	Total	58172	1877	57565	1756	67251	1331
	<b>Grand Total</b>	<b>23450419</b>	<b>2614254</b>	<b>28786608</b>	<b>2679763</b>	<b>30321981</b>	<b>2165346</b>

Source: Archaeological Survey of India (ASI)

# 6 CHAPTER



**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 and accommodation establishments are given at Appendices-I to V.

The category-wise details regarding the number of hotels and hotel room available during the years 2007 and 2008 are presented below:-

**TABLE 6.1.1**  
**NUMBER OF APPROVED HOTELS AND AVAILABILITY OF HOTEL ROOMS**  
**DURING 2007 AND 2008**

Category of Hotels	No. of Hotels		No. of Rooms	
	As on 31.12.2007	As on 31.12.2008	As on 31.12.2007	As on 31.12.2008
One Star	53	118	1774	2834
Two Star	231	287	6637	8494
Three Star	587	683	24496	30577
Four Star	116	121	7584	9299
Five Star	81	94	9792	11387
Five Star Deluxe	93	105	20110	22254
Apartment Hotels	5	6	461	514
Time Share Resorts	1	0	62	0
Heritage Hotels	83	64	2450	1921
Unclassified	175	115	10415	7807
<b>Total</b>	<b>1425</b>	<b>1593</b>	<b>83781</b>	<b>95087</b>

### 6.2 DISTRIBUTION OF HOTELS IN DIFFERENT CITIES OF INDIA

Table 6.2.1 provides the number of classified hotels and hotel rooms by categories in different cities of the country. It may be seen from this Table that Mumbai has the maximum (12858) number of hotel rooms followed by Delhi (9554).

**TABLE 6.2.1**  
**DISTRIBUTION OF HOTELS AND HOTEL ROOMS IN INDIA, 2008**  
**(AS ON 31.12.2008)**

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
<b>1</b>	<b>Andhra Pradesh</b>											
	Adilabad	1	-	-	-	-	-	-	-	-	-	1
		188	-	-	-	-	-	-	-	-	-	188
	Chittoor	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	42	-	-	-	-	-	-	42
	Cuddapah	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	42	-	-	-	-	-	-	42
	Guntur	-	-	-	2	1	-	-	-	-	-	3
		-	-	-	65	45	-	-	-	-	-	110
	Hyderabad	3	6	3	17	1	-	-	-	-	1	31
		740	991	358	1196	43	-	-	-	-	135	3463
	Kakinada	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	52	-	-	-	-	-	-	52
	Kurnool	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	64	-	-	-	-	-	-	64
	Medak	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	59	-	-	-	-	-	-	59
	Medchal	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	23	-	-	-	-	23
	Mehaboob Nagar	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	39	-	-	-	-	-	-	39
	Nandyal	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	36	-	-	-	-	-	-	36
	Nellore	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	82	-	-	-	-	-	-	82
	Nirmal	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	41	-	-	-	-	-	41
	Paritala	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	39	-	-	-	-	-	-	39
	Proddatur	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	26	-	-	-	-	26
	Rajamundry	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	138	-	-	-	-	-	-	138
	RR District	-	-	-	5	-	-	-	-	-	-	5
		-	-	-	422	-	-	-	-	-	-	422
	Tirupati	-	-	-	6	-	-	-	-	-	-	6
		-	-	-	378	-	-	-	-	-	-	378
	Vijaywada	-	-	1	10	1	-	-	-	-	-	12
		-	-	115	607	31	-	-	-	-	-	753
	Visakhapatnam	1	-	2	8	1	-	-	-	-	-	12
		93	-	61	522	39	-	-	-	-	-	715
	Warangal	-	-	-	2	1	-	-	-	-	-	3
		-	-	-	75	19	-	-	-	-	-	94
	Eluru	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	32	-	-	-	-	-	32
	Secunderabad	-	-	1	7	-	-	-	-	-	-	8
		-	-	46	387	-	-	-	-	-	-	433
	Srikakulam	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	83	-	-	-	-	-	-	83

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Vizianagaram	-	-		1	-	-	-	-	-	-	1
		-	-		36	-	-	-	-	-	-	36
<b>Total</b>												
	(No. of Hotels)	5	6	7	73	7	2	0	0	0	1	101
	(No. of Rooms)	1021	991	580	4364	250	49	0	0	0	135	7390
<b>2</b>	<b>Arunachal Pradesh</b>											
	Itanagar	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	31	-	-	-	-	-	31
<b>Total</b>												
	(No. of Hotels)	0	0	0	0	1	0	0	0	0	0	1
	(No. of Rooms)	0	0	0	0	31	0	0	0	0	0	31
<b>3</b>	<b>Assam</b>											
	Dibrugarh	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	34	-	-	-	-	-	-	34
	Guwahati	-	-	2	7	-	-	-	-	-	-	9
		-	-	148	318	-	-	-	-	-	-	466
	Jorhat	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	42	26	-	-	-	-	-	68
	Karimganj	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	30	-	-	-	-	-	30
	Kaziranga	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	24	-	-	-	-	-	-	24
	Tezpur	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	16	-	-	-	-	-	16
<b>Total</b>												
	(No. of Hotels)	0	0	2	10	3	0	0	0	0	0	15
	(No. of Rooms)	0	0	148	418	72	0	0	0	0	0	638
<b>4</b>	<b>Bihar</b>											
	Bodhgaya	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	105	-	-	-	-	-	-	105
	Nalanda	-	-	1	-	-	-	-	-	-	-	1
		-	-	26	-	-	-	-	-	-	-	26
	Patna	-	-	2	1	-	-	-	-	-	-	3
		-	-	148	68	-	-	-	-	-	-	216
	Rajgir	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	26	-	-	-	-	-	-	26
<b>Total</b>												
	(No. of Hotels)	0	0	3	4	0	0	0	0	0	0	7
	(No. of Rooms)	0	0	174	199	0	0	0	0	0	0	373
<b>5</b>	<b>Chhattisgarh</b>											
	Durg	-	-		1	-	-	-	-	-	-	1
		-	-		54	-	-	-	-	-	-	54
	Jagdalpur	-	-		1	-	-	-	-	-	-	1
		-	-		14	-	-	-	-	-	-	14
	Raigarh	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	55	-	-	-	-	-	-	55
	Raipur	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	24	13	-	-	-	-	-	37

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
<b>Total</b>												
	<b>(No. of Hotels)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
	<b>(No. of Rooms)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>147</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>160</b>
<b>6</b>	<b>Delhi</b>											
		21	4	9	7	3	2	-	-	-	5	51
		6414	809	667	242	65	26	-	-	-	1331	9554
<b>Total</b>												
	<b>(No. of Hotels)</b>	<b>21</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>51</b>
	<b>(No. of Rooms)</b>	<b>6414</b>	<b>809</b>	<b>667</b>	<b>242</b>	<b>65</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1331</b>	<b>9554</b>
<b>7</b>	<b>Goa</b>											
		11	8	3	19	14	1	-	-	1	2	59
		1863	1003	345	1132	896	26	-	-	24	75	5364
<b>Total</b>												
	<b>(No. of Hotels)</b>	<b>11</b>	<b>8</b>	<b>3</b>	<b>19</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>59</b>
	<b>(No. of Rooms)</b>	<b>1863</b>	<b>1003</b>	<b>345</b>	<b>1132</b>	<b>896</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>75</b>	<b>5364</b>
<b>8</b>	<b>Gujarat</b>											
	Ahmedabad	-	5	2	10	1	-	-	-	1	3	22
		-	387	113	473	25	-	-	-	25	76	1099
	Anand	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	36	-	-	-	-	-	-	36
	Bhavnagar	-	-	-	1	-	-	-	-	1	1	3
		-	-	-	46	-	-	-	-	28	30	104
	Bhuj	-	-	-	1	-	-	-	-	-	1	2
		-	-	-	41	-	-	-	-	-	40	81
	Chitrasani	-	-	-	-	-	-	-	-	1	-	1
		-	-	-	-	-	-	-	-	22	-	22
	Gandhidham	-	-	1	3	-	-	-	-	-	-	4
		-	-	71	102	-	-	-	-	-	-	173
	Gandhi Nagar	-	-	-	3	1	1	-	-	-	-	5
		-	-	-	135	16	10	-	-	-	-	161
	Jamnagar	-	-	-	3	1	-	-	-	-	-	4
		-	-	-	399	36	-	-	-	-	-	435
	Junagadh	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	45	-	-	-	-	-	-	45
	Kutch	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	68	-	-	-	-	-	-	68
	Mehsana	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	92	-	-	-	-	-	-	92
	Morbi	-	-	-	-	-	-	-	-	-	1	1
		-	-	-	-	-	-	-	-	-	50	50
	Mundra, Kutch	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	32	-	-	-	-	-	-	32
	Porbunder	-	-	-	-	-	-	-	-	-	1	1
		-	-	-	-	-	-	-	-	-	20	20
	Rajkot	-	-	-	4	-	-	-	-	-	2	6
		-	-	-	220	-	-	-	-	-	128	348
	Saputara	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	49	40	-	-	-	-	-	89

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Surat	-	1	-	2	-	-	-	-	-	-	3
		-	132	-	165	-	-	-	-	-	-	297
	Vadodara	-	-	1	7	2	-	-	-	-	1	11
		-	-	25	563	74	-	-	-	-	134	796
	Valsad	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	36	-	-	-	-	-	-	36
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>0</b>	<b>6</b>	<b>4</b>	<b>43</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>10</b>	<b>73</b>
<b>(No. of Rooms)</b>		<b>0</b>	<b>519</b>	<b>209</b>	<b>2502</b>	<b>191</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>75</b>	<b>478</b>	<b>3984</b>

#### 9 Haryana

Ambala	-	-	-	-	2	-	-	-	-	-	-	2
	-	-	-	-	20	-	-	-	-	-	-	20
Bahadurgarh	-	-	-	1	-	-	-	-	-	-	-	1
	-	-	-	22	-	-	-	-	-	-	-	22
Faridabad	-	-	1	3	-	-	-	-	-	-	-	4
	-	-	104	133	-	-	-	-	-	-	-	237
Gurgaon	2	-	3	5	-	-	-	-	-	-	2	12
	219	-	1034	363	-	-	-	-	-	-	120	1736
Karnal	-	-	1	-	-	-	-	-	-	-	-	1
	-	-	40	-	-	-	-	-	-	-	-	40
Manesar	-	-	1	1	-	-	-	-	-	-	-	2
	-	-	82	80	-	-	-	-	-	-	-	162
Panipat	-	-	1	2	-	-	-	-	-	-	-	3
	-	-	40	58	-	-	-	-	-	-	-	98
Panchkula	-	-	1	1	-	-	-	-	-	-	-	2
	-	-	49	28	-	-	-	-	-	-	-	77
Surajkund	-	1	-	-	-	-	-	-	-	-	-	1
	-	75	-	-	-	-	-	-	-	-	-	75
Yamuna Nagar	-	-	-	2	-	-	-	-	-	-	1	3
	-	-	-	57	-	-	-	-	-	-	21	78

<b>Total</b>												
<b>(No. of Hotels)</b>		<b>2</b>	<b>1</b>	<b>8</b>	<b>15</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>31</b>
<b>(No. of Rooms)</b>		<b>219</b>	<b>75</b>	<b>1349</b>	<b>741</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>141</b>	<b>2525</b>

#### 10 Himachal Pradesh

Kasauli	-	-	-	1	-	-	-	-	-	-	-	1
	-	-	-	33	-	-	-	-	-	-	-	33
Kangra	-	-	-	-	-	-	-	-	2	-	-	2
	-	-	-	-	-	-	-	-	25	-	-	25
Kishanpura	-	-	-	1	-	-	-	-	-	-	-	1
	-	-	-	34	-	-	-	-	-	-	-	34
Kullu	1	-	1	-	-	-	-	-	-	-	1	3
	25	-	36	-	-	-	-	-	-	-	36	97
Manali	1	-	-	-	1	-	-	-	-	-	1	3
	25	-	-	-	21	-	-	-	-	-	58	104
Mashobra	-	-	1	-	-	-	-	-	-	-	-	1
	-	-	41	-	-	-	-	-	-	-	-	41
Shimla	1	1	1	-	1	-	-	-	3	-	-	7
	87	85	41	-	27	-	-	-	196	-	-	436
Solan	-	-	-	1	1	-	-	-	1	1	-	4
	-	-	-	33	39	-	-	-	19	38	-	129
Taragarh	-	-	-	-	-	-	-	-	1	-	-	1
	-	-	-	-	-	-	-	-	16	-	-	16

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>3</b>	<b>23</b>
<b>(No. of Rooms)</b>		<b>137</b>	<b>85</b>	<b>118</b>	<b>100</b>	<b>87</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>256</b>	<b>132</b>	<b>915</b>
<b>11</b>	<b>Jharkhand</b>											
	Ranchi	-	-	1	1	-	-	-	-	-	-	2
		-	-	25	36	-	-	-	-	-	-	61
	Dhanbad	-	-	-	-	-	-	-	-	-	1	1
		-	-	-	-	-	-	-	-	-	29	29
	Bokaro Steel City	-	-	-	3	-	-	-	-	-	-	3
		-	-	-	112	-	-	-	-	-	-	112
	Jamshedpur	-	-	1	-	1	-	-	-	-	-	2
		-	-	40	-	36	-	-	-	-	-	76
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>8</b>
<b>(No. of Rooms)</b>		<b>0</b>	<b>0</b>	<b>65</b>	<b>148</b>	<b>36</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>29</b>	<b>278</b>
<b>12</b>	<b>Jammu &amp; Kashmir</b>											
	Jammu	-	-	1	-	-	-	-	-	-	-	1
		-	-	44	-	-	-	-	-	-	-	44
	Udhampur	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	70	-	-	-	-	-	-	70
	Srinagar	-	-	-	-	-	-	-	-	-	1	1
		-	-	-	-	-	-	-	-	-	125	125
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>(No. of Rooms)</b>		<b>0</b>	<b>0</b>	<b>44</b>	<b>70</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>125</b>	<b>239</b>
<b>13</b>	<b>Karnataka</b>											
	Bangalore	7	7	2	12	1	1	-	-	-	6	36
		1216	1007	193	636	101	14	-	-	-	743	3910
	Bellary	-	1	-	1	-	-	-	-	-	-	2
		-	166	-	36	-	-	-	-	-	-	202
	Chikmagalore	-	-	1	-	-	-	-	-	-	-	1
		-	-	29	-	-	-	-	-	-	-	29
	Coorg	-	-	-	1	-	-	-	-	-	1	2
		-	-	-	24	-	-	-	-	-	62	86
	Gokarna	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	24	-	-	-	-	-	-	24
	Hubli	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	51	-	-	-	-	51
	Mangalore	-	-	2	-	-	-	-	-	-	-	2
		-	-	188	-	-	-	-	-	-	-	188
	Mysore**	-	-	-	3	-	-	-	-	2	3	8
		-	-	-	150	-	-	-	-	84	142	376
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>7</b>	<b>8</b>	<b>5</b>	<b>18</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>10</b>	<b>53</b>
<b>(No. of Rooms)</b>		<b>1216</b>	<b>1173</b>	<b>410</b>	<b>870</b>	<b>101</b>	<b>65</b>	<b>0</b>	<b>0</b>	<b>84</b>	<b>947</b>	<b>4866</b>
<b>14</b>	<b>Kerala</b>											
	Adoor	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	11	-	-	-	-	-	-	11



S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Allapuzha	-	-	-	-	-	-	-	-	-	1	1
		-	-	-	-	-	-	-	-	-	37	37
	Alwaye	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	20	-	-	-	-	-	-	20
	Alleppey	-	-	-	8	3	-	-	-	2	7	20
		-	-	-	259	50	-	-	-	18	184	511
	Angamaly	-	-	-	3	1	-	-	-	-	-	4
		-	-	-	84	10	-	-	-	-	-	94
	Ayur	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	12	-	-	-	-	-	-	12
	Aranmula	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	12	-	-	-	-	-	12
	Ariyallur	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	12	-	-	-	-	-	12
	Athirapally	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	10	-	-	-	-	-	-	10
	Vadagara	-	-	-	2	1	-	-	-	-	-	3
		-	-	-	43	20	-	-	-	-	-	63
	Calicut	-	1	-	5	5	-	-	-	-	-	11
		-	74	-	224	130	-	-	-	-	-	428
	Changanacherry	-	-	-	1	3	-	-	-	-	-	4
		-	-	-	16	34	-	-	-	-	-	50
	Charumood	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	20	-	-	-	-	-	-	20
	Chenganoor	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	24	-	-	-	-	-	-	24
	Cherai	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	20	-	-	-	-	-	-	20
	Cherthala	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	11	10	-	-	-	-	-	21
	Chittilapilly	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	11	-	-	-	-	-	11
	Chowara	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	35	-	-	-	-	-	-	35
	Iritty	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	10	-	-	-	-	-	10
	Ernakulam	-	-	2	4	-	-	-	-	-	-	6
		-	-	118	226	-	-	-	-	-	-	344
	Erumapatti	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	19	-	-	-	-	-	-	19
	Ettumanoor	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	12	10	-	-	-	-	-	22
	Thiruvalla	-	-	-	2	3	-	-	-	-	-	5
		-	-	-	52	30	-	-	-	-	-	82
	Kodikulam	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	11	-	-	-	-	-	11
	Manjeri	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	12	-	-	-	-	-	-	12
	Mannar	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	16	-	-	-	-	-	-	16
	Mavelikkara	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	14	-	-	-	-	-	-	14

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Poovar Island Tvm	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	52	-	-	-	-	-	-	52
	Idukki	-	1	1	1	-	-	-	-	-	1	4
		-	38	44	21	-	-	-	-	-	29	132
	Guruvayur	-	-	-	4	1	-	-	-	-	-	5
		-	-	-	190	16	-	-	-	-	-	206
	Kalady	-	-	-	2	1	-	-	-	-	-	3
		-	-	-	22	12	-	-	-	-	-	34
	Kadavanthara	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	11	-	-	-	-	-	-	11
	Kalamaserry	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	10	-	-	-	-	-	10
	Kappad	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	16	-	-	-	-	-	-	16
	Kasaragod	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	32	-	-	-	-	-	-	32
	Kattappana	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	21	-	-	-	-	-	-	21
	Kayamkulam	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	13	-	-	-	-	-	-	13
	Kilimanoor	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	24	-	-	-	-	-	-	24
	Kodungallur	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	10	20	-	-	-	-	-	30
	Koothattuklam	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	13	18	-	-	-	-	-	31
	Kothad Island	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	36	-	-	-	-	-	-	36
	Kothamangalam	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	20	-	-	-	-	-	-	20
	Kottakkal	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	23	-	-	-	-	-	-	23
	Kozhenchery	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	10	-	-	-	-	-	10
	Oyoor	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	11	-	-	-	-	-	-	11
	South Paravoor	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	28	-	-	-	-	-	-	28
	Kannur	-	-	-	5	2	-	-	-	-	3	10
		-	-	-	148	62	-	-	-	-	98	308
	Kalpetta,Wayanad	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	18	33	-	-	-	-	-	51
	Kochi	1	3	3	18	3	-	1 (3 star)	-	2	2	33
		100	204	168	542	75	-	58	-	21	66	1234
	Karunagapalli	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	42	-	-	-	-	-	-	42
	Trichur	-	-	-	14	-	-	-	-	-	-	14
		-	-	-	326	-	-	-	-	-	-	326
	Karaikal	-	-	-	-	-	-	-	-	1	-	1
		-	-	-	-	-	-	-	-	10	-	10
	Kidagoor	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	23	-	-	-	-	-	-	23
	Kodikulam	-	-	-	-	1	-	-	-	-	-	1

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Kollam	-	-	-	-	11	-	-	-	-	-	11
		-	-	-	7	2	-	-	-	-	-	9
		-	-	-	117	45	-	-	-	-	-	162
	Koyilandi	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	15	-	-	-	-	-	-	15
	Kottarakkara	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	21	10	-	-	-	-	-	31
	Kottayam	1	-	1	4	4	-	-	-	-	1	11
		72	-	26	182	68	-	-	-	-	28	376
	Kottiyam	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	10	-	-	-	-	-	10
	Kovalam	-	-	-	4	1	-	-	-	-	-	5
		-	-	-	70	21	-	-	-	-	-	91
	Kumbalam	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	42	-	-	-	-	-	-	42
	Kumarakom	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	110	-	-	-	-	-	-	110
	Kumily	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	10	-	-	-	-	-	10
	Kuruvilangadu	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	11	-	-	-	-	-	-	11
	Munnar	-	-	-	7	1	-	-	-	-	-	8
		-	-	-	189	36	-	-	-	-	-	225
	Peravoor	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	12	-	-	-	-	-	12
	Perinthalmanna	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	13	17	-	-	-	-	-	30
	Palakkad	-	-	-	13	4	-	-	-	-	-	17
		-	-	-	264	81	-	-	-	-	-	345
	Perumbavoor	-	-	-	3	-	-	-	-	-	-	3
		-	-	-	40	-	-	-	-	-	-	40
	N. Paravoor	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	21	-	-	-	-	-	21
	Malampuzha	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	17	-	-	-	-	-	17
	Mallapuram	-	-	-	-	-	2	-	-	-	-	2
		-	-	-	-	-	61	-	-	-	-	61
	Muvattupuzha	-	-	-	1	2	-	-	-	-	-	3
		-	-	-	28	26	-	-	-	-	-	54
	Nayathode	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	51	-	-	-	-	-	-	51
	Nedumbasserry	-	-	-	2	-	1	-	-	-	-	3
		-	-	-	62	-	24	-	-	-	-	86
	Nedumangodu	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	20	-	-	-	-	-	-	20
	Nenmara	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	11	-	-	-	-	-	-	11
	Nilambur	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	25	-	-	-	-	-	25
	Meenangadi	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	10	-	-	-	-	-	10
	Oachira	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	29	-	-	-	-	-	-	29

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Paiyoli	-	-	-	1	-	-	-	-	-	-	1
	Pala	-	-	-	15	-	-	-	-	-	-	15
	Parassala	-	-	-	-	1	-	-	-	-	-	1
	Pathanamthitta	-	-	-	1	12	-	-	-	-	-	12
	Ramanattukkara	-	-	-	1	-	-	-	-	-	-	1
	Thrissur	-	-	-	24	-	-	-	-	-	-	24
	Sulthan Bathery	-	-	-	1	1	-	-	-	-	-	2
	Peer made	-	-	-	10	10	-	-	-	-	-	20
	Poovar Island	-	-	-	1	-	-	-	-	-	-	1
	Punalur	-	-	-	16	-	-	-	-	-	-	16
	Thalaserry	-	-	-	-	-	-	-	1	-	-	1
	Thenmala	-	-	-	-	1	-	-	-	7	-	7
	Thekkady	-	-	-	-	25	-	-	-	-	-	25
	Thiruvananthapuram	-	-	-	1	-	-	-	-	-	-	1
	Thoppumbadi	-	-	-	30	-	-	-	-	-	-	30
	Tripunithura	-	-	-	1	-	-	-	-	-	-	1
	Valancherry	-	-	-	52	-	-	-	-	-	-	52
	Varkala	-	-	-	1	-	-	-	-	-	-	1
	Vadkkancherry	-	-	-	20	-	-	-	-	-	-	20
	Wynad	-	-	-	2	2	-	-	-	-	-	4
		-	-	-	87	34	-	-	-	-	-	121
		-	-	-	1	-	-	-	-	-	-	1
		-	-	-	18	-	-	-	-	-	-	18
		-	-	-	2	-	1	-	-	-	-	3
		-	-	-	93	-	44	-	-	-	-	137
		-	3	7	15	5	1	-	-	-	-	31
		-	300	470	503	100	44	-	-	-	-	1417
		-	-	-	1	-	-	-	-	-	-	1
		-	-	-	10	-	-	-	-	-	-	10
		-	-	-	1	-	-	-	-	-	-	1
		-	-	-	10	-	-	-	-	-	-	10
		-	-	-	1	-	-	-	-	-	-	1
		-	-	-	16	-	-	-	-	-	-	16
		-	-	1	2	1	-	-	-	-	-	4
		-	-	30	27	15	-	-	-	-	-	72
		-	-	-	1	-	-	-	-	-	-	1
		-	-	-	22	-	-	-	-	-	-	22
		-	-	-	1	1	-	-	-	-	-	2
		-	-	-	32	11	-	-	-	-	-	43
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>2</b>	<b>8</b>	<b>15</b>	<b>189</b>	<b>71</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>15</b>	<b>312</b>
<b>(No. of Rooms)</b>		<b>172</b>	<b>616</b>	<b>856</b>	<b>5042</b>	<b>1233</b>	<b>173</b>	<b>58</b>	<b>0</b>	<b>56</b>	<b>442</b>	<b>8648</b>
<b>15</b>	<b>Madhya Pradesh</b>											
	Balaghat	-	-	-	-	1	-	-	-	-	-	1
	Bhopal	-	-	-	-	19	-	-	-	-	-	19
	Chattarpur	-	-	-	3	-	-	-	-	2	2	7
		-	-	-	133	-	-	-	-	137	22	292
		-	-	-	-	-	-	-	-	-	1	1
		-	-	-	-	-	-	-	-	-	10	10

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Dhar	-	-	-	-	-	-	-	-	1	-	1
		-	-	-	-	-	-	-	-	16	-	16
	Gwalior	-	-	-	2	-	-	-	-	-	2	4
		-	-	-	96	-	-	-	-	-	118	214
	Hoshangabad	-	-	-	-	-	-	-	-	-	1	1
		-	-	-	-	-	-	-	-	-	6	6
	Indore	-	1	-	5	-	-	-	-	-	-	6
		-	84	-	440	-	-	-	-	-	-	524
	Jabalpur	-	-	1	4	1	-	-	-	-	-	6
		-	-	52	177	33	-	-	-	-	-	262
	Tikamgarh	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	14	-	-	-	-	-	-	14
	Khajuraho	1	3	-	2	-	-	-	-	-	1	7
		94	244	-	170	-	-	-	-	-	47	555
	Panna	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	28	-	-	-	-	-	-	28
	Seoni	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	20	-	-	-	-	-	-	20
	Shivpuri	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	19	-	-	-	-	-	-	19
	Ujjain	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	28	-	-	-	-	-	-	28
	Umariya	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	18	-	-	-	-	-	18

<b>Total</b>												
<b>(No. of Hotels)</b>		<b>1</b>	<b>4</b>	<b>1</b>	<b>21</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>40</b>
<b>(No. of Rooms)</b>		<b>94</b>	<b>328</b>	<b>52</b>	<b>1125</b>	<b>70</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>153</b>	<b>203</b>	<b>2025</b>

#### 16 Maharashtra

Ahmed Nagar	-	1	1	2	-	2	-	-	-	-	-	6
	-	98	80	155	-	76	-	-	-	-	-	409
Akola	-	-	-	-	-	-	-	-	-	-	1	1
	-	-	-	-	-	-	-	-	-	-	14	14
Aurangabad	-	3	-	1	3	2	-	-	-	-	1	10
	-	226	-	26	77	24	-	-	-	-	100	453
Beed	-	-	-	1	-	-	-	-	-	-	-	1
	-	-	-	10	-	-	-	-	-	-	-	10
Jalgaon	-	-	-	1	-	-	-	-	-	-	-	1
	-	-	-	23	-	-	-	-	-	-	-	23
Khandala	-	-	-	3	1	-	-	-	-	-	-	4
	-	-	-	142	25	-	-	-	-	-	-	167
Kolhapur	-	-	-	6	5	1	-	-	-	-	1	13
	-	-	-	208	110	10	-	-	-	-	29	357
Lonavala	1	1	-	2	-	-	-	-	-	-	-	4
	389	105	-	64	-	-	-	-	-	-	-	558
Malad	-	-	1	-	-	-	-	-	-	-	1	2
	-	-	44	-	-	-	-	-	-	-	93	137
Matheran	-	-	-	2	2	-	-	-	-	-	-	4
	-	-	-	102	86	-	-	-	-	-	-	188
Mumbai	16	8	14	30	29	2	3 (5 D)	-	-	-	11	113
	5434	1488	1046	1898	1151	79	312	-	-	-	1450	12858
Nagpur	-	1	-	2	-	-	-	-	-	-	-	3
	-	93	-	115	-	-	-	-	-	-	-	208

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Nasik	-	1	-	2	3	2	-	-	-	-	8
		-	68	-	164	127	78	-	-	-	-	437
	Navi Mumbai	-	-	-	5	2	1	-	-	-	-	8
		-	-	-	237	53	24	-	-	-	-	314
	Pune	3	4	5	11	7	1	-	-	1	2	34
		428	360	331	630	237	51	-	-	31	111	2179
	Pandharpur	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	36	-	-	-	-	-	-	36
	Raigad	-	-	-	3	-	-	-	-	-	-	3
		-	-	-	168	-	-	-	-	-	-	168
	Ratnagiri	-	-	1	-	1	1	-	-	-	-	3
		-	-	37	-	22	21	-	-	-	-	80
	Sangli	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	10	-	-	-	-	10
	Satara	-	-	-	2	-	2	-	-	-	-	4
		-	-	-	80	-	32	-	-	-	-	112
	Shirdi	-	1	-	-	-	-	1	-	-	-	2
		-	100	-	-	-	-	100	-	-	-	200
	Solapur	-	-	-	2	1	1	-	-	-	-	4
		-	-	-	51	23	20	-	-	-	-	94
	Sindhudurg	-	-	-	1	-	1	-	-	-	-	2
		-	-	-	25	-	10	-	-	-	-	35
	Thane	-	-	-	4	3	-	-	-	-	-	7
		-	-	-	202	78	-	-	-	-	-	280
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>20</b>	<b>20</b>	<b>22</b>	<b>81</b>	<b>57</b>	<b>17</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>17</b>	<b>239</b>
<b>(No. of Rooms)</b>		<b>6251</b>	<b>2538</b>	<b>1538</b>	<b>4336</b>	<b>1989</b>	<b>435</b>	<b>412</b>	<b>0</b>	<b>31</b>	<b>1797</b>	<b>19327</b>
<b>17 Manipur</b>												
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>(No. of Rooms)</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>18 Meghalaya</b>												
Shillong												
		-	-	1	3	-	-	-	-	-	-	4
		-	-	50	69	-	-	-	-	-	-	119
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>(No. of Rooms)</b>		<b>0</b>	<b>0</b>	<b>50</b>	<b>69</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>119</b>
<b>19 Mizoram</b>												
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>(No. of Rooms)</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>20 Nagaland</b>												
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>(No. of Rooms)</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>21 Orissa</b>												
Bargarh												
		-	-	-	-	-	1	-	-	-	-	1

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Bhubaneswar	-	-	-	-	-	32	-	-	-	-	32
		3	-	2	3	-	-	-	-	-	-	8
		185	-	129	275	-	-	-	-	-	-	589
	Jeypore, Dist. Koraput	-	-	-	-	2	-	-	-	-	-	2
		-	-	-	-	52	-	-	-	-	-	52
	Kantabanji, Dist. Bolangir	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	42	-	-	-	-	-	42
	Puri	-	-	1	2	-	-	-	-	-	-	3
		-	-	50	71	-	-	-	-	-	-	121
	Rourkela	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	40	-	-	-	-	-	-	40
<b>Total</b>												
	<b>(No. of Hotels)</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>
	<b>(No. of Rooms)</b>	<b>185</b>	<b>0</b>	<b>179</b>	<b>386</b>	<b>94</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>876</b>

## 22 Punjab

Abohar	-	-	-	-	2	-	-	-	-	-	-	2
	-	-	-	-	27	-	-	-	-	-	-	27
Amritsar	-	-	3	6	1	-	-	-	-	-	-	10
	-	-	170	181	29	-	-	-	-	-	-	380
Bathinda	-	-	1	2	1	-	-	-	-	-	-	4
	-	-	42	53	20	-	-	-	-	-	-	115
Dera Bassi	-	-	-	-	1	-	-	-	-	-	-	1
	-	-	-	-	13	-	-	-	-	-	-	13
Gurdaspur	-	-	-	-	2	-	-	-	-	-	-	2
	-	-	-	-	22	-	-	-	-	-	-	22
Hoshiarpur	-	-	1	1	2	-	-	-	-	-	-	4
	-	-	20	20	32	-	-	-	-	-	-	72
Jalandhar	-	1	3	12	3	-	-	-	-	-	1	20
	-	61	146	325	71	-	-	-	-	-	47	650
Kotakapura	-	-	-	1	-	-	-	-	-	-	-	1
	-	-	-	14	-	-	-	-	-	-	-	14
Ludhiana	-	-	-	10	8	-	-	-	-	-	1	19
	-	-	-	348	139	-	-	-	-	-	117	604
Pathankot	-	-	-	1	1	-	-	-	-	-	-	2
	-	-	-	29	18	-	-	-	-	-	-	47
Patiala	-	-	-	3	2	-	-	-	-	-	1	6
	-	-	-	83	38	-	-	-	-	-	27	148
Phagwara	-	-	-	-	1	-	-	-	-	-	-	1
	-	-	-	-	18	-	-	-	-	-	-	18
Rajpura	-	-	-	-	2	-	-	-	-	-	-	2
	-	-	-	-	39	-	-	-	-	-	-	39
Ropar	-	-	-	-	1	-	-	-	-	-	-	1
	-	-	-	-	13	-	-	-	-	-	-	13
Mansa	-	-	-	-	1	-	-	-	-	-	-	1
	-	-	-	-	10	-	-	-	-	-	-	10
Malout	-	-	-	-	2	-	-	-	-	-	-	2
	-	-	-	-	20	-	-	-	-	-	-	20
Mohali	-	-	-	1	1	-	-	-	-	-	-	2
	-	-	-	20	14	-	-	-	-	-	-	34
Barnala	-	-	-	-	1	-	-	-	-	-	-	1
	-	-	-	-	11	-	-	-	-	-	-	11

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Sirhind	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	10	-	-	-	-	-	10
	Zirakpur	-	-	-	2	1	-	-	-	-	-	3
		-	-	-	38	12	-	-	-	-	-	50
<b>Total</b>												
	(No. of Hotels)	0	1	8	39	34	0	0	0	0	3	85
	(No. of Rooms)	0	61	378	1111	556	0	0	0	0	191	2297
<b>23</b>	<b>Rajasthan</b>											
	Ajmer	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	50	-	-	-	-	-	-	50
	Alwar	-	-	-	-	1	-	-	-	1	1	3
		-	-	-	-	35	-	-	-	75	46	156
	Bharatpur	-	-	-	-	-	-	-	-	1	-	1
		-	-	-	-	-	-	-	-	25	-	25
	Bikaner	-	-	-	3	-	-	-	-	5	-	8
		-	-	-	123	-	-	-	-	157	-	280
	Chittorgarh	-	-	-	-	-	-	-	-	1	-	1
		-	-	-	-	-	-	-	-	11	-	11
	Dausa	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	12	-	-	-	-	-	12
	Sri Ganga Nagar	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	18	-	-	-	-	-	18
	Jaipur	7	7	1	5	4	-	-	-	8	4	36
		688	793	62	260	175	-	-	-	231	158	2367
	Jaislamer	-	-	-	4	-	-	-	-	-	-	4
		-	-	-	185	-	-	-	-	-	-	185
	Jodhpur	-	1	2	3	-	-	-	-	4	1	11
		-	98	181	131	-	-	-	-	146	31	587
	Jhunjhunu	-	-	-	-	1	-	-	-	-	2	3
		-	-	-	-	55	-	-	-	-	46	101
	Karauli	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	50	-	-	-	-	-	-	50
	Kumbhalgarh	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	26	10	-	-	-	-	-	36
	Mount Abu	-	-	1	-	1	-	-	-	-	-	2
		-	-	40	-	40	-	-	-	-	-	80
	Pali	-	-	-	-	-	-	-	-	2	3	5
		-	-	-	-	-	-	-	-	40	54	94
	Pushkar	-	-	1	-	-	-	-	-	1	-	2
		-	-	36	-	-	-	-	-	30	-	66
	Roopgarh	-	-	-	-	-	-	-	-	2	-	2
		-	-	-	-	-	-	-	-	40	-	40
	Sawai Madhopur	1	-	-	1	-	-	-	-	1	-	3
		25	-	-	10	-	-	-	-	32	-	67
	Udaipur	1	1	-	2	2	-	-	-	5	1	12
		254	87	-	114	187	-	-	-	146	55	843
	Rajsamand	-	-	-	1	-	-	-	-	3	-	4
		-	-	-	42	-	-	-	-	96	-	138
<b>Total</b>												
	(No. of Hotels)	9	9	5	22	12	0	0	0	34	12	103
	(No. of Rooms)	967	978	319	991	532	0	0	0	1029	390	5206



S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
<b>24</b>	<b>Sikkim</b>											
	Gangtok	-	-	-	2	1	-	-	-	-	1	4
		-	-	-	45	22	-	-	-	-	48	115
<b>Total</b>												
	(No. of Hotels)	0	0	0	2	1	0	0	0	0	1	4
	(No. of Rooms)	0	0	0	45	22	0	0	0	0	48	115
<b>25</b>	<b>Tamil Nadu</b>											
	Avinashi	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	71	-	-	-	-	-	-	71
	Batlagundu	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	20	-	-	-	-	-	-	20
	Chennai	5	6	5	30	15	9	-	-	-	6	76
		1034	763	745	2244	533	249	-	-	-	629	6197
	Chidambaram	-	-	-	1	-	3	-	-	-	-	4
		-	-	-	43	-	68	-	-	-	-	111
	Coimbatore	-	-	1	4	6	17	-	-	-	-	28
		-	-	135	256	269	578	-	-	-	-	1238
	Colachel	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	21	-	-	-	-	-	21
	Gobichettipalayam	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	47	-	-	-	-	-	47
	Coonoor	-	-	-	-	-	-	-	-	-	1	1
		-	-	-	-	-	-	-	-	-	32	32
	Coutrallam	-	-	-	1	-	1	-	-	-	-	2
		-	-	-	38	-	23	-	-	-	-	61
	Darasuram	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	20	-	-	-	-	-	-	20
	Dindigul	-	-	-	-	1	2	-	-	-	-	3
		-	-	-	-	18	57	-	-	-	-	75
	Erode	-	-	-	-	-	3	-	-	-	-	3
		-	-	-	-	-	93	-	-	-	-	93
	Gudalur	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	33	-	-	-	-	-	-	33
	Hosur	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	52	-	-	-	-	-	-	52
	Hongenekkall	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	24	-	-	-	-	-	24
	Kanchipuram	-	-	1	1	-	1	-	-	-	-	3
		-	-	88	36	-	30	-	-	-	-	154
	Kanathur	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	37	-	-	-	-	-	-	37
	Kanya Kumari	-	-	-	1	1	-	-	-	-	2	4
		-	-	-	71	43	-	-	-	-	84	198
	Kallakurichi	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	22	-	-	-	-	-	22
	Kalhatti, Nilgiris	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	11	-	-	-	-	11
	Karur	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	33	-	-	-	-	33
	Kolli Hills	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	11	-	-	-	-	11

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Kodai Kanal	-	1	-	-	-	-	-	-	-	-	1
		-	91	-	-	-	-	-	-	-	-	91
	Madurai	-	1	-	2	-	5	-	-	-	-	8
		-	63	-	92	-	231	-	-	-	-	386
	Mamallapuram	-	-	-	3	-	1	-	-	-	-	4
		-	-	-	187	-	32	-	-	-	-	219
	Masinagudi	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	15	-	-	-	-	15
	Namakkal	-	-	-	-	-	2	-	-	-	-	2
		-	-	-	-	-	46	-	-	-	-	46
	Theni	-	-	-	2	-	-	-	-	-	-	2
		-	-	-	56	-	-	-	-	-	-	56
	Palani	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	60	-	-	-	-	60
	Perambalur	-	-	-	-	2	-	-	-	-	-	2
		-	-	-	-	41	-	-	-	-	-	41
	Pollachi	-	-	-	-	-	1	-	-	-	3	4
		-	-	-	-	-	36	-	-	-	213	249
	Pudukkottai	-	-	-	-	3	-	-	-	-	2	5
		-	-	-	-	93	-	-	-	-	62	155
	Rajapalayam	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	50	-	-	-	-	-	50
	Ranipet	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	21	-	-	-	-	21
	Salem	-	-	-	1	1	21	-	-	-	-	23
		-	-	-	52	42	42	-	-	-	-	136
	Sriperumpudur	-	-	-	3	1	-	-	-	-	-	4
		-	-	-	226	71	-	-	-	-	-	297
	Tanjore	-	-	-	1	-	4	-	-	-	-	5
		-	-	-	30	-	95	-	-	-	-	125
	Tenkasi	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	40	-	-	-	-	40
	Trichy	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	82	40	-	-	-	-	-	122
	Tirunelveli	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	42	-	-	-	-	-	42
	Tirupur	-	-	-	3	2	2	-	-	-	1	8
		-	-	-	132	86	50	-	-	-	36	304
	Tuticorin	-	-	-	1	1	-	-	-	-	-	2
		-	-	-	74	40	-	-	-	-	-	114
	Udhagamandalam	-	-	-	4	-	-	-	-	1	-	5
		-	-	-	334	-	-	-	-	40	-	374
	Valaparai	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	24	-	-	-	-	24
	Vellore	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	24	-	-	-	-	24
	Virudhnagar	-	-	-	-	-	3	-	-	-	-	3
		-	-	-	-	-	83	-	-	-	-	83
	Vridachalam	-	-	-	-	-	1	-	-	-	-	1
		-	-	-	-	-	27	-	-	-	-	27
	Yercaud	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	37	-	-	-	-	-	-	37

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>5</b>	<b>8</b>	<b>7</b>	<b>67</b>	<b>40</b>	<b>85</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>15</b>	<b>228</b>
<b>(No. of Rooms)</b>		<b>1034</b>	<b>917</b>	<b>968</b>	<b>4223</b>	<b>1482</b>	<b>1979</b>	<b>0</b>	<b>0</b>	<b>40</b>	<b>1056</b>	<b>11699</b>
<b>26</b>	<b>Tripura</b>											
	Agartala	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	101	-	-	-	-	-	-	101
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>(No. of Rooms)</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>101</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>101</b>
<b>27</b>	<b>Uttar Pradesh</b>											
	Agra	4	5	-	1	-	-	-	-	-	-	10
		847	745	-	66	-	-	-	-	-	-	1658
	Allahabad	-	-	1	1	-	-	-	-	-	1	3
		-	-	85	27	-	-	-	-	-	12	124
	Gajraula	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	25	-	-	-	-	-	-	25
	Gorakhpur	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	38	-	-	-	-	-	-	38
	Jhansi	-	-	1	1	-	1	-	-	-	-	3
		-	-	42	28	-	26	-	-	-	-	96
	Kanpur	-	1	-	-	-	-	-	-	-	-	1
		-	131	-	-	-	-	-	-	-	-	131
	Kushinagar	-	-	-	3	-	-	-	-	-	-	3
		-	-	-	122	-	-	-	-	-	-	122
	Lucknow	1	1	1	2	-	-	-	-	-	-	5
		110	98	61	92	-	-	-	-	-	-	361
	Mathura	-	-	1	3	-	-	-	-	-	-	4
		-	-	40	93	-	-	-	-	-	-	133
	Moradabad	1	-	-	1	-	-	-	-	-	-	2
		74	-	-	26	-	-	-	-	-	-	100
	Sravasti	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	56	-	-	-	-	-	-	56
	Noida	2	-	-	1	-	-	1	-	-	-	4
		136	-	-	40	-	-	44	-	-	-	220
	Varanasi	1	-	-	3	2	-	-	-	1	-	7
		130	-	-	136	56	-	-	-	44	-	366
	Orai	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	22	-	-	-	-	-	22
<b>Total</b>												
<b>(No. of Hotels)</b>		<b>9</b>	<b>7</b>	<b>4</b>	<b>19</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>46</b>
<b>(No. of Rooms)</b>		<b>1297</b>	<b>974</b>	<b>228</b>	<b>749</b>	<b>78</b>	<b>26</b>	<b>44</b>	<b>0</b>	<b>44</b>	<b>12</b>	<b>3452</b>
<b>28</b>	<b>Uttarakhand</b>											
	Almora	-	-	-	-	1	-	-	-	-	1	2
		-	-	-	-	10	-	-	-	-	25	35
	Badrinath	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	40	-	-	-	-	-	40
	Dehradun	-	-	1	1	-	-	-	-	-	-	2
		-	-	69	26	-	-	-	-	-	-	95
	Haridwar	-	-	-	3	-	-	-	-	1	1	5
		-	-	-	196	-	-	-	-	20	46	262

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
	Kirtinagar	-	-	-	-	1	-	-	-	-	-	1
	Mukteswar	-	-	-	-	33	-	-	-	-	-	33
	Mussoorie	1	-	-	3	-	-	-	-	-	-	4
	Nainital	90	-	-	117	-	-	-	-	-	-	207
	Narendar Nagar	-	-	-	-	-	-	-	-	1	-	1
	Ram Nagar	-	-	-	1	-	-	-	-	28	-	28
	Rudrapur	-	-	-	-	1	-	-	-	-	-	1
	Kashipur	-	-	-	-	45	-	-	-	-	-	45
	Pantnagar	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	98	-	-	-	-	-	98

<b>Total</b>												
<b>(No. of Hotels)</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>22</b>
<b>(No. of Rooms)</b>	<b>90</b>	<b>0</b>	<b>69</b>	<b>466</b>	<b>266</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>48</b>	<b>71</b>	<b>1010</b>

## 29 West Bengal

	Asansol	-	-	-	1	-	-	-	-	-	-	1
	Kolkatta	6	2	3	1	4	-	-	-	-	4	20
	Darjeeling	1294	165	350	20	132	-	-	-	-	175	2136
	Digha	-	-	-	3	1	-	-	-	2	-	6
	Durgapur	-	-	-	88	26	-	-	-	60	-	174
	Jalpaiguri	-	-	-	1	-	-	-	-	-	-	1
	Kalimpong	-	-	-	33	-	-	-	-	-	-	33
	Malda	-	-	-	2	-	-	-	-	-	1	3
	Raiganj	-	-	-	150	-	-	-	-	-	43	193
	Siliguri	-	-	-	-	1	-	-	-	-	-	1
	Shantiniketan	-	-	-	-	28	-	-	-	-	-	28
	Sunderbans	-	-	1	-	-	-	-	-	-	-	1
		-	-	26	-	-	-	-	-	-	-	26
		-	-	-	1	1	-	-	-	-	-	2
		-	-	-	33	26	-	-	-	-	-	59
		-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	25	-	-	-	-	-	25
		-	-	1	-	-	-	-	-	-	-	1
		-	-	35	-	-	-	-	-	-	-	35
		-	-	-	1	-	-	-	-	-	-	1
		-	-	-	33	-	-	-	-	-	-	33
		-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	19	-	-	-	-	-	19

<b>Total</b>												
<b>(No. of Hotels)</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>39</b>
<b>(No. of Rooms)</b>	<b>1294</b>	<b>165</b>	<b>411</b>	<b>392</b>	<b>256</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>60</b>	<b>218</b>	<b>2796</b>

## 30 Andaman & Nicobar

	Port Blair	-	-	1	1	-	1	-	-	-	-	3
	Havelock Island	-	-	45	28	-	13	-	-	-	-	86
		-	-	-	1	-	-	-	-	-	-	1
		-	-	-	20	-	-	-	-	-	-	20

S. No.	State/Place	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Resort	Heritage	Unclassified	Total
<b>Total</b>												
	<b>(No. of Hotels)</b>	0	0	1	2	0	1	0	0	0	0	4
	<b>(No. of Rooms)</b>	0	0	45	48	0	13	0	0	0	0	106
<b>31</b>	<b>Chandigarh</b>											
	Chandigarh	-	1	-	1	1	-	-	-	-	-	3
		-	155	-	25	12	-	-	-	-	-	192
<b>Total</b>												
	<b>(No. of Hotels)</b>	0	1	0	1	1	0	0	0	0	0	3
	<b>(No. of Rooms)</b>	0	155	0	25	12	0	0	0	0	0	192
<b>32</b>	<b>Daman &amp; Diu</b>											
	Diu	-	-	-	3	-	-	-	-	-	-	3
		-	-	-	140	-	-	-	-	-	-	140
<b>Total</b>												
	<b>(No. of Hotels)</b>	0	0	0	3	0	0	0	0	0	0	3
	<b>(No. of Rooms)</b>	0	0	0	140	0	0	0	0	0	0	140
<b>33</b>	<b>Dadra &amp; Nagar Haveli</b>											
	Dadra & Nagar Haveli	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	47	-	-	-	-	-	-	47
	Silvasa	-	-	1	2	-	-	-	-	-	-	3
		-	-	97	128	-	-	-	-	-	-	225
<b>Total</b>												
	<b>(No. of Hotels)</b>	0	0	1	3	0	0	0	0	0	0	4
	<b>(No. of Rooms)</b>	0	0	97	175	0	0	0	0	0	0	272
<b>34</b>	<b>Lakshadweep</b>											
	Bangaram	-	-	-	-	1	-	-	-	-	-	1
		-	-	-	-	30	-	-	-	-	-	30
<b>Total</b>												
	<b>(No. of Hotels)</b>	0	0	0	0	1	0	0	0	0	0	1
	<b>(No. of Rooms)</b>	0	0	0	0	30	0	0	0	0	0	30
<b>35</b>	<b>Puducherry</b>											
	Puducherry	-	-	-	3	3	-	-	-	1	1	8
		-	-	-	210	84	-	-	-	21	34	349
	Karaikal	-	-	-	1	-	-	-	-	-	-	1
		-	-	-	10	-	-	-	-	-	-	10
<b>Total</b>												
	<b>(No. of Hotels)</b>	0	0	4	3	0	0	0	1	1	9	
	<b>(No. of Rooms)</b>	0	0	0	220	84	0	0	0	21	34	359
<b>G. Total</b>												
	<b>(No. of Hotels)</b>	105	94	121	683	287	118	6	0	64	115	1593
	<b>(No. of Rooms)</b>	22254	11387	9299	30577	8494	2834	514	0	1921	7807	95087

- Nil

Note: Figures in the first and second lines for a place indicate number of hotels and number of hotel rooms respectively.

Source: Administrative Records of Hotels maintained by Ministry of Tourism

### 6.3 INDIAN HOTEL INDUSTRY SURVEY 2008-09

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 2008-09, FHRAI received information from 1168 members.

Based on FHRAI's 2008-09 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 6.31 to 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 1.6. Among the classified categories, variation was quite low: 1.1 in 1-Star & 2-Star categories and 2.0 in 5-Star Deluxe categories.
- About 78% of the employees were trained: highest being 90% under Heritage and lowest 73% under 1-Star category.
- Share of tourists is the highest from 'other countries' being 15.3%. UK and USA dominate the overall visitations with a share of 13.8% and 12.4% respectively.
- Share of tourists from UK and USA was the highest in the 1-Star and above category hotels.
- Share of domestic guests was 74% for all the hotels taken together. However, share of foreign guests was higher in 5-Star Deluxe (56.7%) and Heritage (58.6).
- Leisure tourists constituted about 42% of the total guests and the remaining 58% were business guests. Except the Heritage categories of hotels, share of business guests was higher in other categories.
- While the average stay of foreign guests was 3.5 days, it was 2.9 days for domestic guests.
- Average stay of business and leisure guests was 2.8 days and 2.5 days respectively.

**TABLE 6.3.1**  
**TYPICAL ROOM PROFILE OF AN AVERAGE HOTEL, 2008-09 BY**  
**CATEGORY OF HOTELS**

Composition		5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit- age	Other	All India Average
Number of responses		30	47	74	447	298	88	39	145	1168
No. of Air- Conditioned rooms	Single	21.2	23.1	7.2	3.0	2.1	0.9	0.4	1.3	3.9
	Double	132.8	110.8	72.2	42.6	22.5	14.3	25.2	18.1	38.7
	Suites	27.1	8.4	9.7	5.0	2.6	1.6	9.0	1.8	4.8
No. of Non- Air-Conditioned rooms	Single	0.0	0.0	0.0	0.6	1.0	2.2	0.3	1.3	0.8
	Double	0.0	0.7	3.6	4.3	8.3	10.3	2.9	8.8	6.0
	Suites	0.0	1.6	0.3	0.3	0.9	0.4	0.6	0.6	0.6
<b>Total Average rooms</b>		<b>181.1</b>	<b>144.6</b>	<b>92.9</b>	<b>55.8</b>	<b>37.3</b>	<b>29.6</b>	<b>38.3</b>	<b>31.9</b>	<b>54.7</b>

*Source: Indian Hotel Industry Survey 2008-09, FHRAI*

**TABLE 6.3.2**  
**AVERAGE NUMBER OF EMPLOYEES PER HOTEL( PERMANENT/CONTRACT/FULL**  
**TIME/PART TIME), 2008-09 BY CATEGORY OF HOTELS**

Composition		5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit- age	Other	All India Average
Number of responses		28	47	68	398	265	78	35	96	1015
No. of Managers	Male	40.3	29.6	15.5	6.4	2.5	2.2	4.3	2.3	7.2
	Female	10.1	6.2	2.5	0.8	0.3	0.1	0.5	0.2	1.2
No. of Supervisors	Male	45.1	28.9	17.7	10.1	4.2	3.5	8.6	3.0	9.7
	Female	9.6	3.7	3.0	1.7	0.6	0.3	0.8	0.4	1.5
No. of Staff	Male	215.6	163.9	126.8	63.6	30.7	23.5	54.8	23.5	60.9
	Female	29.8	17.2	10.3	6.4	2.7	2.0	4.5	1.3	6.0
Total No. of Employees		350.5	249.4	175.8	88.9	41.0	31.5	73.5	30.8	86.4
Avg. Employees/ Room		2.0	1.7	1.9	1.6	1.1	1.1	1.9	1.0	1.6

*Source: Indian Hotel Industry Survey 2008-09, FHRAI*

**TABLE 6.3.3**  
**AVERAGE PERCENTAGE OF TRAINED EMPLOYEES PER HOTEL, 2008-09 BY**  
**CATEGORY OF HOTELS**

Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Heritage	Other	All India Average
Number of responses	24	43	61	250	138	33	22	34	605
No. of Managers	91.5	93.8	87.5	85.4	85.4	87.4	98.2	86.4	87.7
No. of Supervisors	87.5	84.9	81.2	77.5	77.5	74.1	93.9	90.4	79.9
No. of Staff	69.2	80.3	66.0	63.8	62.5	56.7	76.4	73.2	65.7
Total Average Trained Employees *	82.7	86.3	78.2	75.6	75.9	72.8	89.5	83.4	77.8
Total Average Un- Trained Employees	17.3	13.7	21.8	24.5	24.1	27.3	10.5	16.6	22.3

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

Source: Indian Hotel Industry Survey 2008-09, FHRAI

**TABLE 6.3.4**  
**DISTRIBUTION OF HOTEL GUESTS BY COUNTRY OF ORIGIN ,**  
**2008-09**  
**(in percentage)**

Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Heritage	Other	All India Average
Number of responses	23	32	49	186	79	20	20	8	417
ASEAN *	2.7	4.1	4.5	6.5	4.9	3.3	2.6	8.3	5.2
Australia	3.7	2.4	3.4	3.4	4.1	4.4	3.6	3.7	3.5
Canada	2.3	1.8	4.3	3.4	3.3	4.5	2.1	13.9	3.5
Caribbean	0.4	0.2	0.6	0.6	0.7	0.8	0.2	0.0	0.6
China	1.6	1.8	3.0	5.3	3.2	6.8	0.9	2.6	3.9
France	3.6	6.2	7.0	5.8	4.6	5.9	19.1	6.8	6.3
Germany	8.9	5.9	8.0	6.5	5.1	6.7	11.7	6.6	6.8
Japan	3.3	4.2	6.1	4.9	3.2	5.4	4.0	3.9	4.6
Middle East	2.2	2.0	3.4	4.0	3.6	4.4	1.8	1.3	3.5
Other European	9.1	10.1	7.8	9.6	9.3	5.9	5.5	9.3	9.0
Russia	3.5	3.2	3.1	3.8	2.1	2.2	0.7	2.6	3.1
SAARC **	2.4	3.8	2.9	6.0	11.7	6.2	2.4	11.8	6.2



Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Heritage	Other	All India Average
South Africa	0.9	1.5	1.9	2.5	2.5	4.1	1.4	6.4	2.3
UK	13.3	16.8	13.1	12.7	14.8	17.9	15.9	9.3	13.8
USA	19.2	13.0	12.1	13.0	9.6	13.7	10.4	11.1	12.4
Other	22.9	23.3	18.8	12.2	17.5	7.9	17.9	2.9	15.3
<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

\*\* SAARC: South Asian Association for Regional Co-operation.

Source: Indian Hotel Industry Survey 2008-09, FHRAI

**TABLE 6.3.5**  
**ANALYSIS OF HOTEL GUESTS, 2008-09 BY CATEGORY OF HOTELS**

Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Heritage	Other	All India Average
Number of responses	30	43	68	369	220	73	29	40	872
Domestic Guests (%)	43.3	51.5	62.9	75.4	81.9	84.9	41.4	83.0	73.6
Foreign Guests (%)	56.7	48.5	37.1	24.6	17.7	15.1	58.6	17.0	26.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Business Guests (%)	61.7	64.5	63.4	58.1	57.9	62.2	30.1	60.4	58.4
Total Leisure Guests (%)	38.3	35.5	36.6	41.9	42.1	37.8	69.9	39.6	41.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Avg. stay of Foreign Guests (Days)	3.0	3.6	3.3	4.0	3.1	2.9	2.7	3.4	3.5
Avg. stay of Domestic Guest (Days)	2.3	2.1	2.1	3.3	2.8	2.9	2.3	2.5	2.9
Avg. stay of Business Guests (Days)	2.4	2.0	2.7	3.2	2.9	2.7	1.4	2.7	2.8
Avg. stay of leisure Guests (Days)	2.1	2.5	2.5	2.4	2.7	2.8	1.9	2.2	2.5
Repeat Guests(%)	34.6	27.2	42.0	45.6	49.3	50.2	39.7	54.8	45.8

Source: Indian Hotel Industry Survey 2008-09, FHRAI

# 7 CHAPTER



**TRAVEL TRADE**

## TRAVEL TRADE

### 7.1 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 tour operators, travel agents, tourist transport operators, domestic tour operators, and adventure tour operators in the country, as per the prescribed guidelines (Appendices- VI to X). As on 31.12. 2009, 556 tour operators, 418 travel agencies, 203 tourist transport operators, 48 domestic tour operators and 28 adventure tour operators were registered with the Ministry . The State-wise distributions of these units are given in Table 7.1.1. It may be seen from this table that out of 556 recognized tour operators in the country, 329 are from Delhi, followed by 47 from Maharashtra, and 27 from Tamil Nadu. Maximum No. of recognized tour operators, travel agencies, tourist transport operators, adventure tour operators and domestic tour operators are from Delhi. Out of the 28 registered adventure tour operators, 23 are from Delhi followed by 2 from Jammu & Kashmir, and one each from Himachal Pradesh, Maharashtra, and Uttarakhand.

**TABLE 7.1.1**  
**STATE-WISE NUMBER OF RECOGNIZED TOUR OPERATORS, TRAVEL AGENCIES, TOURIST TRANSPORT OPERATORS, ADVENTURE TOUR OPERATORS & DOMESTIC TOUR OPERATORS (AS ON 31-12-2009)**

Sl. No.	State/UT	Tour Operators	Travel Agencies	Tourist Transport Operators	Domestic Tour Operators	Adventure Tour Operators
1.	Andhra Pradesh	7	13	4	1	-
2.	Arunachal Pradesh	1	-	-	-	-
3.	Assam	7	1	-	1	-
4.	Bihar	2	4	-	-	-
5.	Chhattisgarh	-	-	-	-	-
6.	Goa	14	5	-	-	-
7.	Gujarat	6	11	2	-	-
8.	Haryana	18	8	1	2	-
9.	Himachal Pradesh	-	-	-	1	1
10.	Jammu & Kashmir	7	1	-	2	2
11.	Jharkhand	-	-	-	-	-
12.	Karnataka	11	29	16	3	-
13.	Kerala	26	7	24	3	-
14.	Madhya Pradesh	1	2	2	-	-

Sl. No.	State/UT	Tour Operators	Travel Agencies	Tourist Transport Operators	Domestic Tour Operators	Adventure Tour Operators
15.	Maharashtra	47	98	18	8	1
16.	Manipur	-	1	-	-	-
17.	Meghalaya	-	-	-	-	-
18.	Mizoram	-	-	-	-	-
19.	Nagaland	-	-	-	-	-
20.	Orissa	6	-	2	-	-
21.	Punjab	1	11	3	-	-
22.	Rajasthan	18	3	-	-	-
23.	Sikkim	10	-	-	-	-
24.	Tamil Nadu	27	49	30	6	-
25.	Tripura	-	-	-	-	-
26.	Uttar Pradesh	11	11	4	-	-
27.	Uttarakhand	-	1	-	-	1
28.	West Bengal	5	18	4	2	-
29.	Andaman & Nicobar	1	2	-	-	-
30.	Chandigarh	-	1	2	-	-
31.	Dadra & Nagar Haveli	-	-	-	-	-
32.	Daman & Diu	-	-	-	-	-
33.	Delhi	329	139	90	19	23
34.	Lakshadweep	-	-	-	-	-
35.	Puducherry	1	3	1	-	-
	<b>Total</b>	<b>556</b>	<b>418</b>	<b>203</b>	<b>28</b>	<b>48</b>

# 8 CHAPTER



**HUMAN RESOURCE DEVELOPMENT**

## HUMAN RESOURCE DEVELOPMENT

To meet the demand for trained manpower in the hospitality industries, Ministry of Tourism continues to actively pursue its endeavour to create institutional infrastructure in the form of Indian Institute of Tourism & Travel Management & Institute of Hotel Management and Food Craft Institutes. Brief details of these institutions are given in this chapter.

### 8.1 INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT

The Indian Institute of Tourism and Travel Management (IITTM) was established as a registered society in 1983 at New Delhi under the Ministry of Tourism with the objective of developing and promoting education, training and research in the field of travel and tourism. In August 1992, the Institute was shifted to Gwalior and is now functioning from its own campus at Govindpuri, Gwalior.

Since 1995-96, the IITTM started a full-time one-year Diploma in Tourism Management (DTM) programme with the approval of All Indian Council of Technical Education (AICTE), New Delhi. In the year 1995, the National Institute of Water Sports was also incorporated in the IITTM for education tanning and Consulting in the area of aequa based tourism activities in 1996-97, Eastern Regional Centre of the IITTM at Bhubaneswar was established with the same DTM programme. From the academic year 2007-08, the IITTM started another Centre from Delhi.

IITTM conducts courses approved by the AICTE. The IITTM presently offers 4 AICTE approved PGDM programmes from its three centres. As of now the intake in each programme is 93.

1. Gwalior : PGDM (Services, International Business, Tourism & Travel)
2. Bhubaneswar : PGDM (International Business, Tourism & Travel)
3. New Delhi : PGDM (Tourism & Leisure)

Table 8.11 gives the details of number of students enrolled and passed out in various Courses in last 3 years.

**TABLE 8.1.1**  
**NUMBER OF STUDENTS ENROLLED AND PASSED OUT FROM INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT (IITTM) FROM ITS THREE CENTRES**

S.No	Year	Courses Name	Gwalior Passed/ enrolled	Bhubaneswar Passed/ enrolled	New Delhi Passed/ enrolled
1	2006-09	BTM (H)	47/49	27/29	-
2	2006-08	PGDBM	49/49	-	-
3	2006-07	PGDTM	54/60	48/48	-
4	2007-09	PGDM(Services)	59/60	-	-
		PGDM(TT)	57/59	58/60	-
		PGDM(IB)	54/60	20/20	-
		PBDM(TL)	-	-	57/58
5	2008-10	PGDM(Services)	66/69	-	-
		PGDM(TT)	67/69	61/65	-
		PGDM(IB)	61/63	20/23	-
		PBDM(TL)	-	-	57/60

## 8.2 HOTEL MANAGEMENT AND CATERING INSTITUTES

There are 21 Central Government and 8 State Government Institutes of Hotel Management, 8 Private Institutes of Hotel Management and 5 Food Craft Institutes offering specialized courses in Hotel Management and Catering Technology in the country. The Institutes of Hotel Management (IHMs) offer M.Sc. in Hospitality Administration, B.Sc. in Hospitality and Hotel Administration, P.G. Diploma and other Certificate Courses. The Food Craft Institutes (FCIs) offer 1½- Year Diploma Programmes in Food Production, F&B Service, House keeping Operation, Front Office Operation and Bakery & Confectionery. A list of Hotel Management Institutes and Food Craft Institutes is given at Appendix. All these Institutes are affiliated to the National Council for Hotel Management and Catering Technology (NCHMCT) at apex level which regulates academics for all the Institutes. The M.Sc. and B.Sc. Programs are offered in collaboration with Indira Gandhi National Open University for which certification is jointly carried out by the University. Certification for all other diplomas and certificate courses is done by the NCHMCT. Courses offered by IHMs and FCIs, are given in Tables 8.2.1 .

**TABLE 8.2.1**

### **DETAILS OF COURSES OFFERED BY INSTITUTES OF HOTEL MANagements/FOOD CRAFT INSTITUTES**

Sl. No.	Course	Duration	Qualification	Age Limit	Institute where course is available
1.	M.Sc. (Hospitality Administration)	2 Years	Degree in B.Sc. HHA/3-Year Diploma in HMCT with any other Degree	-	Institute of Hotel Managment at: Delhi (Pusa)
2.	B.Sc. (Hospitality and Hotel Administration)	3 Years	Class XII of 10+2 system or equivalent	22 Years	Institute of Hotel Managment at: Bangalore, Bhopal, Bhubaneswar, Chandigarh IHM, Ambedkar IHM- Chnadigarh, Chennai, Dehradun, Delhi (Pusa), Delhi (Lajpatnagar), Gangtok, Gandhinagar, Goa, Gwalior, Gurdaspur, Guwahati, Hyderabad, Hazipur, Jaipur, Jodhpur, Kolkata, Lucknow, Mumbai, Shimla, Srinagar, Shilong and Thirunananthapuram
3.	Post Graduate Diploma in Accommodation Operation & Managment	1½ Years	Graduate from in any discipline	25 Years	Institute of Hotel Managment at: Bhubaneswar, ABR, Chandigarh, Delhi (Pusa), Gwalior, Hydrabad, Kolkata, Mumbai, Shimla and Trivandrum Food Craft Institute at: Faridabad

Sl. No.	Course	Duration	Qualification	Age Limit	Institute where course is available
4.	Post Graduate Diploma in Dietetics and Hospital Food Service	1 Years & 3 Months	Graduate in Science with Nutrition as a Subject	25 Years	Institute of Hotel Managment at: Chennai, Delhi (Pusa) and Mumbai.
5.	Diploma in Food Production	1½ Years	10+2 or equivalent	22 Years	Institute of Hotel Managment Chennai, Gangtok, Jodhpur and Patna Food Craft Institutes at :Ajmer, Chandigarh, Darjeeling, Faridabad, Udaipur & Puducherry
6.	Diploma in F&B Service	1½ Years	10+2 or equivalent	22 Years	Institute of Hotel Managment at: Delhi (Pusa), Chennai, Jaipur, Gangtok, Patna and Jodhpur Food Craft Institutes at: Ajmer, Chandigarh, Darjeeling, Faridabad, Udaipur, Puducherry and Balangir
7.	Diploma in Front Office	1½ Years	10+2 or equivalent	22 Years	Institute of Hotel Managment at: Chennai and Jaipur, Food Craft Institues at: Ajmer, Chandigarh, Darjeeling and Udaipur
8.	Diploma in House Keeping	1½ Years	10+2 or equivalent	22 Years	Institute of Hotel Managment at : Jaipur and Jodhpur Food Craft Institutes at: Ajmer, Chandigarh, Udaipur, and Puducherry
9.	Diploma in Bakery & Confectionery	1½ Years	10+2 or equivalent	22 Years	Institute of Hotel Managment at: Chennai and Delhi (Pusa), Food Craft Institutes at: Ajmer, Chandigarh and Faridabad.
10.	Craftmanship Course in Food Production	1½ Years	10th Class Pass of 10+2	22 Years	Institute of Hotel Managment at: Bhopal, Bhubaneshwar, Chennai, Delhi (Pass), Gantok, Goa, Gwalior, Hyderabad, Kolkata, Mumbai, Shimla and Trivandrum
11.	Craftmanship Course in F&B Service	24 Weeks	10th Class Pass of 10+2	22 Years	Institute of Hotel Managment at: Bhubneshwar, Chennai, Goa, Hyderabad, Kolkata and Mumbai.



# 9 CHAPTER



PLAN OUTLAYS

## PLAN OUTLAYS

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

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) Human Resource Development
- (iii) Promotion and Marketing
- (iv) Market Research and
- (v) Computerization and Information Technology

Since most of the infrastructure components and delivery systems are within the purview of the State Governments or private sector, the infrastructure for tourism is mainly being developed by providing financial assistance to State/UT Governments, and by providing various incentives to private entrepreneurs. Table 9.1.1 gives the scheme-wise outlays of Ministry of Tourism for the Annual Plan 2010-11. Table 9.1.2 gives Scheme-wise outlay of Ministry of Tourism for the Eleventh Five Year Plan. Table 9.1.3 gives the number of tourism projects and amount sanctioned by Ministry of Tourism to various State/UT Governments during the years 2007-08, 2008-09 and 2009-10 in Eleventh Five Year Plan period.

**TABLE 9.1.1**  
**SCHEME-WISE ANNUAL PLAN OUTLAY OF MINISTRY OF**  
**TOURISM FOR 2010-11**

(Rs. in Crore)

<b>S. No.</b>	<b>Name of Schemes</b>	<b>Annual Plan Outlay(2010-11)</b>
<b>1</b>	<b>2</b>	<b>3</b>
1.	Product / Infrastructure Development for Destinations and Circuits	522.00
2.	Externally Aided Projects	10.00
3.	UNDP Endogenous Projects	0.00
4.	Assistance to IHMs/FCIs etc.	95.00
5.	Capacity Building for Service Providers	17.00
6.	Overseas Promotion and Publicity including Market Development Assistance	275.00
7.	Domestic Promotion and Publicity including Hospitality	75.00
8.	Incentives to Accommodation infrastructure	10.00
9.	Computerization and Information Technology	15.00
10.	Market Research including 20 years Perspective Plan	5.00
11.	Assistance for Large Revenue Generating Projects	15.00
12.	Creation of Land Bank for Hotels	1.00
13.	Assistance to Central Agencies for Tourism Infrastructure Development	10.00
	<b>Total</b>	<b>1050.00</b>

**TABLE 9.1.2**  
**SCHEME-WISE PLAN OUTLAY OF MINISTRY OF TOURISM FOR**  
**THE ELEVENTH FIVE YEAR PLAN (2007-2012)**

(Rs. in Crore)

Sl. No.	Name of Scheme/Programme	Eleventh Five Year Plan Outlay
<b>A</b>	<b>Central Sector Schemes (CS)</b>	
1.	Computerization and Information Technology	121.00
2.	Domestic Promotion and Publicity including Hospitality	426.00
3.	Overseas Promotion and Publicity including Market Development Assistance	1010.00
4.	Externally Aided Projects (Buddisht Centres)	37.00
5.	UNDP Endogenous Projects	2.00
6.	Assistance for Large Revenue Generating Projects	200.00
7.	Construction of Building of IISM at Gulmarg (J&K)	13.00
8.	Equity contribution to ITDC	73.00
9.	Creation of Land for Hotels	14.00
10.	Assistance to Central Agencies for Tourism Infrastructure Development	25.00
11.	Assistance to IHMs/FCIs/IITTM/NIWS	495.00
12.	Capacity Building for Service Providers	95.00
13.	Market Research including 20 Years Perspective Plan	29.00
14.	Incentives to Accommodation Infrastructure	235.00
<b>B</b>	<b>Centrally Sponsored Schemes (CSS)</b>	
15.	Product/Infrastructure, Destinations Development	2381.00
	<b>TOTAL</b>	<b>5156.00</b>

**TABLE 9.1.3**  
**STATE-WISE NUMBER OF PROJECTS\* AND AMOUNT SANCTIONED\***  
**DURING 2007-08, 2008-09 AND 2009-10 OF 11<sup>TH</sup> FIVE YEAR PLAN**

(Rs. in Crore)

S.No.	Name of State/UT	2007-08		2008-09		2009-10	
		No. of Sanctioned Projects	Sanctioned Amount	No. of Sanctioned Projects	Sanctioned Amount	No. of Sanctioned Projects	Sanctioned Amount
1.	Andaman & Nicobar	0	0.00	0	0.00	0	0.00
2.	Andhra Pradesh	9	26.29	8	109.89	12	20.35
3.	Arunachal Pradesh	11	43.30	13	31.47	14	36.54
4.	Assam	6	17.47	5	33.08	6	10.76
5.	Bihar	4	21.95	10	25.05	3	6.99
6.	Chandigarh	2	0.20	5	7.99	5	11.51
7.	Chhattisgarh	4	12.94	1	11.34	0	0.00
8.	Dadra & Nagar Haveli	0	0.00	3	0.24	0	0.00
9.	Daman & Daman	0	0.00	1	0.12	0	0.00
10.	Delhi	8	20.76	1	0.15	9	44.91
11.	Goa	0	0.0	2	43.14	2	17.00
12.	Gujarat	4	5.81	7	21.33	1	7.33
13..	Haryana	10	22.50	6	24.70	6	12.37
14.	Himachal Pradesh	12	34.81	10	34.58	7	25.95
15.	Jammu & Kashmir	32	70.60	20	38.67	25	49.75
16.	Jharkhand	5	11.31	0	0.00	3	0.25
17.	Kerala	11	41.24	12	42.69	7	12.98
18.	Karnataka	5	20.04	5	47.48	13	42.42
19.	Lakshadweep	1	7.82	0	0.00	0	0.00
20.	Maharashtra	7	22.79	3	41.10	2	5.01
21..	Manipur	5	11.11	9	29.44	9	27.14
22.	Mehgalaya	2	6.74	7	17.14	7	14.73
23	Mizoram	6	26.93	4	3.18	7	24.06
24	Madhya Pradesh	14	39.51	10	31.41	15	68.99
25.	Nagaland	22	32.41	11	25.40	13	24.60
26.	Orissa	13	30.87	6	41.15	11	26.29
27.	Puducherry	6	16.10	4	2.52	3	5.57
28.	Punjab	2	15.98	9	30.65	8	18.83
29.	Rajasthan	2	15.54	9	44.31	7	19.74
30.	Sikkim	25	55.91	20	66.78	20	42.53
31.	Tamil Nadu	11	27.61	16	36.14	10	16.27
32.	Tripura	11	11.11	6	3.61	13	20.67
33.	Uttar Pradesh	8	29.24	6	38.40	6	21.90
34	Uttarakhand	6	21.01	2	44.68	1	0.55
35.	West Bengal	13	37.16	9	33.19	7	28.37
	<b>Total</b>	<b>277</b>	<b>757.06</b>	<b>240</b>	<b>961.02</b>	<b>252</b>	<b>664.36</b>

*\*Includes projects relating to PIDDC, HRD and A&RT*

# 10 CHAPTER



## SURVEYS AND STUDIES

# Summary of the Study Report on “Infrastructure Gaps in Tourism Sector at Five Tourist Destinations in India Based on Perception of Tourists”

## 1 INTRODUCTION:

The Ministry of Tourism (MOT) is making efforts to increase the number of domestic and foreign tourists in the country through marketing tourism using publicity campaign of “Incredible India”, and improving tourists’ facilities in the tourist destinations so as to make them more attractive. The facilities at tourist destination play an important role in increasing flow of tourists because the satisfied tourists will, generally, give wider publicity by publicizing happy experiences of their visit to a tourist site. MOT commissioned a study to GFK Mode, New Delhi to study the infrastructure gaps in five tourism destinations namely Kullu-Manali, Himachal Pradesh; Guwahati including Kaziranga, Assam; Badami-Pattadakal-Aihole, Karnataka; Nanded, Maharashtra; Chitrakoot, Uttar Pradesh and Madhya Pradesh.

## 2 APPROACH TO THE STUDY:

The approach to this study is based on “Importance-Satisfaction” model. That is, the study, first, found out what infrastructure tourists considered as “important” and, then, assessed the level of their “satisfaction”. Differences in the “importance” and the degree of “satisfaction” with the existing infrastructure became a gap, “importance-Satisfaction gap”. Larger the gap in a particular facility/infrastructure for tourists, higher was the priority to be given for improvement. This approach was used to assess gaps in the infrastructure which needed to be strengthened to make the destination more attractive to tourists and would help the tourist destination to achieve its tourist potential. This approach basically, was a “Service Quality Approach”.

## 3 STUDY DESIGN:

The study design was an exit interview where tourists were interviewed at the time they were about to leave the site. It was planned to study the importance and satisfaction with the tourist site by taking a sample of 1250 Indians and 1250 foreign tourists. But only 634 foreign tourists could be covered even after repeated attempts. Therefore, the number of domestic tourists covered was 1953. All the important tourist sites in five tourist destination in Kullu-Manali, Himachal Pradesh; Guwahati including Kaziranga, Assam; Badami-Pattadakal-Aihole, Karnataka; Nanded, Maharashtra; and Chitrakoot, Uttar Pradesh and Madhya Pradesh, were covered to get the desired sample. Data for the study was collected during August 2009 to January 2010.

In making selection of the tourists from the site, it was assured that (i) sample is a random sample by random time allocation of the sample of the tourists; they were to be interviewed

at 11:00 AM, 12:00 Noon, 1:00, 3:00 PM, 4:00 PM and 5:00 PM each day, (ii) sample was spread over seven days of a week, (iii) it was spread over mornings and evenings, and (iv) both, male and female tourists were covered.

#### 4 SCHEDULES USED IN THE STUDY:

A study tool with “Importance-Satisfaction” questions relevant to the tourism sector was designed. This questionnaire has two sections; one to assess importance tourist assigns to different facilities and the other to assess his/her satisfaction level with the existing level of the facility. Within each broad category of facility, there were two or more components.

Ten broad categories of facilities studied were:

- Air connectivity
- Road connectivity
- Rail connectivity
- Civic administration
- Traffic and transport management
- Tourists' facilities
- Taxes/permits
- Maintenance and management of monuments/tourist attractions
- Other services, and
- Visa, immigration and customs (for foreign tourists)

The tourists were asked about each facility/component of infrastructure to score it on the scale of 1 to 5, for both “importance” of infrastructure and that on the level of “satisfaction” as per their assessment of the facility/component (shown below).

Importance		Satisfaction	
Answer	Score assigned	Answer	Score assigned
Least important	1	Poor	1
Somewhat important	2	Unsatisfactory	2
Not so important	3	Average	3
Very important	4	Good	4
Most important	5	Excellent	5

Besides these questions on “Importance-Satisfaction”, data was collected on general background information of the tourists —demographic as well as profile of tourist being interviewed (a random sample of tourists).



## 5 FINDINGS OF THE STUDY:

### 5.1 Profile of tourists

#### (a) Foreign tourist

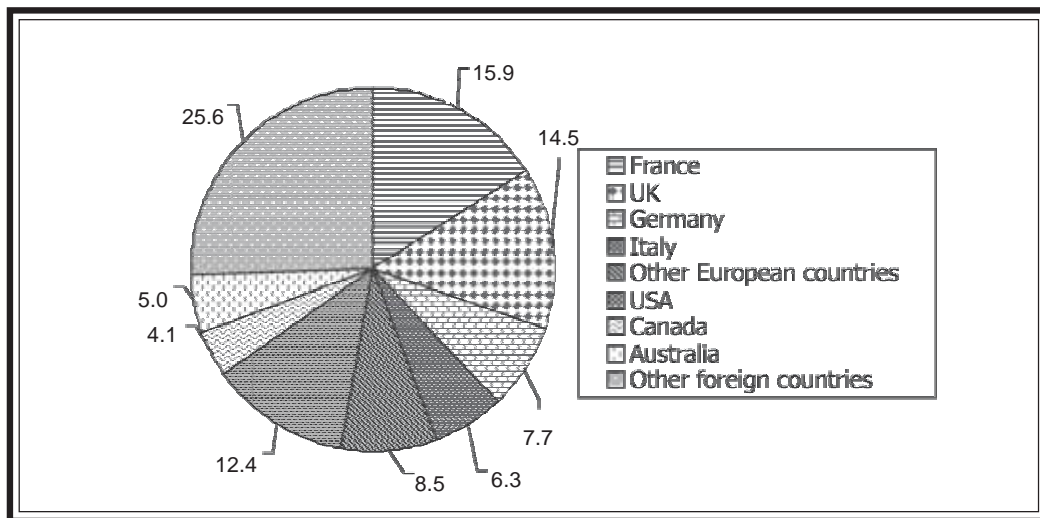
##### Demographic background

- (i) Most of the foreign tourists belonged to ages 26-55 years except in Kullu- Manali which was found to be popular among younger tourists of the ages 18-25 years.

50% tourists came to India for the first time. Almost 60 percent tourists in Nanded came from North America (USA and Canada). About 40 percent tourists to Badami-Pattadakal-Aihole, Karnataka came from France. Almost 50 percent tourists to Kaziranga came from UK and USA.

- (ii) Most of the tourists are coming from European countries and USA. Tourism is the purpose for which they came to India except in Nanded where it was combined with social visit.

**FIGURE 1**  
**PERCENTAGE DISTRIBUTION OF FOREIGN TOURISTS BY COUNTRY OF RESIDENCE IN FOUR TOURIST DESTINATIONS, INDIA**



- (iii) Most of the countries reported taking 8 to 9 days to get visa except Australia where it took almost 11 days.
- (iv) Since Indian tourism offices are located in a few important cities in some countries, the tourists from these countries were asked about their experiences with the tourist office. About 65% foreign tourists reported knowing the tourism office in their country of

residence; but only 44% of them sought information on tourism and 79% for them were satisfied with the information they received. It may be noted that tourists in Germany have reported lower awareness (less than 50%) than other countries. Contact with the office of Indian tourism is still quite poor.

#### (a) Domestic tourist

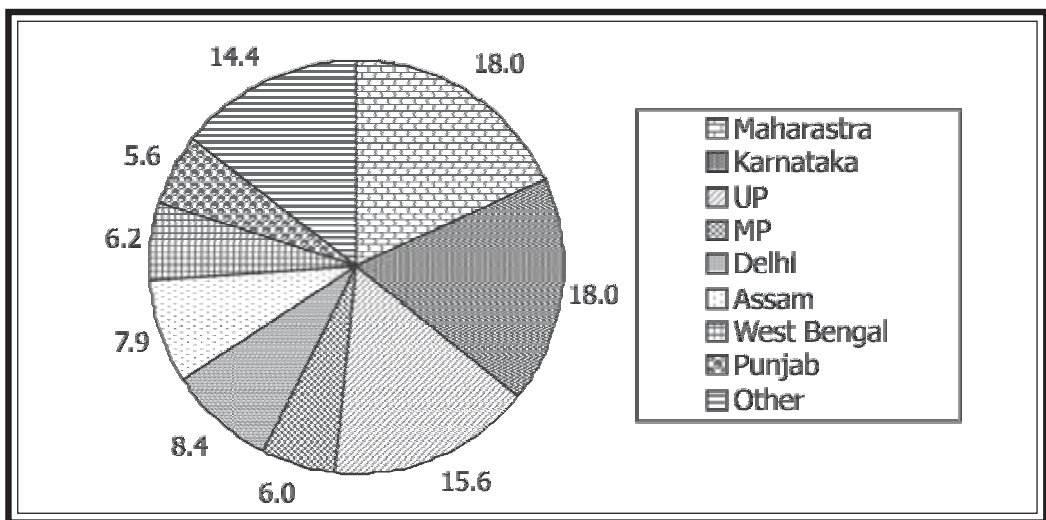
### **Demographic background**

- (i) Most of the domestic tourists have ages between 18 and 55 years—more in the ages 26-35 years. Age groups are similar in all the five destinations except in Nanded where more have ages 36-45 years and 46-55 years.

### **State of residence**

- (ii) The percentage distribution of domestic tourists by state of residence is given in Figure 2.

**FIGURE 2**  
**PERCENTAGE DISTRIBUTION OF DOMESTIC TOURISTS BY**  
**STATE OF RESIDENCE**



- The overall distribution of the states from where domestic tourists came is misleading since most of the tourist in a destination came from the neighbouring states. For instance, in the case of Kullu Manali, one third of the tourists came from Delhi, about 9 to 10% from each Uttar Pradesh and Punjab and 11% from West Bengal.
- In the case of Guwahati/ Kaziranga, 39% tourist were from Assam, 19% from West Bengal and 5 to 6% from each of the states of UP, Delhi and Maharashtra.
- In case of Badami-Pattadakal-Aihole, Karnataka, 85% tourist were from Karnataka itself.

- For Nanded, two-thirds of the tourists came from Maharashtra; another 18% from Punjab.
- In the case of Chitrakoot, 87% tourist came from UP and MP.

## 6 IMPORTANCE - SATISFACTION GAPS IN TOURISM INFRASTRUCTURE:

The tourists were asked to assign scores on the scale of 1- 5 on the degree of “importance” they assign to different facilities/components. They were also asked to assign score to the current level of “satisfaction” with the facility/component.

### (i) Indicator of “importance” tourists assign to different facilities/ components of the facility:

As stated earlier, each tourist interviewed was asked to score each component of the tourist facility. After due analysis, the “Percent tourists reporting scores 4 (very important) or 5 (most important)” had been taken as an indicator of the score tourist assigned to “importance” to the facility/component. Obviously, higher the percentage, higher will be importance of the facility/component.

### (ii) Ranks of ten tourist facilities reported as important by foreign tourists are shown below:

**TABLE 1**  
**RANKING OF TEN FACILITIES BY “IMPORTANCE” (PERCENT TOURISTS REPORTING SCORES 4 OR 5) BY FOREIGN TOURISTS**

Facilities	Ranking of facilities ( as reported in four destinations)	Average rank (given in four destinations)	Overall rank
Air connectivity	KM=9; G=5; B=9; N=1	6.0	7
Road connectivity	KM=4; G=8; B=5; N=2	4.8	4.5
Rail connectivity	KM=6; G=9; B=6; N=10	7.8	8.5
Civic administration	KM=3; G=2; B=3; N=5	3.3	3
Traffic and transport management	KM=7; G=7; B=8; N=9	7.8	8.5
Tourist facilities	KM=5; G=3; B=4; N=7	4.8	4.5
Taxes/permits	KM=10; G=10; B=10; N=8	9.5	10
Maintenance and management of monuments/tourist attraction	KM=8; G=6; B=2; N=6	5.5	6
Other services (including Power supply and Telephone/ mobile connection)	KM=2; G=4; B=1; N=4	2.8	1
Visa, Immigration and customs	KM=1; G=1; B=7; N=3	3.0	2
KM = Kullu-Manali; G= Guwahati including Kaziranga; B = Badami-Pattadakal-Aihole; N = Nanded, Maharashtra			

Though Visa, Immigration and Customs has been ranked two in importance in overall ranking but it may be noted that it ranked first in two destinations, ranked three in the third destination and seven in fourth destination. Surprisingly, tourists in Badami-Pattadakal-Aihole had ranked Visa, Immigration and Customs as seven. Most of the tourists at this destination were European, quite a large percentage of them were French. The category of facility “Other services” (including power supply and telephone/mobile connections) has been ranked very high by all foreign tourists. Third ranking facility is “Civic administration”.

**TABLE 2**  
**RANKING OF NINE FACILITIES BY “IMPORTANCE” (PERCENT TOURISTS REPORTING SCORES 4 OR 5) BY DOMESTIC TOURISTS (EXCLUDING VISA, IMMIGRATION AND CUSTOMS)**

Facilities	Ranking of facilities ( as reported in five destinations)	Average rank (given in five destinations)	Overall rank
Air connectivity	KM=8; G=6; B=9; N=7; C=8	7.6	8
Road connectivity	KM=1; G=3; B=2; N=1; C=3	2.0	2
Rail connectivity	KM=7; G=5; B=5; N=4; C=5	5.2	4
Civic administration	KM=2; G=2; B=4; N=3; C=1	2.4	3
Traffic and transport management	KM=5; G=4; B=7; N=8; C=7	6.2	7
Tourist facilities	KM=4; G=7; B=6; N=5; C=6	5.6	6
Taxes/permits	KM=9; G=9; B=8; N=9; C=9	8.8	9
Maintenance and management of monuments/tourist attraction	KM=6; G=8; B=3; N=6; C=4	5.4	5
Other services	KM=3; G=1; B=1; N=2; C=2	1.8	1
<b>KM = Kullu-Manali; G= Guwahati Including Kaziranga; B = Badami-Pattadakal-Aihole; N = Nanded; C=Chitrakoot</b>			

Facilities coming under “Other services” (including power supply and telephone/mobile communication) ranked first, followed by “Road connectivity” and “Civic administration”. Rail or road connectivity was ranked high by domestic tourists. It may be noted that rankings assigned by domestic tourists were quite similar to assigned by foreign tourists.

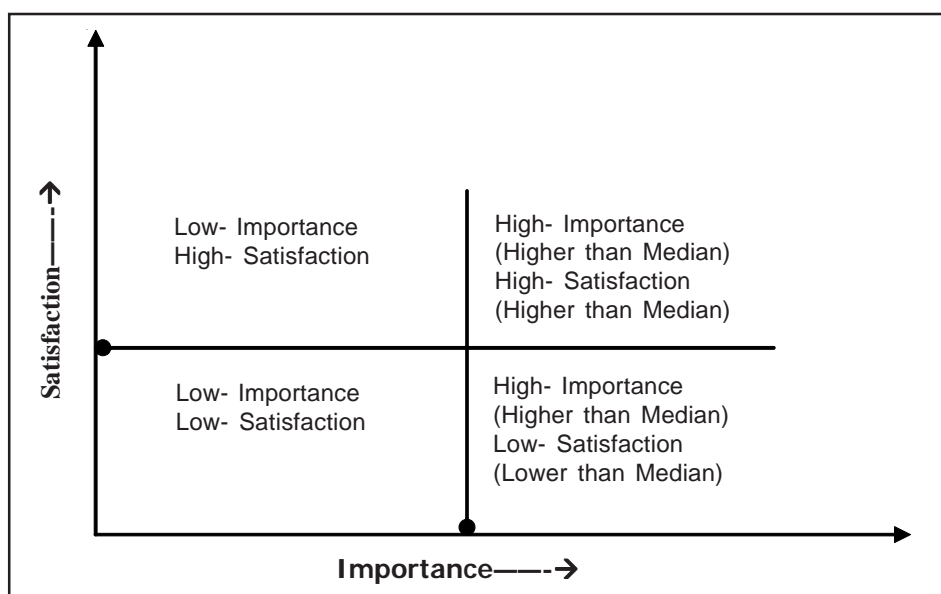
**(iii) Indicator of “satisfaction” with the existing facility/component of the facility:**

In the case of data on “satisfaction”, scores assigned on the five point scale. The indicator on satisfaction with the tourism facilities/components was taken as “percent tourists reporting scores 3 (average), 4 (good) or 5 (excellent)”. The following considerations led to this choice: Statistical analysis suggests that there is very high correlation between two indicators: “percent tourists reporting score 4 or 5” or “percent tourists reporting score 3, 4 or 5”. Logically,

this (the latter one) seemed to be better choice as most of the tourists are reporting the current level of satisfaction as average (scoring 3); very few reported score 5 (excellent). Also, an “average” satisfaction, in the case of India where resources are limited, should be taken as satisfactory (code 3) - our concern should be that tourism infrastructure should not be dissatisfactory.

#### (iv) Indicator of gap in Importance-Satisfaction for the components/facilities:

Two indicators on the gap in the importance-satisfaction level for the tourism facilities/components have been taken up here:



The components of the facility, which show high “importance” but low “satisfaction i.e. fall in the higher “importance” and lower “satisfaction” quadrant of the X-Y axis (X-axis is “importance” axis and Y axis in “satisfaction” axis) are indicators of facilities which require greatest improvement at various tourist destinations.

#### (v) Results of analysis of importance-satisfaction gaps :

In the case of **foreign tourists**, Table 3 shows the components/facilities which have been reported as falling in the fourth quadrant by tourists in all the four tourist destinations (covered in the study), three destinations, two destinations or only one destination. Similar distribution for **domestic tourists** is shown in Table 4.

**TABLE 3**  
**RANKINGS OF THE FACILITIES/COMPONENTS REPORTED BY FOREIGN**  
**TOURISTS, FALLING IN THE FOURTH QUADRANT OF IMPORTANCE-**  
**SATISFACTION MATRIX, BY NUMBER OF DESTINATIONS WHERE**  
**FACILITY WAS REPORTED**

S. No.	Facility/ Component	Ranking assigned by destination	Average rank	Overall rank (Within the category)
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**REPORTED IMPORTANCE-SATISFACTION GAP IN ALL THE FOUR DESTINATIONS**

1	Garbage disposal	KM=2; G=2; B=1; N=3	2.0	1
2	Quality of the roads	KM=3; G=7; B=3; N=6	4.8	2
3	Hygiene at wayside restaurants and dhabas	KM=7; G=4; B=5; N=8	6.0	3
4	Conditions of city roads	KM=10; G=9; B=4; N=4	6.8	4

**REPORTED IMPORTANCE-SATISFACTION GAP IN THREE DESTINATIONS**

5	Sewerage and drainage system	KM=5; B=2; N=5	4.0	1
6	Public conveniences along roads/streets	KM=8; G=6; B=7	7.0	2
7	Drinking water supply	KM=6; G=10; B=6	7.3	3

**REPORTED IMPORTANCE-SATISFACTION GAP IN TWO DESTINATIONS**

8	Conditions of signages within the monument/ tourist attraction	G=1; B=9	5.0	1
9	Public utilities at the monument/tourist attraction	KM=4; G=8	6.0	2
10	Conditions of signages	KM=12; G=3	7.5	3
11	Quality of way side amenities available on this road	KM=11; N=7	9.0	4
12	Power supply situation	B=8; N=11	9.5	5
13	General cleanliness of monument/tourist attraction and area around it	G=11; N=10	10.5	6
14	Quality of help provided by the reception office	KM=14; G=13	13.5	7

S. No.	Facility/ Component	Ranking assigned by destination	Average rank	Overall rank (Within the category)
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**REPORTED IMPORTANCE-SATISFACTION GAP IN ONE DESTINATION**

15	Rail connectivity of destination/ circuit with major Indian cities	KM=1	1.5	1
16	International connectivity of destination/circuit	N=1	1.5	2
17	Conditions of airport serving the destination/circuit	N=2	3.0	3
18	Conservation of heritage sites/ monuments	G=5	4.0	4
19	Conditions of street lighting	KM=9	5.5	5
20	Connectivity of the destination/ circuit with major Indian cities	N=9	5.5	6
21	Telephone/mobile services	B=10	7.0	7
	Condition of railway station serving the destination/circuit	B=11	8.0	8
22	Behaviour of service personnel at wayside restaurants and dhabas	G=12	9.5	9
23	Availability of luxury hotels	N=12	9.5	10
24	Level of knowledge of officials at the reception office	KM=13	11.5	11
25	Behaviour of the guides at the monument/tourist attraction	N=13	11.5	12
26	Behavior of the taxi drivers	G=14	13.5	13
27	Availability of trained tourist guides	N=14	13.5	14

**KM = Kullu-Manali; G= Guwahati including Kaziranga; B = Badami-Pattadakal-Aihole; N = Nanded**

Facilities like garbage disposal, quality of roads, hygiene at wayside restaurants and dhabas and conditions of city roads were reported in the fourth quadrant of X-Y axis in all the four destinations under study.

Similarly listing of the facilities reported as falling in the fourth quadrant of X-Y axis in three, two and one destinations are shown.

**TABLE 4**  
**RANKINGS OF THE FACILITIES/COMPONENTS REPORTED BY DOMESTIC**  
**TOURISTS, FALLING IN THE FOURTH QUADRANT OF IMPORTANCE-SATISFACTION**  
**MATRIX, BY NUMBER OF DESTINATIONS WHERE FACILITY WAS REPORTED**

S. No.	Facility/ Component	Ranking assigned by destination	Average rank	Overall rank (Within the category)
1	Garbage disposal	KM=4; G=1; N=1; C=3	2.3	1
<b>REPORTED IMPORTANCE-SATISFACTION GAP IN THREE DESTINATIONS</b>				
2	Hygiene at wayside restaurants and dhabas	G=3; N=3; C=2	2.7	1
3	Behavior of the officials available at tourist reception office	KM=6; B=2; C=5	4.3	2
4	Public conveniences along roads/streets	KM=2; G=5; N=7	4.7	3
5	Traffic management	G=6; B=8; N=6	6.7	4
<b>REPORTED IMPORTANCE-SATISFACTION GAP IN TWO DESTINATIONS</b>				
6	Sewerage and drainage system	G=2; N=2	2.0	1
7	Parking facility at the monument/tourist attraction	B=7; C=1	4.0	2
8	Quality of the roads	KM=3; G=8	5.5	4
9	Quality of way side amenities available on this road	KM=5; B=6	5.5	4
10	Public utilities at the monument/tourist attraction	KM=1; N=10	5.5	4
11	Traffic signals	G=11; N=4	7.5	6
12	Conditions of city roads	G=9; B=9	9.0	7
<b>REPORTED IMPORTANCE-SATISFACTION GAP IN ONE DESTINATION</b>				
13	Level of knowledge of officials at the reception office	B=1	1.0	1
14	Availability of tourist guidance/reception centers	B=3	3.0	2



S. No.	Facility/ Component	Ranking assigned by destination	Average rank	Overall rank (Within the category)
15	Drinking water supply	G=4	4.0	4
16	Power supply situation	B=4	4.0	4
17	Illumination of monuments	C=4	4.0	4
18	Availability of mass transit system	B=5	5.0	6.5
19	Availability of budget hotels	N=5	5.0	6.5
20	Quality of help provided by the reception office	KM=7	7.0	8.5
21	Behavior of the taxi drivers	G=7	7.0	8.5
22	General cleanliness of monument/tourist attraction and area around it	N=8	8.0	10
23	General upkeep of the hotel rooms	N=9	9.0	11
24	Telephone/mobile services	G=10	10.0	12.5
25	Conditions of street lighting	B=10	10.0	12.5
26	Availability of luxury hotels	N=11	11.0	14
27	Behaviour of service personnel at wayside restaurants and dhabas	G=12	12.0	15

KM = Kullu-Manali; G= Guwahati including Kaziranga; B = Badami-Pattadakal-Aihole; N = Nanded; C = Chitrakoot

It is shown that, no facility was reported falling in fourth quadrant at all the five facilities. Among domestic tourists, only Garbage disposal was reported as falling in fourth quadrant in four destinations.

It may also be noted that there is a large similarity in the facilities reported by domestic and foreign tourists except that foreign tourists tend to assign more importance to cleanliness and infrastructure in and around the destination. The domestic tourists, on the other hand, tend to assign greater priority to the problems of traffic management, traffic signals and interaction between the tourists and the staff of tourism office.

## 7 CONCLUSIONS:

This study clearly brings out the perception of the foreign and domestic tourists about the facilities which require improvements at various tourist destinations. MOT has already requested all the State/ UTs to include these components in the projects submitted to MOT for financial assistance.

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# SUMMARY OF THE STUDY REPORT ON “PROBLEMS AND PROSPECTS OF ACCESSIBLE TOURISM IN INDIA”

## 1 INTRODUCTION:

The volume of people with disabilities is growing fast due to an increase in the number of acquired disabilities besides congenital conditions. In addition to disabled persons, consistent increase in life expectancy of the people also results in the formation of a large pool of old-age citizens, who also encounter access constraints of varying nature. Available studies suggest that disability poses serious challenges to the normal living of people in absence of accessible environment. Thus, their options to enjoyment of equal rights in terms of opportunities particularly employment, income and holidaying get reduced.

However, recent years have been witness to many proactive actions from various agencies, both government and non-government, aimed at creating a better living environment for persons with disabilities as a right and not charity. Some specific laws have also been enacted to enable their empowerment as well as to mediate with the multi-faceted problems. There are an estimated 600 million persons living with disabilities in the world today. If one includes the members of their families, there are approximately 2 billion persons who are directly affected by disability, representing almost a third of the world's population. Thus, persons with disabilities represent a significant overlooked development challenge, and ensuring equality of rights and access for these persons will have an enormous impact on the social and economic situation in countries around the world.<sup>1</sup>

The United Nations World Tourism Organization (UNWTO) advanced a resolution in 2005 supporting 'accessible tourism for all', which is recognized as a key reference document for guiding the development of the tourism sector along the path of greater accessibility<sup>2</sup>. Also of importance for equal access to tourism is the UNWTO's Global Code of Ethics for Tourism (1999), which sets a frame of reference for the responsible and sustainable development of tourism.

The premise of accessible tourism is that there exists a considerable section of the society who encounters varying degrees of access constraints, including to that of leisure and recreation opportunities. Those falling in its purview are tourists with disabilities and other reduced mobility groups. Facilitating the tourism needs of such people is essentially meant to designate accessible tourism and the very scope of it is inclusive in nature. Catering to the general and specific needs of tourists with reduced mobility groups offers economic opportunities of diverse nature, including in leisure and recreation. Indeed, facilitating the leisure and recreation needs of people with special needs is equally a legal requirement.

## 2 SCOPE OF THE STUDY:

Travellers with special needs such as the reduced mobility segments along with their relatives and caregivers constitute a sizable chunk of the travel market. Facilitating their

travel and tourism requirements is not only a legal requirement but also a good business opportunity. Development possibilities of accessible tourism has already gained due attention with many country-governments and international agencies such as UNWTO, UNESCAP, the European Union etc. taking pro-active approach to create a access-friendly environment for leisure and recreation needs of this segment. At the same time, it has also been acknowledged that the existing environment is not conducive enough to realise the vast potential that this segment offers.

Impediments in properly tapping the potential of this visitor segment are many. The major ones are lack of understanding about the market segment, viz. size, socio-economic and travel-related attributes and; the factors constraining their participation in tourism and travel activities. Indeed, these are more evident in the developing countries including India.

Keeping this in perspective, Ministry of Tourism has commissioned a study to IITM Gwalior on “Problems and Prospects of Accessible Tourism in India: This study was conducted to examine some key attributes and dimensions of the travellers with reduced mobility. Those include travel behaviour, purchasing power and major factors constraining them to be equal partners in tourism and travel activities in the Indian context. An exploratory framework was considered appropriate for this study since the understanding of these travel segments in India is scant.

### **3 SAMPLE SIZE, COVERAGE OF STUDY:**

Six attractions, essentially historico-cultural in nature, were selected for this study. The selection was based on the parameters such as popularity, number of tourists visiting, vastness of the monuments, geographical coverage of the site, and topography (i.e. altitude from the ground-level). The locations finalised for the study are Taj Mahal (Agra), Amber Fort (Jaipur), Qutab Minar , (Delhi), Sun Temple (Konark), Mamallapuram (T.N) and Old Goa churches.

A total of 1205 tourists with reduced mobility were surveyed as part of the study. To finalise the sample size at each location, quantum of visits in a year at each one and the proportion of foreign and domestic tourists were considered.

### **4 IMPORTANT FINDINGS :**

#### **4.1 Profile of Tourists with Reduced Mobility in India**

- (i) Attributes of tourists with reduced mobility like age, sex, literacy level, marital status are found to be more or less similar to general tourists in India. However, over three-fourth of respondents were unmarried.
- (ii) In terms of education, a healthy trend is that a good number of them are well educated and possess graduation degree or above. Proportion of illiterate tourists is very small. This can, to certain extent, be attributed to selection process of respondents, in which, those who could understand properly the contents of the questionnaire and answering those accordingly were only considered for detailed interview.

- (iii) Better education attainment being demonstrated by respondents was reflected in their employment status as well with 60% of them stating to be in some form of jobs. Private sector emerges to be largest employer followed by public sector. Understandably, as many as one-third of domestic respondents are engaged in some form of self-employment activities. Again, among those employed respondents of domestic origin, nearly 33% are working at officer/executive levels, whereas, corresponding proportion among foreign tourists works out to nearly 50%. It further shows the proportion of support staff is more in the sample of domestic tourists.
- (iv) Better employment profile is perhaps the reason for better income levels to emerge in this study. For instance, over 34% of households earn more than Rs 40000/- per month and 22% earn in the range of Rs 20001-Rs 40000/-. On the other, almost half of the foreign respondents' household earnings in a month are more than one lakh rupees.

**4.2 Travel Planning and Related Attributes:** For domestic tourists; friends and relatives, people already visited the places and internet are major information sources. Whereas, for foreign tourists, internet is the major source for all main tourism products; whereas, tourism departments, guide books and relatives and friends also play relatively important roles.

**4.3 Mode of booking:** The family members or friends and caregivers/attendants are the major source among domestic tourists. For foreign tourists, travel agents emerge as the major source, followed by family members or friends and caregivers.

**4.4 Funding Sources:** Source of funding for a large number are usually self/own funds. Also, family members and relatives provide funds for travel purposes for good number of respondents, understandably, the students and fully dependant ones. These two sources together constitute nearly 90% of the respondents, meaning that other funding sources may not have been available or not sought by them.

**4.5 Purpose of travel:** Purpose of travel is predominantly leisure for both visitor segments. But, for domestic tourists, religion/ pilgrimage is another notable purpose. The social reasons, education and training and 'providing holiday opportunity to the family members' are worth taking cognizance of.

**4.6 Travel arrangement:** Both domestic and foreign visitor choose to travel with some form of package travel arrangement. A comparison of travel arrangements usually made by them as against the one chose for the present trip reinforces this trend. As one would have expected, independent travellers are less in proportion and that is common to both visitor groups.

**4.7 Destinations covered and frequency of tour:** Appreciably a good number of

tourists covered more than one destination as part of current itinerary. Single destination tourists are found to be around one-third of the sample. As regards to frequency of tour, they travel comparatively less frequently, especially the domestic tourists with nearly three-fourth of them reported to have taken only one trip prior to the current one.

**4.8 Duration of Stay:** Average duration of domestic and foreign tourists is 6.75 days and 9.54 days respectively. About 46% of domestic tourists fall in 4-7 days category and another 24% in 8-14 days duration. Corresponding figures for duration of stay of foreign tourists are 39% and 56%.

**4.9 Group size and composition:** People with reduced mobility usually travel in groups. The size is normally 3-6 persons. Persons accompanying them during this trip were mainly family members, followed by friends and this pattern is some what common for both visitor segments. Similarly, proportion of tourists with disabilities accompanied by caregivers/ attendants during travel was found around 11% among foreigners but that appears insignificant among domestic travellers.

**4.10 Use of Assistance:** As against the reasons for not carrying an attendant/ caregiver, nearly half of both the visitor groups were of the opinion that they did not need one. At the same time, nearly 11% cite the reason of self-empowerment followed by a strong desire to feel freedom.

About three-fourth of the tourists carry some form of mobility equipments, of which, walking stick is more common (around 37%) and then the personal care equipments. A very small share of tourists was found to be wheelchair users which are indicative of inaccessibility of the built environment and the facilities provided therein.

**4.11 Means of Transport:** Means used by the respondents for inter and intra-destination travels throw some interesting patterns. For transportation between destinations, foreigners mostly used road (62%) followed by air (34%). Similarly, higher numbers of domestic travellers resort to the roads (70%) followed by rail transport (22%).

Among those who used the roads to travel between destinations, tourist coaches are more common. The proportion of such foreign tourists is as high as 72%, followed by rented vehicles. While a similar pattern follows for domestic tourists too, respective proportions are found to be comparatively less.

**4.12 Expenditure pattern:** Results are suggestive of the per trip expenditure of tourists with reduced mobility following the pattern usually observed among general tourists. Besides, those required the support of mobility enablers, particularly caregiver/attendant usually have to commit substantial quantum of additional amounts to meet such expenses.

## 5 MAJOR PROBLEMS AT DIFFERENT FACETS OF TRAVEL PROCESS:

This was indeed a major focus area of this study because the issues and problems of tourists with reduced mobility during different facets of travel are varied and some of those have enough potential to adversely influence the travel decisions and behaviour. Conclusions derived are given below:

- 5.1 Problems at booking stage:** Major problems identified are poor understanding of their specific problems/ requirements among the booking staff and prevalence of their inhospitable attitude. Other issues are distance of booking centers and to a large extent their inaccessibility. This pattern is common to both visitor segments.
- 5.2 Problems during travel phase:** In general, intra-destination travel is most difficult part, followed by lack of proper information and inadequate signages at major points of reference. There are other noticeable constraints as well such as non-availability of personal aids/ equipments at the stations and in the vehicles, locating affordable and accessible accommodation and lack of knowledge about specific problems of tourists with reduced mobility amongst ground staff. This pattern is almost similar to both domestic and foreign visitor segments.
- 5.3 The problems at Places of stay:** Problems they encountered at places of stay are many and indeed more critical. However, there exists a noticeable differences in the manner in which the domestic and foreign tourists view those problems. Major ones reported among domestic tourists are lack of necessary facilities in the rooms meant for tourists with reduced mobility, lack of understanding about their special needs among staff and inappropriate location of rooms meant for tourists with reduced mobility. Other issues of importance include comparatively higher room rates of adaptable rooms and absence of lifts.

As regards to foreign tourists, those in the order of importance are lack of necessary facilities in the rooms meant for tourists with reduced mobility, inappropriate location of rooms meant for them, inaccessible lobby and absence of lifts. Non-availability of personal aids/equipments and comparatively higher-prices of adaptable rooms meant for them also call for qualified actions.

- 5.4 At tourist attractions/ places visited:** Specific problems in this facet of travel are again varied. Relative importance of those across visitor segments also demonstrates a clear variation in their relative importance. For instance, major problems faced by domestic segments are either non-availability of toilets meant for people with reduced mobility or unhygienic condition of the available ones. Others equally worth citing are absence of public utilities such as telephone, toilet, water tap and the like at convenient places; not availability of ramps in general and/ or those not found at all required points at attractions where they are present; improper levels of alternate ramps and insufficiently laid pathways. In fact, most of these problems are found to be quite significant as being demonstrated in respective indices.

Major issues bothering the foreign tourist segments at attractions are non-

availability of ramps in general or level differences of alternate ramps; non-availability of toilets meant for persons with reduced mobility, unhygienic condition of available ones; lack of access stairs/lifts; inconvenient reach points at attractions and the slippery or coarse tracks. As in the case of domestic segment, these constraints are found to be equally prohibitive in nature.

## 6 PROSPECTS OF ACCESSIBLE TOURISM IN INDIA:

Development prospect of these visitor segments has been assessed on the basis of the visitor profiles, major problems during different facets of travel and probing of the major factors that might influence the travel plans of tourists with reduced mobility. Conclusions derived are:

**6.1 Domestic tourists with reduced mobility:** The critical set of factors to influence their travel decisions is economic in nature, viz. reasonably priced tourism products and better income opportunities. Besides these, trained staff and their friendly treatment of tourists with reduced mobility, providing safety support systems, change in attitude of the public towards disabled tourists and information about availability of aids/ equipments at attractions would also play varying but important roles.

**6.2 Foreign tourists with reduced mobility:** Factors in the order of importance are provision of safety support systems, proper information about availability of aids/ equipments, reasonably priced-tourism products and availability of accessible vehicle at destinations.

## 7 RECOMMENDATIONS:

In consideration of major findings emerged from the study, a set of specific action points are recommended. These are meant not only to address some of the critical barriers of this potential visitor segment but also to exploit the business opportunities that emanates for providing specific leisure and recreation products and services the mutual benefits.

### 7.1. Sensitisation of service providers:

- (i) Specific programmes to adequately train the employees, especially frontline staff should be launched. Focus of such exercise should be to sensitise them on unique problems of tourists with reduced mobility and to create proper understanding the segments' development potential.
- (ii) For proper awareness creation and sensitisation of the general public about travel-related problems these tourists, target-specific measures can be devised. Besides main public places and utilities, radio, TV and leading newspapers can also be used, especially on occasions like Disability Day, Children's Day, Parents' Day etc.
- (iii) Tourism, travel and hospitality management institutions in India may be advised to incorporate accessible tourism and disability awareness modules in their curriculum for both teaching and training purposes. Further, in those institutions where some orientations have already been provided, elaborate



coverage of critical aspects related to management of these tourists should be incorporated.

- (iv) Lower to middle-level front-line officials of Central and States Tourism Departments including those posted in tourist offices abroad and usually in regular contact with the tourists may be given accessibility-specific training.

## **7.2 Provision of Information:**

- (i) Many government agencies and some non-governmental organisations have already begun disseminating information on accessible tourism products, mobility enhancement and site appreciation devices. But, that needs to be strengthened and widespread because it is not only legally binding but also makes good economics.
- (ii) To make the web space access-friendly, steps for providing information through WAI (web access initiatives) features in line with World Wide Web Consortium (W<sub>3</sub>C) and as provided by Govt. of India may be encouraged.
- (iii) Information on accessible tourism destinations and products in India may be collected and published in English as well as major Indian languages for wider dissemination.
- (iv) Universal Signage on accessibility may be prepared at least in English, Hindi and the local language of the attraction site and installed at major points in the sites and intersections. Depending on foreign tourist-profile at major attractions, additional foreign languages can also be considered.
- (v) The landmark attractions in the country should have readable formats for visually-challenged persons.
- (vi) All travel and tourism organisations should be advised to document the Fact-sheets on access enabling facilities in their premises and publicise them.
- (vii) Tourism communication strategy should be such that accessible tourism information would be integral to all campaigns.

## **7.3 Product Development:**

- (i) Access Audit of major tourist attractions, transport stations, accommodation units etc. may be encouraged in collaboration with state governments, NGOs etc.
- (ii) Having provisions of accessible vehicles at larger attraction sites may be considered. Further, necessary arrangements for providing mobility equipments, public comforts, utilities etc. at tourist destinations may be made.
- (iii) Potential entrepreneurs may be identified and encouraged for operating access-friendly taxis and tourist coaches.
- (iv) Airlines should be advised to replace the step-ladders with slanting ladders (aerobridge) or Forklift Platforms (Eg. Qantas Airways, Australia) for easy carriage of wheel-chairs.



- (v) Accessibility at the railway stations may be improved by providing access to major facilities like platforms, facilities like toilets, drinking water, cafeterias and other public places. Specifically, platforms at major stations can be connected through lifts wherever possible.

#### 7.4 Promotion of Accessible Tourism:

- (i) Those tourist destinations/ attractions where certain accessible facilities already exist may be identified and promoted first. In addition to further strengthening accessible facilities in there, some appealing destinations may also be identified for accessible development and promotion. While doing so, 'prime attractions destinations' can be identified in each region for development and promotion as 'model accessible tourism destinations'.
- (ii) The country may consider a specific accessible tourism campaign namely "Inclusive India" or "Incredible India: Accessible India".
- (iii) Domain expertise (viz. subject, language etc.) and contact details of *Accessible Tourist Guides* and suitable publicised.
- (iv) Provision of access-enabling facilities and infrastructure may be made mandatory for all central financial assistance (CFA)-funded schemes of the Union Ministry of Tourism.

<sup>1</sup> United Nation Convention on the Rights of Persons with Disabilities (2007)

<sup>2</sup> UNWTO Resolution, 2005 on ***Accessible Tourism for All***

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# 11 CHAPTER



**FINANCIAL ASSISTANCE PROVIDED BY  
TOURISM FINANCE CORPORATION OF  
INDIA (TFCI)**

## 11.1. FINANCIAL ASSISTANCE PROVIDED BY TOURISM FINANCE CORPORATION OF INDIA

The Tourism Finance Corporation of India (TFCI) was set up to meet the finance requirements of tourism industry in the country. The amount of loans sanctioned and disbursed by TFCI to various categories of tourism industries during 2009-10 with comparative figures for last two years are given in Table 11.1.1.

Table 11.1.2 gives project-wise and purpose-wise classification of financial assistance provided by TFCI during 2009-10.

**TABLE 11.1.1**  
**ASSISTANCE SANCTIONED AND DISBURSED BY TFCI,**  
**DURING 2007-08, 2008-09 AND 2009-10**

Operations	2007-08 (Rs. In Lakh)	2008-09 (Rs. In Lakh)	2009-10 (Rs. In Lakh)
<b>Assistance Sanctioned</b>			
Rupee Loan	32475.00	51065.00	52127.00
Leasing	Nil	Nil	Nil
Subscription to Equity / Preference Share / Mutual fund / Debenture	4146.00	6993.00	4909.00
Guarantee	Nil	Nil	Nil
<b>Total</b>	<b>36621.00</b>	<b>58058.00</b>	<b>57036.00</b>
<b>Assistance Disbursed</b>			
Rupee Loan	14714.09	20587.31	24419.00
Leasing	Nil	Nil	Nil
Subscription to Equity/ Preference Share/Mutual Fund/Debenture	4136.00	6993.00	4909.00
Guarantee	Nil	Nil	Nil
<b>Total</b>	<b>18850.09</b>	<b>27580.31</b>	<b>29328.00</b>

**TABLE 11.1.2**  
**PROJECT-WISE AND PURPOSE-WISE CLASSIFICATION OF FINANCIAL**  
**ASSISTANCE PROVIDED BY TFCI DURING 2009-10**

(Rs. in Lakh)

Purpose	New		Expansion		Renovation/ Equip. Finance		Expansion/ Acq/Restrct/ Reno		Total	
Type of Project	No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount
5 Star Hotel	8 (67)	23721 (105675)	1 (15)	4000 (14176)	0 (15)	0 (6808)	1 (12)	1600 (12127)	10 (109)	29321 (138786)
4 Star Hotel	3 (36)	7000 (37646)	0 (5)	0 (4957)	1 (4)	500 (1095)	0 (4)	0 (1590)	4 (49)	7500 (45288)
3 Star Hotel	11 (237)	14956 (116017)	0 (21)	0 (11887)	0 (11)	0 (3743)	0 (31)	0 (14507)	11 (300)	14956 (146154)
2 Star Hotel	0 (21)	0 (5398)	0 (1)	0 (388)	0 (0)	0 (80)	0 (2)	0 (323)	0 (24)	0 (6189)
Heritage Hotel	0 (17)	0 (3764)	0 (3)	0 (1030)	0 (2)	0 (425)	0 (2)	0 (586)	0 (24)	0 (5805)
Unclassified Hotel	0 (2)	0 (1210)	0 (0)	0 (0)	0 (1)	0 (24)	0 (1)	0 (56)	0 (4)	0 (1290)
Amusement/ Park/Shopping complex-cum- Ent. Centre/ Water Park/ Multiplex/Activity Centre	0 (30)	0 (20643)	0 (3)	0 (190)	0 (0)	0 (0)	0 (2)	0 (917)	0 (35)	0 (21750)
Restaurant	1 (16)	350 (5544)	0 (3)	0 (1835)	0 (3)	0 (109)	0 (1)	0 (305)	1 (23)	350 (7793)
Tourist Cars/ Coaches	0 (2)	0 (241)	0 (3)	0 (1326)	0 (2)	0 (600)	0 (0)	0 (0)	0 (7)	0 (2167)
Palace on Wheels	0 (2)	0 (2150)	0 (0)	0 (0)	0 (1)	0 (1000)	0 (0)	0 (0)	0 (3)	0 (3150)
Others	0 (31)	0 (35935)	0 (3)	0 (3600)	0 (2)	0 (273)	0 (4)	0 (3829)	0 (40)	0 (43637)
	23	46027	1	4000	1	500	1	1600	26	52127
<b>Total</b>	<b>(461)</b>	<b>(334223)</b>	<b>(57)</b>	<b>(39369)</b>	<b>(41)</b>	<b>(14157)</b>	<b>(59)</b>	<b>(34240)</b>	<b>(618)</b>	<b>(421989)</b>

Source: Tourism Finance Corporation of India

Note: Figures within parentheses are the Cumulative Numbers.



## APPENDICES

## **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 (TSR) are increasingly becoming popular for the leisure holidays and family holidays, etc. With the aim of providing standardized world class services to the tourists, the Government of India, Department 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 Indiatourism 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:-

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

## FORMAT FOR UNDERTAKING

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 in 1\*/2\*/3\*/4\*/5\*/5\*-D/ Heritage category and hereby agree to abide them. The information and documents provided are correct and authentic to the best of my knowledge.

Place:

Signature and name in block letters

Date:

Seal of applicant

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

- 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/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) 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 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 Department'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
- (1) Total project cost.
  - (2) Equity component with details of paid up capital
  - (3) 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 TSR must immediately inform the Department of the date from which the TSR 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. The demand draft maybe payable to “Pay & Accounts Officer, Ministry of Tourism, New Delhi”.

Star category	Amount in Rs.
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 Department. 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 categories/ 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

## TSR CLASSIFICATION/RECLASSIFICATION

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 reclassification 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 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. TSRs applying for classification must provide the following documentation.
  - a) 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/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 hotel became operational.
    - vi) Details of hotel site with postal address and distance from Airport/Railway Station/ City Centre/Downtown shopping area (in kms).
    - vii) Details of the 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/ 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) Detail 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 hotel.
  - b) Certificate/ licence from concerned Police Department authorizing the running of a 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.

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. Hotels, 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/reclassification are as follows. The demand draft may be payable to "Pay & Accounts Officer, Ministry of Tourism, New Delhi".

Star Category	Classification/Reclassification fees in Rs.
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 hotel may appeal to Secretary (T), Government of India for review and reconsideration within 30 days of receiving the communication regarding classification/reclassification. No requests will be entertained beyond this period.

10. TSR 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 hotel 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 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 TSR must be able to convince the Committee that they are looking 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 hotel should be informed to the HRACC, Govt. of India, Department 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.

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## GUIDELINES FOR CLASSIFICATION OF HERITAGE HOTELS

### DEFINITION :

“Heritage Hotels” cover running hotels in palaces / castles/forts/havelies/hunting lodges/ residences 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 technique harmonizing 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 hotels 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 rooms (30 beds).

### HERITAGE GRAND :

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 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 décor. At least 50% of the rooms should be airconditioned (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 hotels 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 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 could 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 lifestyle. If carpeting is not provided, the quality of flooring should be very good (This is not 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. 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 lifestyle and commensurate with the number of guests to 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, and towels, etc. which should be of high quality. Each guest room should be provided with a vacuum jug/ ask with bacteria free drinking water. Arrangements for heating/ cooling must be provided for the guest room 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 mimeographed 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.

**Note:-** The Ministry of Tourism, Government of India reserves the right to amend and revise the above guidelines from time to time.

## 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 center will also be eligible to apply to the Industrial Finance Corporation of India and the State Financial Corporations for 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 1500pax 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 confirm 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.

**7.** In addition to the above facilities convention centre should include the following

#### **INFRASTRUCTURAL FACILITIES:**

- i. Landscaped forefront.
- ii. Exhibition Management Centre.
- iii. Administrative facilities for corporate office including IITTM/ Internet etc.
- iv. Trade Show/ Fair Facilities such as Tourist Office, Bank and Money Changing facilities, Travel Desk, STD/ISD, Press Lounge, VIP Lounges etc.
- v. Technical facilities such as plant room, electric substation, stores, electric power back-up-system, fire hydrant etc.
- vi. Gate complex for stipulating entry and exit.
- vii. Information booths.
- viii. Public Convenience.
- ix. Stationary Shops and Kiosks.
- x. Public Address System.
- xi. First aid with doctor on call facilities.
- xii. Security office and booths for security arrangements.

- xiii. Storage complex for custom storage and handling etc.
- xiv. Fire safety arrangements.
- xv. 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:

- a) Handicraft shops, souvenir shop.
- b) Facility for the physically disabled person.
- c) Other facility for enhancing costumer 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 centres 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 and is payable by demand Draft to the Pay & Accounts officer, Ministry of Tourism, New Delhi. The fee for project approval / Operational Approval and Re-approval will be as follows:-
 

1) Approval at the project stage	—	Rs.5000 /-
2) Approval at the operational stage	—	Rs.10,000/-
3) Re-approval	—	Rs.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 along with 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 license 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 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 a fresh.
- 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 FULFILLED 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:-

<b>Sl. No.</b>	<b>Name of conference / Seminar</b>	<b>Date</b>	<b>No. of Participants</b>	<b>Name of Organisation</b>
	<b>Domestic/ International</b>			
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
				<b>6</b>

- (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 the Director General, Ministry of Tourism would be kept informed from time to time of facilities introduced for withdrawn and of any additions or alternations 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.**

## APPLICATION PROFORMA FOR APPROVAL OF CONVENTION CENTRE

1. Proposed name of the convention centre
  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 convention centre along  
With Postal address:
  6. Details of the Site
    - (a) Area
    - (b) Title
- Whether outright purchase  
(If so, a copy of the registered sale deed should be furnished)  
(OR) On lease
- (c) whether the required land use permit for the construction of convention Centre on it has been obtained (if so, a Copy the certificate from the concerned Local authorities should be furnished).
  - (d) Distance from Railway Station:
  - (e) Distance from Airport:
  - (f) Distance from main city centre:



7. Details of the convention centre project:  
(Copy of the project/ feasibility report Should be furnished)

(I) No. of Convention Halls  
(Please indicate seating capacity)

- a)
- b)
- c)
- d)

(II) No. of Mini Convention Halls  
(Please indicate seating capacity)

- a)
- b)
- c)
- d)

(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).

I. No. of guest rooms and their area:  
Number Area

- a) Single
- b) Double
- c) Suites

Total:

II 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:  
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 insured that areas of guest rooms and attached bathrooms confirm 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. Application Fee-Demand Draft No.\_\_\_\_\_
13. If you are interested in availing of any or all of the following benefits of the Income Tax Act 1961 kindly mention Yes/No against each of the following provisions:

Section

80-HHD

Any Other

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/RE-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 travellers 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 STAR DELUXE, 5 STAR, 4 STAR, AND 3 STAR**

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 from time to time besides, getting worldwide publicity through the Indiatourism Offices located in India and abroad.

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

Member Secretary (HRACC)/Hotel and Restaurants Division,  
Ministry of Tourism,  
Government of India,  
C-1 Hutments, Dalhousie Road,  
New Delhi 110011.

# GENERAL TERMS, CONDITIONS & APPLICATION AT PROJECT LEVEL & CLASSIFICATION/RECLASSIFICATION 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, Department of Tourism cease 3 months from the date that the Apartment 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/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. 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 maybe 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 Department'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) 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 Department 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 Department of the date from which it becomes operational and apply for classification within 3 months of this date.

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

8. The fee payable to the project approval and subsequent extension, if required are as follows. The demand draft may be payable to "Pay & Accounts Officer, Ministry of Tourism, New Delhi".
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 Department. 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/ ECLASSIFICATION 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 reclassification 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
    - a. Area (in sq. metres) with title – owned/ leased with copies of sale/lease deed
    - b. Copy of Land Use Permit from local authorities
    - c. Star category being applied for
    - 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 – 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
  - g. No of bathrooms with dimensions in sq.ft.
  - h. Details of Fire Fighting Measures/ Hydrants etc.
  - i. Details of measures for energy conservation and water harvesting and other Eco-friendly practices, measures and initiatives.
  - j. 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
  - d. your establishment from sanitary/hygienic point of view
  - e. No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities)
  - f. Public liability insurance
  - g. Bar Licence (necessary for 4\*, 5\* & 5\*-D only)
  - h. Money Changers Licence (necessary for 4\*, 5\* & 5\*-D only)
  - i. Sanctioned building plans/occupancy certificate
  - j. If classified earlier, a copy of the earlier "Certificate of Classification issued by Department of Tourism
  - k. For Heritage property, certificate from the local authority stating age of the property and showing new and old built up areas separately.
  - l. Any other local authority as maybe required.
  - m. Approval /NOC from AAI for projects located near Airports
  - n. Please indicate whether a few rooms or all rooms are to be let out on a time-share basis.
  - o. 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.

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. The demand draft may be payable to “ Pay & Accounts Officer, Ministry of Tourism, New Delhi”.

Star Category of Apartment Hotels	Classification/Reclassification fees in Rs.
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 reconsideration within 30 days of receiving the communication regarding classification/ reclassification. 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 conform 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/ rectification 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/RECLASSIFICATION 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/reclassification 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 and name in block letters  
Seal of the applicant

Place:

Date:

<b>CHECKLIST FOR FACILITIES &amp; SERVICE</b>	<b>3*</b>	<b>4*</b>	<b>5*/5* D</b>	<b>COMMENTS</b>
<b>GENERAL</b>				
Primarily transient, full time operations, 7days a week in season	<b>N</b>	<b>N</b>	<b>N</b>	Max 10% of rooms for commercial use in Apartment Hotel block or as per local law. At least one room equipped for the physically challenged
Establishment to have all necessary trading licences	<b>N</b>	<b>N</b>	<b>N</b>	These documents are already detailed in General Terms and Conditions
Establishment to have public liability insurance	<b>D</b>	<b>D</b>	<b>D</b>	
24 hrs. lifts for buildings higher than ground plus two floors	<b>N</b>	<b>N</b>	<b>N</b>	Mandatory for new APT. Hotels. Local laws may require a relaxation of this condition. Easy access for physically challenged persons.
Bedrooms, Bathrooms, Public areas and kitchens fully serviced daily	<b>N</b>	<b>N</b>	<b>N</b>	
All floor surfaces clean and in good repair	<b>N</b>	<b>N</b>	<b>N</b>	Floors may be of any type
<b>GUEST ROOMS</b> Minimum 10 lettable rooms. All rooms with outside window/ventilation	<b>N</b>	<b>N</b>	<b>N</b>	
Minimum size of bedroom excluding bathroom in sq.ft.	<b>140</b>	<b>140</b>	<b>200</b>	Single occupancy rooms may be 20 sq ft less
Airconditioning	<b>50%</b>	<b>100%</b>	<b>100%</b>	Airconditioning/ heating depends on climatic conditions & architecture. Room temp should be between 20 & 28 Degrees C. For 4*, 5* and 5* Deluxe .(the % is of the total no. of rooms)

A clean change of bed and bath linen daily & between check-in's	N	N	N	APT Hotels may have a guest triggered system. For 1* & 2* on alternate days. Definitely required between each check-in.
Minimum bed width for single (90cm) and double beds (135cm)	N	N	N	
Mattress Minimum 10cm thick	N	N	N	Coir, Foam or spring. Foam covered if cotton
Minimum bedding 2 sheets, pillow & case, blanket, mattress protector/ bed cover.	N	N	N	Blankets available in air-conditioned rooms and as per Seasonal requirement in non-AC rooms. Mattress protector is desirable in 1* and 2* and necessary for all others
Sufficient lighting. 1 per bed	N	N	N	
A 5 amp earthed power socket	N	N	N	
A bedside table and drawer	N	N	N	1 per two twins and two for a double bed
TV with remoter - cable if available	N	N	N	
A writing surface with sufficient lighting	N	N	N	
Chairs	N	N	N	Preferable one per bedding
Ward robe with minimum 4 clothes hangers per bedding	N	N	N	In 1* & 2* these may be without doors
Shelves or drawer space	N	N	N	
A wastepaper basket	N	N	N	
Opaque curtains or screening at all windows	N	N	N	
Drinking water + 1 glass tumbler per guest	N	N	N	Water treated with UV + filtration is necessary
A mirror, at least half length (3')	N	N	N	

A stationary folder containing stationery and envelopes	N	N	N	
A 'do not disturb' notice	N	N	N	
Night spread/ bedcover with nightly turndown service	N	N	N	
In room safe			N	
Minibar / Fridge			N	Contents must conform to local laws
Iron and ironing board on request	N	N		
<b>SUITES BATHROOMS</b>		N	N	2% of room block with a minimum of 1
Percentage of rooms with dedicated (private) bathrooms with room	ALL	ALL	ALL	Dedicated bathrooms need not be "attached" but must have private access
Minimum Size of Bathroom in square feet	36	36	45	25% of bathrooms in 1* & 2* to be Western style WC
Communal Bathrooms on same floor as rooms for 1* & 2*. Access not through Public areas, Kitchens etc	NA	NA	NA	All bathrooms, shower stalls lockable. Toilet area to have sanitary bin with lid
1 bath towel and 1 handtowel to be provided per guest One W.C. brush per toilet seat	N	N	N	If no attached/ dedicated bath, to provide in room
Guest toiletries to be provided. Minimum 1 new soap per guest	N	N	N	Where bathroom is not attached, toiletries provided in room
A clothes-hook in each bath/ shower room	N	N	N	
A sanitary bin	N	N	N	In communal bathrooms, these must have a cover
Each Western WC toilet to have a seat and lid, toilet paper	N	N	N	



Floors and walls to have non-porous surfaces	N	N	N	
Hot and Cold running water available 24 hours	N	N	N	
Shower closet	N	N	N	Where bath-tubs are offered, a shower with shower curtains will suffice
Bath tubs		D	D	In 4* plus hotels, some rooms should offer this option to guests. In public areas
Water saving taps/ shower			N	
Energy saving lighting	N	N	N	In Public Area
Bottled toiletry products	D	N	N	
Hairdryers	D	N	N	Where not provided in bathroom, must be available on request.
<b>PUBLIC AREAS</b>				
A lounge or seating in the lobby area	N	N	N	Size would depend on check in pattern.
Reception facility or means to call attention	N	N	N	Manned minimum 16 hours a day. Call service 24 hours
Accommodation, F&B and other tariffs available	N	N	N	
Heating and cooling to be provided in enclosed public rooms	N	N		Temperatures to be between 20 -28 degrees celcius
Public rest rooms for Ladies and Gents with soap and clean towels, a washbasin with running hot and cold water, a mirror, a sanitary bin with lid in unisex & ladies toilet	N	N	N	In 1* and 2* hotels, this may be unisex.(4* & above should have facility for physically challenged persons)
Ramps with anti-slip floors and handrails at the entrance. Minimum door width should be	D	N	N	Wheelchair access with suitable table in atleast one restaurant.

32" to allow wheelchair access and other facilities for the physically challenged				
Public restrooms to have low height urinal (24" Max)	<b>N</b>	<b>N</b>	<b>N</b>	
Facilities for aurally /visually handicapped	<b>D</b>	<b>N</b>	<b>N</b>	
<b>FOOD &amp; BEVERAGE</b>				
Dining Room serving Breakfast & Dinner	<b>N</b>	<b>N</b>	<b>N</b>	Meal times to be displayed. Service to start by 7am and finish no earlier than 11pm. Minimum one hour per meal service. Breakfast may be Continental. 1* hotel without dining room must offer service in rooms. A separate dining room is not required where there is a restaurant offering this facility.
Multi cuisine restaurant on premises	<b>N</b>	<b>N</b>	<b>N</b>	
Specialty restaurant	<b>D</b>	<b>N</b>	<b>N</b>	May be relaxed for 4 * hotels located at rural/ hilly areas and pilgrim centres
24 hours coffee shop	<b>D</b>	<b>D</b>	<b>N</b>	
Full service of all 3 meals in Dining room	<b>N</b>	<b>N</b>	<b>N</b>	
A cooked breakfast be available	<b>N</b>	<b>N</b>	<b>N</b>	
Room Service of full meals		<b>N</b>	<b>N</b>	In 1* this is necessary if no Dining room. 3* must offer light (pre-plated) meals
Room Service of alcoholic beverages	<b>N</b>	<b>N</b>		If permitted by local law
Crockery & Glassware unchipped	<b>N</b>	<b>N</b>	<b>N</b>	Plastic ware accepted in pool area

Cutlery to be at least stainless steel	N	N	N	Plastic ware accepted in pool area
Silverware			N	Necessary in 5* D hotels speciality restaurants only
Bar		N	N	If permitted by local laws
<b>KITCHENS</b>				
Refrigerator with deep freeze	N	N	N	Capacity based on size of F&B service
Segregated storage of meat, fish and vegetables	N	N	N	Meats & fish in freezers. Vegetables must be separate
Tiled walls, non-slip floors	N	N	N	
Segregated storage of meat, fish and vegetables	N	N	N	Meat & Fish in freezers. Vegetables must be separate.
Head covering for production staff	N	N	N	
Daily germicidal cleaning of floors	N	N	N	
Clean utensils	N	N	N	
Six monthly medical checks for production staff	N	N	N	
All food grade equipment, containers	N	N	N	
Ventilation system	N	N	N	
First-aid training for all kitchen staff	N	N	N	
Drinking water	N	N	N	Water treated with UV + filtration is acceptable
Garbage to be segregated - wet and dry	N	N	N	To encourage recycling

.Wet garbage area to be air-conditioned for 3 * to 5 *Deluxe categories	N	N	N	
Receiving and stores to be clean and distinct from garbage area	N	N	N	
<b>STAFF QUALITY</b> Staff uniforms for front of the house	N	N	N	Uniforms to be clean and in good repair
Front office staff English speaking	N	N	N	This may be relaxed outside the metros/ submetros
Percentage of staff with minimum one year certificate course from Government recognised catering/ hotel institutes	20%	25%	30%	This may be relaxed for hotels in rural, pilgrimage and hill areas
<b>STAFF WELFARE/FACILITIES</b> Staff rest rooms	N	N	N	
Staff locker rooms	N	N	N	
Toilet facilities	N	N	N	
Dining area	D	N	N	
<b>GUEST SERVICES</b> Valet (Pressing) services to be available	N	N	N	
Laundry and Dry-cleaning service to be provided	D	N	N	Service can be next day. In resort destinations, hill, rural & pilgrimage areas drycleaning services may be relaxed
Paid transportation on call	N	N	N	Guest should be able to travel from hotel.
Shoe cleaning service	N	N	N	May be charged. Shoe cleaning machines are acceptable in corridors for 4* 5* /5D*

Ice ( from drinking water) on demand	N	N	N	Ice machines accessible to guests are acceptable.Maybe placed in corridors for 4*,5* & 5*D
Acceptance of common credit cards	N	N	N	
Assistance with luggage on request	N	N	N	
A public telephone on premises. Unit charges made known	N	N	N	There should be at least one telephone no higher than 24" from floor level in 5/5D*
Wake-up call service on request	N	N	N	
Messages for guests to be recorded and delivered	N	N	N	A prominently displayed message board will suffice for 1* & 2*
Name, Address and telephone numbers of doctors with front desk	N	N	N	Doctors on call in 3,4,5 5* deluxe This may be in the lounge for 1*, 2* and 3* hotels
Stamp & mailing facilities	N	N	N	
Newspapers available	N	N	N	
Access to Travel desk facilities	N	N	N	This need not be on premise for 1 to 3* hotels
Left luggage facilities	N	N	N	This must be in a lockable room/24 hour staffed area
Provision for emergency supplies - toiletries/ first aid kit	N	N	N	This may be a chargeable item
Health/ Fitness facilities	D	D	N	Indian system of treatments should also be preferably offered
Beauty Saloon and Barbers Shop	D	N		
Florist		D	D	
Shop/ kiosk	N	N	N	Newstand, toiletries, novelties, games in resorts

Money changing facilities	D	N	N	
Bookshop	D	N	N	
<b>SAFETY &amp; SECURITY</b>				
Staff trained in fire fighting drill	N	N	N	Quarterly drill or as per law
Security arrangements for all hotel entrances	N	N	N	
Each bedroom door fitted with lock and key, viewport/ peephole & internal securing device	N	N	N	A safety chain/ wishbone latch is acceptable in place of viewport/ peephole
Safekeeping facilities available	N	N	N	
Smoke detectors	N	N	N	
Safe-keeping facilities available	N	N	N	
Smoke detectors	N	N	N	These can be battery operated
Fire and emergency procedure notices displayed in rooms behind door	N	N	N	
Fire and emergency alarms should have visual & audible signals.	N	N	N	
First aid kit with Over the Counter medicines with front desk	N	N	N	
<b>COMMUNICATION FACILITIES</b>	N	N	N	
A telephone for incoming & outgoing calls in the room				4* plus should have direct dial and STD/ISD facilities. 1*,2* and 3* may go through exchange
PC available for guest use with internet access	N	N	N	This can be a paid service. Upto 3*, PC can be in executive offices. Internet subject to local access being available
E-mail service	N	N	N	Subject to local internet access being available

Fax and photocopy service	N	N	N	
In Room internet connection/ dataport	D	D	N	Subject to local internet access being available
<b>BUSINESS CENTRE</b>	D	N	N	This should be a dedicated area. In resort destinations, tourist and ilgrimage centres this may be relaxed
<b>SWIMMING POOL</b>	D	D	N	This can be relaxed for hill destinations
<b>PARKING FACILITIES</b>	N	N	N	Should be adequate in relation to the no. of rooms & banquet/convention all capacities. Exclusively armarked accessible parking, nearest to the entrance for physically challenged persons.
<b>CONFERENCE FACILITIES</b>	D	D	D	

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

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

### INTRODUCTION

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 Home Stay Facilities as "Incredible India Bed and Breakfast (B&B) 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.

The Bed & Breakfast facilities will be categorized as follows:-

- (a) Silver
- (b) Gold

The Regional Classification Committee, as specified in the guidelines, will inspect and assess the Bed & Breakfast 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.

Bed & Breakfast 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 B&B 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 five rooms (10 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. Bed & Breakfast 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/reclassification will be as follows. The demand draft will have to be payable to” Pay & Accounts Officer, Ministry of Tourism, New Delhi “.

STAR CATEGORY	FOR CLASSIFICATION/RECLASSIFICATION
Silver	Rs. 3,000
Gold	Rs. 5,000

7. Bed & Breakfast 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:
  - a) Regional Director, Indiatourism –Chairman.
  - b) Representative from IATO.
  - c) Representative from TAAI.
  - d) Representative from local Indiatourism Office.
  - e) Representative from State Tourism Department.
  - f) Commissioner of Police/ Superintendent of Police of the district or his representative.

9. The Chairman and any 2 members, where the presence of the police representative will be mandatory, 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 Bed & Breakfast 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 Bed & Breakfast 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/reclassification. 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 B&B 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 Government/UT.

## WHERE TO APPLY

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

1. Regional Director (North), India tourism, 88 Janpath, New Delhi -110001.

Tel: 011-23320005/8 (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 -400020. Tel: 022-22033144 (for States of Gujarat, Chattisgarh, UT of Daman & Diu, Dadra Nagar Haveli and Maharashtra except Aurangabad).
3. Regional Director (South), Indiatourism, 154 Anna Sallai, Chennai -600002. Tel: 044- 28460193 (for States of Tamil Nadu and UT of Lakshwadweep).
4. Regional Director (East), Indiatourism, "Embassy", 4 Shakespeare Sarani, Kolkata -700071. Tel: 033 -22825813 (for States of West Bengal and Jharkhand).
5. Regional Director (North- East), Indiatourism, Amravati Path, Christian Basti, G.S. Road, Guwahati -781007. Tel: 0361- 2341603 (for States of Assam, Tripura, Mizoram, Nagaland, and Sikkim).
6. Director, Indiatourism, KFC Building, 48 Church Street, Bangalore -560001, Karnataka. Tel: 080-25585417 (for the State of Karnataka).
7. Director, Indiatourism, State Hotel, Khasa Kothi, Jaipur- 302001. Tel: 0141- 2372200 (for the State of Rajasthan).
8. Director, Indiatourism, Sudama Palace, Kankar Bagh Road, Patna-800020, Bihar. Tel: 0612-2345776 (for the State of Bihar).
9. Manager, Indiatourism, 191, The Mall, Agra- 282001, Uttar Pradesh. Tel: 0562- 2226378 (for the city of Agra).
10. Manager, Indiatourism, 15-B, The Mall, Varanasi – 221001, Uttar Pradesh. Tel: 0542- 2501784 (for the city of Varanasi).
11. Manager, Indiatourism, B/21B.J.B. Nagar, Bhubaneshwar -751014, Orissa. Tel: 0674-2432203 (for the State of Orissa).
12. Manager, Indiatourism, Near Western Group of Temples, Khajuraho -471606, Madhya Pradesh. Tel: 07686- 242347 (for the State of Madhya Pradesh).
13. Manager, Indiatourism, VIP Road, 189, IInd Floor, Port Blair-744103, Andaman & Nicobar Islands. Tel: 03192- 236348 (for the UT of Andaman & Nicobar Islands).
14. Manager, Indiatourism, 3-60-140, IInd floor, Netaji Bhawan, Liberty Road, Himayat Nagar, Hyderabad -500029, Andhra Pradesh. Tel: 040-23261360 (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 (for the State of Goa).
17. Manager, Indiatourism, 'Krishna Vilas', Station Road, Aurangabad -431005, Maharashtra. Tel: 0240- 2364999 (for the city of Aurangabad).
18. Manager, Indiatourism, U Tirot Singh Syiem 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 Lambu Lane, Jail Road, Imphal -795001, Manipur. Tel: 03852-221131 (for the State of Manipur).

## **APPLICATION FORMAT FOR BED & BREAKFAST (B&B) ESTABLISHMENT**

- 1 Name of the Bed & Breakfast 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 Bed & Breakfast Establishment
  - (a) Tel. No.
  - (b) Fax
  - (c) E-mail
  - (d) Mobile No. of the promoter
- 5 Distance of the Bed & Breakfast 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 Bed & Breakfast Establishment:
  - (a) Area (in sq. metres) with title – owned/ leased (copies of sale/ lease deed to be enclosed)
  - (b) Whether building plan approved from local authorities (copy to be enclosed)
  - (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. Details of payment of application fee
8. Check list details as per Annexure II (enclose a copy of the checklist duly certified that the facilities are available in the establishment)
9. 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 BED & BREAKFAST ESTABLISHMENT

Sl. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Regional 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 5 rooms (10 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.	120	200		
5.	Comfortable bed with good quality linen & bedding preferably of Indian design.	M	M		
6.	Attached private bathrooms with every room alongwith toiletries.	M	M		
7.	Minimum size of each bathroom in square feet.	30	40		
8.	WC toilet to have a seat and lid, toilet paper.	M	M		
9.	24 hours running hot & cold water with proper sewerage connections.	M	M		
10.	Water saving taps/shower	D	M		

Sl. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Regional Classification Committee
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		
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		

Sl. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Regional Classification Committee
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		
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 Bed & Breakfast Establishment and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature and name of the owner in block letters

Place:

Date:

### **POLICE VERIFICATION**

This is to certify that Shri/ Smt /Km\_\_\_\_\_ son/ daughter of \_\_\_\_\_ residing in \_\_\_\_\_ (address) since \_\_\_\_\_ (year) and applying for the Incredible India Bed & Breakfast Scheme of the Ministry of Tourism, bears a good reputation and that there are no adverse remarks/ entries made against him/ her or any member of his/ her family at this police station.

Date:

Place:

(Signature of the SHO along with stamp and address)

## GUIDELINES FOR RECOGNITION / RENEWAL AS AN APPROVED TRAVEL AGENT

[Revised with effect from 4<sup>th</sup> December 2009]

1. The aims and objectives of the scheme for recognition of Travel Agent 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 is 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 **recognition** shall be addressed to the Additional Director General, Ministry of Tourism, Transport Bhawan, No.1, Parliament Street, New Delhi-110001.
4. The recognition as an approved Travel Agent shall be granted by the Ministry of Tourism, Government of India, New Delhi initially, for five years, based on the **Inspection Report / Recommendations** of a Committee comprising of **concerned Regional Director and a member of TAAI**.
5. 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: indtour@cal2.vsnl.net.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@hathway.com, indiatourism@vsnl.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
  - 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@vsnl.com, goitochennai@tn.nic.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
6. The renewal / extension, thereafter, shall be granted for five years after Inspection conducted by a Committee comprising of concerned Regional Director and a member

of TAAI, on an application made by the Travel Agent along with the requisite fee / documents.

7. The documents received from applicants after scrutiny in all respects will be acknowledged by the Travel Trade Division in respect of first approval and by the concerned Regional Director for renewal. The inspection for first approval / renewal 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 Travel Agency for grant of recognition by Ministry of Tourism:-
  - i) The application for grant of recognition / renewal shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) The travel Agency should have a minimum Paid up Capital or (Capital employed) of **Rs.3.00 lakh** duly supported by the Audited Balance Sheet/ Chartered Accountant's Certificate.
  - iii) The Travel Agency **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) The Travel Agency 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) The Travel Agency 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 Ministry of Tourism approved Travel Agencies.

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.

- vii) The Travel Agency should be an income-tax assessee and should have filed Income Tax Return for the current assessment year.
  - viii) **Disclaimer:** The Travel Agency should employ only Regional Level Guides trained and licensed by Ministry of Tourism, Government of India and State Level Guides approved by the State Governments. The implementation of this clause would be subject to the decision of Hon'ble High Court of Rajasthan in Writ Petition No. 5607 / 2004 and other Hon'ble Courts.
  - ix) For outsourcing any of the services relating to tourists, the travel agencies shall use approved specialized agencies in the specific field of activity.
9. The Travel Agency will be required to pay a non-refundable fee of **Rs.3, 000/-** while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee will be payable to the Pay and Accounts Officer, Ministry of Tourism, in the form of a Bank Draft.
  10. The recognition / renewal will be granted to the Head Office of the Travel Agency. Branch Offices will be approved along with the Head Office or subsequently, provided the particulars of the Branch Offices are submitted to Ministry of Tourism for recognition and concerned Regional Director for renewal and accepted by it.
  11. The Travel Agency so granted recognition / renewal 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 Ministry of Tourism, Government of India.
  12. 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 Ministry of Tourism 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.
  13. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition given by Ministry of Tourism in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  14. The decision of the Ministry of Tourism, Government of India in the matter of recognition / renewal shall be final. However, MOT may in their discretion refuse to recognize / renew 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 will be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.
  15. The guidelines including application form may be downloaded from website **[www.tourism.gov.in](http://www.tourism.gov.in)**

# APPLICATION FORM FOR RECOGNITION / RENEWAL AS AN APPROVED TRAVEL AGENCY

Attested  
 Passport size  
 photograph of  
 Managing  
 Director /  
 Managing  
 Partner /  
 Proprietor

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

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
I.	.....	.....	.....	.....	.....
II.	.....	.....	.....	.....	.....
III.	.....	.....	.....	.....	.....
IV.	.....	.....	.....	.....	.....
  
5. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed to be made available) - Space in sq. ft.....

Location area (please tick mark the right category)

commercial

☐

residential

☐

Reception area.....Accessibility to toilets (Please write Yes or No).....

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

7. Name of Auditors.....

A 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:-

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### Particulars of the Travel Agency concerned:

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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.

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

9. Whether any activities are undertaken by the firm besides travel related activities enclosed .....
10. Please indicate membership of International Travel Organizations, if any .....
11. 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).
12. The names of the Air/shipping / Railway ticketing agencies held by the firm.....
13. Enclosed Demand Draft of Rs. 3, 000/- for Head Office and Rs. 3, 000/- for each Branch Office as fee for recognition / renewal.

For Head Office, please mention:

Demand Draft No.....

Date.....

Amount .....

For Branch Office(s), please mention:

Demand Draft No(s).....

Date.....

Amount .....

Signature / Name of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

#### NOTE:

- I. The guidelines including application form may be downloaded from website **[www.tourism.gov.in](http://www.tourism.gov.in)**
- II. This application should be submitted in duplicate along with all supporting documents.
- III. Please quote reference number of Ministry of Tourism if the application is for renewal of recognition.
- IV. Separate application form to be filled in duplicate along with the required documents, when applying for Branch Office(s).

## LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR FIRST APPROVAL / RENEWAL AS AN APPROVED TRAVEL AGENT

1. Application form in duplicate duly filled in.
2. Two attested photographs pasted on both the copies of application form.
3. Documentary proof (preferably registration certificates from Government) in support of beginning of operations of your firm.
4. A copy of Complete Audited Balance Sheet for the latest financial year.
5. Income Tax Acknowledgement for the latest assessment year.
6. Service Tax Registration number from concerned authority.
7. Certificate of Chartered Accountant stating your Paid-up Capital not less than Rs. 3.00 Lakh. For Travel Agents from the North – East region, remote and rural areas, the minimum Paid up Capital (or Capital employed) should be at least Rs. 50,000/- duly supported by the Chartered Accountant's certificate.
8. A copy of IATA approval letter indicating Numerical Code Number and a copy of IATA Accreditation Certificate for the Current year.
9. Reference letter from Bank on its letterhead (Original) regarding your firm's bank account.
10. The details of staff employed giving names, designation, educational qualification & experience 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 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.



11. List of Directors / Partners or name of the Proprietor.
12. 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.
13. A Demand Draft for Rs. 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
14. Documents duly attested by competent officer.

**NOTE:**

- I. The above - mentioned documents may be submitted in duplicate.
- II. Please fill up separate application form(s), in duplicate, for Branch Office(s), if any.
- III. The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)

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## GUIDELINES FOR RECOGNITION / RENEWAL AS AN APPROVED INBOUND TOUR OPERATOR

[Revised with effect from 4<sup>th</sup> December 2009]

1. The aims and objectives of the scheme for recognition of Inbound Tour Operator 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 Inbound tour operator is one who makes arrangements for transport, accommodation, sight seeing, entertainment and other tourism related services for foreign tourists.
3. The application for **recognition** shall be addressed to the Additional Director General, Ministry of Tourism, Transport Bhawan, 1, Parliament Street, New Delhi - 110 001.
4. The **recognition** as an approved Inbound Tour Operator shall be granted by the Ministry of Tourism, Government of India, New Delhi initially, for five years, based on the **Inspection Report / Recommendations** of a Committee comprising of **concerned Regional Director and a member of IATO**.
5. 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: [indtour@cal2.vsnl.net.in](mailto:indtour@cal2.vsnl.net.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@hathway.com](mailto:indiatourism@hathway.com), [indiatourism@vsnl.com](mailto:indiatourism@vsnl.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@vsnl.com](mailto:indtour@vsnl.com), [goitochennai@tn.nic.in](mailto:goitochennai@tn.nic.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)
6. The renewal / extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising of concerned Regional Director and a member of IATO, on an application made by the Tour Operator along with the requisite fee / documents.

7. The documents received from applicants after scrutiny in all respects will be acknowledged by the Travel Trade Division in respect of first approval and by the concerned Regional Director for renewal. The inspection for first approval / renewal 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 Inbound Tour Operator for grant of recognition / renewal by Ministry of Tourism:
  - i) The application for grant of recognition / renewal shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) The Inbound Tour operators located in rest of India should have a minimum Paid up Capital (or Capital employed) of **Rs.3.00 lakh** and **Rs. 50,000/-** in the case of North – Eastern region, remote and rural areas, duly supported by the latest Audited Balance Sheet/Chartered Accountant's certificate.
  - 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 **Rs. 25.00 lakh** for rest of India and **Rs. 5.00 lakh** for the North – Eastern region, remote and rural areas duly supported by Chartered Accountant's certificate. However, for the North – Eastern Region, the Chartered Accountant's Certificate regarding turn – over of the firm in Rupee earnings would be treated as Foreign Exchange earnings, provided there is documentary evidence that such earnings are from inbound tour operations only.
  - iv) The Inbound Tour operator 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 Ministry of Tourism 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) The Inbound Tour Operator 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. The Inbound Tour operator should be an income tax assessee and should have filed Income Tax Returns for the last or current assessment year.
  - viii. **Disclaimer:** The Inbound Tour Operator should employ only Regional Level Guides trained and licensed by Ministry of Tourism, Government of India and State Level Guides approved by the State Governments. The implementation of this clause would be subject to the decision of Hon'ble High Court of Rajasthan in Writ Petition No. 5607 / 2004 and other Hon'ble Courts.
  - ix. The Inbound Tour Operator shall contract / use approved specialized agencies in the field of adventure options and related services for the tourists
9. The inbound tour operator will be required to pay a non - refundable fee of **Rs.3, 000/-** while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee will be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
  10. The recognition / renewal will be granted to the Head Office of the Inbound Tour Operator. Branch offices will be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to Ministry of Tourism for recognition and for renewal to the concerned Regional Director and accepted by it.
  11. The Inbound Tour Operator so granted recognition / renewal 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 Ministry of Tourism, Government of India.
  12. 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 Ministry of Tourism 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.
  13. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition given by Ministry of Tourism in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  14. The decision of the Ministry of Tourism, Government of India in the matter of recognition / renewal shall be final. However, MOT may in their discretion refuse to recognize / renew 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 will be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.
  15. The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)

## APPLICATION FORM FOR RECOGNITION / RENEWAL AS AN APPROVED INBOUND TOUR OPERATOR

Attested  
 Passport size  
 photograph of  
 Managing  
 Director /  
 Managing  
 Partner /  
 Proprietor

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

	Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
I.	.....					
II.	.....					
III.	.....					
IV.	.....					
5. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed to  
 be made available) - Space in sq. ft.....  
 Location area (please tick mark the right category)  
 commercial ☐  
 residential ☐  
 Reception area..... ..Accessibility to toilets (Please write Yes or No).....
6. Name of Bankers (please attach a reference letter on original letterhead from your

Bankers) .....

7. Name of Auditors .....  
A Balance-Sheet and Profit & Loss Statement pertaining to the inbound tour operation 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:-

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#### **PARTICULARS OF THE INBOUND TOUR OPERATOR CONCERNED**

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- 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.
8. A copy of Acknowledgement in respect of Income tax returns for the current assessment year should be enclosed .....
9. Certificate of Chartered Accountant in original regarding turn over through Foreign Exchange from Inbound Tour Operations only for the preceding or latest year.....
10. Documents pertaining to any promotional activities undertaken by the firm should be enclosed.....
11. Please indicate membership of International Travel Organizations, if any .....
12. Give details of:
- a) Volume of international tourist traffic handled. (Please submit a certificate from a Chartered Accountant). 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.
13. Number of conferences handled, if any, and the details of total number of passengers for such conferences with details of locations, etc.
14. Number of incentive tours handled.
15. Please enclose Demand Draft of Rs. 3,000/- for Head Office and Rs. 3,000/- for each Branch Office as fee for recognition / renewal payable to the Pay & Accounts Officer, Ministry of Tourism.

For Head Office, please mention:

Demand Draft No. ....

Date.....

Amount .....

For Branch office(s), please mention:

Demand Draft No. ....

Date.....

Amount .....

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

**NOTE:**

- I. The guidelines including application form may be downloaded from website **[www.tourism.gov.in](http://www.tourism.gov.in)**
- II. This application should be submitted in duplicate along with all supporting documents.
- III. Please quote reference number of Ministry of Tourism if the application is for renewal of recognition.
- IV. Separate application form to be filled in duplicate along with the required documents, when applying for Branch Office(s).

## LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR FIRST APPROVAL/ RENEWAL AS AN APPROVED INBOUND TOUR OPERATOR

1. Application form in duplicate duly filled in.
2. Two attested photographs pasted on both the copies of application form.
3. Documentary proof (preferably registration certificates from Government) in support of beginning of operations of your firm.
4. A copy of Complete Audited Balance Sheet for the latest financial year.
5. Income Tax Acknowledgement for the latest assessment year.
6. Service Tax Registration number from the concerned authority.
7. The Inbound Tour operators located in rest of India should have a minimum Paid up Capital (or Capital employed) of Rs.3.00 lakh and Rs. 50,000/- in the case of North – East region, remote and rural areas, duly supported by the latest Audited Balance Sheet/ Chartered Accountant's certificate.
8. Reference letter from Bank on its letterhead (in original) regarding your firm's bank account.
9. Details of staff employed giving names, designation, 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.
10. List of Directors/Partners or name of the Proprietor.



11. 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.
12. Certificate of 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 Rs. 25.00 Lakh in case of Inbound Tour Operator from rest of India and Rs. 5.00 lakh from the North – Eastern Region, remote and rural areas. However, for the North – Eastern Region, the Chartered Accountant's Certificate regarding turn – over of the firm in Rupee earnings would be treated as Foreign Exchange earnings, provided there is documentary evidence that such earnings are from inbound tour operations only.
13. Demand Draft for Rs. 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
14. Documents duly attested by competent officer.

**NOTE:**

- I. The above - mentioned documents may be submitted in duplicate.
- II. Please fill up separate application form(s), in duplicate, for Branch Office(s), if any.
- III. The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)

## GUIDELINES FOR RECOGNITION / RENEWAL AS AN APPROVED TOURIST TRANSPORT OPERATOR

[Revised with effect from 4<sup>th</sup> December 2009]

1. The aims & objectives of the scheme for recognition of Tourist Transport Operator 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 Tourist Transport Operator Organization is one, who provides tourist transport like cars, coaches, boats etc. to tourists for transfers, sightseeing and journeys to tourist places etc..
3. The application for **recognition** shall be addressed to the Additional Director General, Transport Bhawan, No.1, Parliament Street, New Delhi-110 001.
4. The **recognition** as an approved Tourist Transport Operator shall be granted by the Ministry of Tourism, Government of India, New Delhi initially, for five years, based on the **Inspection Report / Recommendations** of a Committee comprising of **concerned Regional Director and a member of ITTA**.
5. 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: [indtour@cal2.vsnl.net.in](mailto:indtour@cal2.vsnl.net.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@hathway.com](mailto:indiatourism@hathway.com), [indiatourism@vsnl.com](mailto:indiatourism@vsnl.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@vsnl.com](mailto:indtour@vsnl.com), [goitochn@tn.nic.in](mailto:goitochn@tn.nic.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)

6. The renewal / extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising of concerned Regional Director and a member of ITTA, on an application made by the Tourist Transport Operator along with the requisite fee / documents.
7. The documents received from applicants after scrutiny in all respects will be acknowledged by the Travel Trade Division in respect of first approval and by the concerned Regional Director for renewal. The inspection for first approval / renewal 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 Tourist Transport Operator for grant of recognition by Ministry of Tourism:-
  - (i) The application for grant of recognition 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) The Tourist Transport Operator 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.
  - (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) The Tourist Transport Operator is registered with the appropriate authority for carrying on the business of operating tourist transport vehicles.
  - (viii) 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.
  - (ix) The turn-over of the firm from Tourist Transport operations only should be a minimum of **Rs. 25.00 lakh** for rest of India and **Rs. 10.00 lakh** for the North – Eastern region, remote & rural areas duly supported by a Certificate issued by Chartered Accountant.

- (x) The applicant should be income tax assessee and should submit copy of acknowledgement certificate as 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. The Tourist Transport Operator is required to pay a non-refundable fee of **Rs. 3,000/-** while applying for the recognition / renewal for Head Office and each Branch Office. The fee will be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
  11. The recognition / renewal will be granted to the Head Office of the Tourist Transport Operator. Branch offices will be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to Ministry of Tourism for recognition and for renewal to the concerned Regional Director and accepted by it.
  12. The Tourist Transport Operator so granted recognition / renewal 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 Ministry of Tourism, Government of India.
  13. 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 Ministry of Tourism 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.
  14. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition given by Ministry of Tourism in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  15. The decision of the Ministry of Tourism, Government of India in the matter of recognition / renewal shall be final. However, MOT may in its discretion refuse to recognize / renew 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 will be done after careful consideration and generally, as a last resort. The circumstances in which withdrawal is resorted would also be indicated.
  16. The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)

# APPLICATION FORM FOR RECOGNITION / RENEWAL AS AN APPROVED TOURIST TRANSPORT OPERATOR

Attested  
 Passport size  
 photograph of  
 Managing  
 Director /  
 Managing  
 Partner /  
 Proprietor

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

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

- III. ....
- IV. ....
- V. ....
- VI. ....
5. Details of office premises (Documentary proof/Rent Agreement/Ownership Deed to be made available)-Space in sq.ft. .... Reception area in sq. ft .....Accessibility to toilets (Please write Yes or No) .....
6. Name of Bankers (please attach a reference letter on original letterhead from your Bankers) .....
7. 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.
8. A copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed.....
9. Certificate of Chartered accountant in original regarding turnover from Tourist Transport Operations only for the preceding year/latest year.
10. Names of the Travel Agents / Tour Operators / Hotel / Airlines with whom most business is transacted.
11. Please indicate the loans and mortgages as on the date of application.
12. 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.)
13. 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.
14. Please attach publicity material such brochures / folders / leaflets / posters concerning itineraries and website address of the agency.
15. Please enclose Demand Draft of Rs. 3, 000/- for Head Office and Rs. 3, 000/- for each Branch Office as fee **for recognition / renewal**.

For Head Office, please mention:

Demand Draft No.....

Date .....

Amount.....

For Branch office(s), please mention:

Demand Draft No.....

Date .....

Amount.....

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

**NOTE:**

- I. The guidelines including application form may be downloaded from website **[www.tourism.gov.in](http://www.tourism.gov.in)**
- II. This application should be submitted in duplicate along with all supporting documents.
- III. Please quote reference number of Ministry of Tourism if the application is for renewal of recognition.
- IV. Separate application form to be filled in duplicate along with the required documents, when applying for Branch Office(s).

## LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR APPROVAL / RENEWAL AS AN APPROVED TOURIST TRANSPORT OPERATOR

1. Application form in duplicate duly filled in.
2. Two attested photographs pasted on both the copies of application form.
3. Documentary proof (preferably registration certificates from govt.) in support of beginning of operations of your firm.
4. Copy of Complete Audited Balance Sheet and Profit & Loss Statement for the latest financial year.
5. Income Tax Acknowledgement for the latest assessment year.
6. Service Tax Registration number from the concerned authority.
7. Reference letter from Bank on its letterhead (Original) regarding your firm's bank account.
8. 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).
9. Details of office premises, 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.
10. Certificate of Chartered Accountant on original letter head in support of your turnover from tourist transport operation only which should not be less than Rs. 25.00 Lakh for rest of India and Rs. 10.00 lakh for the North – Eastern region, remote & rural areas during the last financial / calendar year.
11. Name 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. 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)
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. Demand Draft for Rs. 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
16. Documents duly attested by competent officer.

**NOTE:**

- I. The above - mentioned documents may be submitted in duplicate.
- II. Please fill up separate application form, in duplicate, for Branch Office(s), if any.
- III. The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)

**ANNEXURE-1**

**Particulars of vehicles (Minimum 06 vehicles out of which 04 must be cars (all in the name of the company) Copies of RC / TC should be attested.**

Sl. No.	Type of Vehicle	Registered in the name	Registration No.	RC dated	Tourist Permit	TP dated	Others/ Remarks
1							
2							
3							
4							

*More columns may be added for extra vehicles.*

\*\*\*\*\*

## **GUIDELINES FOR RECOGNITION / RENEWAL AS AN APPROVED ADVENTURE TOUR OPERATOR**

[Revised with effect from 4<sup>th</sup> December 2009]

1. **Aims and objectives:** The aims & objectives of the scheme for recognition of Adventure Tour Operator 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 Adventure Tour Operator is 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 **recognition** shall be addressed to the Additional Director General, Ministry of Tourism, Transport Bhawan, Parliament Street, New Delhi-110 001.
4. The **recognition** as an approved Adventure Tour Operator shall be granted by the Ministry of Tourism, Government of India, New Delhi initially, for five years, based on the **Inspection Report / Recommendations** of a Committee comprising of **concerned Regional Director and a member of ATOA**.
5. 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: [indtour@cal2.vsnl.net.in](mailto:indtour@cal2.vsnl.net.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@hathway.com](mailto:indiatourism@hathway.com), [indiatourism@vsnl.com](mailto:indiatourism@vsnl.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@vsnl.com](mailto:indtour@vsnl.com), [goitochn@tn.nic.in](mailto:goitochn@tn.nic.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)
6. The renewal / extension thereafter shall be granted for five years after Inspection conducted by a Committee comprising of concerned Regional Director and a member of ATOAI, on an application made by the Adventure Tour Operator along with the requisite fee / documents.
7. The documents received from applicants after scrutiny in all respects will be acknowledged

by the Travel Trade Division in respect of first approval and by the concerned Regional Director for renewal. The inspection for first approval / renewal 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 Adventure Tour Operator for grant of recognition / renewal by the Ministry of Tourism:-
  - i) The application for grant of recognition / renewal shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) The Adventure Tour Operator should have a minimum Paid up Capital (Capital employed) of **Rs. 3.00 lakhs** duly supported by the latest audited Balance Sheet / Chartered Accountant's certificate.
  - iii) The turnover in terms of foreign exchange or Indian Rupees by the firm from Adventure Tourism / Adventure Sports related activities only should be a minimum of **Rs.10.00 lakh** duly supported by a certificate issued by Chartered Accountant.
  - 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) 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.

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.

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) 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.).

- ix) 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.
  - x) 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.
  - xi) It will be recommended to distribute a copy of the Eco - Tourism guidelines to each client.
  - xii) The agency must maintain in its office premises all the maps and reference material concerning the particular activities it desires to pursue as business.
  - xiii) 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.
  - xiv) The firm should clearly indicate the area of specialization in all their promotional and display material.
  - xv) Principles of Eco Tourism as being espoused by ATOAL Membership of PATA Green Leaf are optional.
  - xvi) The Adventure Tour Operator should have filed Income Tax Return for the current assessment year.
  - xvii) The Adventure Tour Operator 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, the Ministry of Tourism has decided to grant recognition primarily to the following four categories of Adventure Tour Operators 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 Adventure Tour Operators have been appended for reference at **Annexure I**. It may be noted that in a number of adventure activities, a risk is involved and, therefore, it must be ensured by the Adventure Tour Operator that safety guidelines are strictly followed. In case the Tour Operator 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) The Adventure Tour Operator 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: The Adventure Tour Operator has qualified staff to handle the operations. Since adventure has an in - built risk factor, the Clients / Adventure Tour Operators should be covered by insurance. This insurance is termed as “Special Contingency Policy”. It is specific to cover the risk factor of the Client / Adventure Tour Operator, i.e. it covers accidental deaths, loss of limbs and / or eyes and permanent/partial disability.
  - (iv) **Disclaimer:** The Ministry of Tourism, Government of India would not be responsible for any claims by clients of the approved Adventure Tour Operator.
11. The Adventure Tour Operator would be required to Pay a non - refundable fee of **Rs.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 a Bank Draft.
  12. The recognition / renewal would be granted to the Head Office of Adventure Tour Operators. Branch Offices would be approved along with head office or subsequently, provided particulars of Branch Offices are submitted to Ministry of Tourism for recognition and for renewal to the concerned Regional Director and accepted by it.
  13. For recognition / renewal of Adventure Tour Operator, representatives from the Adventure Tour Operators Association of India specializing in such activities will be included as Inspection Team members.
  14. The Adventure Tour Operators so granted recognition / renewal 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 the Ministry of Tourism, Government of India.
  15. While submitting the application, the Adventure Tour Operator must indicate the arrangements for emergency lift and evacuation of clients in case of mishap.
  16. 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 Ministry of Tourism 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.
  17. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition given by Ministry of Tourism in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  18. The decision of the Ministry of Tourism, Government of India in the matter of recognition / renewal shall be final. However, MOT may in their discretion refuse to recognize / renew any firm or withdraw / withhold recognition / renewal 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 will 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.
  19. The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)

## GUIDELINES FOR SAFETY AND RESCUE IN ADVENTURE SPORTS

### INTRODUCTION

- 1.1 An Adventure Tour Operator 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 will be issued subsequently, as and when required, to update these guidelines, based on suggestions and reports received.

# APPLICATION FORM FOR RECOGNITION / RENEWAL AS AN APPROVED ADVENTURE TOUR OPERATOR

Attested  
 Passport size  
 photograph of  
 Managing  
 Director /  
 Managing  
 Partner /  
 Proprietor

1. Organization .....  
 Address of Head office.....  
 .....  
 Telephone Numbers.....  
 Fax Numbers.....  
 Email Address.....  
 Website Name.....  
 Address of the Branch offices (if any) .....  
 .....  
 (Please fill up separate application form, in duplicate, for Branch Office(s), if any)
2. Nature of the Organization (Proprietary concern, Partnership or Incorporation) .....  
 (Also please indicate the Specialization of activities)  
 Year of registration/commencement of business (with documentary proof)  
 .....
3. Name of Proprietor/Directors/Partners etc.....  
 Details of their interests, if any ..... In other business may  
 also be indicated.....
4. Particulars of staff employed:  

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
I.	.....	.....	.....	.....	.....
II.	.....	.....	.....	.....	.....
III.	.....	.....	.....	.....	.....
IV.	.....	.....	.....	.....	.....
5. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed  
 to be made available)-Space in sq. ft.....

Location area (please tick mark the right box)

commercial ☐

residential ☐

Reception area.....Accessibility to toilets (Please write Yes or No).....

6. Name of Bankers (please attach a reference letter on original letterhead from your Bankers).....
7. Name of Auditors ..... A Balance-Sheet and Profit & Loss statement pertaining to the tour operation 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:-

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### PARTICULARS OF THE ADVENTURE TOUR OPERATOS 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.

8. Copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed .....
9. Certificate of Chartered Accountant in original regarding turn over from Adventure tourism / Adventure sports related activities only for the preceding or latest year.
10. Whether any other activities are undertaken by the firm besides tour operations.
11. Please indicate membership of International Travel Organizations, if any .....
12. Give details of:
  - a) Volume of tourist traffic handled upto the date of application showing foreign and domestic tourist traffic separately. Please submit a certificate from Chartered Accountant in original. This certificate should show the receipts from Adventure Tour operations only during the financial year or the calendar 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
13. 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).
14. Whether the agency has its own equipments or hired from another handling agency. Give details of the equipment available.
15. The handling agency if located outside or at operational area must also be approved by the Ministry of Tourism, Government of India.
16. Give details of the facilities available with them (handling agency located outside) including trained manpower, equipment, etc.
17. In case of emergency, please indicate the equipments available for emergency lift up/ evacuation of the persons. In respect of emergencies, the following undertaking has to be signed by the Adventure Tour Operator:-

## UNDERTAKING:

I, Shri / Smt. ....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 will be followed in letter and spirit.

18. In case of any change in the scope of activities the same may be brought to the notice of MOT within one month.
19. Indicate the type of insurance facilities available with the company whether group or personal.
20. Whether porters used for adventure purposes are also experienced and insured.
21. Any additional information the organization would like to give with the reference to the adventure tourism activities undertaken by the firm.
22. Please enclose Demand Draft of Rs. 3,000/- for Head Office and Rs.3, 000/- for each Branch Office as fee for recognition/renewal.

For Head Office, please mention:

Demand Draft No.....Date .....Amount .....

For Branch office(s) please mention:

Demand Draft No.....Date .....Amount .....

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

- NB. I The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)
- II. This application should be submitted in duplicate along with all supporting documents.
  - III. Please quote reference number of Ministry of Tourism if the application is for renewal of recognition.
  - IV. Separate application form to be filled in duplicate along with the required documents, when applying for Branch Office(s).

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

1. Application form in duplicate duly filled in.
2. Two attested photographs pasted on both the copies of application form.
3. Documentary proof (preferably registration certificates from govt.) in support of beginning of operations of your firm.
4. Copy of Complete Audited Balance Sheet for the latest financial year.
5. Income Tax Acknowledgement for the latest assessment year.
6. Service Tax Registration certificate from the concerned authority.
7. Certificate of Chartered Accountant stating your paid-up capital not less than Rs. 3.00 lakhs.
8. Reference letter from Bank on its letterhead (in original) regarding your firm's bank account.
9. 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.

10. List of Directors/Partners or name of the Proprietor.
11. 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.
12. Certificate of Chartered Accountant on original letter head in support of your turnover in foreign exchange or in Indian Rupees from adventure tourism related activities only which should not be less than Rs. 10.00 Lakh during the last financial / calendar year.
13. Demand Draft for Rs. 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
14. Documents duly attested by competent officer.

**NOTE:**

- I. The above - mentioned documents may be submitted in duplicate.
- II. Please fill up separate application form(s), in duplicate, for Branch Office(s), if any.
- III. The guidelines including application form may be downloaded from website **[www.tourism.gov.in](http://www.tourism.gov.in)**

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## **GUIDELINES FOR RECOGNITION / RENEWAL AS AN APPROVED DOMESTIC TOUR OPERATOR**

[Revised with effect from 4<sup>th</sup> December 2009]

1. The aims & objectives of the scheme for recognition of Domestic Tour Operator 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 domestic tour operator is one who makes arrangements for transport, accommodation, sight seeing, entertainment and other tourism related services for domestic tourists.
3. The application for **recognition** shall be addressed to the Additional Director General, Ministry of Tourism, Transport Bhawan, 1, Parliament Street, New Delhi- 110 001.
4. The **recognition** as an approved Domestic Tour Operator shall be granted by the Ministry of Tourism, Government of India, New Delhi initially, for five years, based on the **Inspection Report / Recommendations** of a Committee comprising of **concerned Regional Director and a member of ADTOI**.
5. 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: indtour@cal2.vsnl.net.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@hathway.com, indiatourism@vsnl.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
  - 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@vsnl.com, goitoch@tn.nic.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
6. The renewal / extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising of concerned Regional Director and a member of ADTOI, on an application made by the Domestic Tour Operator along with the requisite fee / documents.

7. The documents received from applicants after scrutiny in all respects will be acknowledged by the Travel Trade Division in respect of first approval and by the concerned Regional Director for renewal. The inspection for first approval / renewal 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 Domestic Tour Operator for grant of recognition / renewal by Ministry of Tourism:
  - i) The application for grant of recognition / renewal shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) The Domestic Tour operator should have a minimum Paid up Capital (or Capital employed) of **Rs.3.00 lakh** duly supported by the latest Audited Balance Sheet / Chartered Accountant's certificate.
  - iii) The turn-over of the firm from domestic tour operation business only should be a minimum of **Rs. 20.00 lakh** duly supported by Chartered Accountant's certificate.
  - iv) The Domestic Tour operator 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.

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 Ministry of Tourism 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) The Domestic Tour Operator 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 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.

- vii) The Domestic Tour operator 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.
  - viii) **Disclaimer:** The Domestic Tour Operator should employ only Regional Level Guides trained and licensed by Ministry of Tourism, Government of India and State Level Guides approved by the State Governments. The implementation of this clause would be subject to the decision of Hon'ble High Court of Rajasthan in Writ Petition No. 5607 / 2004 and other Hon'ble Courts.
  - ix) The Domestic Tour operator shall contract / use approved specialized agencies in the field of Adventure Options and related services for the tourists.
9. The Domestic Tour operator will be required to pay a non - refundable fee of **Rs.3,000/-** while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee will be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
  10. The recognition / renewal will be granted to the Head Office of the Domestic Tour Operator. Branch offices will be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to Ministry of Tourism for recognition and for renewal to the concerned Regional Director and accepted by it.
  11. The Domestic Tour operator so granted recognition / renewal 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 Ministry of Tourism, Government of India.
  12. 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 Ministry of Tourism 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.
  13. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition given by Ministry of Tourism in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  14. The decision of the Ministry of Tourism, Government of India in the matter of recognition / renewal shall be final. However, MOT may in their discretion refuse to recognize / renew 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 will be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.
  15. The guidelines including application form may be downloaded from website **www.tourism.gov.in**

## APPLICATION FORM FOR RECOGNITION / RENEWAL AS AN APPROVED DOMESTIC OPERATOR

Attested  
Passport size  
photograph of  
Managing  
Director /  
Managing  
Partner /  
Proprietor

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

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
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- I. ....
- II. ....
- III. ....
- IV. ....
5. Details of office premises (Documentary proof/Rent Agreement / Ownership Deed to be made available)-Space in sq. ft.....
- Location area (please tick mark the right box)
- commercial ☐
- residential ☐
- Reception area.....
- Accessibility to toilets (Please write Yes or No).....
6. Name of Bankers (please attach a reference letter on original letterhead from your Bankers).....
7. Name of Auditors .....
- A complete Audited Balance-Sheet and Profit & Loss Statement pertaining to the domestic tour operation 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:-

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#### **PARTICULARS OF THE DOMESTIC TOUR OPERATOR CONCERNED**

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- 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 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.
8. A copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed.....
  9. Certificate of Chartered Accountant in original regarding turn over from Domestic Tour Operations only for the preceding or latest year.
  10. Documents pertaining to any promotional activities undertaken by the firm should be enclosed.
  11. Please indicate membership of International Travel Organizations, if any .....
  12. Give details of :
    - a) Volume of domestic tourist traffic handled (Please submit a certificate from Chartered Accountant). This certificate should show the receipts from Domestic Tour operation only during the financial year or the calendar 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 domestic tourists.
    - e) Please attach publicity material such as brochures / folders / leaflets / posters concerning itineraries and website address of the agency.
  13. Number of conferences handled, if any, and the total number of passengers for such conferences with details of locations, etc.
  14. Number of incentive tours handles.

15. Please enclose Demand Draft of Rs. 3, 000/- for Head Office and **Rs. 3,000/-** for each Branch Office as fee for recognition / renewal payable to the Pay & Accounts Officer, Ministry of Tourism.

For Head Office, please mention:

Demand Draft No.....

Date.....

Amount.....

For Branch Office(s), please mention:

Demand Draft No.....

Date.....

Amount.....

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

**NOTE:**

- I. The guidelines including application form may be downloaded from website **[www.tourism.gov.in](http://www.tourism.gov.in)**
- II. This application should be submitted in duplicate along with all supporting documents.
- III. Please quote reference number of Ministry of Tourism if the application is for renewal of recognition.
- IV. Separate application form to be filled in duplicate along with the required documents, when applying for Branch Office(s).

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

1. Application form in duplicate duly filled in.
2. Two attested photographs pasted on both the copies of application form.
3. Documentary proof (preferably registration certificates from the Government) in support of beginning of operations of your firm.
4. Copy of Complete Audited Balance Sheet for the latest financial year.
5. Income Tax Acknowledgement for the latest assessment year.
6. Service Tax Registration Number from the concerned authority.
7. Certificate of Chartered Accountant stating *your* Paid-up Capital not less than Rs. 3.00 lakh.
8. Reference letter from Bank on its letterhead (Original) regarding your firm's bank account.
9. 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.
10. List of Directors/Partners or name of the Proprietor.
11. 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)



12. Certificate of Chartered Accountant on original letter head in support of your turnover from domestic tour operations only which should not be less than **Rs. 20.00 Lakh** during the last financial/calendar year.
13. Demand Draft for Rs. 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Govt. of India.
14. Documents duly attested by competent officer.

**NOTE:**

- I. The above - mentioned documents may be submitted in duplicate.
- II. Please fill up separate application form(s), in duplicate, for Branch Office (s), if any.
- III. The guidelines including application form may be downloaded from website **[www.tourism.gov.in](http://www.tourism.gov.in)**

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## I. LIST OF FUNCTIONAL CENTRAL INSTITUTES OF HOTEL MANAGEMENT

1. Institute of Hotel Management & Catering Technology	Bangalore
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

## III. LIST OF FOOD CRAFT INSTITUTES

1. Food Craft Institute	Ajmer
2. Food Craft Institute	Aligarh
3. Food Craft Institute	Balangir
4. Food Craft Institute	Darjeeling
5. Food Craft Institute	Faridabad
6. Food Craft Institute	Udaipur

## GUIDELINES OF SCHEME FOR IHMs/FCIs/IITTM/ITIs/ POLYTECHNIC INSTITUTES/UNIVERSITIES/GOVT. COLLEGES/GOVT. VOCATIONAL SCHOOLS/PSUs

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) and National Council of Hotel Management & Catering Technology (NCHMCT) are also eligible for this assistance. The purpose underlying these efforts is to create institutional infrastructure that could foster and facilitate professional education and training specific to tourism, travel and hospitality industry. The institutional infrastructure, however, not only needs to be expanded constantly in order to meet the ever increasing demand of skilled personnel/ professionals, but also needs to be strengthened and upgraded so that it retains/ acquires internationally acceptable benchmark of quality. It is in the backdrop of this that the existing guidelines for regulating outflow of assistance have been reviewed, primarily with a view to eliminating the felt inadequacies in the scheme of things and to meet the new emerging realities, and it has been decided to adopt the following revised guidelines.

### Section A - IHMs / NCHMCT / IITTM

#### 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:

#### NEW INSTITUTES

- a) Setting up of an IHM.
- b) Setting up of centres / branches of IITTM / NCHMCT / existing IHMs.

#### CONDITIONS

- 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) Assistance shall be on the condition that the proposed IHM shall also conduct skill courses.
- iii) Assistance shall be subject to ceiling of Rs.1000 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 Rs.200 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 Rs. 800 lakhs on construction and Rs. 200 lakhs on purchase of equipments.
- v) Assistance may cover expenditure on such items as campus development, teaching block, administrative block, kitchens, laboratories, library, hostels, computer labs, mess, canteens, auditorium, seminar halls, basic recreational facilities, staff quarters, purchase of equipments and on any other incidental though indispensable items.

### **EXISTING INSTITUTES**

- a) Expansion of an existing Institute/including hostels to provide not only for a felt infrastructural inadequacy but also to up-grade the existing one to international standards.
- b) For new equipments required to make an institute to keep abreast with technological advancements.
- c) For modernization of institute's library.
- d) For modernization of laboratories including computer labs.

### **CONDITIONS**

- i) Central assistance to existing IHMs including FCIs upgraded to IHMs set up by the State Govts. / UT Administrations shall be subject to over-all ceiling of Rs. 1000 lakhs in each case with ceiling of Rs. 800 lakhs on construction and Rs. 200 lakhs on equipments applied. An upgraded IHM shall be considered for assistance only upon a certification by the NCHMCT to the effect that the Institute so upgraded possesses a minimum of infrastructure (a campus with minimum area of five acres, buildings,

laboratories and equipments) as to qualify as an IHM. An additional assistance of upto Rs.200 lakhs may be considered in case same is intended to meet the cost of additional hostel facilities. The ceiling of assistance to a State IHM shall take into account the assistance extended to it previously under the Scheme.

- ii) 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 Rs. 1000 lakhs.
- iii) Assistance to Central Institutes including IITTM and NCHMCT shall be need-based not subject to a ceiling.
- vi) Assistance shall be on the condition that the IHM shall also conduct skill courses.

## **SECTION B - FCIs**

### **Eligibility**

4. A society created by the Central Government/State Government/ UT Administrations to manage an FCI shall be eligible for Central assistance.

### **Scope**

#### **I NEW FCIs**

5. Central assistance shall be admissible for the setting up of an FCI.

### **Conditions**

- 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.
- ii) Assistance shall be subject to ceiling of Rs.475 lakhs for the setting up of an FCI. The cost thereof, if it exceeds the ceiling, shall be met by the State Government/UT Administration concerned. However, quantum of assistance for the setting up of an FCI created by the Central Government shall not be subject to this ceiling.
- iii) Assistance to a new FCI proposed by the State Govt. / UT Administration shall be utilized subject to further ceilings of Rs. 375 lakhs on construction and Rs. 100 lakhs on purchase of equipments.
- iv) Assistance may cover expenditure on such items as campus development, teaching block, administrative block, kitchens, laboratories, library, hostels, mess, canteens, auditorium, seminar halls, basic recreational facilities, staff quarters, purchase of equipments and on any other incidental though indispensable item.

#### **II EXISTING FCIs**

- i) Expansion of an existing Institute/including hostels to provide not only for a felt infrastructural inadequacy but also to up-grade the existing one.
- ii) For replacing equipments which are dated or which are spent or for acquiring new equipments necessary to keep abreast with technological advancements.

- a) For the modernization of library.
- b) For the modernization of laboratories.

## **CONDITIONS**

- i) Central assistance to an existing FCI set up by the State Govt. / UT Administration shall be subject to over-all ceiling of Rs. 475 lakhs with ceiling of Rs. 375 lakhs on construction and Rs. 100 lakhs on 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 Rs.475 lakhs. The ceiling of assistance to a State FCI shall take into account the assistance extended to it previously under the Scheme.
- ii) Assistance to Central FCIs shall be need-based not subject to any ceiling.

## **SECTION C - EXECUTIVE DEVELOPMENT CENTRES**

- 6. No new Executive Development Centres (EDCs) shall be sanctioned though assistance to the EDCs that already stand sanctioned will continue on terms o fconditions of each sanction. The Ministry of Tourism will, however, promote setting up of EDCs in public private partnership mode.

## **SECTION D - OTHER GENERAL CONDITIONS/NORMS**

- 7. Central assistance shall be further subject to the following conditions/norms:
  - i) Central assistance shall under no circumstances be utilized for meeting recurring and/or establishment expenditures.
  - ii) IHMs/FCIs shall normally charge fee as prescribed by the NCHMCT.
  - iii) There shall be at least three nominees of the Ministry of Tourism on the Board of Governors (BOGs) of an IHM/FCI society.
  - iv) 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.
  - v) The State Government/UT Administration or the society concerned shall complete the building project, including expansion/up-gradation of the existing building, within a period of three years or such period as may be prescribed by the Central Ministry of Tourism depending on the nature of the project.
  - vi) Proposal for new IHM/FCI shall be submitted by the State Government/UT Administration duly supported with 'Detailed Project Report' prepared by a reputed/established agency having experience and capability of executing such projects.



- vii) Central assistance shall be further subject to any other project specific conditions that the Central Ministry of Tourism may impose.

## **SECTION E - PROMOTIONAL INITIATIVES**

8. The Ministry of Tourism may consider, on being approached, one time Central Financial Assistance not exceeding Rs. 200 lakhs to a governmental institute, such as ITI, polytechnic institute, university, college owned by a government or a university, a public sector undertaking 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 Rs. 25 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**

#### **Recipient:**

Institutions planning to conduct hospitality programmes.

#### **Amount:**

For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of Rs. 2 crores.

#### **Courses to be conducted:**

One year and upto two years trade certificate (after class X) in;

- a. Food Production
- b. House keeping
- c. Front Office
- d. Food & Beverage Service
- e. Bakery & Confectionary

#### **Group sizes:**

Theory: 50 Students Practical: 25 Students ( At least two trades will be offered )

#### **Civil works: Assistance limited upto Rs.100 lakhs**

1. Minor alterations & modifications.
2. Improvement of Kitchen, Pantry and training restaurant flooring.
3. Improvement in wall surface (glazed tiles etc.) of kitchen and pantry.
4. Plumbing and electrical improvement work for kitchen, pantry and training restaurant.

### **Heavy & Small Equipment, Furniture & Fixtures etc. in; (Assistance limited upto Rs.150 lakhs)**

1. Basic Training Kitchen
2. Advanced Training Kitchen / Pantry / Scullery
3. Quantity Food Kitchen & Pot Wash Area
4. Larder
5. Demonstration Kitchen
6. Basic Training Restaurant
7. Advanced Training Restaurant
8. Bar
9. Student Dining Hall & Scullery
10. General Stores
11. Front Office Lab
12. House Keeping Lab
13. Linen Room
14. Laundry
15. Demonstration Lab (House Keeping)
16. Bakery
17. Confectionery

**Note: It is only an illustrative list and not exhaustive.**

### **b) VOCATIONAL SCHOOLS**

**Recipient:** +2 level Vocational stream schools planning to conduct hospitality programmes.

**Amount:** For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of Rs. 25 lakhs.

#### **Courses to be conducted:**

- a) Two year Vocational course in Food Production
- b) Two year Vocational course in Food & Beverage Service

**Group sizes:** Theory: 60 Students Practical: 30 Students

#### **Civil works: Assistance limited to Rs. 5 lakhs**

1. Minor alterations & modifications.
2. Improvement of Kitchen, Pantry and training restaurant flooring.
3. Improvement in wall surface (glazed tiles etc.) of kitchen and pantry.
4. Plumbing and electrical improvement work for kitchen, pantry and training restaurant.

### **Heavy & Small Equipment, Furniture & Fixtures etc. in; (Assistance 20 Lakhs)**

1. Training Kitchen:
2. General Stores:
3. Basic Training Restaurant

**Note: It is only an illustrative list and not exhaustive.**

### c) UNIVERSITIES & OTHER COLLEGES

**Recipient:** Institutions planning to conduct hospitality & travel tourism programmes.

**Amount:** For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of Rs. 200 lakhs.

#### **Courses to be conducted after 10+2 stage:**

- a) Three year diploma/degree in Hotel Management, Travel & Tourism
- b) One/Two year trade diploma in; atleast one of the following :
- c) Food Production
- d) House keeping
- e) Front Office
- f) Food & Beverage Service
- g) Bakery & Confectionary

**Group sizes:** Theory: 40 Students & Practical: 20 Students

#### **Civil works: Assistance limited to 50 lakhs.**

1. Minor alterations & modifications.
2. Improvement of Kitchen, Pantry and training restaurant flooring etc.
3. Improvement in wall surface (glazed tiles etc.) of kitchen and pantry.
4. Plumbing and electrical improvement work for kitchen, pantry and training restaurant.

#### **Heavy & Small Equipment, Furniture & Fixtures etc. in; (Assistance 150 Lakhs)**

1. Basic Training Kitchen
2. Advanced Training Kitchen / Pantry / Scullery
3. Quantity Food Kitchen & Pot Wash Area
4. Larder
5. Demonstration Kitchen
6. Basic Training Restaurant
7. Advanced Training Restaurant
8. Bar
9. Student Dining Hall & Scullery
10. General Stores
11. Front Office Lab
12. House Keeping Lab
13. Linen Room
14. Laundry
15. Demonstration Lab (House Keeping)
16. Bakery
17. Confectionery

**Note: It is only an illustrative list and not exhaustive.**

#### d) POLYTECHNICS & PSUs

**Recipient:** Institutions planning to conduct hospitality & travel tourism programmes.

**Amount:** For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of Rs. 200 lakhs.

#### **Courses to be conducted after 10+2 stage:**

- a. Three year diploma/degree in Hotel Management, Travel & Tourism
- b. One/Two year trade diploma in atleast one of the following ;;
- c. Food Production
- d. House keeping
- e. Front Office
- f. Food & Beverage Service
- g. Bakery & Confectionary

**Group sizes:** Theory: 40 Students & Practical: 20 Students

#### **Civil works: Assistance limited to 50 lakhs.**

1. Minor alterations & modifications.
2. Improvement of Kitchen, Pantry and training restaurant flooring etc.
3. Improvement in wall surface (glazed tiles etc.) of kitchen and pantry.
4. Plumbing and electrical improvement work for kitchen, pantry and training restaurant.

#### **Heavy & Small Equipment, Furniture & Fixtures etc. in; (Assistance 150 Lakhs)**

1. Basic Training Kitchen
2. Advanced Training Kitchen / Pantry / Scullery
3. Quantity Food Kitchen & Pot Wash Area
4. Larder
5. Demonstration Kitchen
6. Basic Training Restaurant
7. Advanced Training Restaurant
8. Bar
9. Student Dining Hall & Scullery
10. General Stores
11. Front Office Lab
12. House Keeping Lab
13. Linen Room
14. Laundry
15. Demonstration Lab (House Keeping)
16. Bakery
17. Confectionery

**Note: It is only an illustrative list and not exhaustive.**

## REVISED GUIDELINES OF SCHEME FOR PRODUCT/ INFRASTRUCTURE DEVELOPMENT FOR DESTINATIONS AND CIRCUITS

### I. IN THE 9TH PLAN ASSISTANCE WAS PROVIDED IN THE FOLLOWING FIELDS:-

1. Construction of budget accommodation.
2. Tourist complexes.
3. Wayside amenities.
4. Tourist Reception Centre.
5. Refurbishment of monuments.
6. Special tourism projects.
7. Adventure and sports facilities.
8. Sound and Light shows and illumination of monuments.

These schemes were merged into following two schemes during the 10th five year plan.

- (1.) Integrated Development of Tourist Circuits
- (2.) Product/Infrastructure and Destination Development.

2. In order to carefully regulate the Product Development the above two schemes are now merged into one scheme “**Product/Infrastructure Development for Destinations and Circuits**”. This scheme will have the following two components;

- A) Major destinations and circuits development
- B) Rural Tourism infrastructure development

### A. MAJOR DESTINATIONS AND CIRCUITS DEVELOPMENT

3. The focus under this revised scheme will be on the improvement of existing product and developing new tourism products to the world standard. It will also focus on Integrated Infrastructure Development of the tourist sites. These tourist sites/destinations would be carefully selected based on its tourism potential. The aim would be to provide all infrastructure facilities required by the tourists within such destinations and circuits. Master Planning of these destinations and circuits will be undertaken so as to develop them in an integrated holistic manner. The aim will be convergence of resources and expertise through coordinated action with State Governments/UTs and Private Sectors. Tourist Destinations and Circuits in each State would be identified in consultation with the State Governments and would be taken up for development. This would include activities ranging from preparation of a master plan to implementation of the master plan. Projects to be taken up under this scheme should follow an integrated, projectised, area development approach.

Comprehensive DPRs should be prepared for each project after consultations with all the stakeholders.

- 4. Definition of a destination:** Destination is a place of tourist interest. For being eligible under this scheme the destination must be among the most visited sites in the State, or a recognized Heritage monument. A group of tourist attractions located in the same village, town or city would also qualify.
- 5. Definition of a Circuit:** A tourist Circuit is defined as a route on which at least three major tourist destinations are located such that none of these are in the same town, village or city. At the same time they are not separated by a long distance. It should have well defined entry and exit points. A tourist who enters at the entry point should get motivated to visit all the places identified on the circuit. The objective of having a tourist circuit is to increase the total provide to the tourist the attractions of all the destinations located on the circuit.
- 6. Identification of tourist destinations and Circuits:** The destinations & circuits will be selected on the basis of its tourism potential in consultation with the State Governments. The Destinations/ Circuits to be taken up for development will be identified by the Ministry of Tourism at the beginning of each year. A tourist circuit could be limited to a State or it could be a regional circuit covering more than a State/UT. The identification of the project, the implementing agency, and the mode of channelisation of funds would be done in consultation with the State Govt./UT Administration.
- 7. Funding pattern of the project:** The Ministry of Tourism would bear 100% of the project cost based on the project plan and estimates submitted, excluding the items which are the exclusive responsibility of the State Governments, as mentioned at para- 8 below. While there may be no ceiling on project cost, Government of India contribution would be capped at Rs. 25 crore for destination development and Rs.50 crore for circuit development for identified major destinations and circuits based on tourist traffic. However, the existing ceiling of Rs.5 crore and Rs.8 crore for destination and circuit respectively would continue for other projects. In respect of each large project involving central financial assistance of Rs.25 crore and above, the Ministry should formalise MOUs with State Government and other stakeholders indicating the works to be undertaken by them in physical and financial terms. Total project should include contribution from State Government and contribution from other stakeholders. State Government contribution towards land, rehabilitation package, O&M and external infrastructure like water supply, electricity and roads, as envisaged in para-8 below, should be quantified in the DPR. The provisions for preparation of comprehensive DPRs for Destinations/Circuit Project will be as follows: a) Large Destinations/Circuit Project involving central financial assistance of Rs.25 crore and above will be assisted towards the cost of DPR preparation amounting to 50% of the total cost of DPR preparation or Rs.15 lakh, whichever is lower. b) As far as the assistance towards preparation of DPR for smaller projects of destination/circuits are concerned, the assistance will be limited to 50% of the total cost of DPR preparation or Rs.10 lakh, whichever is lower.

**8. Activities/items under State/UT component:** The State/UT Governments will be fully responsible for the following components of the project:

- i) Making the land available for development.
- ii) Implementation of rehabilitation package, where shifting of dwellings or commercial units is required. However, the Government of India would provide assistance for construction of Tourist Reception Centres including shopping complexes to house the displaced shops.
- iii) Operation, maintenance and management of the assets created.
- iv) External infrastructure like Water Supply, Electricity and Roads (not covered under Para -9 (iv) below)

**9. Activities/items under Central component:** The assistance under this scheme will be focussed on development of public goods instead of private goods. There should also be convergence with other programmes of Government and duplication shall be avoided. The following works may be taken up under the Scheme under the Central component.

- i. Improvement of the surroundings of the destination. This would include activities like land scaping, development of parks, fencing, compound wall etc.
- ii. Illumination of the Tourist destination and the area around and SEL Shows etc.
- iii. Providing for improvement in solid waste management and sewerage management, Public Conveniences, etc.
- iv. Improvement of road connectivity leading to the tourist sites, especially from the National Highways/State highways and other entry points.
- v. Construction of Wayside Public Conveniences.
- vi. Construction of Budget Accommodation, Restaurant & Wayside Amenities including one time assistance for its air-conditioning and furnishings. This component will be supported only in selected places of Jammu & Kashmir and all North Eastern States, and Eco-tourism projects where private sector investment is not forthcoming or not possible.
- vii. Procurement of equipments directly related to tourism, like Water Sports, Adventure Sports, Eco-friendly modes of transport for moving within the Tourism Zone and equipments for cleaning of the tourist destination will be eligible for 25% grant.
- viii. Construction of public buildings which are required to be demolished because of implementation of the Master Plan.
- ix. Refurbishment of the Monuments.
- x. Signages and display boards showing Tourist Area Maps and documentation on places of interest at the locations.
- xi. Tourist Arrival Centres, Reception Centres, Interpretation Centres
- xii. Improvement of municipal services directly related to Tourism
- xii. Other work/activities directly related to tourism.

**10. Release of Funds:** The funds would be released to the implementing agency as indicated in Para 6 above in three instalments for identified destination and circuit amounting to Rs.25 crore and Rs.50 crore respectively, once the detailed cost estimates of the projects are received. On sanction of the project, the first instalment of 50% of the approved Central Financial Assistance (CFA) will be released to the implementing agency. The second instalment of 30% will be released after receipt of 50% utilisation certificate of the previous instalment. The balance 20% would be released on the completion of the work and on receipt of the Utilisation Certificate. However, CFA in two instalments would be released for other destination and circuit sanctioned for Rs.5 crore and Rs.8 crore respectively. The first instalment in this case will be 80% of the approved CFA on sanction of the project and second instalment will be balance 20% of the approved CFA on the completion of the work and on receipt of the Utilisation Certificate.

**11. Codal formalities:** The Implementing agency shall follow all codal formalities while awarding contracts and procurement of equipment and ensure complete transparency in its transactions. There would not be any compulsion to execute projects through CPWD. The execution of projects would primarily be the responsibility of State Governments and local agencies. However, whenever a project is to be driven by the Central Government, central agencies could be engaged both for project preparation and for implementation with consent of State/UT Govt. concerned.

**12. Management of assets created:** The infrastructure and assets created will be maintained and managed by the State/UT Governments or their agencies with no financial commitment to Govt. of India. The sustainable maintenance plan for the assets to be created must be built into the project proposal for this purpose.

**13. Monitoring Committee:** State level Monitoring Committees would be set up under the Chairmanship of the respective Secretary (Tourism) of the State/UT Government. This Committee would consist of a nominee of the Ministry of Tourism, Govt. of India and a nominee of the implementing agency. This committee will monitor the physical and financial progress of the sanctioned projects and submit the reports to the Ministry on regular basis. The Committee will be responsible for completion of projects within the stipulated period.

## **B. RURAL TOURISM INFRASTRUCTURE DEVELOPMENT**

**14.** Tourism growth potential can be harnessed as a strategy for Rural Development. The development of a strong platform around the concept of Rural tourism is definitely useful for a country like India, where almost 74% of the population resides in its 7 million villages. Across the world the trends of industrialization and development have had an urban centric approach. Alongside, the stresses of urban lifestyles have led to a “counter-urbanization” syndrome. This has led to growing interest in the rural areas. At the same time this trend of urbanization has led to falling income levels, lesser job opportunities in the rural areas leading to desertion of villages. Rural Tourism is one of the few activities which can provide a solution to these problems. Besides, there are other factors which are shifting the trend towards rural tourism like increasing levels of awareness, growing interest in heritage and culture and improved accessibility, and environmental



consciousness. In the developed countries, this has resulted in a new style of tourism of visiting village settings to experience and live a relaxed and healthy lifestyle. This concept has taken the shape of a Rural Tourism Product.

Under this Scheme, thrust will be to promote village tourism as the primary tourism product to spread tourism and its socio-economic benefits to rural and new geographic regions. Key geographic regions would be identified for development and promotion of Rural Tourism. The implementation would be done through a Convergence Committee headed by the District Collector. Activities like improving the environment, hygiene, infrastructure etc. would be eligible for assistance. Apart from providing financial assistance the focus would be to tap the resources available under different schemes of Ministry of Rural Development, State Govts. and other Ministries/Departments of the Govt. of India.

**15. Definition of Rural Tourism:** Any form of tourism that showcases the rural life, art, culture and heritage at rural locations, thereby benefiting the local community economically and socially as well as enabling interaction between the tourists and the locals for a more enriching tourism experience can be termed as rural tourism. Rural tourism is essentially an activity which takes place in the countryside. It is multi-faceted and may entail farm/ agricultural tourism, cultural tourism, nature tourism, adventure tourism, and ecotourism. As against conventional tourism, rural tourism has certain typical characteristics like: it is experience oriented, the locations are sparsely populated, it is predominantly in natural environment, it meshes with seasonality and local events and is based on preservation of culture, heritage and traditions.

**16. Identification of villages:** Each State/UT Govt. would be requested to furnish proposals for promotion of rural tourism. Based on the merits, the proposals would be identified for implementation in the country.

**17. Preparation of detailed plan for implementation of the project:** After short listing the proposals, the State/UT Govts would be requested to draw up a detailed plan of action. The thrust here would be to achieve convergence between the different schemes of the Govt. of India and the State Govts. It should be ensured that at least 50% of the project should be implemented through achieving convergence of different schemes. Assistance upto Rs.3.00 lakh would be provided to the State Govt. for engaging an expert for preparing the project report.

**18. Assistance under the Scheme:** A maximum of Rs. 50 lakh would be sanctioned under this scheme. The activities listed under the para 19 could be taken up.

**19. Permissible activities:** The following works may be taken up under the Scheme:

- i) Improvement of the surroundings of the village. This would include activities like landscaping, development of parks, fencing, compound wall etc.
- ii) Improvements to roads within the Panchayat limits. This shall not include any major road which connects the village.
- iii) Illumination in the village.
- iv) Providing for improvement in solid waste management and sewerage

- management.
- v) Construction of Wayside Amenities.
- vi) Procurement of equipments directly related to tourism, like Water Sports, Adventure Sports, Eco-friendly modes of transport for moving within the tourism zone.
- vii) Refurbishment of the Monuments.
- viii) Signages.
- ix) Reception Centres.
- x) Other work/activities directly related to tourism.
- xi) Tourist Accommodation.

**20. Constitution of a Convergence Committee:** A Convergence Committee would be set up under the District Collector with all stakeholders as members, to oversee the implementation of the project. Since, there is a need for flexibility and innovation while implementing such projects, therefore, this Committee will also decide to change sanctioned items based on new perceptions emerging during implementation within overall project plan and cost already sanctioned keeping the Ministry of Tourism informed for record.

**21. Execution of the works:** The execution of the work would be entrusted to any Central Govt./State Govt. agency and the funds would be released directly to the implementing agency by the Govt. of India as recommended by the State Govt.

**22. Installments of release:** On sanction of a work the first instalment of 80% of the sanctioned amount of CFA will be released. The second instalment of 20% would be released on submission of the UC and completion certificate.

**23. Codal formalities:** The implementing agency shall follow all codal formalities while awarding contracts and procurement of equipments and ensure complete transparency in its transactions. While executing the works the implementing agency shall follow the Schedule of rates prescribed by the CPWD or the State PWD or Zila Parishad/Panchayat or DRDA or Rural Engineering Department. However, if there is any item of work to be undertaken does not have rates prescribed by any one of the above mentioned agencies then the District Collector could certify the reasonableness of the rates.

**24. Management of assets created:** The infrastructure and assets created will be maintained and managed by the State/UT Governments or their agencies with no financial commitment to Govt. of India. The sustainable maintenance plan for the assets to be created must be built into the project proposal for this purpose.

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## REVISED 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

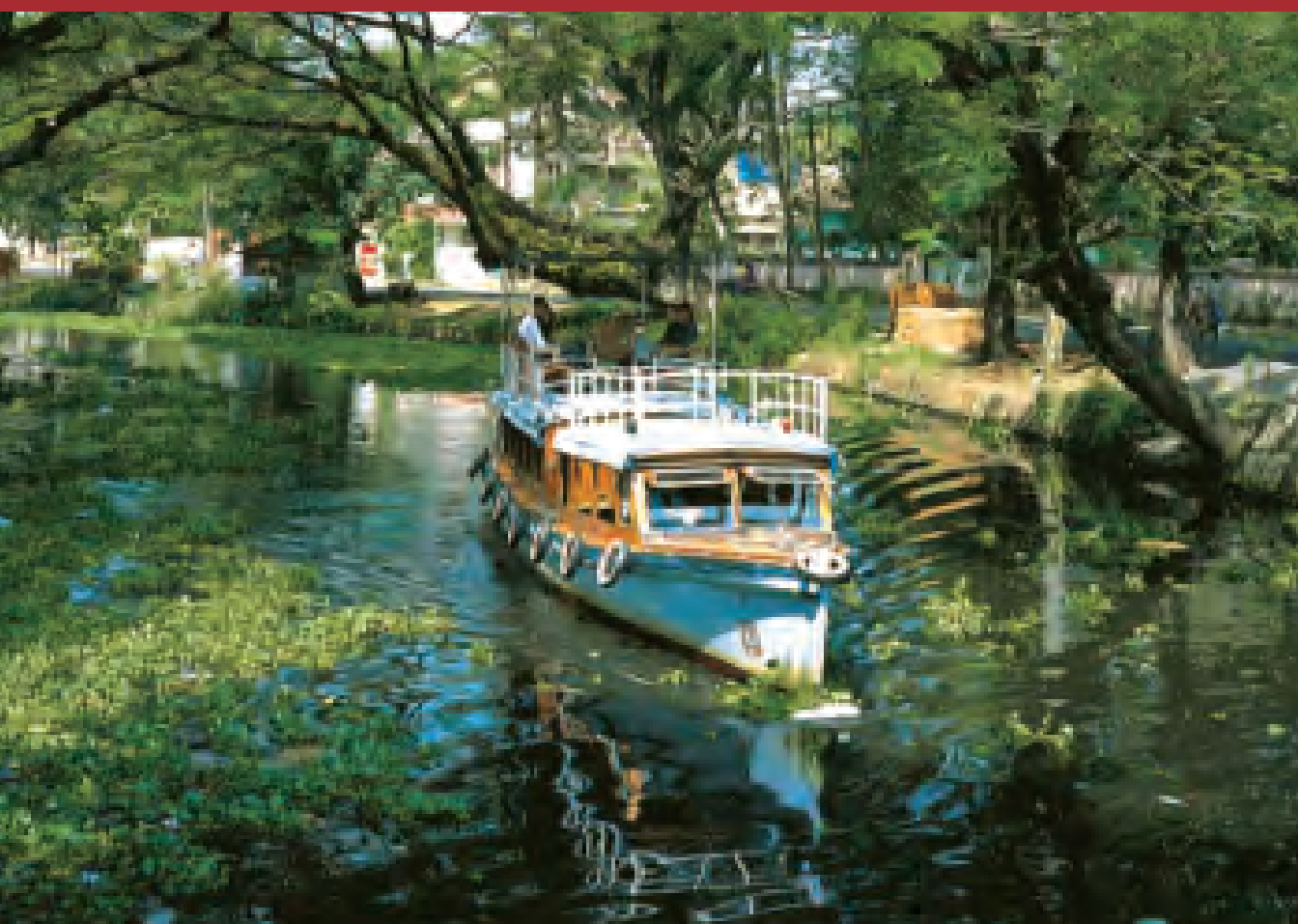
Govt. PSU, Agency or Autonomous Body, a separate SPV need not be required. In both the cases, a separate Project Management Group would be required and separate accounts would be maintained for the project. The Project Management Group, where SPV has to be set up will consist of, (i) MD/CEO of the SPV (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 Rs.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 Rs.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.

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## DEFINITIONS

# 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 TOURIST:

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 sport);
- (ii) Business, family mission, meeting.

The following are not regarded as 'foreign tourists':

- (i) Persons 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 Visitor" 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 two ports. The list of these ports is given below.

Sl. No.	Name of port	Type of port	Sl. No.	Name of port	Type of port
1	Agartala	Land Checkpost	36	Kailashahar	Land Checkpost
2	Agra	Airport	37	Kakinada	Seaport
3	Ahmedabad	Airport	38	Kandala	Seaport
4	Alang	Seaport	39	Karimaganj	Seaport
5	Amritsar	Airport	40	Khowai	Land Checkpost
6	Attari Rail	Land Checkpost	41	Kolkata	Airport
7	Attari Wagha	Land Checkpost	42	Lalgolaghat	Land Checkpost
8	Bandasa	Land Checkpost	43	Lucknow	Airport
9	Bangalore	Airport	44	Mahadipore	Land Checkpost
10	Bedi Bender	Seaport	45	Mangalore	Seaport
11	Bhavnagar	Seaport	46	Mankachar	Land Checkpost
12	Calicut	Airport	47	Marmagoa	Seaport
13	Changrabandha	Land Checkpost	48	Muhurighat	Land Checkpost
14	Chennai	Seaport	49	Mumbai	Airport
15	Chennai	Airport	50	Mumbai	Seaport
16	Cochin	Seaport	51	Munabao	Land Checkpost
17	Cochin	Airport	52	Nagapattinam	Seaport
18	Coimbatore	Airport	53	Nagpur	Airport
19	Cuddalore	Seaport	54	Nhava Sheva	Seaport
20	Dabolim	Airport	55	Paradeep	Seaport
21	Dalaighat	Land Checkpost	56	Patna	Airport
22	Dalu	Land Checkpost	57	Port Blair	Airport
23	Dawki	Land Checkpost	58	Port Blair	Seaport
24	Delhi	Airport	59	Pune	Airport
25	Gauriphanta	Land Checkpost	60	Radhikapore	Land Checkpost
26	Gaya	Airport	61	Ragna	Land Checkpost
27	Gede Rly. Station	Land Checkpost	62	Ranjganj	Land Checkpost
28	Ghojadanga	Land Checkpost	63	Raxual	Land Checkpost
29	Guwahati	Airport	64	Rupaidiha	Land Checkpost
30	Haridaspur	Land Checkpost	65	Sonauli	Land Checkpost
31	Hilli	Land Checkpost	66	Srimantapur	Land Checkpost
32	Hyderabad	Land Airport	67	Sutarkandi	Land Checkpost
33	Jaigaon Kalimpong	Land Checkpost	68	Trichy	Airport
34	Jaipur	Airport	69	Trivandrum	Airport
35	Jogbani Purnea	Land Checkpost	70	Tuticorin	Seaport
			71	Varanasi	Airport
			72	Vaisakhapatanam	Seaport



## REGIONS:

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.

#### **ACCOMMODATION ESTABLISHMENTS:**

Places in which rooms 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 Departments 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 purposes.

**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 engaged 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:**

- **Tourists (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 an 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.

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