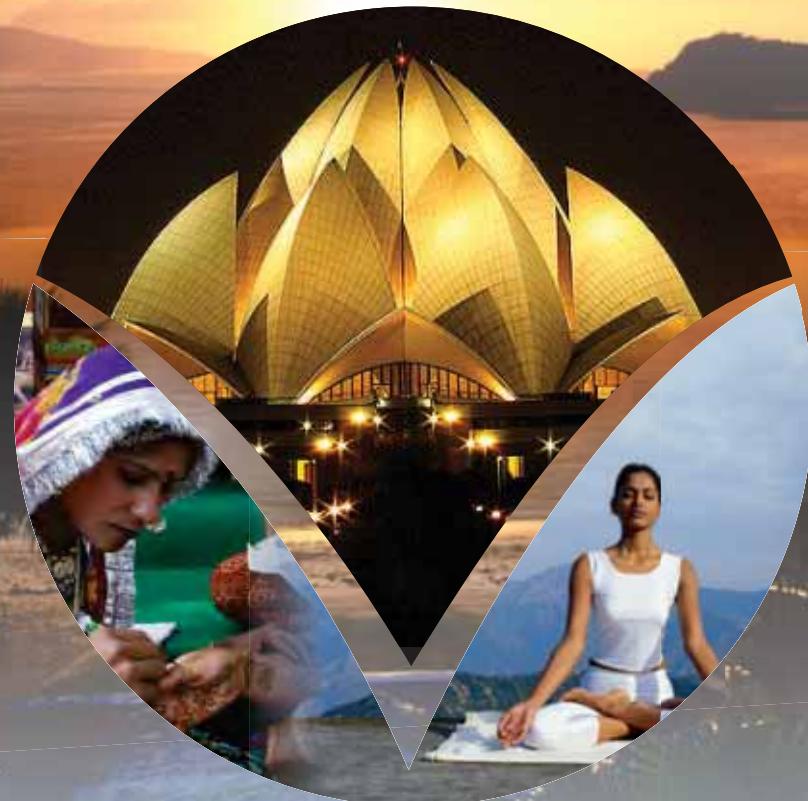


INDIA TOURISM STATISTICS भारतीय पर्यटक आंकड़े 2012



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INDIA TOURISM STATISTICS 2012



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



परवेज़ दीवान
सचिव
Parvez Dewan
Secretary

भारत सरकार
पर्यटन मंत्रालय
परिवहन भवन, संसद मार्ग
नई दिल्ली-110001

Government of India
Ministry of Tourism
Transport Bhawan, Parliament Street
New Delhi - 110001
Tel.: 91-11-23711792, 23321395
Fax: 91-11-23717890
E-mail: sectour@nic.in

FOREWORD

The importance of timely availability of the latest and reliable tourism statistics for preparation of programmes and policies relating to the development of tourism in the country is universally accepted and requires no fresh emphasis.

I have great pleasure in releasing “**India Tourism Statistics 2012**”. The Ministry of Tourism has been presenting tourism related data on a regular basis and this is the 55th in the series of such publications. The present publication contains data on Foreign Tourist Arrivals (FTAs), Foreign Exchange Earnings (FEEs) from tourism, domestic tourism, hotel, travel trade and training institutions in the field of travel and tourism besides sharing relevant details regarding the Second Tourism Satellite Account of India under the Chapter on Surveys & Studies. The Appendix to this publication includes relevant guidelines of various schemes of the Ministry of Tourism for wider dissemination of the same.

During the year 2012, India registered a positive growth of 4.3% over 2011. This growth rate is better than UNWTO's estimated growth rate of 4% for the world as a whole in 2012. Further, with a share of 1.65% in the world's tourism receipts, India occupies the 16th rank. Within Asia & the Pacific Region, India's rank stands at the 7th position.

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

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

Parvez Dewan

**OFFICERS OF MARKET RESEARCH DIVISION
ASSOCIATED WITH THE PREPARATION OF
INDIA TOURISM STATISTICS 2012**

Dr. R.K. Bhatnagar

Additional Director General

Shri Shailesh Kumar	Deputy Director
Smt. V. Meera	Assistant Director
Ms. Anila Kumari T	Assistant Director
Shri R.L. Meena	Assistant Director
Shri S.K. Mohanta	DPA Grade "B"
Shri Rajender Prasad	DPA Grade "B"
Shri Banke Ram	DPA Grade "B"
Smt. Charu Arora	DEO Grade "B"

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1

Chapter

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IMPORTANT STATISTICS ON TOURISM

IMPORTANT STATISTICS ON TOURISM, 2012

(I) INDIA

1.	Number of Foreign Tourist Arrivals in India (million)	6.58
	Annual Growth Rate	4.3%
2.	Foreign Tourist Arrivals by Mode of Transport (Percentage)	
i)	Air	91.7
ii)	Land	7.6
iii)	Sea	0.7
3.	Foreign Tourist Arrivals by Port of Entry (Numbers in million and Percentage share)	
i)	Delhi (Airport)	2.35 (35.7%)
ii)	Mumbai (Airport)	1.26 (19.2%)
iii)	Chennai (Airport)	0.71 (10.8%)
iv)	Bangalore (Airport)	0.41 (6.3%)
v)	Kolkata (Airport)	0.22 (3.4%)
vi)	Others	1.62(24.6%)
vii)	All Ports	6.58 (100.0)
4.	Foreign Tourist Arrivals From Top 15 Markets (Numbers in million and Percentage share)	
i)	U.S.A.	1.040 (15.81%)
ii)	UK	0.788 (11.98%)
iii)	Bangladesh	0.487(7.41%)
vi)	Sri Lanka	0.297(4.51%)
v)	Canada	0.256(3.89%)
vi)	Germany	0.255(3.87%)
vii)	France	0.241(3.66%)
viii)	Japan	0.220(3.34%)
ix)	Australia	0.202(3.07%)
x)	Malaysia	0.196(2.98%)
xi)	Russian Federation	0.178(2.70%)

(I) INDIA

xii) China (Main)	0.169(2.57%)
xiii) Singapore	0.131(2.00%)
xiv) Nepal	0.125(1.91%)
xv) Rep. of Korea	0.109(1.66%)
xvi) Share of top 10 countries	3.982(60.53%)
Xvii) Share of top 15 countries	4.695(71.37%)
5. Foreign Exchange Earnings from Tourism #	
i) In INR terms (1 crore = 10 million)	₹ 94487 Crore
Annual Growth Rate	21.8%
ii) In US\$ terms	US\$ 17.74 billion
Annual Growth Rate	7.1%
6. No. of Indian Nationals Departures from India (million)	14.92
Annual Growth Rate	6.7%
7. Number of Domestic Tourist Visits (million)	1036.35 (P)
Annual Growth Rate	19.9%
8. Approved Hotels as on 31st December 2012	
i) Number of Hotels	1376
ii) Number of Rooms	76567
9. Travel Trade as on 31st December 2012	
i) Number of Approved Inbound Tour Operators	437
ii) Number of Approved Travel Agents	290
iii) Number of Approved Tourist Transport Operators	128
iv) Number of Approved Domestic Tour Operators	71
v) Number of Approved Adventure Tour Operators	26

(II) WORLD

1. Number of International Tourist Arrivals (million)	1035(P)
Annual Growth Rate	4.0%
2. International Tourism Receipts (US\$ billion)	1075(P)
Annual Growth Rate	3.2%

(III) ASIA PACIFIC REGION

1.	Number of International Tourist Arrivals (million)	233.6 (P)
	Annual Growth Rate	7.1%
2.	International Tourism Receipts (US\$ billion)	323.9 (P)
	Annual Growth Rate	8.5 %

(IV) INDIA'S POSITION IN WORLD

1.	Share of India in International Tourist Arrivals	0.64%
2.	India's rank in World Tourist Arrivals	41
3.	Share of India in International Tourism Receipts	1.65%
4.	India's rank in World Tourism Receipts (As per RBI's estimate)	16

(V) INDIA'S POSITION IN ASIA PACIFIC REGION

1.	Share of India in Tourist Arrivals	2.82%
2.	India's rank in Tourist Arrivals	11
3.	Share of India in Tourism Receipts	5.48%
4.	India's rank in Tourism Receipts (As per RBI's estimate)	7

(P) Provisional # Advance Estimates

(VI) IMPORTANT HIGHLIGHTS OF INDIAN TOURISM

- The number of Foreign Tourist Arrivals (FTAs) in India during 2012 increased to 6.58 million from 6.31 million in 2011. The growth rate in FTAs during 2012 over 2011 was 4.3% as compared to 9.2% during 2011 over 2010. The growth rate of 4.3% in 2012 for India was better than the growth rate of 4% for the International Tourist Arrivals in 2012.
- The share of India in international tourist arrivals in 2012 was 0.64%, India's rank in international tourist arrivals declined to 41st, in 2012, from 38th in 2011. India accounted for 2.82% of tourist arrivals in Asia and the Pacific Region in 2012, with the rank of 11.
- About 91.7% of the FTAs entered India through air routes followed by 7.6% by land routes and 0.7% by sea routes. Delhi and Mumbai airports accounted for about 54.9% of the total FTAs in India. The top 15 source markets for FTAs in India in 2012 were USA, UK, Bangladesh, Sri Lanka, Canada, Germany, France, Japan, Australia, Malaysia, Russian Fed., China(Main), Singapore, Nepal and Republic of Korea. These 15 countries accounted for about 71.37% of total FTAs in India in 2012.

- Tourism continues to play an important role as the foreign exchange earner for the country. In 2012, foreign exchange earnings (FEE) from tourism were US\$ 17.74 billion as compared to US\$ 16.56 billion in 2011, registering a growth of 7.1%.
- Number of domestic tourist visits in India during 2012 was 1036.3 million(Provisional) as compared to 864.53 million in 2011, with a growth rate of 19.9 %.
- Number of Indian national departures from India during 2012 was 14.92 million as compared to 13.99 million in 2011, registering a growth rate of 6.7%.

2

Chapter

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INBOUND TOURISM- FOREIGN TOURIST ARRIVALS IN INDIA

INBOUND TOURISM- FOREIGN TOURIST ARRIVALS IN INDIA

2.1 FOREIGN TOURIST ARRIVALS IN INDIA

Data regarding the number of Foreign Tourist Arrivals (FTAs) and related aspects have been compiled and are presented in the present 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, to reach 6.58 million in 2012. During the year 2012, India registered a positive growth of 4.3 % over 2011. The compound annual growth rate (CAGR) in FTAs in India during 2001 to 2012 was 9.0 %. Table 2.1.1 gives the number of FTAs in India for the years 1981 to 2012 along with the corresponding growth rate over previous year.

**TABLE 2.1.1
FOREIGN TOURIST ARRIVALS (FTAs) IN INDIA, 1981-2012**

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

Year	FTAs in India	Annual Growth (%)
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	5167699	-2.2
2010	5775692	11.8
2011	6309222	9.2
2012	6577745	4.3

Source: Bureau of Immigration, India

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

The country-wise details of FTAs in India during 2010 to 2012 are given in Table 2.1.2. The FTAs from USA during 2010, 2011 and 2012 were the highest. The growth rate in FTAs in India in 2012 as compared to 2011 was maximum for Turkey (32.4%) followed by Iraq (26.0%), Yemen (24.7%), Ukraine (23.7%) and Pakistan as well as Russia (each 23.0%). FTAs from China (Taiwan), Egypt, Myamar, Oman, and Saudi Arabia also recorded a growth of more than 20% in 2012 over 2011. Some of the countries form which significant decline in FTAs were observed during the same period include UAE (37.2%), followed by South Afria (14.2%), Poland (12.2%), Indonesia (9.1%), Maldives (6.6%), Spain (6.1%), Mayaysia (5.9%), Hungry (5.7%) and Iran (5.6%).

The top 10 countries for FTAs in India during 2012 are: USA, UK, Bangladesh, Sri Lanka, Canada, Germany, France, Japan, Australia and Malaysia.

TABLE 2.1.2
NATIONALITY-WISE FOREIGN TOURIST ARRIVALS (FTAs) IN INDIA, 2010-2012

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2010	2011	2012	2010	2011	2012	2011/10	2012/11
North America								
Canada	242372	259017	256021	4.20	4.11	3.89	6.9	-1.2
U.S.A	931292	980688	1039947	16.12	15.54	15.81	5.3	6.0
Total	1173664	1239705	1295968	20.32	19.65	19.70	5.6	4.5
Central & South America								
Argentina	7626	9391	9831	0.13	0.15	0.15	23.1	4.7
Brazil	15219	17268	18440	0.26	0.27	0.28	13.5	6.8
Mexico	10458	10876	11254	0.18	0.17	0.17	4.0	3.5
Others	29425	23453	24174	0.51	0.37	0.37	-20.3	3.1
Total	62728	60988	63699	1.09	0.97	0.97	-2.8	4.4
Western Europe								
Austria	32620	36483	38585	0.56	0.58	0.59	11.8	5.8
Belgium	37709	40478	42604	0.65	0.64	0.65	7.3	5.3
Denmark	35541	34683	33084	0.62	0.55	0.50	-2.4	-4.6
Finland	24089	23730	22416	0.42	0.38	0.34	-1.5	-5.5
France	225232	231423	240674	3.90	3.67	3.66	2.7	4.0
Germany	227720	240235	254783	3.94	3.81	3.87	5.5	6.1
Greece	7441	7253	7493	0.13	0.11	0.11	-2.5	3.3
Ireland	20329	22089	24546	0.35	0.35	0.37	8.7	11.1
Italy	94100	100889	98743	1.63	1.60	1.50	7.2	-2.1
Netherlands	70756	75153	74800	1.23	1.19	1.14	6.2	-0.5
Norway	22229	24578	23569	0.38	0.39	0.36	10.6	-4.1
Portugal	21038	24061	24670	0.36	0.38	0.38	14.4	2.5
Spain	72591	71405	67044	1.26	1.13	1.02	-1.6	-6.1
Sweden	45028	48690	51058	0.78	0.77	0.78	8.1	4.9
Switzerland	43134	46332	48388	0.75	0.73	0.74	7.4	4.4
U.K.	759494	798249	788170	13.15	12.65	11.98	5.1	-1.3
Others	11291	12964	12439	0.20	0.21	0.19	14.8	-4.0
Total	1750342	1838695	1853066	30.31	29.14	28.17	5.0	0.8
Eastern Europe								
Czech Rep.	9918	11256	11129	0.17	0.18	0.17	13.5	-1.1
Hungary	6022	6900	6507	0.10	0.11	0.10	14.6	-5.7
Kazakhstan	8786	9810	11653	0.15	0.16	0.18	11.7	18.8
Poland	25424	28499	25030	0.44	0.45	0.38	12.1	-12.2

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2010	2011	2012	2010	2011	2012	2011/10	2012/11
Russia	122048	144312	177526	2.11	2.29	2.70	18.2	23.0
Ukraine	16462	23467	29033	0.29	0.37	0.44	42.6	23.7
Others	38990	50354	51808	0.68	0.80	0.79	29.1	2.9
Total	227650	274598	312686	3.94	4.35	4.75	20.6	13.9
Africa								
Egypt	8017	8791	10571	0.14	0.14	0.16	9.7	20.2
Kenya	29223	30045	34037	0.51	0.48	0.52	2.8	13.3
Mauritius	21672	22091	25013	0.38	0.35	0.38	1.9	13.2
Nigeria	23893	33537	36762	0.41	0.53	0.56	40.4	9.6
South Africa	55688	58430	50161	0.96	0.93	0.76	4.9	-14.2
Sudan	7418	8414	9626	0.13	0.13	0.15	13.4	14.4
Tanzania	17645	19470	21862	0.31	0.31	0.33	10.3	12.3
Others	40969	51608	73396	0.71	0.82	1.12	26.0	42.2
Total	204525	232386	261428	3.54	3.68	3.97	13.6	12.5
West Asia								
Bahrain	7766	9587	10045	0.13	0.15	0.15	23.4	4.8
Iraq	28221	30808	38826	0.49	0.49	0.59	9.2	26.0
Israel	43456	48089	47649	0.75	0.76	0.72	10.7	-0.9
Oman	35485	40577	49759	0.61	0.64	0.76	14.3	22.6
Saudi Arabia	21599	26268	32127	0.37	0.42	0.49	21.6	22.3
Turkey	15483	17359	22986	0.27	0.28	0.35	12.1	32.4
U.A.E.	45482	66383	41664	0.79	1.05	0.63	46.0	-37.2
Yemen Arab Rep	14931	14955	18654	0.26	0.24	0.28	0.2	24.7
Others	22894	24747	29286	0.40	0.39	0.45	8.1	18.3
Total	235317	278773	290996	4.07	4.42	4.42	18.5	4.4
South Asia								
Afghanistan	73389	89605	95231	1.27	1.42	1.45	22.1	6.3
Iran	49265	43399	40973	0.85	0.69	0.62	-11.9	-5.6
Maldives	58152	53999	50428	1.01	0.86	0.77	-7.1	-6.6
Nepal	104374	119131	125375	1.81	1.89	1.91	14.1	5.2
Pakistan	51739	48640	59846	0.90	0.77	0.91	-6.0	23.0
Bangladesh	431962	463543	487397	7.48	7.35	7.41	7.3	5.1
Sri Lanka	266515	305853	296983	4.61	4.85	4.51	14.8	-2.9
Bhutan	12048	15489	15266	0.21	0.25	0.23	28.6	-1.4
Total	1047444	1139659	1171499	18.14	18.06	17.81	8.8	2.8
South East Asia								
Indonesia	26171	32530	29559	0.45	0.52	0.45	24.3	-9.1

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2010	2011	2012	2010	2011	2012	2011/10	2012/11
Malaysia	179077	208196	195853	3.10	3.30	2.98	16.3	-5.9
Myanmar	14719	25043	30588	0.25	0.40	0.47	70.1	22.1
Philippines	24534	31151	33323	0.42	0.49	0.51	27.0	7.0
Singapore	107487	119022	131452	1.86	1.89	2.00	10.7	10.4
Thailand	76617	92404	105141	1.33	1.46	1.60	20.6	13.8
Vietnam	7458	9809	11332	0.13	0.16	0.17	31.5	15.5
Others	2980	3600	3666	0.05	0.06	0.06	20.8	1.8
Total	439043	521755	540914	7.60	8.27	8.22	18.8	3.7
East Asia								
China (Main)	119530	142218	168952	2.07	2.25	2.57	19.0	18.8
China (Taiwan)	23915	25916	31639	0.41	0.41	0.48	8.4	22.1
Japan	168019	193525	220015	2.91	3.07	3.34	15.2	13.7
Rep. of Korea	95587	108680	109469	1.65	1.72	1.66	13.7	0.7
Others	4896	5612	5547	0.08	0.09	0.08	14.6	-1.2
Total	411947	475951	535622	7.13	7.54	8.14	15.5	12.5
Australasia								
Australia	169647	192592	202105	2.94	3.05	3.07	13.5	4.9
New Zealand	37024	36839	38917	0.64	0.58	0.59	-0.5	5.6
Others	3604	3734	3489	0.06	0.06	0.05	3.6	-6.6
Total	210275	233165	244511	3.64	3.70	3.72	10.9	4.9
Not Classified elsewhere	12757	13547	7356	0.22	0.21	0.11	6.2	-45.7
Grand Total	5775692	6309222	6577745	100.00	100.00	100.00	9.2	4.3

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 can be observed clearly that the FTAs in India have been increasing from all regions during the year 2012. The growth was maximum from Eastern Europe(13.9%) followed by Africa (12.5%), East Asia(12.5%), Australasia (4.9%), North America (4.5%) , Central & South America (4.4%), West Asia (4.4%), South East Asia (3.7%), South Asia (2.8%) and Western Europe (0.8%).

The percentage share in FTAs in India during 2012 was the highest for Western Europe (28.17%) followed by North America (19.70%), South Asia (17.81%), South East Asia (8.22%), East Asia (8.14%), Eastern Europe (4.75%), West Asia (4.42%), Africa (3.97%), Australasia (3.72%) and Central & South America (0.97%). The arrivals in India from Western Europe were also the highest during the years 2011 and 2010.

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

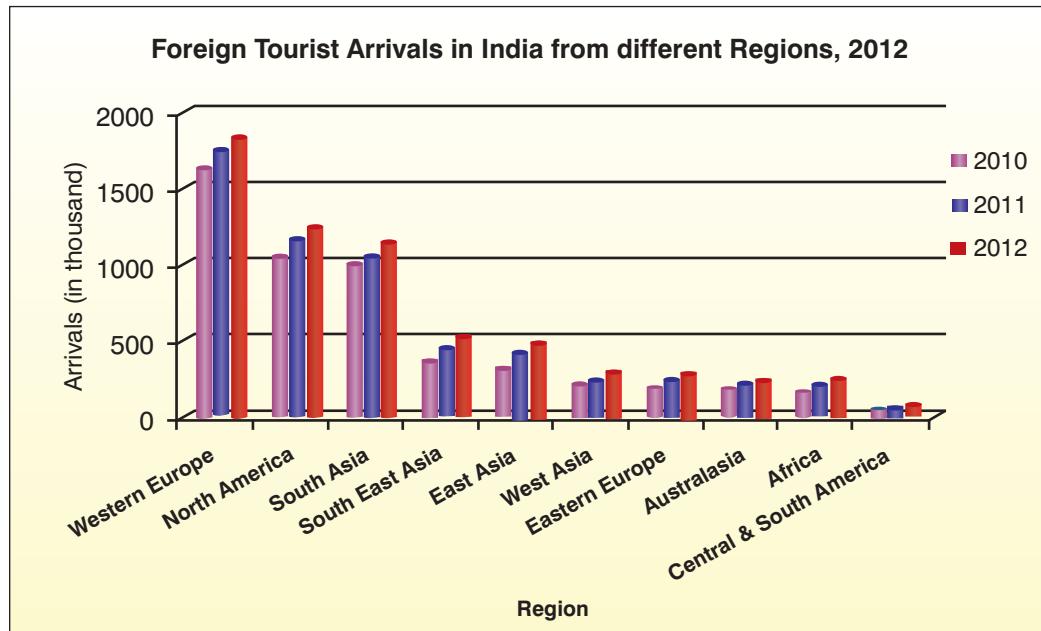


TABLE 2.2.1
FTAs IN INDIA FROM DIFFERENT REGIONS OF THE WORLD, 2010-2012

Region/ Country	No. of Arrivals			Proportion to the Total			Percentage Change	
	2010	2011	2012	2010	2011	2012	2011/10	2012/11
Western Europe	1750342	1838695	1853066	30.31	29.14	28.17	5.0	0.8
North America	1173664	1239705	1295968	20.32	19.65	19.70	5.6	4.5
South Asia	1047444	1139659	1171499	18.14	18.06	17.81	8.8	2.8
South East Asia	439043	521755	540914	7.60	8.27	8.22	18.8	3.7
East Asia	411947	475951	535622	7.13	7.54	8.14	15.5	12.5
West Asia	235317	278773	290996	4.07	4.42	4.42	18.5	4.4
Eastern Europe	227650	274598	312686	3.94	4.35	4.75	20.6	13.9
Australasia	210275	233165	244511	3.64	3.70	3.72	10.9	4.9
Africa	204525	232386	261428	3.54	3.68	3.97	13.6	12.5
Central & South America	62728	60988	63699	1.09	0.97	0.97	-2.8	4.4
Not Classified elsewhere	12757	13547	7356	0.22	0.21	0.11	6.2	-45.7
Total FTAs in India	5775692	6309222	6577745	100.00	100.00	100.00	9.2	4.3

Source:-Bureau of Immigration, India

2.3 SEASONALITY IN FOREIGN TOURIST ARRIVALS 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 to India.

Table 2.3.1 gives the month-wise FTAs in India during 2012 as well as comparative figures for 2011 and 2010. During the year 2012, December has been the peak month for FTAs in India followed by November, February, January, March, October, July, April, August, June, September and May has been the leanest month. The shares of January, February, March, June and November in FTAs during 2012 have increased as compared to 2011.

**TABLE 2.3.1
MONTH-WISE NUMBER & PERCENTAGE SHARE OF FTAs IN INDIA DURING
2010-2012**

Month	Foreign Tourist Arrivals(Nos.)			Growth rate in FTAs		Percentage Share		
	2010	2011	2012	2011/10	2012/11	2010	2011	2012
January	568719	622713	681002	9.5	9.4	9.8	9.9	10.3
February	552152	627719	681193	13.7	8.5	9.6	9.9	10.3
March	512152	535613	606456	4.6	13.2	8.9	8.5	9.2
April	371956	446511	447581	20.0	0.2	6.4	7.1	6.8
May	332087	383439	374476	15.5	-2.3	5.7	6.1	5.7
June	384642	405464	433390	5.4	6.9	6.7	6.4	6.6
July	466715	475544	485808	1.9	2.2	8.1	7.5	7.4
August	422173	428490	445632	1.5	4.0	7.3	6.8	6.8
September	369821	417478	411562	12.9	-1.4	6.4	6.6	6.3
October	507093	559641	556488	10.4	-0.6	8.8	8.9	8.5
November	608178	669767	701185	10.1	4.7	10.5	10.6	10.7
December	680004	736843	752972	8.4	2.2	11.8	11.7	11.4
Total	5775692	6309222	6577745	9.2	4.3	100	100	100

Source: Bureau of Immigration, India

In 2012, the maximum number of foreign tourists visited India during December (11.4 %) and minimum during the month of May (5.7 %). The following graph clearly shows that the highest FTAs in India were in October-December and January-March during 2012. This is generally consistent with the pattern in 2010 and 2011 also.



The peak and lean months for arrivals of tourists from top 15 source markets for India during 2012 are presented in Table 2.3.2. For 7 countries, namely United States, UK, Canada, Australia, Russian Fed, China (Main) and Singapore, December was the peak month. For Japan November was peak month. Peak months for other countries were January (Republic of Korea), February (Bangladesh), March (Germany), July (France), August (Sri Lanka) and October (Nepal). Peak month for each of these countries accounted for more than 9% of the FTAs.

**TABLE 2.3.2
LEAN AND PEAK MONTHS OF FTAs IN INDIA FROM
TOP 15 COUNTRIES DURING 2012**

S. No.	Nationality	Lean Month (% Share)	Peak Month (% Share)
1	United States	September (5.1%)	December (14.2%)
2	United Kingdom	May (4.2%)	December (12.5%)
3	Bangladesh	April (6.2%)	February (9.9%)
4	Sri Lanka	April (2.3%)	August (15.9%)
5	Canada	September (4.7%)	December (15.0%)
6	Germany	May (4.7%)	March (12.4%)
7	France	May (3.5%)	July (12.8%)
8	Japan	May (5.9%)	November (10.2%)
9	Australia	May (4.4%)	December (17.4%)

S. No.	Nationality	Lean Month (% Share)	Peak Month (% Share)
10	Malaysia	April (3.5%)	November (13.7%)
11	Russian Fed.	May (3.5%)	December (13.2%)
12	China(Main)	May (6.2%)	December (10.8%)
13	Singapore	April (4.4%)	December (14.1%)
14	Nepal	August(5.5%)	October (14.7%)
15	Rep. of Korea	April (4.4%)	January (13.9%)

Source: Bureau of Immigration, India

Table 2.3.3 depicts that the number of FTAs in India in 2012 was the highest (30.6%) during the winter season (October- December) and the lowest (19.1%) during the summer season (April-June). The arrivals during the two quarters of January-March and October-December comprised (60.4%) of the total arrivals in 2012. The corresponding figure for 2011 was 59.5%.

TABLE 2.3.3
NATIONALITY-WISE AND QUARTER-WISE FTAs IN INDIA, 2012

Country of Nationality	Quarter-wise Share (%)				
	Arrivals (in numbers)	1 st Quarter (Jan-Mar)	2 nd Quarter (Apr-June)	3 rd Quarter (July-Sep)	4 th Quarter (Oct-Dec)
North America					
Canada	256021	28.9	18.0	18.8	34.3
USA	1039947	22.9	23.4	22.0	31.7
Total	1295968	23.8	22.6	21.6	32.1
Central & South America					
Argentina	9831	44.3	14.7	15.3	25.7
Brazil	18440	32.3	17.2	21.5	29.0
Mexico	11254	30.5	18.4	23.8	27.3
Others	24174	26.6	21.6	22.6	29.2
Total	63699	31.5	18.7	21.4	28.4
Western Europe					
Austria	38585	33.8	17.7	19.1	29.4
Belgium	42604	26.5	18.5	23.5	31.5
Denmark	33084	34.8	15.8	19.7	29.7
Finland	22416	35.1	17.5	14.9	32.5
France	240674	27.1	17.2	27.3	28.4
Germany	254783	32.6	16.4	20.3	30.6
Greece	7493	28.3	18.5	22.7	30.6
Ireland	24546	27.9	21.1	21.4	29.6

Country of Nationality	Quarter-wise Share (%)				
	Arrivals (in numbers)	1 st Quarter (Jan-Mar)	2 nd Quarter (Apr-June)	3 rd Quarter (July-Sep)	4 th Quarter (Oct-Dec)
Italy	98743	31.2	15.7	21.0	32.1
Netherlands	74800	28.0	17.7	22.2	32.0
Norway	23569	33.1	17.8	21.0	28.1
Portugal	24670	31.8	18.5	19.3	30.4
Spain	67044	26.6	17.0	28.4	28.1
Sweden	51058	35.3	13.9	14.5	36.2
Switzerland	48388	29.9	14.8	20.9	34.4
UK	788170	32.2	16.1	19.9	31.8
Others	12439	39.0	13.1	20.6	27.3
Total	1853066	31.2	16.4	21.2	31.2
Eastern Europe					
Czech Rep.	11129	31.6	17.5	19.6	31.4
Hungary	6507	34.6	15.3	16.0	34.1
Kazakhstan	11653	39.9	13.8	17.7	28.5
Poland	25030	38.8	13.4	17.3	30.6
Russian Fed.	177526	33.0	13.2	15.0	38.9
Ukraine	29033	29.7	15.8	21.2	33.4
Others	51808	31.9	17.3	20.0	30.8
Total	312686	33.3	14.8	17.4	34.4
Africa					
Egypt	10571	26.4	21.2	23.7	28.7
Kenya	34037	24.8	20.1	19.8	35.3
Mauritius	25013	27.9	20.4	23.1	28.7
Nigeria	36762	21.1	21.7	28.8	28.4
South Africa	50161	30.0	18.4	15.6	36.0
Sudan	9626	20.3	21.3	32.5	25.9
Tanzania	21862	22.9	23.4	22.2	31.5
Others	73396	25.9	20.9	24.8	28.3
Total	261428	25.9	20.5	22.0	31.6
West Asia					
Bahrain	10045	24.4	25.3	27.8	22.4
Iraq	38826	19.5	17.7	31.8	31.0
Israel	47649	33.4	16.1	22.1	28.4
Oman	49759	23.9	29.0	25.5	21.5
Saudi Arabia	32127	24.7	32.8	21.0	21.5
Turkey	22986	32.1	17.0	22.7	28.2
UAE	41664	20.5	24.6	33.7	21.1

Country of Nationality	Quarter-wise Share (%)				
	Arrivals (in numbers)	1 st Quarter (Jan-Mar)	2 nd Quarter (Apr-June)	3 rd Quarter (July-Sep)	4 th Quarter (Oct-Dec)
Yemen	18654	26.0	24.3	22.8	27.0
Others	29286	25.8	22.5	25.2	26.4
Total	290996	25.1	24.3	26.3	24.3
South Asia					
Afghanistan	95231	21.1	16.5	20.6	41.7
Iran	40973	33.9	19.1	26.4	20.7
Maldives	50428	21.8	26.6	18.7	32.9
Nepal	125375	27.6	22.4	18.8	31.3
Pakistan	59846	17.6	23.0	23.0	36.5
Bangladesh	487397	24.9	23.7	24.9	26.5
Sri Lanka	296983	18.5	15.0	34.8	31.8
Bhutan	15266	30.3	19.6	26.6	23.5
Total	1171499	22.0	20.3	27.7	29.9
South East Asia					
Indonesia	29559	23.9	22.6	24.2	29.3
Malaysia	195853	20.5	18.2	26.8	34.4
Myanmar	30588	43.7	10.7	15.6	30.0
Philippines	33323	22.9	22.5	26.7	27.9
Singapore	131452	18.6	22.6	23.0	35.8
Thailand	105141	33.1	16.1	15.6	35.2
Vietnam	11332	29.0	14.9	18.4	37.7
Others	3666	23.1	12.2	21.0	43.6
Total	540914	23.4	19.1	23.3	34.3
East Asia					
China (Main)	168952	24.1	19.4	25.5	31.0
China (Taiwan)	31639	25.2	16.1	27.1	31.6
Japan	220015	23.8	20.4	27.7	28.2
Rep. of Korea	109469	25.7	17.8	27.4	29.1
Others	5547	24.8	11.2	21.0	43.0
Total	535622	24.4	19.1	26.8	29.7
Australasia					
Australia	202105	22.4	18.0	19.2	40.3
New Zealand	38917	22.6	17.0	18.0	42.5
Others	3489	23.5	18.4	23.7	34.4
Total	244511	22.5	17.9	19.1	40.6
Not Classified elsewhere	7356	62.6	23.6	6.0	7.8
Grand Total	6577745	29.8	19.1	20.5	30.6

Source:-Bureau of Immigration, India

Though more visitors come to India in the first and fourth quarters, there is regional variation in the arrivals from West Asia. Whose case recount and third quarters together contributed about 50.6% in the total FTAs during the year.

2.4 MODE OF TRAVEL OF FTAs IN INDIA

Travel by 'air' has been found to be the most preferred mode of transport. In 2012, out of the 6.58 million foreign tourist arrivals in India, majority (91.7%) arrived by air, followed by land (7.6%) and sea (0.7%). The corresponding figures for 2011 have been 92.0%, 7.2% and 0.8% respectively. Arrivals through land routes comprised tourists mainly from Bangladesh and Pakistan.

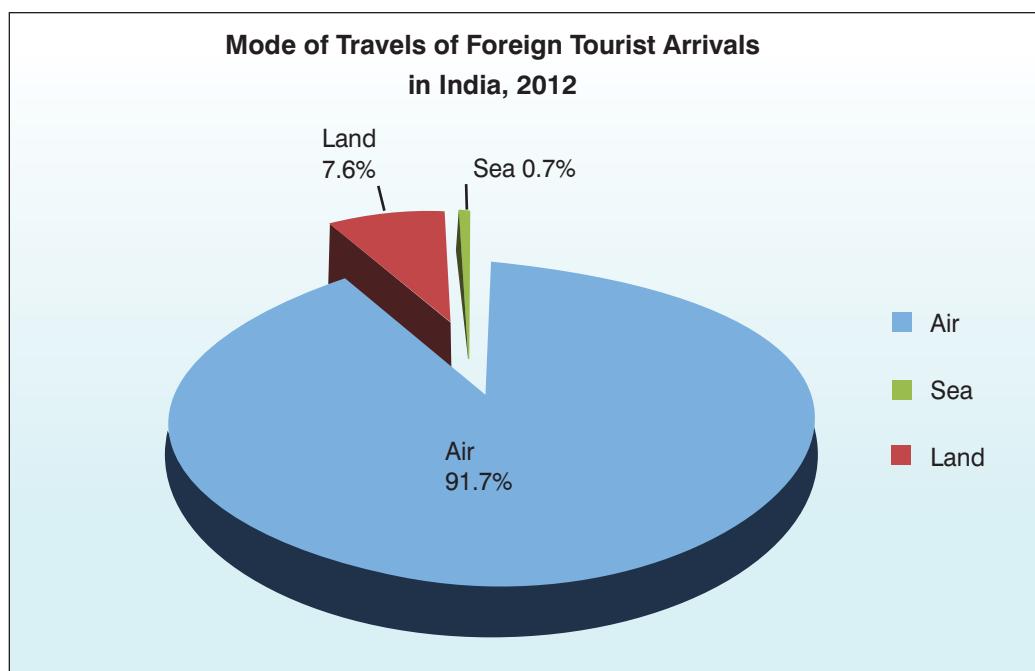


Table 2.4.1 shows the FTAs in India via air, land and sea routes during 1996-2012. Air travel has been the most preferred mode of travel for the FTAs over the years, accounting for above 80% share in each year during this period. During last three years from 2010 onwards, the percentage of FTAs travelling to India by air has remained more than 90%. The share of arrivals through land check-post has been above 10% during 2001 to 2008; however, it has been gradually declining over the last 3 years. Arrivals through sea routes remain less than 1% from 1996 to 2012. However, it was 1.0% in 2009.

TABLE 2.4.1
FTAs IN INDIA ACCORDING TO MODE OF TRAVEL, 1996-2012

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

Source: Bureau of Immigration, India

Table 2.4.2 gives the shares of FTAs in India through air, sea and land in 2012 for various regions and prominent individual countries. The mode of travel was predominantly air for all regions accounting for more than 94% of share, except South Asia in 2012. For South Asia, in particular for Bangladesh and Pakistan, have been pre-dominantly through land, which has been 63.2% and 86.0%, respectively. The countries from which significant arrivals through the sea-route were Philippines (15.0%), Ukraine (14.8%), Greece (8.3%), Turkey (6.2%) and Norway (3.2%).

TABLE 2.4.2
**NATIONALITY - WISE FTAs IN INDIA DURING 2012 ACCORDING TO
 MODE OF TRAVEL**

Country of Nationality	Arrivals (in Numbers)	% Share in total arrivals from the country		
		Air	Sea	Land
North America				
Canada	256021	97.9	0.6	1.4
USA	1039947	99.3	0.3	0.4
Total	1295968	99.1	0.3	0.6
Central & South America				
Argentina	9831	91.6	2.6	5.8
Brazil	18440	97.8	1.2	1.0

Country of Nationality	Arrivals (in Numbers)	% Share in total arrivals from the country		
		Air	Sea	Land
Mexico	11254	95.7	2.4	1.9
Others	24174	96.6	1.2	2.2
Total	63699	96.2	1.6	2.2
Western Europe				
Austria	38585	97.7	0.7	1.6
Belgium	42604	98.1	0.5	1.4
Denmark	33084	97.8	0.8	1.4
Finland	22416	96.1	1.2	2.7
France	240674	98.4	0.4	1.2
Germany	254783	97.1	1.6	1.3
Greece	7493	90.5	8.3	1.2
Ireland	24546	98.2	1.0	0.8
Italy	98743	97.8	0.9	1.3
Netherlands	74800	96.1	1.1	2.8
Norway	23569	95.6	3.2	1.2
Portugal	24670	98.8	0.6	0.6
Spain	67044	96.2	0.7	3.1
Sweden	51058	98.4	0.4	1.2
Switzerland	48388	97.7	0.8	1.5
UK	788170	97.9	1.6	0.5
Others	12439	97.4	0.6	2.1
Total	1853066	97.7	1.3	1.0
Eastern Europe				
Czech Rep.	11129	92.5	0.1	7.4
Hungary	6507	96.0	0.5	3.5
Kazakhstan	11653	98.1	0.0	1.9
Poland	25030	93.8	2.0	4.2
Russian Fed.	177526	96.7	1.6	1.7
Ukraine	29033	83.4	14.8	1.8
Others	51808	93.6	3.6	2.8
Total	312686	94.0	3.2	2.8
Africa				
Egypt	10571	97.3	2.6	0.1
Kenya	34037	99.9	0.0	0.1
Mauritius	25013	99.9	0.0	0.1
Nigeria	36762	99.8	0.0	0.2
South Africa	50161	99.0	0.2	0.8

Country of Nationality	Arrivals (in Numbers)	% Share in total arrivals from the country		
		Air	Sea	Land
Sudan	9626	100.0	0.0	0.0
Tanzania	21862	99.8	0.0	0.1
Others	73396	99.4	0.3	0.3
Total	261428	99.4	0.2	0.3
West Asia				
Bahrain	10045	99.1	0.2	0.7
Iraq	38826	100.0	0.0	0.0
Israel	47649	98.0	0.0	2.0
Oman	49759	100.0	0.0	0.0
Saudi Arabia	32127	99.9	0.0	0.1
Turkey	22986	92.9	6.2	0.8
UAE	41664	99.9	0.0	0.1
Yemen	18654	99.9	0.0	0.1
Others	29286	98.9	1.0	0.1
Total	290996	99.3	0.4	0.4
South Asia				
Afghanistan	95231	99.4	0.0	0.6
Iran	40973	99.7	0.1	0.3
Maldives	50428	99.9	0.0	0.0
Nepal	125375	95.1	0.0	4.9
Pakistan	59846	13.9	0.1	86.0
Bangladesh	487397	36.7	0.1	63.2
Sri Lanka	296983	99.1	0.1	0.9
Bhutan	15266	99.8	0.0	0.2
Total	1171499	69.3	0.1	30.6
South East Asia				
Indonesia	29559	96.6	2.5	0.9
Malaysia	195853	99.4	0.1	0.4
Myanmar	30588	83.7	1.9	14.4
Philippines	33323	84.9	15.0	0.1
Singapore	131452	99.5	0.1	0.4
Thailand	105141	93.2	0.4	6.4
Vietnam	11332	89.1	0.7	10.2
Others	3666	96.2	0.1	3.6
Total	540914	96.8	1.1	2.1
East Asia				
China (Main)	168952	97.0	0.5	2.6

Country of Nationality	Arrivals (in Numbers)	% Share in total arrivals from the country		
		Air	Sea	Land
China (Taiwan)	31639	94.6	0.0	5.4
Japan	220015	97.4	0.3	2.3
Rep. of Korea	109469	94.4	0.3	5.3
Others	5547	96.7	0.7	2.5
Total	535622	96.4	0.3	3.3
Australasia				
Australia	202105	96.7	2.0	1.3
New Zealand	38917	97.9	1.2	0.9
Others	3489	95.3	3.6	1.1
Total	244511	96.9	1.9	1.2
Not Classified elsewhere	7356	21.4	14.1	64.5
Grand Total	6577745	91.7	0.7	7.6

Source: Bureau of Immigration, India

2.5 PORT OF ENTRY OF FTAs IN INDIA

During 2012, the Delhi Airport had registered maximum number of FTAs in India i.e. 35.7% followed by Mumbai airport (19.2%), Chennai airport (10.8%), Bengaluru airport (6.3%) and Kolkata airport (3.4%). The corresponding figures for Delhi, Mumbai, Chennai, Bangalore and Kolkata airports in 2011 were 35.8%, 19.7 %, 10.8%, 6.3% and 3.7%, respectively. The 5 metro airports, i.e. Delhi, Mumbai, Chennai, Kolkata and Bengaluru accounted for 75.4% of total FTAs in India in 2012, as compared to 76.3 % in 2011.

Table 2.5.1 gives the percentage of FTAs in India in 5 major airports during 1996-2012. Delhi airport remained on the top position in terms of FTAs followed by Mumbai airport.

TABLE 2.5.1
FTAs IN INDIA THROUGH MAJOR PORTS, 1996-2012

Year	Arrivals	(%) Foreign Tourist Arrivals					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru 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

Year	Arrivals	(%) Foreign Tourist Arrivals					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Others
2001	2537282	26.7	4.4	12.0	33.7	-	23.2
2002	2384364	25.4	3.9	11.5	28.6	-	30.6
2003	2726214	24.1	3.7	10.5	30.8	-	30.9
2004	3457477	25.1	3.3	10.3	32.2	-	29.1
2005	3918610	24.4	3.0	9.9	31.8	-	30.9
2006	4447167	23.3	2.8	9.8	32.0	-	32.1
2007	5081504	23.8	3.0	10.3	31.4	-	31.5
2008	5282603	21.4	3.1	11.3	31.8	6.0	26.4
2009	5167699	21.5	3.6	10.7	32.2	6.3	25.7
2010	5775692	20.5	3.7	10.7	34.4	6.5	24.2
2011	6309222	19.7	3.7	10.8	35.8	6.3	23.7
2012	6577745	19.2	3.4	10.8	35.7	6.3	24.6

Source: Bureau of Immigration, India

The details of nationality-wise FTAs at major airports of India in 2012 are given in Table 2.5.2. During 2012, Mumbai was the major port of entry for the tourists from Africa, West Asia, North America, Central & South America, Western Europe and Australasia which account for around than 33.7% of the total FTAs from these regions . Chennai was the major port of entry for the tourists from South Asia and South East Asia accounting for more than 21.8% of the FTAs from these regions. For South Asia, majority of arrivals were from land check posts, mainly from Pakistan and Bangladesh.

TABLE 2.5.2
NATIONALITY-WISE FTAs IN INDIA ACCORDING TO MAJOR PORT OF DISEMBARKATION, 2012

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others @
North America								
Canada	256021	30.0	2.5	7.4	33.9	7.1	4.0	15.3
USA	1039947	29.0	2.5	7.6	25.0	12.6	9.8	13.5
Total	1295968	28.9	2.5	7.5	27.1	11.6	8.8	13.6
Central & South America								
Argentina	9831	34.9	4.5	3.2	35.3	8.0	1.7	12.4
Brazil	18440	36.0	3.1	5.5	32.9	13.4	3.8	5.4

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others @
Mexico	11254	30.7	2.4	7.5	37.9	11.8	2.3	7.4
Others	24174	40.2	3.0	4.7	28.4	9.7	4.3	9.7
Total	63699	36.4	3.1	5.1	32.8	10.9	3.4	8.3
Western Europe								
Austria	38585	26.2	3.3	4.4	33.2	7.7	2.4	22.9
Belgium	42604	44.2	1.5	8.0	32.0	6.8	1.6	5.9
Denmark	33084	28.0	2.3	11.4	31.9	12.9	2.6	11.0
Finland	22416	39.0	2.3	9.1	26.9	13.2	2.0	7.5
France	240674	22.8	2.2	22.6	31.7	12.8	1.2	6.7
Germany	254783	27.2	3.6	7.6	29.1	12.9	1.9	17.7
Greece	7493	32.3	3.5	4.9	29.6	9.3	4.5	15.8
Ireland	24546	25.9	6.0	5.3	26.0	12.4	5.0	19.4
Italy	98743	27.0	4.6	9.4	32.3	10.7	2.5	13.6
Netherlands	74800	35.0	2.5	6.5	33.1	13.1	2.5	7.3
Norway	23569	32.6	2.2	10.0	33.7	9.1	3.1	9.4
Portugal	24670	63.3	0.9	2.3	22.4	3.9	0.8	6.5
Spain	67044	32.7	4.1	6.5	37.6	9.2	1.8	8.1
Sweden	51058	34.1	2.5	5.9	26.3	17.1	2.1	12.0
Switzerland	48388	29.6	3.4	9.0	28.0	9.1	2.2	18.6
UK	788170	39.6	2.9	4.4	23.1	7.2	2.6	20.2
Others	12439	30.0	4.5	5.6	30.5	10.3	3.1	16.0
Total	1853066	32.9	2.9	7.6	29.6	9.3	2.2	15.4
Eastern Europe								
Czech Rep.	11129	35.4	4.9	7.1	25.1	10.7	3.8	12.9
Hungary	6507	32.9	2.4	7.1	36.2	10.1	2.7	8.5
Kazakhstan	11653	12.8	1.5	6.3	46.1	7.5	0.8	25.0
Poland	25030	33.1	3.0	4.7	35.9	10.2	1.9	11.2
Russian Fed.	177526	21.2	3.7	6.3	24.1	10.8	3.2	30.8
Ukraine	29033	23.7	2.8	3.6	35.2	5.5	1.7	27.5
Others	51808	29.9	2.8	5.2	34.5	9.0	2.6	16.1
Total	312686	26.7	3.3	5.6	30.4	9.6	2.7	21.7
Africa								
Egypt	10571	47.8	1.8	4.4	25.5	7.1	4.3	9.1
Kenya	34037	59.9	0.5	2.5	10.0	2.9	2.6	21.5
Mauritius	25013	59.6	0.3	6.6	23.7	8.3	0.3	1.1
Nigeria	36762	55.1	0.7	6.6	20.6	10.6	3.5	2.9
South Africa	50161	64.1	1.6	3.3	18.1	5.7	2.0	5.2

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others @
Sudan	9626	29.7	0.4	9.8	23.7	14.1	16.0	6.3
Tanzania	21862	55.5	0.2	5.1	9.3	11.4	7.6	10.9
Others	73396	56.5	0.8	5.6	20.6	7.2	4.9	4.3
Total	261428	54.6	0.8	4.7	22.1	7.1	3.8	7.0
West Asia								
Bahrain	10045	52.1	0.7	4.9	6.2	6.7	15.9	13.5
Iraq	38826	38.7	0.6	11.3	10.9	28.2	7.4	2.8
Israel	47649	63.3	0.5	1.0	27.9	3.2	0.1	4.0
Oman	49759	39.1	0.1	13.1	7.4	5.5	15.5	19.2
Saudi Arabia	32127	35.7	0.3	1.5	14.9	8.3	6.7	32.6
Turkey	22986	42.3	1.7	4.1	34.1	6.4	2.5	8.9
UAE	41664	43.1	0.2	0.9	2.9	10.6	31.7	10.6
Yemen	18654	65.7	0.3	0.8	6.4	13.1	11.3	2.5
Others	29286	35.8	1.3	3.8	19.9	14.1	9.0	16.1
Total	290996	44.0	0.4	4.5	17.9	8.8	11.9	12.4
South Asia								
Afghanistan	95231	23.5	7.9	0.8	49.6	7.7	3.3	7.3
Iran	40973	35.9	0.3	0.6	45.6	13.2	2.7	1.7
Maldives	50428	0.7	0.0	2.4	10.9	15.5	0.0	70.5
Nepal	125375	47.4	27.9	2.9	1.6	3.3	0.6	16.3
Pakistan	59846	12.9	0.0	0.5	3.4	0.0	0.0	83.2
Bangladesh	487397	1.8	25.1	0.4	25.3	0.1	0.0	47.3
Sri Lanka	296983	6.8	0.1	42.4	34.3	3.1	0.0	13.3
Bhutan	15266	1.1	75.3	1.8	0.8	0.6	0.1	20.3
Total	1171499	9.1	11.9	21.7	12.9	4.0	0.2	40.2
South East Asia								
Indonesia	29559	34.8	6.8	8.9	24.2	12.1	4.9	8.3
Malaysia	195853	8.9	2.5	34.1	12.7	10.5	1.5	29.7
Myanmar	30588	10.3	32.0	6.7	8.0	1.3	2.0	39.7
Philippines	33323	34.3	4.6	8.5	18.6	10.5	4.9	18.5
Singapore	131452	20.8	3.0	25.5	16.2	10.7	2.7	21.2
Thailand	105141	13.5	38.7	3.6	24.6	8.3	1.2	10.0
Vietnam	11332	17.9	27.9	5.6	18.7	10.2	4.3	15.4
Others	3666	14.4	30.9	6.1	26.9	7.4	6.1	8.2
Total	540914	15.5	10.9	22.1	17.4	9.8	2.2	22.1
East Asia								
China (Main)	168952	27.9	15.4	7.7	29.5	12.5	3.1	3.9

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others @
China (Taiwan)	31639	19.5	6.4	9.6	38.0	14.4	2.7	9.4
Japan	220015	23.1	6.1	10.9	37.5	14.9	1.9	5.7
Rep. of Korea	109469	25.4	5.6	18.5	31.1	10.4	2.5	6.5
Others	5547	24.9	4.3	2.0	20.8	24.2	1.6	22.2
Total	535622	24.7	8.8	11.3	34.0	13.1	2.4	5.6
Australasia								
Australia	202105	27.0	4.9	9.7	25.9	11.6	7.5	13.5
New Zealand	38917	35.8	4.4	7.2	24.4	8.9	7.4	12.0
Others	3489	53.8	1.8	7.5	26.1	3.6	1.8	5.3
Total	244511	28.9	4.8	9.3	25.5	11.0	7.4	13.1
Not Classified elsewhere	7356	12.0	0.2	1.2	21.4	1.3	0.2	63.6
Grand Total	6577745	19.2	3.4	10.8	35.7	6.3	2.9	21.7

Source: Bureau of Immigration, India

2.6. GENDER DISTRIBUTION OF FTAs IN INDIA

During the year 2012, sex-wise distribution of the FTAs comprises of 58.7% males and 41.3% females. The male-female break-up of the FTAs in 2011 was 59.4% and 40.6% respectively.

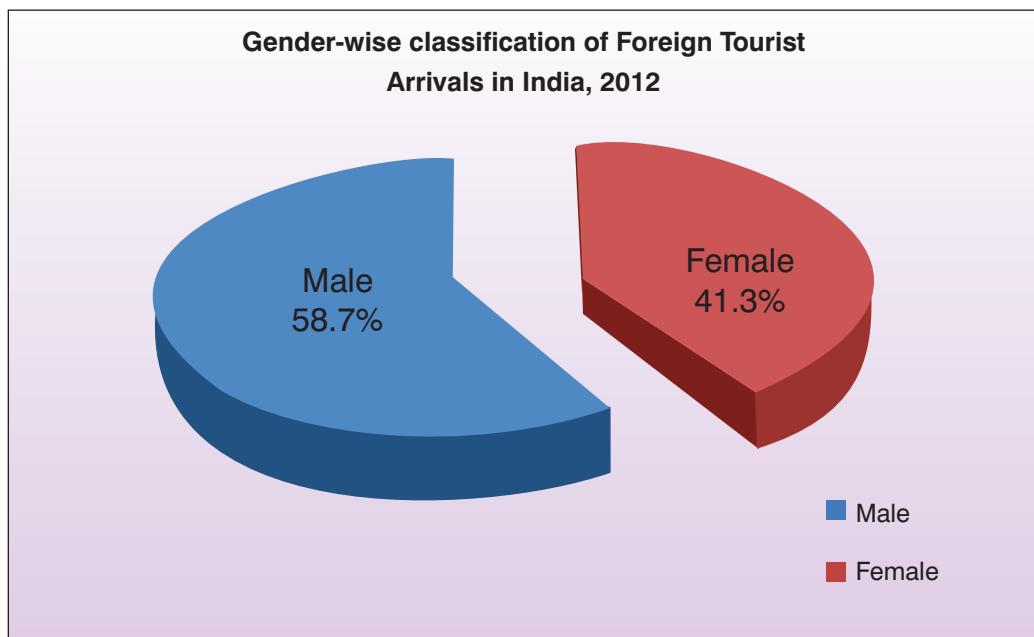


Table 2.6.1 gives the gender-wise distribution of FTAs in India during 1996-2012. Percentage of arrivals not reporting their gender was quite high in 2001 and 2002 but it gradually decreased from 2005 and in 2008 it was noticeably low at 0.1. From 2009 onwards the reporting of sex wise break up of the FTAs has been 100%.

**TABLE 2.6.1
FTAs IN INDIA ACCORDING TO GENDER, 1996-2012**

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

Source: Bureau of Immigration, India

The details of country-wise classification of FTAs in India according to gender during 2012 are given in Table 2.6.2. While the proportion of female for most of the countries is in the range of 30% to 50%, for some countries like Greece, Egypt, Sudan, Iraq, Saudi Arabia, Turkey, Yemen Arab Republic, Afghanistan, Nepal, China (Main), Japan, Rep. of Korea, etc. it was substantially low (less than 30%) in 2012. On the other hand, females outnumbered the males in FTAs in India from Kazakhstan (65.8%), Mauritius (54.7%), Russian Federation (51.8%), UAE (52.8%), Thailand (51.8) and Vietnam (51.7%) during 2012.

TABLE 2.6.2
NATIONALITY-WISE FTAs IN INDIA ACCORDING TO GENDER, 2012

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
North America			
Canada	256021	55.0	45.0
USA	1039947	56.9	43.1
Total	1295968	56.6	43.4
Central & South America			
Argentina	9831	50.5	49.5
Brazil	18440	60.4	39.6
Mexico	11254	61.3	38.7
Others	24174	56.1	43.9
Total	63699	57.4	42.6
Western Europe			
Austria	38585	58.0	42.0
Belgium	42604	63.6	36.4
Denmark	33084	61.4	38.6
Finland	22416	60.8	39.2
France	240674	58.1	41.9
Germany	254783	65.6	34.4
Greece	7493	72.6	27.4
Ireland	24546	57.6	42.4
Italy	98743	67.3	32.7
Netherlands	74800	66.7	33.3
Norway	23569	61.2	38.8
Portugal	24670	65.4	34.6
Spain	67044	58.4	41.6
Sweden	51058	59.2	40.8
Switzerland	48388	56.4	43.6
UK	788170	57.5	42.5
Others	12439	57.1	42.9
Total	1853066	59.9	40.1
Eastern Europe			
Czech Rep.	11129	65.7	34.3
Hungary	6507	54.8	45.2

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
Kazakhstan	11653	34.2	65.8
Poland	25030	51.9	48.1
Russian Fed.	177526	48.2	51.8
Ukraine	29033	62.7	37.3
Others	51808	53.7	46.3
Total	312686	52.6	47.4
Africa			
Egypt	10571	86.4	13.6
Kenya	34037	59.0	41.0
Mauritius	25013	45.3	54.7
Nigeria	36762	61.7	38.3
South Africa	50161	51.9	48.1
Sudan	9626	86.2	13.8
Tanzania	21862	53.1	46.9
Others	73396	58.0	42.0
Total	261428	57.6	42.4
West Asia			
Bahrain	10045	63.3	36.7
Iraq	38826	76.9	23.1
Israel	47649	67.2	32.8
Oman	49759	63.5	36.5
Saudi Arabia	32127	76.8	23.2
Turkey	22986	74.7	25.3
UAE	41664	47.2	52.8
Yemen	18654	70.1	29.9
Others	29286	69.9	30.1
Total	290996	64.8	35.2
South Asia			
Afghanistan	95231	80.5	19.5
Iran	40973	53.8	46.2
Maldives	50428	52.6	47.4
Nepal	125375	72.0	28.0
Pakistan	59846	57.2	42.8
Bangladesh	487397	68.8	31.2

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
Sri Lanka	296983	59.9	40.1
Bhutan	15266	63.7	36.3
Total	1171499	62.3	37.7
South East Asia			
Indonesia	29559	62.3	37.7
Malaysia	195853	54.4	45.6
Myanmar	30588	54.1	45.9
Philippines	33323	62.1	37.9
Singapore	131452	59.5	40.5
Thailand	105141	48.2	51.8
Vietnam	11332	48.3	51.7
Others	3666	60.0	40.0
Total	540914	55.4	44.6
East Asia			
China (Main)	168952	74.0	26.0
China (Taiwan)	31639	61.1	38.9
Japan	220015	80.0	20.0
Rep. of Korea	109469	71.5	28.5
Others	5547	50.7	49.3
Total	535622	74.6	25.4
Australasia			
Australia	202105	59.1	40.9
New Zealand	38917	56.5	43.5
Others	3489	55.4	44.6
Total	244511	58.6	41.4
Not Classified elsewhere	7356	67.8	32.2
Grand Total	6577745	58.7	41.3

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 groups during 1996-2012. The proportion of FTAs in different age groups has not changed much in the last few years.

In 2012, the highest number of FTAs in India (21%) were from 35-44 years age group, followed by the age groups of 45-54 years (19.8%) and 25-34 years (16.5%). The Lowest number of FTAs during the same period occurred in the age-group of 15-24 years (8%).

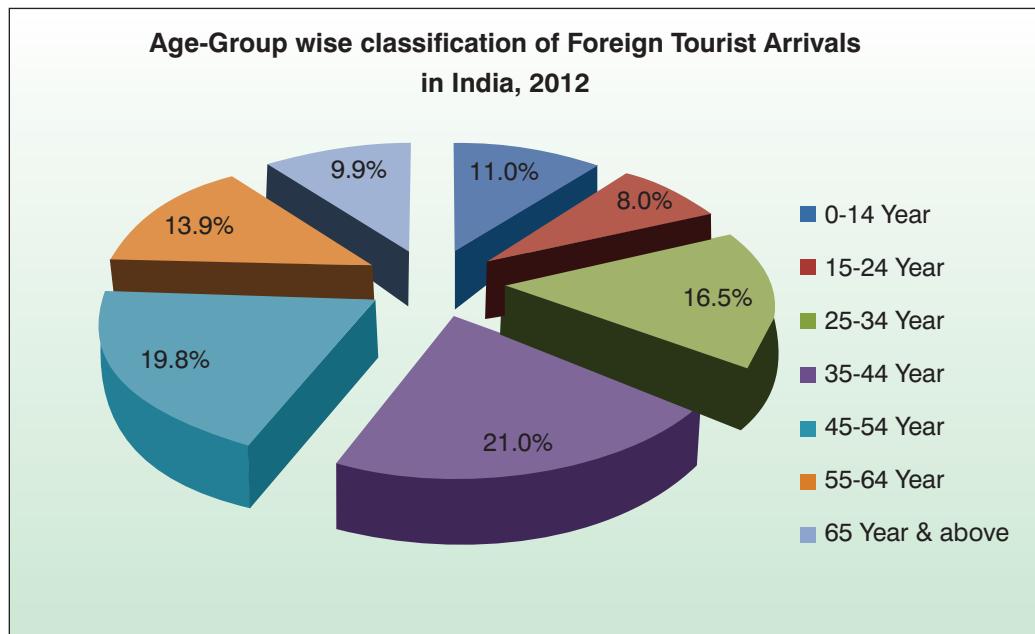


TABLE 2.7.1
FTAs IN INDIA ACCORDING TO AGE- GROUP, 1996 - 2012

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

Year	FTAs	% Distribution by Age- Group (in years)							
		0-14	15-24	25-34	35-44	45-54	55-64	65 & above	Not Reported
2002	2384364	9.2	10.0	19.4	21.6	19.4	11.5	7.7	1.2
2003	2726214	7.2	10.0	19.5	21.6	19.4	11.5	7.7	3.1
2004	3457477	8.5	9.8	18.8	21.3	19.4	12.8	8.2	0.2
2005	3918610	8.6	9.6	18.8	21.3	19.5	13.0	8.7	0.5
2006	4447167	9.6	8.7	18.3	21.4	19.6	13.5	7.0	1.9
2007	5081504	9.2	8.6	18.0	21.0	19.6	13.9	7.5	2.2
2008	5282603	7.5	7.1	15.2	17.1	16.1	11.9	6.5	18.6
2009	5167699	9.1	7.9	17.9	20.3	19.6	14.7	8.5	2.0
2010	5775692	10.0	8.3	17.4	21.1	19.9	13.8	9.5	0.0
2011	6309222	10.5	7.9	16.6	21.2	19.7	13.7	10.5	0.0
2012	6577745	11.0	8.0	16.5	21.0	19.8	13.9	9.9	0.0

Source: Bureau of Immigration, India

The details of country-wise distribution of FTAs in India according to age-groups during 2012 are given in Table 2.7.2. The proportion of FTAs in the age-group 0-14 years was the highest for USA (22%), followed by Ireland (20.9%) and Australia (16.0). Further more the proportion of FTAs in India for the age group 25-34 years has been the highest from Eastern Europe and East Asia whereas for countries of Western Europe it was highest for the age-group 45-54 years.

TABLE 2.7.2
NATIONALITY-WISE FTAs IN INDIA ACCORDING TO AGE-GROUP, 2012

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
North America								
Canada	256021	14.5	7.1	12.2	19.2	19.5	15.2	12.3
USA	1039947	22.0	6.2	9.7	19.5	19.2	13.5	9.9
Total	1295968	21.0	6.3	10.0	19.4	19.2	13.8	10.3
Central & South America								
Argentina	9831	1.9	6.1	26.4	19.1	18.0	14.3	14.2
Brazil	18440	2.7	6.9	26.6	23.6	19.9	11.7	8.7
Mexico	11254	3.9	8.2	25.7	27.7	17.5	9.6	7.4

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
Others	24174	6.3	7.3	25.3	18.1	17.2	10.7	15.2
Total	63699	4.1	7.1	26.0	21.4	18.2	11.4	11.8
Western Europe								
Austria	38585	5.9	7.5	15.5	18.3	22.8	14.0	16.0
Belgium	42604	6.8	8.6	15.9	22.8	24.8	14.1	6.9
Denmark	33084	5.6	8.9	15.0	23.8	24.5	14.4	7.8
Finland	22416	4.6	8.9	22.7	25.7	21.4	11.7	5.1
France	240674	8.2	8.5	16.6	19.5	20.1	15.4	11.6
Germany	254783	3.6	6.2	16.1	20.4	27.3	15.6	10.7
Greece	7493	1.5	3.5	20.7	27.1	23.3	15.6	8.4
Ireland	24546	20.9	6.5	17.3	24.2	16.4	9.4	5.4
Italy	98743	2.3	3.6	15.4	25.8	24.4	16.3	12.0
Netherlands	74800	4.4	7.3	14.9	23.2	26.0	16.5	7.7
Norway	23569	6.8	11.3	18.1	20.1	23.0	13.5	7.1
Portugal	24670	5.3	6.8	19.8	22.4	20.1	15.0	10.6
Spain	67044	2.9	6.1	25.6	26.9	19.3	12.0	7.3
Sweden	51058	6.1	9.6	16.7	22.4	23.2	15.0	7.2
Switzerland	48388	5.0	7.4	15.3	18.0	24.7	18.3	11.3
UK	788170	11.5	6.1	13.4	19.7	19.8	16.8	12.7
Others	12439	4.1	8.1	21.8	20.1	19.0	14.9	12.0
Total	1853066	8.5	6.6	15.1	20.7	21.7	16.0	11.4
Eastern Europe								
Czech Rep	11129	2.3	4.5	32.0	29.3	18.4	9.9	3.5
Hungary	6507	2.7	4.4	32.4	29.3	15.3	10.3	5.7
Kazakhstan	11653	6.5	7.9	21.4	24.8	18.8	15.2	5.4
Poland	25030	3.0	6.3	37.0	25.4	13.0	11.3	4.1
Russian Fed.	177526	3.5	6.0	28.6	22.6	20.7	11.6	7.0
Ukraine	29033	1.9	8.8	28.5	23.2	18.4	9.9	9.3
Others	51808	3.2	6.5	34.7	24.9	16.0	9.3	5.4
Total	312686	3.1	6.3	31.4	24.4	18.0	10.8	6.1
Africa								
Egypt	10571	2.5	5.7	24.7	22.4	14.9	7.6	22.2
Kenya	34037	8.5	9.5	14.5	19.0	20.1	14.4	13.9

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 Year & above
Mauritius	25013	6.4	8.7	16.6	20.4	22.1	17.7	8.1
Nigeria	36762	3.5	6.7	25.9	30.9	19.8	8.0	5.3
South Africa	50161	8.6	8.3	14.5	21.0	21.3	16.5	9.8
Sudan	9626	3.1	33.0	18.6	7.7	5.8	3.6	28.3
Tanzania	21862	7.7	12.7	15.8	21.5	19.1	14.3	8.8
Others	73396	5.5	14.5	22.2	21.5	16.7	9.1	10.4
Total	261428	6.6	11.0	18.3	21.5	19.0	12.6	11.0
West Asia								
Bahrain	10045	10.6	18.6	14.3	12.8	18.2	15.8	9.6
Iraq	38826	6.0	17.4	20.2	18.1	14.0	10.0	14.3
Israel	47649	2.6	10.8	19.1	19.2	16.7	18.3	13.3
Oman	49759	9.8	10.6	25.0	20.3	15.6	11.0	7.7
Saud Arabia	32127	8.8	12.8	22.9	19.9	19.3	9.2	7.0
Turkey	22986	1.7	5.4	28.9	29.4	15.4	8.1	11.1
UAE	41664	15.5	14.6	17.9	13.9	15.6	13.6	9.0
Yemen	18654	6.1	22.3	20.4	16.2	14.6	9.5	10.9
Others	29286	5.9	8.8	20.1	20.8	17.5	11.3	15.6
Total	290996	8.6	13.1	21.1	18.4	16.2	12.3	10.3
South Asia								
Afghanistan	95231	3.9	22.4	20.1	11.8	9.5	5.3	26.9
Iran	40973	5.3	13.1	31.9	16.7	15.3	9.9	7.8
Maldives	50428	12.9	12.3	22.5	20.6	16.4	8.8	6.6
Nepal	125375	2.6	11.7	25.5	16.3	10.0	4.3	29.7
Pakistan	59846	15.7	14.3	16.2	16.8	15.9	11.5	9.6
Bangladesh	487397	8.5	7.9	20.1	23.3	19.3	12.3	8.6
Sri Lanka	296983	6.1	9.1	16.6	20.6	20.1	16.9	10.7
Bhutan	15266	5.8	16.8	31.2	21.5	14.0	6.4	4.3
Total	1171499	8.3	9.8	19.4	20.9	18.5	13.2	10.0
South East Asia								
Indonesia	29559	3.9	7.0	23.7	28.6	18.8	9.9	8.1
Malaysia	195853	9.6	12.2	16.0	19.7	20.2	15.2	7.1
Myanmar	30588	1.1	6.8	16.2	19.7	20.0	18.9	17.4
Philippines	33323	2.5	4.8	30.5	29.0	18.5	7.7	7.0

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
Singapore	131452	10.3	7.3	12.2	24.2	25.8	13.4	6.8
Thailand	105141	3.6	7.3	16.2	22.0	21.1	18.3	11.5
Vietnam	11332	1.0	7.7	27.7	22.4	16.0	15.1	10.1
Others	3666	2.1	10.2	28.4	18.4	14.8	13.6	12.5
Total	540914	7.7	9.2	16.4	22.2	21.5	14.7	8.2
East Asia								
China (Main)	168952	1.0	7.9	41.2	29.7	13.9	4.5	1.7
China (Taiwan)	31639	1.1	5.6	23.4	28.1	24.7	13.4	3.8
Japan	220015	2.9	4.7	17.7	27.4	26.3	14.5	6.5
Rep. of Korea	109469	5.2	11.0	19.9	28.0	22.9	9.3	3.7
Others	5547	1.9	18.9	19.5	17.7	15.7	9.0	17.4
Total	535622	2.7	7.4	26.4	28.3	21.2	9.9	4.2
Australasia								
Australia	202105	16.0	7.1	18.5	20.3	17.8	12.7	7.7
New Zealand	38917	15.2	9.1	13.3	20.5	21.5	13.7	6.7
Others	3489	8.2	6.8	16.4	17.6	18.7	13.9	18.3
Total	244511	15.7	7.4	17.6	20.3	18.4	12.9	7.8
Not Classified elsewhere	7356	9.5	9.7	18.2	17.7	15.9	12.9	15.6
Grand Total	6577745	11.0	8.0	16.5	21.0	19.8	13.9	9.8

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. This data was compiled for the first time in the year 2009. Table 2.8.1 gives the percentage distribution of the FTAs according to the purpose of visit. An analysis of this data from disembarkation cards reveals that almost all the foreign tourists have recorded their purpose of visit. Country-wise data on purpose of visit, for those reporting the same, are presented in Table 2.8.2. About 27.2% of FTAs in India during 2012 were for the purpose of 'visiting friends & relatives' followed by the purpose of 'leisure, holidays and recreation' (27.1%) and 'business and professional' (22.5%). The highest proportion of visitors in the business and professional category were from China (64.4%) followed by Japan (60%). Regarding the regional distribution, for business & professionals, maximum (57.5%) visitors

were from East Asia followed by 33 % from Central & South America. For visiting friends & relatives purposes, the highest proportion of FTAs came from North America (46.3%) followed by Australasia (42%). For medical purposes, the highest number of FTAs came from South Asia (9.3 %) followed by Africa (8.5%) and West Asia (8.4%).

TABLE 2.8.1
FTAs IN INDIA ACCORDING TO PURPOSE OF VISIT 2009 - 2012

Year	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
2009	5167699	15.1	57.5	17.6	2.2	7.6
2010	5775692	18.6	24.0	27.5	2.7	27.2
2011	6309222	22.5	26.0	24.9	2.2	24.3
2012	6577745	22.5	27.1	27.2	2.6	20.6

TABLE 2.8.2
CLASSIFICATION OF FTAs IN INDIA ACCORDING TO PURPOSE OF VISIT, 2012

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
North America						
Canada	256021	13.3	21.7	48.0	0.4	16.7
USA	1039947	19.6	16.2	46.0	0.3	18.0
Total	1295968	18.7	16.9	46.3	0.3	17.8
Central & South America						
Argentina	9831	20.1	53.1	8.6	0.4	17.9
Brazil	18440	44.8	27.2	10.0	0.2	17.8
Mexico	11254	39.9	34.1	9.6	0.3	16.1
Others	24174	25.4	35.0	19.5	0.5	19.5
Total	63699	33.0	35.0	13.5	0.3	18.3
Western Europe						
Austria	38585	28.6	36.7	18.1	1.0	15.5
Belgium	42604	34.6	29.4	20.7	0.1	15.1
Denmark	33084	41.9	34.8	10.1	0.4	12.9
Finland	22416	40.2	35.7	10.7	0.2	13.1

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
France	240674	26.8	36.4	18.7	0.2	17.9
Germany	254783	40.3	32.1	12.7	0.6	14.3
Greece	7493	38.6	27.0	8.6	0.3	25.5
Ireland	24546	28.8	29.7	26.8	0.2	14.5
Italy	98743	40.6	35.8	8.4	0.3	14.9
Netherlands	74800	43.0	30.9	13.1	0.2	12.8
Norway	23569	34.8	34.0	15.3	0.5	15.3
Portugal	24670	16.3	25.9	35.0	0.4	22.4
Spain	67044	31.3	38.6	13.5	0.2	16.3
Sweden	51058	37.8	37.4	12.4	0.5	11.8
Switzerland	48388	26.1	41.5	16.6	1.1	14.6
UK	788170	19.6	27.0	36.6	0.3	16.5
Others	12439	27.0	39.2	13.1	0.6	20.1
Total	1853066	27.1	30.7	25.9	0.4	16.0
Eastern Europe						
Czech Rep.	11129	42.3	32.8	9.7	0.5	14.8
Hungary	6507	34.9	38.4	11.2	0.1	15.3
Kazakhstan	11653	17.7	40.1	6.6	5.1	30.5
Poland	25030	28.7	44.0	10.9	0.4	16.0
Russian Fed.	177526	18.8	46.6	6.3	3.3	25.0
Ukraine	29033	23.2	31.2	7.4	1.7	36.6
Others	51808	29.9	35.1	11.8	1.0	22.2
Total	312686	25.4	40.7	8.7	1.9	23.2
Africa						
Egypt	10571	54.5	14.0	6.5	0.5	24.6
Kenya	34037	14.7	24.6	24.1	6.5	30.1
Mauritius	25013	11.8	45.4	16.0	4.1	22.7
Nigeria	36762	39.9	8.4	5.0	29.0	17.7
South Africa	50161	21.7	44.5	18.7	1.0	14.1
Sudan	9626	17.5	9.6	6.3	9.0	57.6
Tanzania	21862	13.5	26.4	18.7	13.7	27.7

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
Others	73396	24.1	20.2	15.3	8.3	32.1
Total	261428	22.6	27.8	16.0	8.5	25.1
West Asia						
Bahrain	10045	8.1	26.6	21.5	5.8	37.9
Iraq	38826	6.6	11.2	5.5	33.3	43.4
Israel	47649	41.7	35.8	9.3	0.2	13.1
Oman	49759	5.9	29.6	13.6	11.4	39.6
Saudi Arabia	32127	11.7	37.0	10.5	4.2	36.6
Turkey	22986	49.4	19.0	9.5	0.2	21.8
UAE	41664	4.9	34.9	18.8	8.3	33.1
Yemen	18654	8.7	28.9	13.6	10.5	38.3
Others	29286	25.9	29.8	12.2	3.2	28.9
Total	290996	15.5	30.5	13.1	8.4	32.5
South Asia						
Afghanistan	95231	20.3	11.2	13.0	16.5	39.0
Iran	40973	8.8	32.2	16.5	0.7	41.8
Maldives	50428	1.8	8.1	3.8	59.3	27.0
Nepal	125375	8.8	11.5	15.0	0.9	63.8
Pakistan	59846	21.6	18.4	44.8	2.2	13.1
Bangladesh	487397	6.3	38.4	27.6	7.7	20.0
Sri Lanka	296983	19.7	34.6	15.2	1.6	28.9
Bhutan	15266	12.4	13.7	2.2	4.9	66.8
Total	1171499	12.6	30.8	21.1	9.3	26.3
South East Asia						
Indonesia	29559	33.5	26.0	15.9	1.3	23.4
Malaysia	195853	12.0	39.9	27.3	0.6	20.1
Myanmar	30588	10.1	56.2	7.0	2.5	24.1
Philippines	33323	36.1	16.7	12.9	0.4	34.0
Singapore	131452	24.6	22.3	38.7	0.5	13.9
Thailand	105141	17.6	51.9	6.6	0.1	23.8
Vietnam	11332	27.0	43.3	5.8	0.1	23.8

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
Others	3666	22.2	45.6	7.0	0.4	24.8
Total	540914	18.6	36.1	24.4	0.6	20.2
East Asia						
China (Main)	168952	64.4	15.0	5.1	0.1	15.4
China (Taiwan)	31639	43.0	34.9	8.3	0.1	13.7
Japan	220015	60.0	22.4	5.1	0.1	12.4
Rep. of Korea	109469	49.0	25.3	5.5	0.1	20.0
Others	5547	14.8	28.8	5.2	0.3	50.9
Total	535622	57.5	21.4	5.4	0.1	15.6
Australasia						
Australia	202105	18.9	25.8	41.6	0.2	13.4
New Zealand	38917	16.1	22.8	45.5	0.2	15.4
Others	3489	16.5	26.8	28.8	8.5	19.4
Total	244511	18.4	25.4	42.0	0.4	13.9
Not Classified elsewhere	7356	3.9	6.3	6.3	0.5	83.0
Grand Total	6577745	22.5	27.1	27.2	2.6	20.6

Source: Bureau of Immigration, India

2.9 TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA

Table 2.9.1 gives the percentage shares and ranks of top 15 source countries for India during 2011 and 2012. The top 15 tourist generating countries for India during 2012 and 2011 were same though there have been minor changes in the rankings of some countries in 2012 as compared to 2011. While Japan, Australia and Singapore have improved their rankings in 2012, decline in the ranks was observed for Malaysia and Nepal. The FTAs in India from United States of America (USA) were the highest (15.81%) during 2012, followed by United Kingdom (11.98%), Bangladesh (7.41%), Sri Lanka (4.51 %), Canada (3.89%), Germany (3.87%), France (3.66%), Japan (3.34 %), Australia (3.07%), Malaysia (2.98%), Russian Fed. (2.70%), China (Main) (2.57%), Singapore (2.00%), Nepal (1.91%) and Republic of Korea (1.66%).

The share of FTAs from top 15 countries during the year 2012 was 71.37% as compared to 71.43% in 2011.

TABLE 2.9.1
TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA DURING 2011 & 2012

Country	Rank	2011		Rank	Country	2012	
		FTAs	% Share			FTAs % Share	
USA	1	980688	15.54	1	USA	1039947	15.81
UK	2	798249	12.65	2	UK	788170	11.98
Bangladesh	3	463543	7.35	3	Bangladesh	487397	7.41
Sri Lanka	4	305853	4.85	4	Sri Lanka	296983	4.51
Canada	5	259017	4.11	5	Canada	256021	3.89
Germany	6	240235	3.81	6	Germany	254783	3.87
France	7	231423	3.67	7	France	240674	3.66
Malaysia	8	208196	3.30	8	Japan	220015	3.34
Japan	9	193525	3.07	9	Australia	202105	3.07
Australia	10	192592	3.05	10	Malaysia	195853	2.98
Russian Fed.	11	144312	2.29	11	Russian Fed.	177526	2.70
China(Main)	12	142218	2.25	12	China(Main)	168952	2.57
Nepal	13	119131	1.89	13	Singapore	131452	2.00
Singapore	14	119022	1.89	14	Nepal	125375	1.91
Rep. of Korea	15	108680	1.72	15	Rep. of Korea	109469	1.66
Total of top 15 Countries		4506684	71.43		Total of top 15 Countries	4694722	71.37
Others		1802538	28.57		Others	1883023	28.63
All Countries		6309222	100.00		Grand Total	6577745	100.00

Source: Bureau of Immigration, India

The FTAs from the top 15 source countries for the years 1981 to 2012 are given in Tables 2.9.2. The share of these 15 countries in total FTAs in India shows a generally increasing trend from 1981. This share, which was 49.6% in 1981, increased to 71.37% in 2012.

TABLE 2.9.2
FTAs IN INDIA DURING 1981 - 2012 FOR TOP 15 SOURCE COUNTRIES OF 2012

Year	USA	UK	Bangladesh	Sri Lanka	Canada	Germany	France	Japan
	1	2	3	4	5	6	7	8
1981	82052	116684	192509	75842	25358	55471	57272	29032
1982	86806	120772	205410	76143	25991	50885	59267	29103
1983	95847	136823	213832	81716	29857	52120	50158	26662
1984	95651	124205	247543	75449	25135	48930	47148	29566
1985	95920	119544	272350	69063	29022	45738	44091	30573
1986	125364	160685	204260	75631	39837	64811	65948	36402
1987	134876	166590	185296	74351	37677	72300	64432	46240
1988	122888	200509	200617	70640	37498	77543	69799	49244
1989	134314	229496	213451	67680	40306	78812	78001	58707
1990	125303	235151	225566	68400	41046	71374	79496	59122
1991	117332	212052	251260	70088	36142	72019	69346	46655
1992	152288	244263	246589	71935	43386	84422	74304	60137
1993	158159	274168	277565	76898	47800	83340	70694	49616
1994	176482	300696	282271	89009	56441	85352	73088	63398
1995	203343	334827	318474	114157	63821	89040	82349	76042
1996	228829	360686	322355	107351	74031	99853	93325	99018
1997	244239	370567	355371	122080	78570	105979	91423	99729
1998	244687	376513	339757	118292	80111	93993	97898	89565
1999	251926	345085	414359	120072	82892	85033	85891	73373
2000	348292	432644	414437	129193	84013	83881	100022	98159
2001	329147	405472	431312	112813	88600	80011	102434	80634
2002	348182	387846	435867	108008	93598	64891	78194	59709
2003	410803	430917	454611	109098	107671	76868	97654	77996
2004	526120	555907	477446	128711	135884	116679	131824	96851
2005	611165	651803	456371	136400	157643	120243	152258	103082
2006	696739	734240	484401	154813	176567	156808	175345	119292
2007	799062	796191	480240	204084	208214	184195	204827	145538

TABLE 2.9.2
FTAs IN INDIA DURING 1981 - 2012 FOR TOP 15 SOURCE COUNTRIES OF 2012

Year	USA	UK	Bangladesh	Sri Lanka	Canada	Germany	France	Japan
	1	2	3	4	5	6	7	8
2008	804933	776530	541884	218805	222364	204344	207802	145352
2009	827140	769251	468899	239995	224069	191616	196462	124756
2010	931292	759494	431962	266515	242372	227720	225232	168019
2011	980688	798249	463543	305853	259017	240235	231423	193525
2012	1039947	788170	487397	296983	256021	254783	240674	220015
CAGR (1981- 2012) (%)	8.5	6.4	3.0	4.5	7.7	5.0	4.7	6.8

CAGR: Compound annual growth rate

TABLE 2.9.2 (Contd.)
FTAs IN INDIA DURING 1981 TO 2012 FOR TOP 15 SOURCE COUNTRIES OF 2012

Year	Australia	Malaysia	Russian Fed.*	China (Main)	Singapore	Nepal	Rep. of Korea*
	9	10	11	12	13	14	15
1981	20940	26458	-	1371	17950	11851	-
1982	23395	26552	-	2107	19026	12115	-
1983	23436	25796	-	1716	21252	12001	-
1984	24546	22993	-	1386	19204	13401	-
1985	22047	23265	-	2247	18485	15883	-
1986	33264	26209	-	1533	24189	13957	-
1987	32883	28480	-	1705	26380	16965	-
1988	31462	29635	-	2099	27565	19715	-
1989	30443	33120	-	2727	29377	19116	-
1990	30076	34278	-	3089	32570	20614	-
1991	22700	30617	32432	3476	28363	21834	3967
1992	26646	35201	39409	4778	35039	25244	5175

Year	Australia	Malaysia	Russian Fed.*	China (Main)	Singapore	Nepal	Rep. of Korea*
	9	10	11	12	13	14	15
1993	28795	35334	48644	5157	40223	28048	4791
1994	33142	40762	49684	5833	44157	34732	7227
1995	36150	50039	27145	5111	48632	34562	9831
1996	48755	53370	22037	5613	47136	43426	16173
1997	50647	60401	18243	7369	52004	43155	15392
1998	57807	47496	29493	4312	54328	38199	16321
1999	73041	52613	34620	6487	53310	25859	19188
2000	53995	60513	34814	14420	46612	38801	23411
2001	52691	57869	15154	13901	42824	41135	27150
2002	50743	63748	18643	15422	44306	37136	29374
2003	58730	70750	26948	21152	48368	42771	35584
2004	81608	84390	47077	34100	60710	51534	47835
2005	96258	96276	56446	44897	68666	77024	49895
2006	109867	107286	62203	62330	82574	91552	70407
2007	135925	112741	75543	88103	92908	83037	84583
2008	146209	115794	91095	98093	97851	78133	79802
2009	149074	135343	94945	100209	95328	88785	70485
2010	169647	179077	122048	119530	107487	104374	95587
2011	192592	208196	144312	142218	119022	119131	108680
2012	202105	195853	177526	168952	131452	125375	109469
CAGR (1981- 2012) (%)	7.6	6.7	8.4	16.8	6.6	7.9	17.1

CAGR: Compound annual growth rate

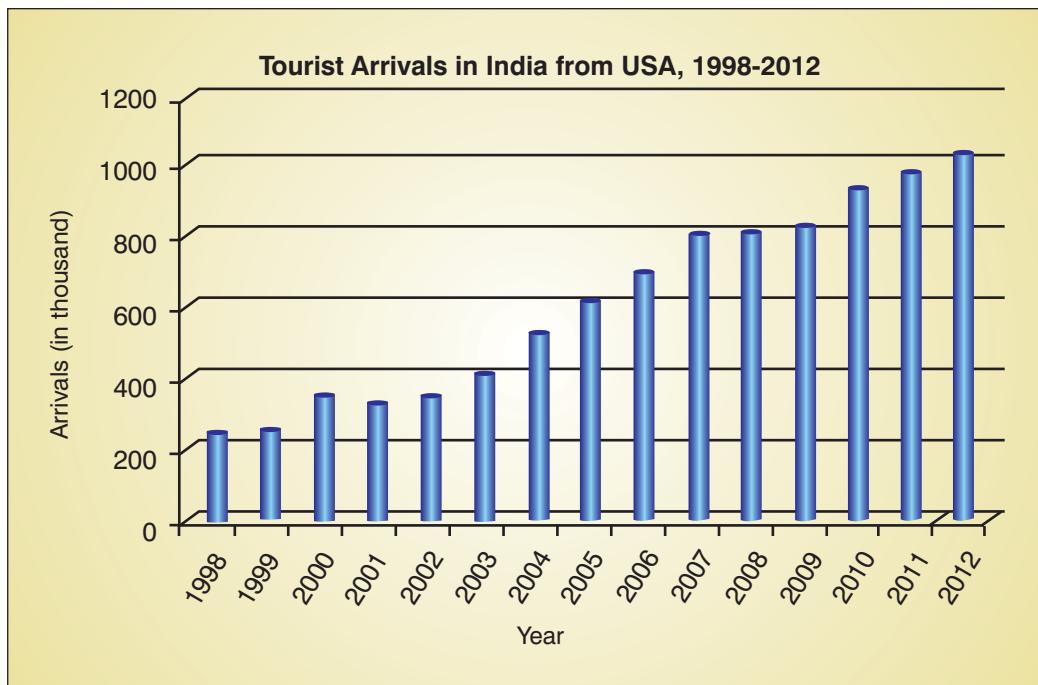
*For Russian Fed. and Rep. of Korea the CAGR is for the period from 1991 to 2012.

Source: Bureau of Immigration, India

The details of FTAs from top 15 source countries for 2012 are discussed in the following paragraphs.

i. UNITED STATES OF AMERICA

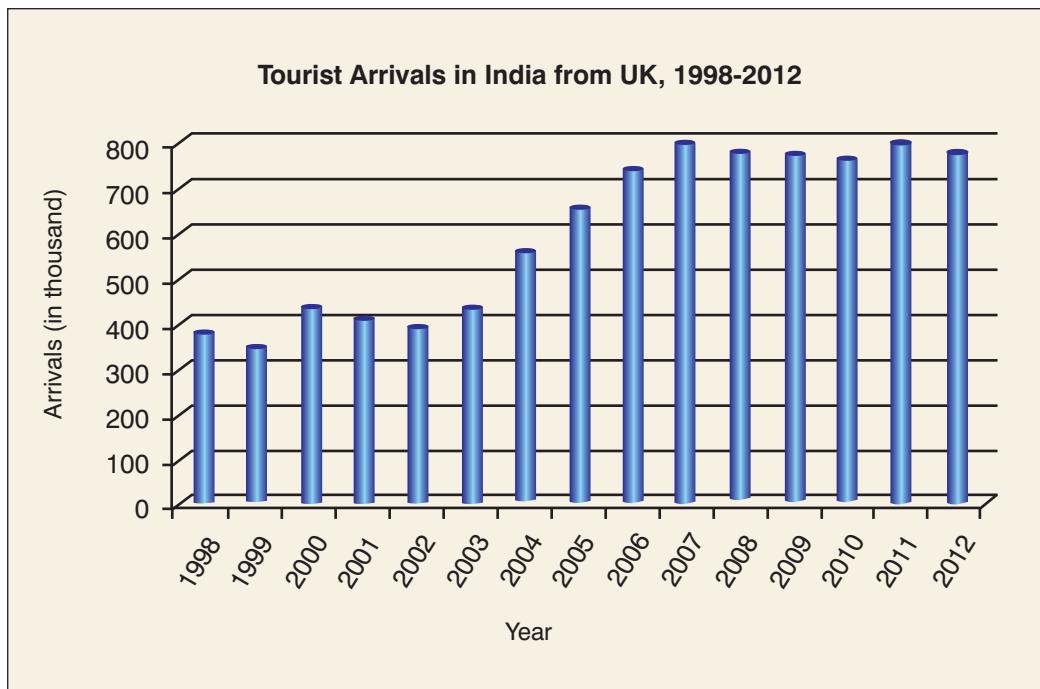
United States of America maintained its position as the largest market for India during 2012. The arrivals grew from 82052 in 1981 to 1039947 in 2012 at a CAGR of 8.5 %. The share of USA in the total FTAs in India increased marginally to about 15.81% during 2012 as compared to 15.54 % during 2011. The following graph shows the yearly trend in the tourist arrivals from USA during 1998-2012.



During 2012, 99.3% of the tourists from USA came by air, 0.4% by land and 0.3% by Sea. So far as port of disembarkation is concerned, 29.0% disembarked at Mumbai airport followed by Delhi airport (25.0%), Bengaluru airport (12.6%), Hyderabad airport (9.8%), Chennai airport (7.6%), Kolkata airport (2.5%) and (13.5%) at other ports of the arrivals from USA to India, while 56.9% were male and 43.1% were female. The dominant age-groups among them were 0-14 years (22.0%) followed by the age-group 35-44 years (19.5%) and 45-54 years (19.2%). The highest number of tourists arrived in the 4th quarter of the year i.e. October to December (31.7%), followed by April-June (23.4%). Amongst tourists from USA the highest came to India in 2012 for the purpose of 'Visiting friends & relatives' (46.0%) followed by 'Business & Professional (19.6%) and 'Leisure, Holidays and Recreation' (16.2%).

ii. UNITED KINGDOM

The United Kingdom has been the largest second among tourist generating markets for India in the year 2012 as in the past few years. The arrivals grew from 116684 in 1981 to 788170 in 2012 at a CAGR of 6.4%. The share of United Kingdom in the total tourist traffic to India was 11.98 % during 2012 as compared to 12.65% during 2011. The following graph regarding tourist arrivals from United Kingdom during 1998-2012, shows that while the growth in arrivals from 1998 to 2003 was very low, it has been substantial during 2003 to 2007. However, decline was observed for tourist arrivals during 2008 to 2010. The year 2011, however, showed positive growth in FTAs from UK again. But a decline was observed for tourist arrivals during 2012.

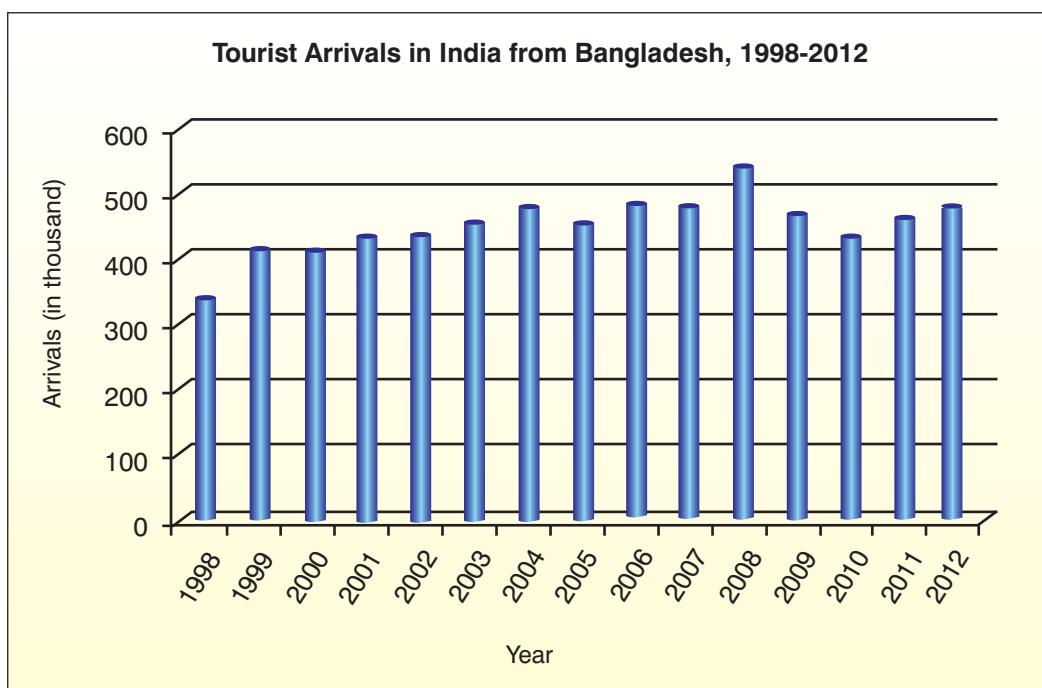


During the year 2012, majority of UK nationals travelled to India by air (97.9%) followed by land route (0.5%) and (1.6%) through sea route. So far as port of disembarkation is concerned, maximum number (39.6%) disembarked at Mumbai airport followed by Delhi airport (23.1%), Bengaluru airport (7.2%), Chennai airport (4.4%), Kolkata airport (2.9%) and Hyderabad airport (2.6%). Of the total U.K. nationals who arrived in India, 57.5% were male and 42.5% were female. The most predominant age group in the FTAs was 45-54 years with 19.8% of the tourists, followed by the age groups 35-44 years and 55-64 years with 19.7% and 16.8% tourists, respectively. The highest number of arrivals was recorded during the quarter January to March (32.2%), followed closely by October to December (31.8%). These two quarters contributed 64% of total tourist arrivals. Amongst the tourists from UK

the highest number came to India during 2012 for 'Visiting friends & relatives' (36.6%) followed by 'Leisure, Holiday & Recreation' (27.0%) and 'Business and Professional' (19.6%).

iii. BANGLADESH

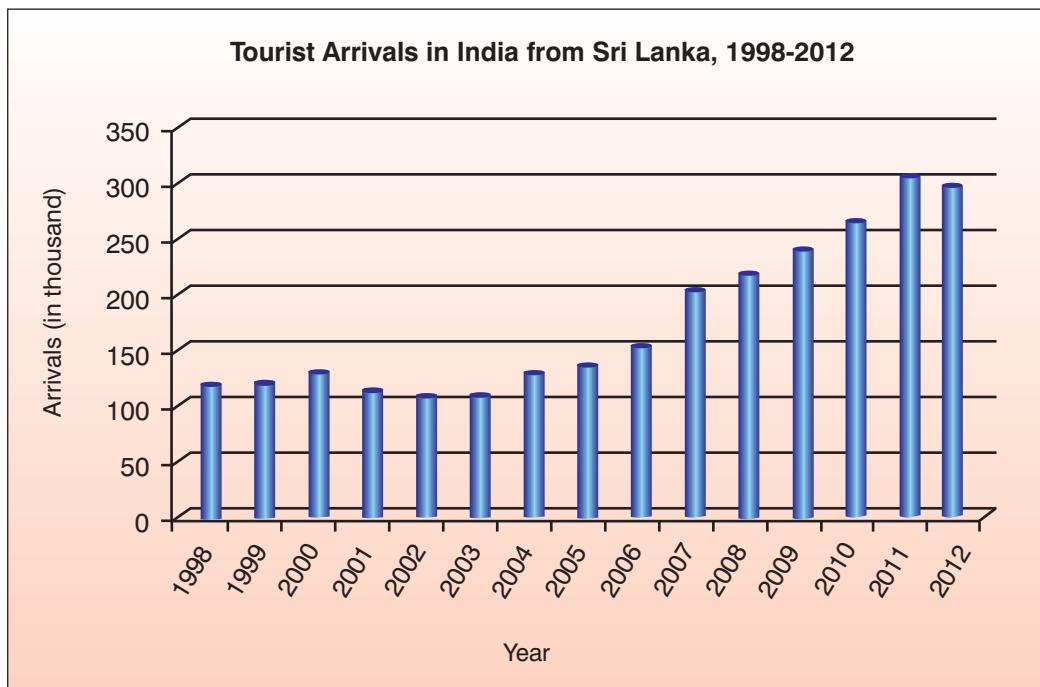
Bangladesh continued to occupy the third position in terms of tourist arrivals in India with 7.41% share during 2012. The arrivals from Bangladesh grew to 487397 in 2012 from 192509 during 1981, with a CAGR of 3.0 %. The following graph shows the yearly trends in the tourist arrivals from Bangladesh during 1998-2012.



The most preferred mode of travel for nationals from Bangladesh in 2012 was land (63.2%), followed by air route (36.7%). During 2012, out of total arrivals from Bangladesh, 68.8% were male and 31.2% were female. The dominant age group was 35-44 years with 23.3% tourists, followed by the age groups 25-34 years (20.1%) and 45-54 years (19.3%). Arrivals were maximum during the quarter October-December (26.5%) followed by the quarter January-March (24.9%). The maximum tourist from Bangladesh came to India during 2012 for 'Leisure, Holiday and Recreation' (38.4%) followed by 'Visiting friends & relatives' (27.6%).

iv. SRI LANKA

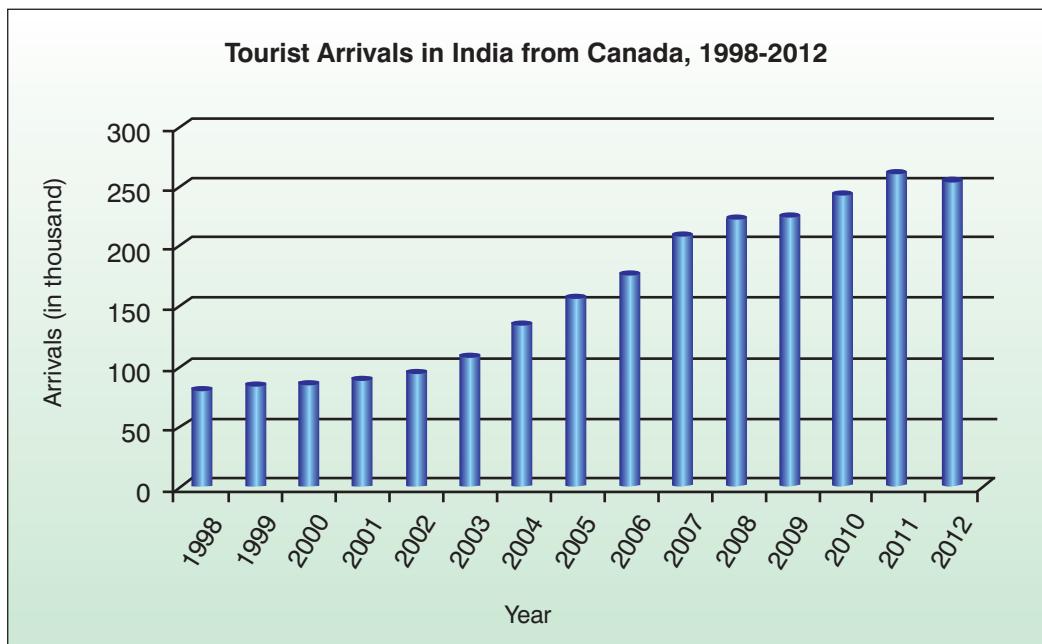
Sri Lanka has been placed at fourth position among the top 15 tourist generating countries for India with 4.51% of the total tourist arrivals during 2012. Arrivals from Sri Lanka, which were 75842 in 1981, grew up to 296983 in 2012 at a CAGR of 4.5%. The following graph shows the yearly trends in the tourist arrivals from Sri Lanka during 1998-2012. While there is no uniform pattern in arrivals from Sri Lanka during 1998-2003, the arrivals have been continuously increasing since 2003. But there was a decline in the tourist arrivals in 2012.



The peak quarter for Sri Lankan tourists visiting India during 2012 was July-September (34.8%), followed by October-December (31.8%). During 2012, the highest number of tourists (95.8%) travelled by air, followed by land (0.9%) and sea (0.1%). As far as port of disembarkation is concerned, maximum disembarked at Chennai airport (42.4%), followed by Delhi (34.3%), Mumbai (6.8%), Bengaluru (3.1%) and Kolkata airport (0.1%). Out of the total Sri Lankan nationals who visited India during 2012, majority (59.9%) were male and (40.1%) were female. The dominant age-group was 35-44 years (20.6%), followed by the age group 45-54 years (20.1%) and 55-64 years (16.9%). Amongst tourists from Sri Lanka the highest number came to India during 2012 for 'Leisure, holidays & recreation' (34.6%) some of the other purposes included 'Business and Professional' (19.7%) and 'visiting friends and relatives' (15.2%).

v. CANADA

Canada occupied fifth position in 2012 among top tourist generating countries for India. The arrivals from this country have risen to 256021 in 2012 from 25358 in 1981 at a CAGR of 7.7 %. The share of Canada in the total foreign tourist traffic in India was 3.89% as compared to 4.11% in 2011. The following graph on tourist arrivals from Canada during 1998-2012 shows that the growth in recent years has been much higher as compared to the period 1998-2002, except the year 2009 but it was higher in 2010 and 2011. However in 2012 again a decline was observed in tourist arrivals.



Among 256021 Canadians who visited India during 2012, 97.9 % traveled by air and 1.4 % by land and 0.6% by sea. As far as port of disembarkation is concerned, 33.9% disembarked at Delhi airport, followed by 30.0% at Mumbai, 7.4% at Chennai, 7.1% at Bengaluru, 4.0% at Hyderabad, and at Kolkata 2.5%. Of the total arrivals, while 55.0% were male and 45.0 % were female. The predominant age-group was 45-54 years (19.5%) followed by the age group 35-44 years (19.2%) and 55-64 years (15.2%), respectively. The quarter October-December accounted for 34.3% of the arrivals, followed by the quarter January- March with 28.9% during the year 2012. Amongst the tourists from Canada the highest number came to India during 2012 for 'Visiting friends & relatives' (48.0%) followed by 'Leisure, Holiday & Recreation (21.7%).

vi. GERMANY

During the year 2012, Germany maintained its ranking of sixth in 2012 among the top tourist generating countries for India and contributed 3.87 % of the total FTAs in India. The arrivals

grew from 55471 in 1981 to 254783 in 2012 at a CAGR of 5.0%. The following graph shows that while the tourist arrivals from Germany had declined during 1998-2002, continuous increase was observed during 2005 to 2008 followed by decline in 2009. But the tourist arrivals in India from Germany have again showed an increasing trend during the last 3 years.

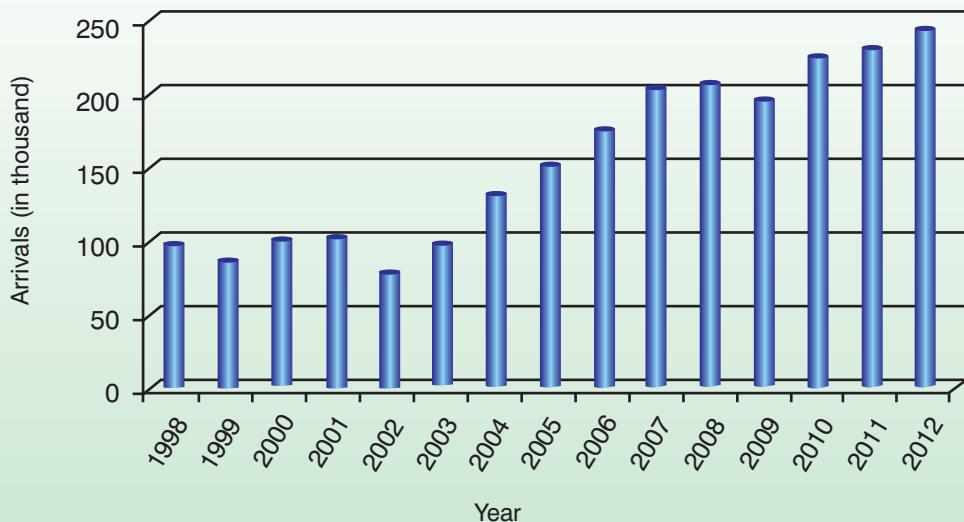


The most preferred mode of travel to India by the German tourists during 2012 was air (97.1%), followed by sea (1.6%), and land (1.3%). As far as port of disembarkation is concerned, 29.1% disembarked at Delhi airport, followed by Mumbai (27.2%), Bengaluru (12.9%), Chennai (7.6%), Kolkata (3.6%) and Hyderabad (1.9%). Of the total German national arrivals in India during 2012, 65.6% were male and 34.4% were female. The age group 45-54 years dominated the arrivals (27.3%), followed by 35-44 years (20.4 %) and 25-34 years (16.1%) . The peak quarter of arrivals of German nationals during 2012 was Jan-Mar (32.6%) followed by October - December (30.6%). During 2012, the highest number of tourists from Germany came to India for 'Business and Professional' (40.3%) followed by 'Leisure, Holiday & Recreation' (32.1%).

vii. FRANCE

France maintained its seventh position in 2012 among top tourist generating country for India and contributed 3.66% of the total arrivals in India during 2012. The arrivals grew from 57272 in 1981 to 240674 in 2012 at a CAGR of 4.7%. The following graph shows that there has been an increasing trend in tourist arrivals from France from 2002, except for the year 2009. The year 2010,2011 & 2012 witnessed a growing trend.

Tourist Arrivals in India from France, 1998-2012

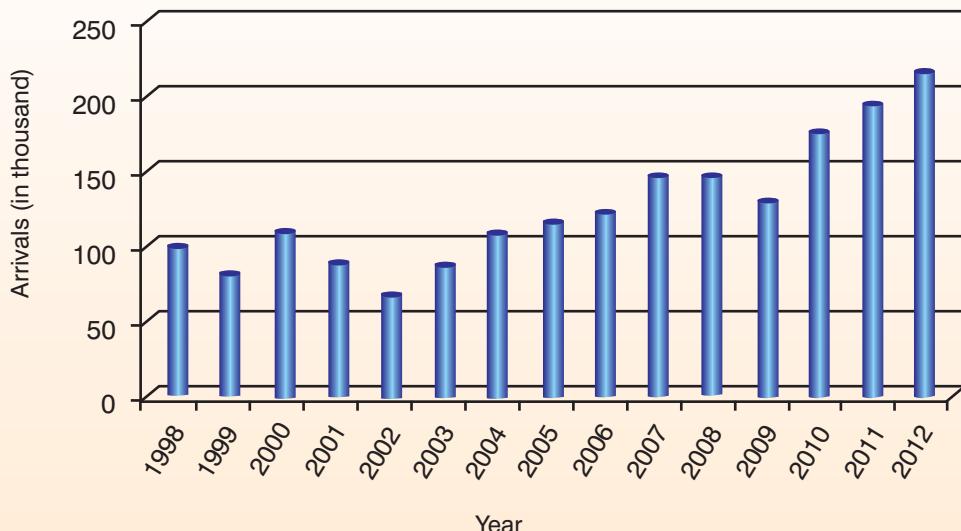


During 2012, majority (98.4%) of the arrivals from France visited India by air, 1.2% by land route and 0.4% by sea route. As far as port of disembarkation is concerned, 31.7% disembarked at Delhi airport followed by Mumbai (22.8%), Chennai (22.6%) and Bengaluru (12.8%). Of the total French arrivals, 58.1% were male and 41.9% were female. The age groups 45-54 years accounted for maximum arrivals (20.1%) closely followed by age group 35-44 years (19.5%) and age group 25-34 years (16.6%). During 2012, the quarters Oct – Dec and January- March were the most popular for the French tourists, accounting for 28.4% and 27.1%, respectively. Amongst the tourists from France the highest number came to India during 2012 for ‘Leisure, Holidays & Recreation’ (36.4%) followed by ‘Business and Professional’ (26.8%) and ‘Visiting friends & relatives’ (18.7%).

viii. JAPAN

Japan is one of the most important tourist generating markets for India in the East Asia and it contributed 3.34% to the total FTAs in India during 2012. During 2012, Japan occupied eighth position among tourist generating countries of the world. The arrivals from Japan grew from 29032 in 1981 to 220015 in 2012 at a CAGR of 6.8 %. The following graph shows the tourist arrivals from Japan during 1998-2012.

Tourist Arrivals in India from Japan, 1998-2012

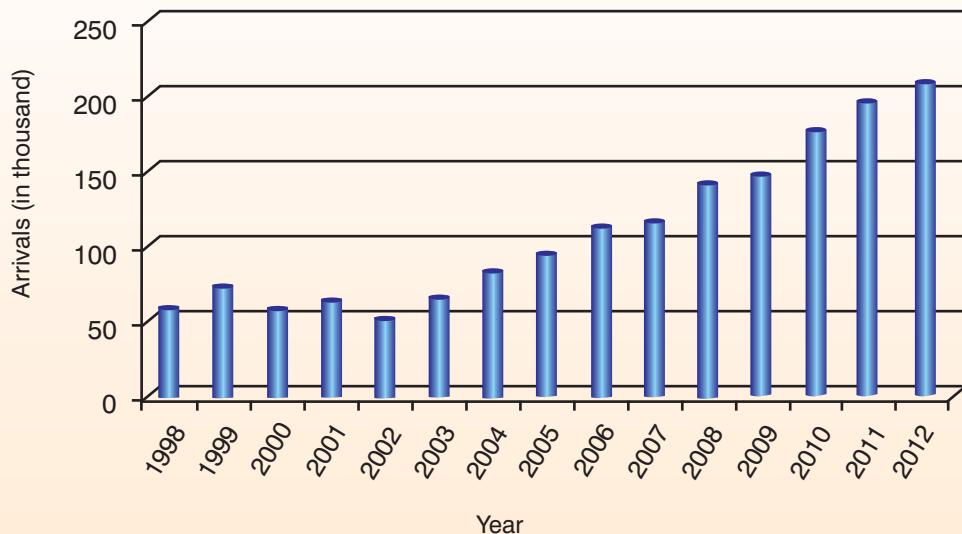


During the year 2012, 97.4% of tourists from Japan visited India by air and 0.3% by sea routes. As far as port of disembarkation is concerned, 37.5% disembarked at Delhi airport followed by Mumbai (23.1%), Bengaluru (14.9%) and Chennai (10.9%). Of the total Japanese nationals who arrived in India, majority (80.0%) were male. The dominant age-group of Japanese tourists was 35-44 years contributing about 27.4% of tourist arrivals followed by the age group 45-54 years (26.3%) and 25-34 years (17.7%). The maximum number of tourists arrived in the quarter Oct - Dec (28.2%) followed by July-Sep (27.7%). During 2012, Amongst the tourists from Japan the highest number came to India for 'Business and Professional' (60.0%) followed by 'Leisure, Holiday & Recreation' (22.4%).

ix. AUSTRALIA

During 2012, Australia jumped to ninth rank from its tenth rank in 2011 among top 15 tourist generating markets for India, with 3.07% of the total share of arrivals. The tourist traffic from Australia during 1981 was 20940 which increased to 202105 in 2012, showing a CAGR of 7.6 %. The following graph shows that the tourist arrivals from Australia had a declining trend upto 2002, and increasing trend again thereafter.

Tourist Arrivals in India from Australia, 1998-2012

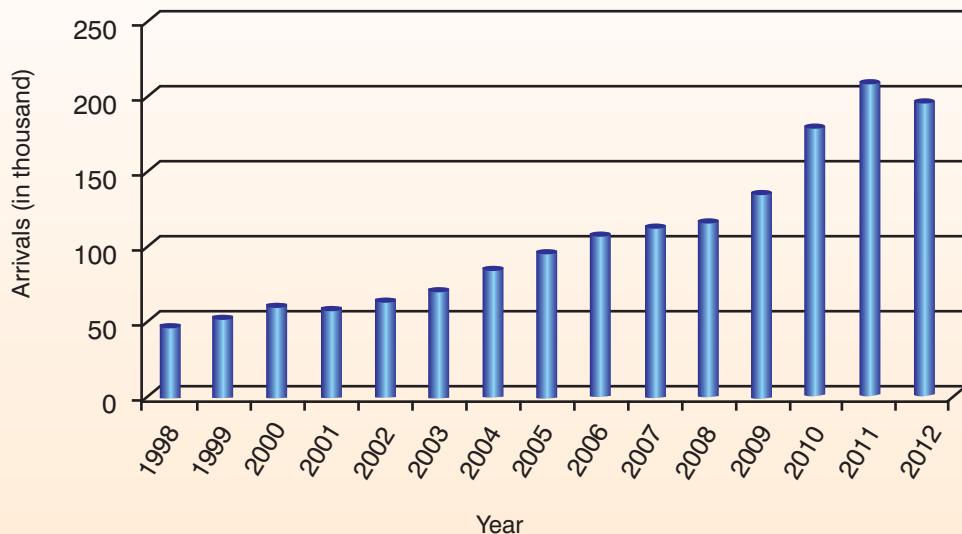


Air was the predominant mode of travel for Australian tourists accounting for 96.7% of the total arrivals during 2012. As far as port of disembarkation is concerned, the maximum tourists disembarked at Mumbai (27.0%) followed by Delhi airport (25.9%), Bengaluru (11.6%) and Chennai (9.7%). During 2012, majority of the tourists (59.1%) from Australia were male. The age group 35-44 years with 20.3% of tourists dominated the arrivals, followed by 25-34 years (18.5%). The peak quarter of visit by Australians during 2012 was October- December (40.3%) followed by the quarter January-March (22.4%). During 2012, Amongst the tourists from Australia the highest number came to India for ‘Visiting friends & relatives’ (41.6%) followed by ‘Leisure, Holiday & Recreation’ (25.8%) and ‘Business and Professional’ (18.9%).

x. MALAYSIA

During 2012, Malaysia occupied the tenth position among tourist generating countries for India with a share of 2.98% share. During 2011 also it had occupied 8th position among tourist generating countries for India. The tourist traffic from Malaysia increased from 26458 in 1981 to 195853 in 2012, with a CAGR of 6.7%.

Tourist Arrivals in India from Malaysia, 1998-2012



Air was the predominant mode of travel for Malaysian tourists with 99.4% arrivals during 2012. As far as port of disembarkation is concerned, the maximum number of Malaysian tourists disembarked at Chennai airport (34.1%), followed by Delhi (12.7%), Bengaluru (10.5%) and Mumbai (8.9%). During 2012, 54.4% of FTAs from Malaysia in India were male. The dominant age-group of the arrivals were 45-54 years with 20.2% of tourists followed by 35-44 years (19.7%) and 25-34 years (16.0%). The peak quarter of visit for Malaysians during 2012 was October-December (34.4%) followed by July-September (26.8%). During 2012, Amongst the tourists from Malaysia the highest number came to India for ‘Leisure, Holiday & Recreation’ (39.9%) followed by ‘Visiting friends & relatives’ (27.3%).

xii. RUSSIAN FEDERATION

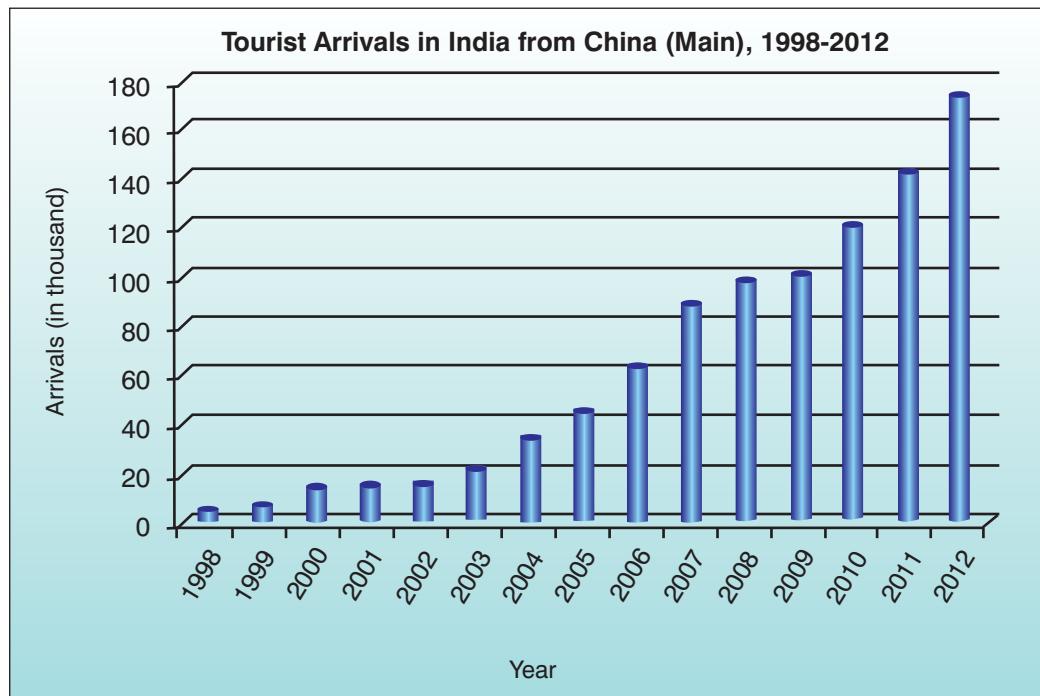
Russian Federation occupied eleventh position in terms of tourist arrivals in India with 2.70% share during 2012. Russian Federation got a place among the top 15 source markets for the first time in 2008. The traffic from Russia was 32432 in 1991. However, it was 177526 in 2012 showing a CAGR of 8.4% since 1991. The following graph exhibits the tourist arrivals from Russian Federation during 1998-2012. From 2001 onwards, an increasing trend has been observed in FTAs from Russian Federation.



The predominant mode of travel for Russians was air accounting for 96.7% of tourists, followed by sea (1.6%) and land (1.7%). Of the total arrivals from Russian Federation during 2012, majority (51.8%) were female. The dominant age group was 25-34 years, accounting for 28.6% of tourists followed by 35-44 years age-group (22.6%). The peak quarter for tourist from Russian Federation during 2012 was October-December (38.9%) followed by January-March (33.0%). During 2012, Amongst the tourists from Russian Federation, the highest number came to India for 'Leisure, Holidays & Recreation' (46.6%), some of the other purpose included 'Business & professional' (18.8%) and visiting friends and relatives (6.3%)

xii. CHINA (MAIN)

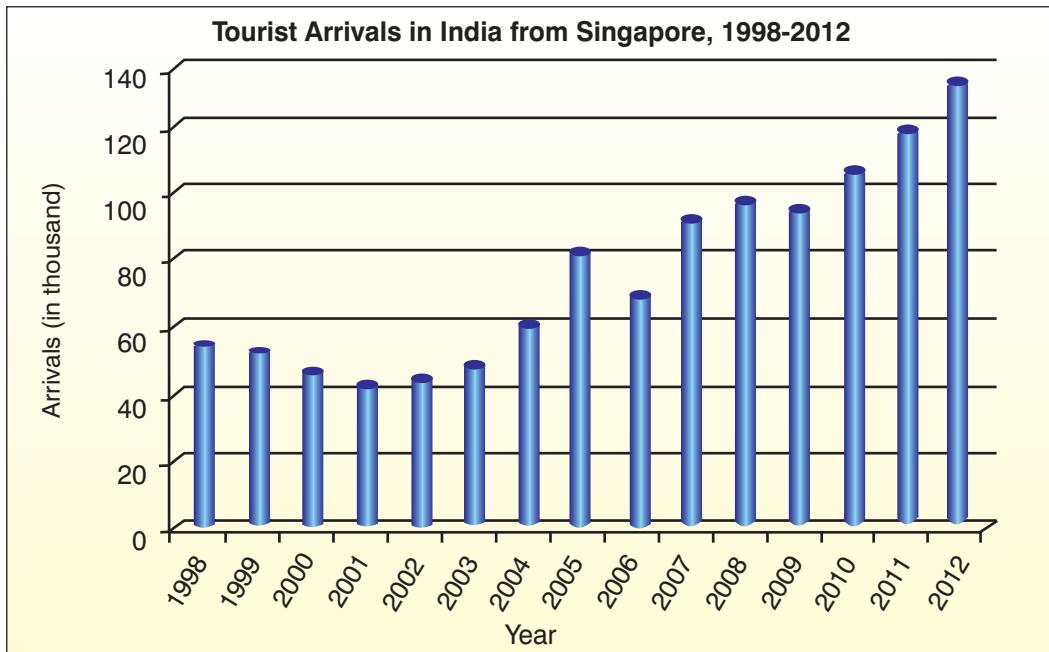
During the year 2012, China (Main) occupied twelfth position among the tourist generating markets in India, with 2.57% share in total arrivals. During 2011 also it had occupied twelfth position among tourist generating countries for India. The arrivals from China(Main) were merely 1371 in 1981 but have grown to 168952 in 2012 at a CAGR of 16.8%. The following graph shows the trends in the tourist arrivals from China (Main) from 1998 to 2012. Till 2000 there was no pattern in arrivals from China(Main), however henceforth it has been showing an increasing trend.



Air travel was the predominant mode of travel from China (Main) during 2012 (97.0%), followed by land routes (2.6%) and sea routes (0.5%). Maximum tourists disembarked at Delhi airport (29.5%), followed by Mumbai (27.9%), Kolkata (15.4%) and Bengaluru (12.5%). The peak quarter for arrivals from China (Main) in 2012 was October-December (31.0%), followed by July- September (25.5%). Of the total arrivals from China (Main) during 2012, majority were male (74%). The dominant age group in 2012 was 25-34 years contributing about 41.2% of tourists followed by the age-group 35-44 years (29.7%). During 2012, Amongst the tourists from China (Main) the highest number came to India for ‘Business and Professional’ (64.4%) some of the other purpose included ‘Leisure Holidays and Recreation’ (15.0%) and visiting friends & relatives (5.1%).

xiii SINGAPORE

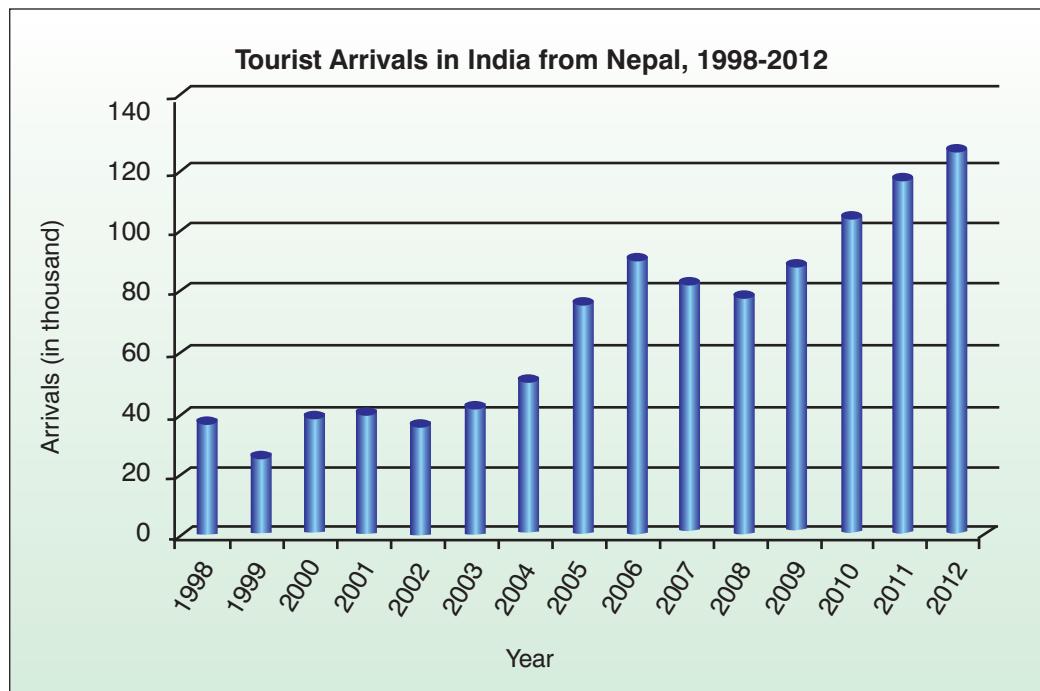
During 2012, Singapore jumped to the thirteenth rank from its fourteenth rank in 2011 among top 15 tourist generating markets for India, with 2.00% of the total share of arrivals. The arrivals from Singapore grew from 17950 in 1981 to 131452 in 2012 at a CAGR of 6.6%. The following graph shows tourist arrival trend from Singapore from 1998 to 2012.



The predominant mode of travel for tourists from Singapore was air, with 99.5% arrivals followed by land route with (0.4%) arrivals. Maximum tourists disembarked at Chennai airport (25.5%) followed by Mumbai (20.8%), Delhi (16.2%) and Bengaluru (10.7%). Of the total arrivals from Singapore during 2012, majority (59.5%) were male. The age-group which dominated the arrivals during 2012 was 45-54 years, accounting for (25.8%) of arrivals, followed by the age-group 35-44 years (24.2%). The peak quarter of arrivals from Singapore during 2012, was October- December (35.8%) followed by July-September (23.0%). During 2012, Amongst the tourists from Singapore the highest number came to India for ‘Visiting friends & relatives’ (38.7%) followed by ‘Business and Professional’ (24.6%) and ‘Leisure, Holiday & Recreation’ (22.3)..

xiv. NEPAL

During 2012, Nepal slipped to fourteenth rank from its thirteenth rank in 2011 among top 15 tourist generating markets for India, with 1.91% of the total share of arrivals. The arrivals from Nepal grew from 11851 in 1981 to 125375 in 2012 at a CAGR of 7.9%. The following graph shows the tourist arrivals from Nepal during 1998 to 2012. There is no consistent trend in arrivals from Nepal during the years 1998-2008, however, the last four years have shown an increasing trend.

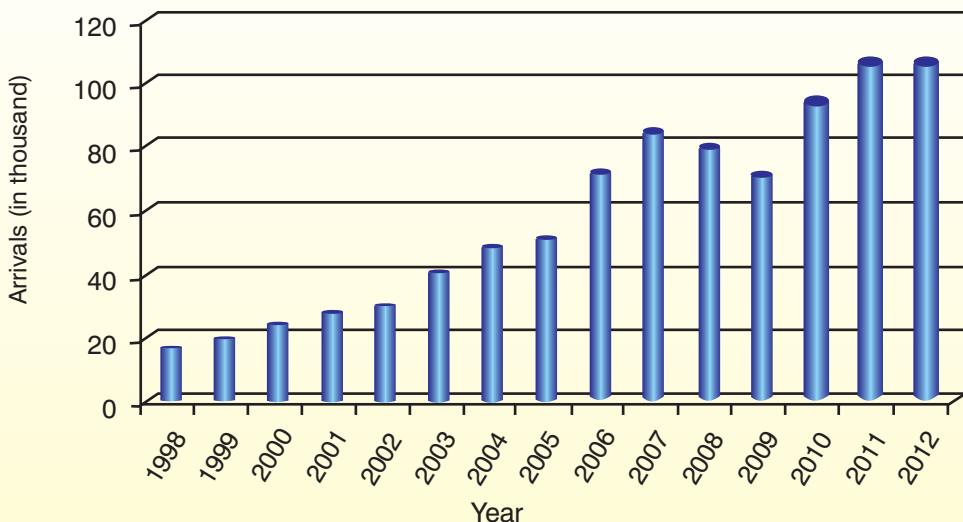


The predominant mode of travel for Nepalese tourists was air which accounted for 95.1% followed by land route (4.9%). During 2012, the maximum tourists disembarked at Mumbai airport (47.4%), followed by Kolkata (27.9%), Bengaluru (3.3%) and Chennai (2.9%). During 2012, majority of the arrivals (72.0%) were male. The age-group which dominated the arrivals during 2012 was 65 and above years (29.7%), followed by the age-group 25-34 years (25.5%). The peak quarter for arrivals was October-December (31.3%) followed by January - March (27.6%). During 2012, Amongst the tourists from Nepal who came to India their purpose included ‘Visiting friends & relatives’ (15.0%) and ‘Leisure Holiday and Recreation’ (11.5%)..

xv. REPUBLIC OF KOREA

In 2012, Republic of Korea occupied the fifteenth position with 1.66% share in total arrivals. The arrivals from Republic of Korea grew from 3967 in 1991 to 109469 in 2012 at a CAGR of 17.1%. The following graph shows the tourist arrivals trend from Republic of Korea during 1998 to 2012.

Tourist Arrivals in India from Rep. of Korea, 1998-2012



The predominant mode of travel for Korean nationals was air which accounted for 94.4% followed by land route (5.3%) and sea route (0.3%). During 2012, the maximum tourists disembarked at Delhi airport (31.1%), followed by Mumbai (25.4%), Chennai (18.5%) and Bengaluru (10.4%). During 2012, while 71.5% were male the females were 28.5%. The age-group which dominated the arrivals during 2012 was 35-44 years (28.0%), followed by the age-group 45-54 years (22.9%). The peak quarter for arrivals was October-December (29.1%) followed by the quarter July- Sep (27.4%). During 2012, Amongst the tourists from Republic of Korea the highest number came to India for ‘Business and Professional’ (49.0%) followed by ‘Leisure, Holiday & Recreation’ (25.3%).

2.10 FOREIGN EXCHANGE EARNINGS FROM TOURISM IN INDIA

For the FEE's, Tourism is the most important sector in the country. As per the monthly estimates prepared by Ministry of Tourism, FEEs from tourism in India in 2012 in ₹ terms were 94487 crore as compared to 77591 in 2011 registering a growth of 21.8 % in 2012 over 2011. In US \$ term, FEEs from tourism in 2012 were US \$ 17.74 billion as compared to US\$ 16.56 billion in 2011 with a growth rate of 7.1 %. The FEEs from tourism in India, in INR terms and US\$ terms, during 1991-2012 are given in Table 2.10.1.

TABLE 2.10.1
FOREIGN EXCHANGE EARNINGS FROM TOURISM IN INDIA
DURING 1991-2012

Year	FEE in ₹ terms		FEE in US\$ terms	
	₹ Crore	% Change over previous year	US \$ Million	% Change over previous year
1991	4318	-	1861	-
1992	5951	37.8	2126	14.2
1993	6611	11.1	2124	-0.1
1994	7129	7.8	2272	7.0
1995	8430	18.2	2583	13.7
1996	10046	19.2	2832	9.6
1997	10511	4.6	2889	2.0
1998	12150	15.6	2948	2.0
1999	12951	6.6	3009	2.1
2000	15626	20.6	3460	15.0
2001	15083	-3.5	3198	-7.6
2002	15064	-0.1	3103	-3.0
2003	20729	37.6	4463	43.8
2004	27944	34.8	6170	38.2
2005	33123	18.5	7493	21.4
2006	39025	17.8	8634	15.2
2007	44360	13.7	10729	24.3
2008	51294	15.6	11832	10.3
2009	53700	4.5	11136	-3.7
2010#	64889	20.8	14193	27.5
2011#	77591	19.6	16564	16.7
2012#	94487	21.8	17737	7.1

Provisional

The month-wise FEEs from tourism and corresponding percentage change over previous years during 2010-2012 in ₹ terms and US\$ terms are given in Tables 2.10.2 and 2.10.3, respectively.

TABLE 2.10.2
MONTH-WISE FEE FROM TOURISM (₹ CRORE) IN INDIA DURING 2010-2012

Month	FEE from tourism (In ₹ crore)			Percentage Change	
	2010#	2011#	2012#	2011/10	2012/11
January	5593	5777	8623	3.3	49.3
February	6646	7653	8502	15.2	11.1
March	5507	5522	7843	0.3	42.0
April	4518	5724	6745	26.7	17.8
May	4358	5047	5562	15.8	10.2
June	4751	5440	6485	14.5	19.2
July	5444	7116	8389	30.7	17.9
August	4620	5734	7260	24.1	26.6
September	4678	5748	6652	22.9	15.7
October	5219	7019	8154	34.5	16.2
November	6516	7941	9723	21.9	22.4
December	7039	8870	10549	26.0	18.9
Total	64889	77591	94487	19.6	21.8

Provisional Estimates

TABLE 2.10.3
MONTH-WISE FEE FROM TOURISM (US\$ BILLION) IN INDIA DURING 2010 -2012

Month	FEE from tourism (In US\$ billion)			Percentage Change	
	2010*	2011#	2012#	2011/10	2012/11
January	1.215	1.273	1.681	4.8	32.1
February	1.434	1.684	1.729	17.4	2.7
March	1.209	1.227	1.559	1.5	27.1
April	1.013	1.290	1.305	27.3	1.2
May	0.951	1.124	1.023	18.2	-9.0
June	1.020	1.213	1.158	18.9	-4.5
July	1.163	1.603	1.512	37.8	-5.7

Month	FEE from tourism (In US\$ billion)			Percentage Change	
	2010*	2011#	2012#	2011/10	2012/11
August	0.992	1.264	1.306	27.4	3.3
September	1.015	1.208	1.219	19.0	0.9
October	1.175	1.424	1.538	21.2	8.0
November	1.448	1.566	1.776	8.1	13.4
December	1.558	1.688	1.931	8.3	14.4
Total	14.193	16.564	17.737	16.7	7.1

Provisional Estimates

3

Chapter

Atithidevo Bhava



Incredible India

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

WORLD TOURISM SCENARIO AND INDIA'S POSITION IN WORLD

3.1 WORLD TOURISM TRAFFIC

In 2012, world tourism continued to rebound from the setbacks of 2008-2009, suffered due to the global financial crisis and economic recession. International tourist arrivals worldwide registered a growth of 4.0 % during the year 2012, as compared to a growth of 4.8% during 2011 over 2010. The international tourist arrivals during 2012, 2011 and 2010 were 1035 million, 995 million and 949 million, respectively. France maintained the top position in terms of arrivals in 2012, followed by USA, China, Spain, Italy, Turkey, Germany, UK, Russia and Malaysia. These top 10 countries accounted for 44.24 % share of international tourist arrivals in 2012. As regards the regions, the highest tourist arrivals were in Europe, which attracted 534.2 million tourists in 2012, with a positive growth of 3.4 % over 2011, followed by Asia & the Pacific with 233.6 million tourists with 7.1% growth over 2011, Americas with 163.1 million tourists with growth of 4.6 % over 2011, Africa with 52.4 million tourists with growth of 6.1 % over 2011 and Middle East with 52.0 million tourists with a decline of 5.3 % over 2011. Table 3.1.1 gives the summary of international tourist arrivals in different regions of the world from 2010 to 2012.

TABLE 3.1.1
INTERNATIONAL TOURIST ARRIVALS WORLDWIDE AND BY REGIONS, 2010-2012

Region	2010	2011	2012
World			
Arrivals	949.0	995.0	1035.0
% Annual Change	7.23	4.85	4.02
Africa			
Arrivals	49.9	49.4	52.4
% Annual Change	8.71	-1.00	6.07
% Share in world	5.3	5.0	5.1
Americas			
Arrivals	150.6	156.0	163.1
% Annual Change	6.14	3.72	4.55
% Share in world	15.8	15.7	15.8
Asia & the Pacific			
Arrivals	205.1	218.2	233.6
% Annual Change	13.25	6.39	7.06
% Share in world	21.6	21.9	22.6
Europe			
Arrivals	485.6	516.4	534.2
% Annual Change	4.75	6.36	3.45
% Share in world	51.6	51.9	51.6

(Arrivals in million)			
Region	2010	2011	2012
Middle East			
Arrivals	58.2	54.9	52.0
% Annual Change	11.07	-5.67	-5.28
% Share in world	6.1	5.5	5.0
India			
Arrivals	5.78	6.31	6.58
% Annual Change	11.8	9.2	4.3
% Share in world	0.61	0.63	0.64

Source: United Nations World Tourism Organization (UNWTO), *Tourism Highlights, 2013 Edition*

International tourist arrivals in the world and India's share as well as rank, during the years 1997-2012, are given in Table 3.1.2. India's rank in international tourist arrivals, was 47th in 1998 and declined to 54th in 2002, however, since then, it has gradually improved to 41st in 2012. India's share in international tourist arrivals, increased from 0.40% in 1997 to 0.64% in 2012.

TABLE 3.1.2
INTERNATIONAL TOURIST ARRIVALS IN WORLD AND INDIA, 1997-2012

Year	World*		India#		Percentage Share of India	Rank of India
	Number (in million)	% Change	Number (in million)	% Change		
1997	593.0	4.2	2.37	3.8	0.40	--
1998	611.0	3.0	2.36	-0.7	0.39	47 th
1999	633.8	3.7	2.48	5.2	0.39	46 th
2000	683.3	7.8	2.65	6.7	0.39	50 th
2001	683.4	0.2	2.54	-4.2	0.37	51 st
2002	703.2	2.9	2.38	-6.0	0.34	54 th
2003	691.0	-1.7	2.73	14.3	0.39	51 st
2004	762.0	10.3	3.46	26.8	0.45	44 th
2005	798.0	5.4	3.92	13.3	0.49	43 rd
2006	846.0	5.3	4.45	13.5	0.53	44 th
2007	894.0	5.7	5.08	14.3	0.57	41 st
2008	917.0	2.6	5.28	4.0	0.58	42 nd
2009	885.0	-3.8	5.17	-2.2	0.58	42 nd
2010	949.0	7.2	5.78	11.8	0.61	41 st
2011	995.0	4.8	6.31	9.2	0.63	39 th
2012	1035	4.0	6.58	4.3	0.64	41 st

Source: * World Tourism Organization # Bureau of Immigration, India

Table 3.1.3 provides the lists out the countries with tourist arrivals and ranks which are above India in terms of tourist arrivals during 2010, 2011 and 2012. The top 6 countries during 2011 have maintained their respective ranks during 2012. Some countries like Germany, Russian Federation, Hong Kong, Canada, Egypt and Poland have marginally improved their ranks in international tourist arrivals during 2012 as compared to 2011. However, countries like Saudi Arabia, UK, Mexico, Switzerland, Indonesia, Denmark, Czech Republic and Hungary have shown decline in their ranks during 2012 as compared to 2011.

Austria, Ukraine, Thailand, Greece, Macao (China), Netherlands, Morocco, Portugal and Sweden retained the same ranks in 2012 as compared to 2011. India has marginally slipped down in its rank from 39th in 2011 to 41st in 2012.

TABLE 3.1.3
COUNTRIES ABOVE INDIA IN TERMS OF TOURIST ARRIVALS, 2010-2012

(Tourist Arrivals in Million)

2010			2011			2012		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
1	France	77.6	1	France	81.6	1	France	83.0
2	United States	60.0	2	United States	62.7	2	United States	67.0
3	China (Main)	55.7	3	China (Main)	57.6	3	China (Main)	57.7
4	Spain	52.7	4	Spain	56.2	4	Spain	57.7
5	Italy	43.6	5	Italy	46.1	5	Italy	46.4
6	Turkey	31.4	6	Turkey	34.7	6	Turkey	35.7
7	United Kingdom	28.3	7	United Kingdom	29.3	7	Germany	30.4
8	Germany	26.9	8	Germany	28.4	8	United Kingdom	29.3
9	Malaysia	24.6	9	Malaysia	24.7	9	Russian Fed	25.7
10	Mexico	23.3	10	Mexico	23.4	10	Malaysia	25.0
11	Austria	22.0	11	Austria	23.0	11	Austria	24.2
12	Ukraine	21.2	12	Russian Fed	22.7	12	Hong Kong (China)	23.8
13	Russian Fed.	20.3	13	Hong Kong (China)	22.3	13	Mexico	23.4
14	Hong Kong (China)	20.1	14	Ukraine	21.4	14	Ukraine	23.0
15	Canada	16.2	15	Thailand	19.2	15	Thailand	22.4
16	Thailand	15.9	16	Saudi Arabia	17.5	16	Canada	16.3
17	Greece	15.0	17	Greece	16.4	17	Greece	15.5
18	Egypt	14.1	18	Canada	16.0	18	Poland	14.8
19	Poland	12.5	19	Poland	13.4	19	Saudi Arabia	13.7

(Tourist Arrivals in Million)

2010			2011			2012		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
20	Macao (China)	11.9	20	Macao (China)	12.9	20	Macao (China)	13.6
21	Saudi Arabia	10.9	21	Netherlands	11.3	21	Netherlands	11.7
22	Netherlands	10.9	22	Singapore	10.4	22	Egypt	11.2
23	Hungary	9.5	23	Hungary	10.3	23	Korea Republic	11.1
24	Morocco	9.3	24	Sweden	10.0	24	Sweden	10.9
25	Singapore	9.2	25	Croatia	9.9	25	Singapore	NA
26	Croatia	9.1	26	Korea Republic	9.8	26	Croatia	10.4
27	Korea Republic	8.8	27	Egypt	9.5	27	Hungary	10.4
28	Denmark	8.7	28	Morocco	9.3	28	Morocco	9.4
29	Czech Rep	8.6	29	Czech Rep	9.0	29	South Africa	9.2
30	Switzerland	8.6	30	Switzerland	8.5	30	UAE	9.0
31	Japan	8.6	31	South Africa	8.3	31	Czech Rep	8.9
32	South Africa	8.1	32	UAE	8.1	32	Switzerland	8.6
33	UAE	7.4	33	Indonesia	7.6	33	Japan	8.4
34	Belgium	7.2	34	Belgium	7.5	34	Indonesia	8.0
35	Ireland	7.1	35	Portugal	7.4	35	Portugal	7.7
36	Indonesia	7.0	36	Denmark	7.4	36	Ireland	NA
37	Tunisia	6.9	37	Ireland	7.6	37	Belgium	7.5
38	Portugal	6.8	38	Bulgaria	6.3	38	Denmark	NA
39	Bulgaria	6.0	39	India	6.3	39	Taiwan	7.3
40	Australia	5.9				40	Vietnam	6.8
41	India	5.8				41	India	6.6

Source: UNWTO Barometer September 2013 . NA: Not Available

3.2 OUTBOUND TOURISM

Table 3.2.1 gives the summary of number of outbound departures and the percentage shares of India in outbound departures of some countries of the world for the year 2010 and 2011. 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 Sri Lanka (24.7%), Nepal (15.4%) and Mauritius (10.0%). Other countries for which India has a share of more than 1% in the outbound tourist traffic in 2011 were USA (1.7%), UK (1.4%), Australia (2.5%), Belarus (1.6%), South Africa (1.1%), Israel (1.1%), Uganda (1.1%), New Zealand (1.8%), Fiji (2.3%), Thailand (1.7%) and Singapore (1.5%). There exist countries like China, Saudi Arabia, Russian Federation and Cambodia etc. which have registered a significant growth in the number of their outbound tourists in 2012 over 2011 but India's share out of them has been not very significant. The corresponding figures for 2012 are not yet available.

TABLE 3.2.1

**NUMBER OF OUTBOUND TOURISTS OF SOME SELECTED COUNTRIES OF THE WORLD
AND PERCENTAGE SHARE OF INDIA, 2010 AND 2011**

S. No.	Country	Outbound Departures to India i.e. FTAs in India (in thousand)			No. of Outbound Departures (in thousand)			India's % Share in Outbound Departures	
		2010	2011	% Growth (2011/10)	2010	2011	% Growth (2011/10)	2010	2011
1	2	3	4	5	6	7	8	9	10
1	USA	931	981	5.4	60271	58497	-2.9	1.5	1.7
2	UK	759	798	5.1	55562	56836	2.3	1.4	1.4
3	Sri Lanka	267	306	14.6	1122	1239	10.4	23.8	24.7
4	Canada	242	259	7.0	28680	30150	5.1	0.8	0.9
5	Germany	228	240	5.3	NA	NA	NA	-	-
6	France	225	231	2.7	25041	26155	4.4	0.9	0.9
7	Australia	170	193	13.5	7112	7795	9.6	2.4	2.5
8	Russian Fed	122	144	18.0	39323	43726	11.2	0.3	0.3
9	China	120	142	18.3	57386	70250	22.4	0.2	0.2
10	Nepal	104	119	14.4	765	774	1.2	13.6	15.4
11	Singapore	107	119	11.2	7342	7753	5.6	1.5	1.5
12	Korea Rep	96	109	13.5	12488	12694	1.6	-	-
13	Italy	94	101	7.4	29823	29295	-1.8	0.3	0.3
14	Thailand	77	92	19.5	5451	5397	-1.0	1.4	1.7
15	Netherlands	71	75	5.6	18368	18560	1.0	0.4	0.4
16	Spain	73	71	-2.7	12379	13347	7.8	0.6	0.5
17	South Africa	56	58	3.6	5165	5455	5.6	1.1	1.1
18	Maldives	58	54	-6.9	NA	NA	-	-	-
19	Sweden	45	49	8.9	13042	14651	12.3	0.3	0.3
20	Israel	43	48	11.6	4269	4387	2.8	1.0	1.1
21	Switzerland	43	46	7.0	10011	NA	-	0.4	-
22	Oman	35	41	17.1	NA	NA	NA	NA	NA
23	Belgium	38	40	5.3	8801	9727	10.5	0.4	0.4
24	New Zealand	37	37	0.0	2026	2096	3.5	1.8	1.8
25	Austria	33	36	9.1	9882	9874	-0.1	0.3	0.4
26	Indonesia	26	33	26.9	6235	6750	8.3	0.4	0.5
27	Philippines	25	31	24.0	NA	NA	-	-	-
28	Poland	25	28	12.0	7100	6300	-11.3	0.4	0.4
29	Saudi Arabia	22	26	18.2	7232	15281	111.3	0.3	0.2
30	Taiwan	24	26	8.3	9415	9584	1.8	0.3	0.3
31	Norway	22	25	13.6	NA	NA	-	-	-
32	Finland	24	24	0.0	6633	7274	9.7	0.4	0.3
33	Portugal	21	24	14.3	NA	NA	-	-	-
34	Ukraine	16	23	43.8	17180	19773	15.1	0.1	0.1
35	Ireland	20	22	10.0	6660	6383	-4.1	0.3	0.3
36	Mauritius	22	22	0.0	212	219	3.3	10.4	10.0
37	Brazil	15	17	13.3	6430	NA	-	0.2	-
38	Turkey	15	17	13.3	6557	6282	-4.2	0.2	0.3

S. No.	Country	Outbound Departures to India / FTAs in India (in thousand)			No. of Outbound Departures (in thousand)			India's % Share in Outbound Departures	
		2010	2011	% Growth (2011/10)	2010	2011	% Growth (2011/10)	2010	2011
1	2	3	4	5	6	7	8	9	10
39	Czech Rep	10	11	10.0	8673	5912	-31.8	0.1	0.2
40	Mexico	10	11	10.0	14334	14799	3.2	0.1	0.1
41	Kazakhstan	9	10	11.1	7232	-	-	0.1	-
42	Egypt	8	9	12.5	4618	4863	5.3	0.2	0.2
43	Hungary	6	7	16.7	5297	5335	0.7	0.1	0.1
44	Uzbekistan	5	7	40.0	1610	0	-100.0	0.3	-
45	Romania	5	6	20.0	10905	10936	0.3	0.0	0.1
46	Belarus	3	5	66.7	415	320	-22.9	0.7	1.6
47	Jordan	5	5	0.0	2708	1931	-28.7	0.2	0.3
48	Kuwait	5	5	0.0	-	-	-	-	-
49	Chile	11	4	-63.6	3348	3724	11.2	0.3	0.1
50	Colombia	4	4	0.0	2342	-	100.0	0.2	-
51	Georgia	1	4	300.0	2089	2237	7.1	0.0	0.2
52	Lithunia	3	4	33.3	1411	1526	8.2	0.2	0.3
53	Syria Arab Rep	4	4	0.0	6259	-	-	0.1	-
54	Uganda	3	4	33.3	324	367	13.3	0.9	1.1
55	Bulgaria	3	3	0.0	3676	3803	3.5	0.1	0.1
56	Croatia	3	3	0.0	1873	2880	53.8	0.2	0.1
57	Estonia	3	3	0.0	955	1054	10.4	0.3	0.3
58	Fiji	3	3	0.0	128	132	3.1	2.3	2.3
59	Iceland	2	3	50.0	299	341	14.0	0.7	0.9
60	Latvia	3	3	0.0	1650	1530	-7.3	0.2	0.2
61	Slovenia	3	3	0.0	2874	2722	-5.3	0.1	0.1
62	Algeria	1	2	100.0	1757	1715	-2.4	0.1	0.1
63	Cambodia	2	2	0.0	505	710	40.6	0.4	0.3
64	Hong Kong	2	2	0.0	84442	84816	0.4	0.0	0.0
65	Morocco	2	2	0.0	2175	2192	0.8	0.1	0.1
66	Peru	1	2	100.0	2058	2132	3.6	0.0	0.1
67	Seychelles	2	2	0.0	59	-	-	3.4	-
68	Tunisia	1	2	100.0	2250	2303	2.4	0.0	0.1
69	Venezuela	2	2	0.0	1477	1719	16.4	0.1	0.1
70	Zimbabwe	2	2	0.0	650	693	6.6	0.3	0.3
71	Armenia	1	1	0.0	563	715	27.0	0.2	0.1
72	Azerbaijan	1	1	0.0	1820	2308	26.8	0.1	0.0
73	Costa Rica	1	1	0.0	662	717	8.3	0.2	0.1
74	Cyprus	1	1	0.0	1067	1026	-3.8	0.1	0.1
75	Ecuador	1	1	0.0	899	1023	13.8	0.1	0.1
76	Kyrgystan	1	1	0.0	1296	-	-	0.1	-
77	Malta	1	1	0.0	294	308	4.8	0.3	0.3
78	Panama	1	1	0.0	392	-	-	0.3	-
79	Swaziland	0	1	-	1141	1264	10.8	0.0	0.1
80	Uruguay	1	1	0.0	1027	1534	49.4	0.1	0.1

Source: For Columns 6 and 7, UNWTO's Compendium of Tourism Statistics 2013 Edition:
For Columns 3 and 4, Bureau of Immigration, Govt. of India

3.3 INTERNATIONAL TOURISM RECEIPTS

As per UNWTO estimates, worldwide receipts from international tourism were US\$ 1075 billion in 2012, up from US\$ 1042 billion in 2011. All regions posted positive growth with the exception of Europe (-1.9%). Asia and the Pacific (8.5%) showed the highest growth, followed by Americas (7.4%).

Table 3.3.1 gives the year-wise receipts from international tourism by regions during the years 2010-2012. During the year 2012, Europe accounted for about (42.6%) of the world's total receipts from international tourism followed by Asia & the Pacific region (30.1%), Americas (19.8%), Middle East (4.4%) and Africa (3.1%).

**TABLE 3.3.1
INTERNATIONAL TOURISM RECEIPTS WORLDWIDE AND BY REGIONS, 2010- 2012**

(Receipts in Billion US\$)

Region	2010	2011	2012
World			
Receipts	930.0	1042.0	1075.0
% Annual Change	9.0	12.0	3.2
Africa			
Receipts	30.4	32.7	33.6
% Annual Change	7.0	7.6	2.8
% Share in World	3.3	3.1	3.1
Americas			
Receipts	180.7	197.9	212.6
% Annual Change	8.7	9.5	7.4
% Share in World	19.5	19.0	19.8
Asia & the Pacific			
Receipts	255.3	298.6	323.9
% Annual Change	25.0	17.0	8.5
% Share in World	27.5	28.7	30.1
Europe			
Receipts	409.3	466.7	457.9
% Annual Change	-0.7	14.0	-1.9
% Share in World	44.2	44.8	42.6
Middle East			
Receipts	51.7	46.4	47.0
% Annual Change	22.5	-10.3	1.3
% Share in World	5.6	4.5	4.4
India			
Receipts	14.19#	16.56#	17.74#
% Annual Change	27.5	16.7	7.1
% Share in World	1.53	1.59	1.65

Advance estimates of Ministry of Tourism

Source: UNWTO Tourism Highlights 2013 Edition for 2011 & 2012

The international tourism receipts worldwide and India's share in them during the years 1997-2012 are given in Table 3.3.2. The share of India in the world tourism receipts has remained between 0.65% and 0.72% during 1997-2000. However, it has been increasing steadily since 2002 and has reached 1.65% during 2012.

Table 3.3.2 depicts that international tourism receipts worldwide, which were hardly US\$ 442.8 billion in 1997, have reached US\$ 1075 billion in 2012, more than double in 15 years time. Whereas, in terms of international tourist arrivals worldwide, the number has grown from 593 million in 1997 to 1035 million tourist arrivals in 2012 only.

TABLE 3.3.2
INTERNATIONAL TOURISM RECEIPTS AND INDIA'S SHARE AND RANK, 1997-2012

Year	World Tourism Receipts				Percentage Share of India in world	India's Rank in world
	Receipts (US\$ billion)	Growth Rate	FEE in India (US\$ billion)	Growth Rate		
1997	442.8	0.8	2.89	2.0	0.65	-
1998	444.8	0.5	2.95	2.0	0.66	34 th
1999	458.2	3.0	3.01	2.1	0.66	35 th
2000	475.3	4.3	3.46	15.0	0.72	36 th
2001	463.8	-2.4	3.20	-7.6	0.69	36 th
2002	481.9	3.9	3.10	-3.0	0.64	37 th
2003	529.3	9.8	4.46	43.8	0.84	37 th
2004	633.2	19.6	6.17	38.2	0.97	26 th
2005	679.6	7.3	7.49	21.4	1.10	22 nd
2006	744.0	9.5	8.63	15.2	1.16	22 nd
2007	857.0	15.2	10.73	24.3	1.25	22 nd
2008	939.0	9.6	11.83	10.3	1.26	22 nd
2009	853.0	-9.4	11.13	-5.0	1.31	20 th
2010	930.0	9.0	14.19#	27.5	1.53	18 th
2011	1042.0	12.0	16.56#	16.7	1.59	18 th
2012	1075.0	3.2	17.74#	7.1	1.65	16 ^{th*}

Advance estimates of Ministry of Tourism

Source: UNWTO Tourism Highlight, 2013 Edition for 2011 & 2012

India's rank has also witnessed improvement from 34th in 1998 to 16th in 2012. In terms of International Tourism Receipts, top 4 positions were occupied by USA, Spain, France and China during the year 2012. During 2012 and 2011 the top 10 countries remained the same. though their interse positions underwent certain minor variations as brought out in the Table 3.3.3.

TABLE 3.3.3
COUNTRIES ABOVE INDIA IN TERMS OF TOURISM RECEIPTS, 2010-2012

2010			2011			2012		
Rank	Nationality	Tourism Receipts (US\$ billion)	Rank	Nationality	Tourism Receipts (US\$ billion)	Rank	Nationality	Tourism Receipts (US\$ billion)
1	USA	103.5	1	USA	115.6	1	USA	126.2
2	Spain	52.5	2	Spain	59.9	2	Spain	55.9
3	France	47.0	3	France	54.8	3	France	53.6
4	China	45.8	4	China	48.5	4	China	50.0
5	Italy	38.8	5	Italy	43.0	5	Macao (China)	43.7
6	Germany	34.7	6	Germany	38.9	6	Italy	41.2
7	UK	32.4	7	Macao (China)	38.5	7	Germany	38.1
8	Australia	29.1	8	UK	35.1	8	UK	36.6
9	Macao (China)	27.8	9	Australia	31.5	9	Hong Kong (China)	32.1
10	Turkey	22.6	10	Hong Kong (China)	27.7	10	Australia	31.5
11	Hong Kong (China)	22.2	11	Thailand	27.2	11	Thailand	30.1
12	Thailand	20.1	12	Turkey	25.1	12	Turkey	25.7
13	Austria	18.6	13	Austria	19.9	13	Malaysia	20.2
14	Malaysia	18.1	14	Malaysia	19.7	14	Singapore	19.3
15	Canada	15.8	15	Singapore	18.1	15	Austria	18.9
16	Switzerland	14.9	16	Switzerland	17.5	16	India	17.7**
17	Singapore	14.2	17	Canada	16.8			
18	India	14.5	18	India	16.6**			

Source: UNWTO Barometer June-2013

** As per RBI's estimates

4

Chapter

Atithidevo Bhava



Incredible India
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**OUTBOUND TOURISM-INDIAN NATIONALS'
DEPARTURES FROM INDIA**

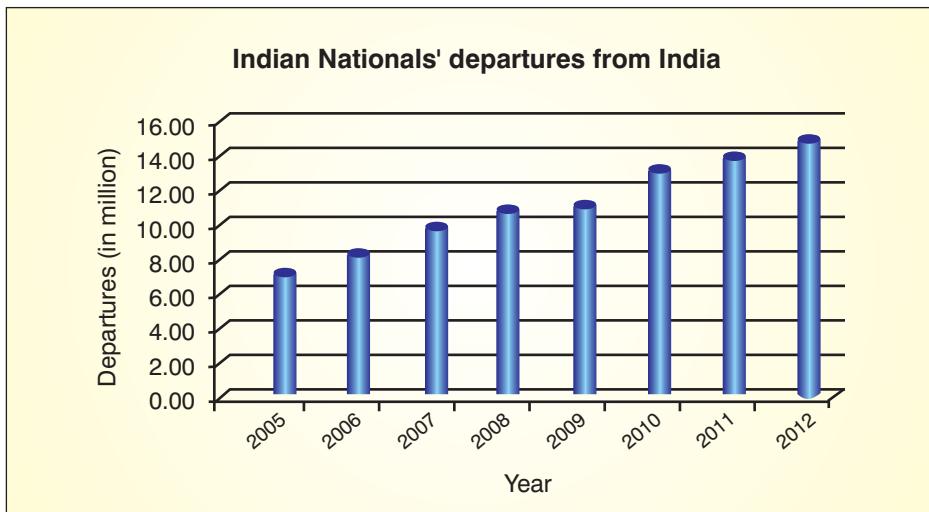
OUTBOUND TOURISM-INDIAN NATIONALS' DEPARTURES FROM INDIA

The number of Indian nationals' departures from India during 1991 was 1.94 million, which rose to 14.92 million in 2012 with a compound annual growth rate (CAGR) of 10.2 %. The number of Indian nationals' departures from India during 2012 registered a growth of 6.7% over 2011 as compared to 7.7 % growth in 2011 over 2010. The figures of Indian nationals' departures for the years 1991 to 2012, as compiled by the Bureau of Immigration (BOI) from Embarkation cards, along with percentage changes over the previous years, are given in Table 4.1.

**TABLE 4.1
NUMBER OF INDIAN NATIONALS' DEPARTURES FROM INDIA, 1991-2012**

Year	No. of Indian Nationals' departures from India	Percentage change over the previous year
1991	1942707	-14.8
1992	2161301	11.3
1993	2733304	26.5
1994	2734830	0.1
1995	3056360	11.8
1996	3463783	13.3
1997	3725820	7.6
1998	3810908	2.3
1999	4114820	8.0
2000	4415513	7.3
2001	4564477	3.4
2002	4940244	8.2
2003	5350896	8.3
2004	6212809	16.1
2005	7184501	15.6
2006	8339614	16.1
2007	9783232	17.3
2008	10867999	11.1
2009	11066072	1.8
2010	12988001	17.4
2011	13994002	7.7
2012	14924755	6.7

Source: Bureau of Immigration



The port-wise number of Indian nationals' departures from India for 2005 to 2012, are given in Table 4.2. During 2005 to 2012, top 3 airports for departures of Indian nationals from India were Mumbai, Delhi and Chennai. During 2012, Mumbai airport registered the highest share (23.46%) followed by Delhi airport (21.62%) and Chennai airport (10.86%). These 3 top airports accounted for 55.94% of the total departures in 2012. During 2011, Mumbai, Delhi and Chennai airports had a percentage share of 23.34%, 21.51% and 11.01%, respectively. However, during 2005 the share of these 3 airports were 29.95%, 21.03% and 12.85%, respectively and total share of these airports was 63.83%. The share of top 3 airports in overall departures of Indian nationals from India during 2005-2012 is gradually decreasing.

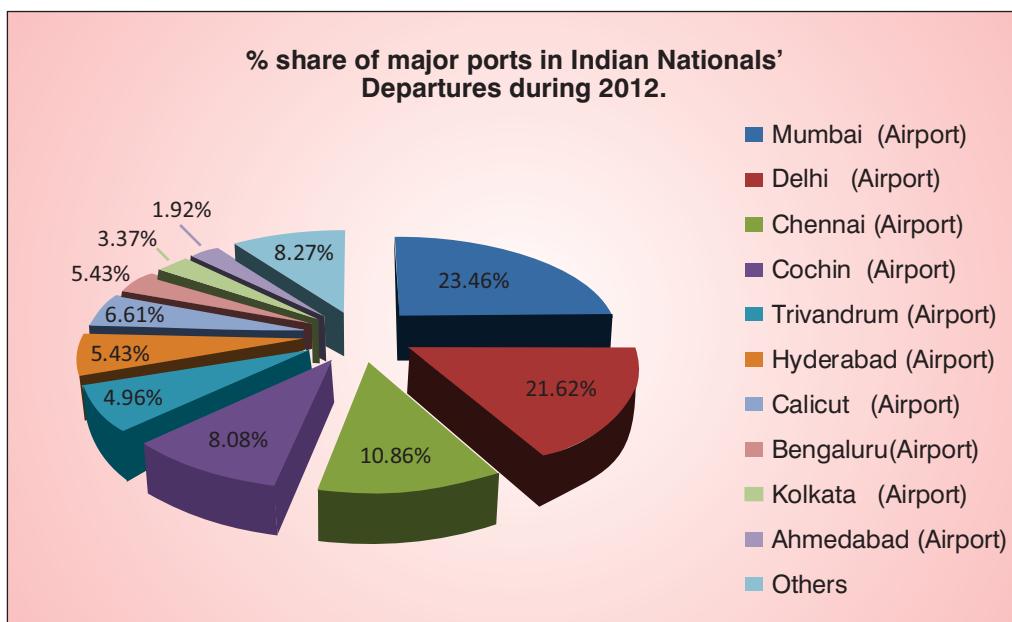
The share of Top 10 ports in overall departures of Indian nationals from India during 2005-2012 has also gradually decreased from 95.13% in 2005 to 91.73% in 2012. This decline may be due to various reasons including introduction of international flights from other airports.

TABLE 4. 2
PORT-WISE INDIAN NATIONALS' DEPARTURES FROM INDIA, 2005 - 2012

Port/ Land Check post	Year								% Share in 2012
	2005	2006	2007	2008	2009	2010	2011	2012	
Mumbai (Airport)	2152002	2368115	2623707	2734458	2615702	3031822	3264653	3501739	23.46
Delhi (Airport)	1510735	1764264	1956299	2141600	2117561	2621535	3009762	3226344	21.62
Chennai (Airport)	923250	1039973	1211400	1350418	1312197	1450521	1540106	1620314	10.86
Cochin (Airport)	497966	591236	773310	915278	968375	1022233	1098333	1205315	8.08

Port/ Land Check post	Year								% Share in 2012
	2005	2006	2007	2008	2009	2010	2011	2012	
Trivandrum (Airport)	403627	474309	578647	619856	642011	751861	677998	739698	4.96
Hyderabad (Airport)	383500	461616	494797	482897	543719	740350	777540	810903	5.43
Calicut (Airport)	382720	454606	526290	735151	791021	904130	970961	986463	6.61
Bengaluru (Airport)	255518	369508	491088	530054	577191	664083	746051	810108	5.43
Kolkata (Airport)	215223	232219	286953	294644	307379	411210	453682	502802	3.37
Ahmedabad (Airport)	110131	957114	170458	225479	262734	296778	275981	286707	1.92
Others	349829	488054	670283	838164	928182	1093478	1178935	1234362	8.27
Total	7184501	8339614	9783232	10867999	11066072	12988001	13994002	14924755	100.00
Top 3	63.83%	62.09%	59.2%	57.3%	54.63%	56.23	55.84	55.94	
Top 10	95.13%	94.15%	93.15%	92.29%	91.61%	91.58	91.59	91.73	

Source: Bureau of Immigration



As the information about the destination-wise Indian nationals' departures is currently not available from Bureau of Immigration, the same for the last seven years has been taken from UNWTO publications and is presented in Table 4.3. Among the countries for which information were available during 2011, the top 5 destination countries for Indian nationals were Saudi Arabia, Thailand, Singapore, Kuwait and Malaysia. While in 2010, the top 5 destination countries were Singapore, Kuwait, Thailand, Malaysia and USA.

TABLE 4. 3
DESTINATION-WISE INDIAN NATIONALS' DEPARTURES
FROM INDIA, 2005-2011

S. No.	Country of Destination	Number of Indian Nationals' departures from India					
		2005	2006	2007	2008	2009	2010
	North America						
1	Canada	77849	87210	101724	110890	107959	127619
2	USA	344926	406845	567045	598971	549474	650935
	Central & South America						
3	Bahamas	285	443	506	605	435	561
4	Barbados	644	629	3090	963	959	1317
5	Brazil	N.A.	N.A.	N.A.	19456	11361	181829
6	Cambodia	6938	8690	11454	12467	12461	13542
7	Cayman Islands	81	140	141	190	171	157
8	Colombia	1348	1549	1911	2038	2483	2533
9	Chile	3474	3499	3505	3376	2673	2612
10	Cuba	3783	3437	1898	2730	2551	3614
11	Dominican Rep.	337	279	663	754	806	848
12	Ecuador	780	613	795	1212	1570	2060
13	Honduras	278	343	198	231	295	304
14	Jamaica	457	586	1525	904	1232	1127
15	Nicaragua	1347	751	245	1552	513	1935
16	Peru	1355	1462	2059	3033	3390	3526
17	Paraguay	157	187	345	300	258	177
18	Suriname	N.A.	326	484	551	454	556
19	Trinidad & Tobago	1465	2199	2656	1990	1653	1344
20	Venezuela	1338	1287	845	858	1131	224
	Western Europe						
21	Belgium	19572	21683	33504	53951	34711	40447
22	Finland	5000	8000	18000	32000	23000	25000
23	Italy	59056	116951	108941	135517	139094	182552
24	Portugal	5496	N.A.	N.A.	N.A.	N.A.	N.A.
25	Switzerland	93472	115055	132396	132107	136322	165999
26	UK	272000	366745	335892	359237	272754	371000
	Eastern Europe						
27	Armenia	1967	2340	2590	3970	4100	4180
28	Azerbaijan	2034	1969	2110	4236	3721	3755
							3715

S. No.	Country of Destination	Number of Indian Nationals' departures from India						
		2005	2006	2007	2008	2009	2010	2011
29	Belarus	282	105	229	221	154	73	97
30	Bulgaria	2766	3187	3701	4605	4106	3696	3849
31	Georgia	1335	3088	2355	2712	3674	5653	4578
32	Hungary	6417	6903	8154	N.A.	N.A.	N.A.	N.A.
33	Kazakhstan	6160	7197	9280	9022	N.A.	11949	N.A.
34	Kyrgyzstan	1211	1030	1277	1038	N.A.	1725	1990
35	Latvia	832	1450	1017	4329	3737	7147	7790
36	Moldova, Rep. of	30	6	21	4	5	2	6
37	Poland	8702	9893	13449	15000	10000	15000	15000
38	Russia	42184	45795	68044	62163	N.A.	53364	N.A.
39	Romania	6033	6632	8088	9364	6662	8861	9040
40	Slovakia	603	443	1229	1380	1290	1495	2537
41	Tajikistan	N.A.	N.A.	N.A.	495	227	254	121
42	Turkmenistan	1	1	8	N.A.	N.A.	N.A.	N.A.
43	Ukraine	5918	6821	7370	7262	8183	10152	9254
	Africa							
44	Angola	1642	1852	3768	5262	9517	8831	12741
45	Benin	1300	1225	898	634	212	707	1037
46	Botswana	N.A.	2505	1710	N.A.	N.A.	95	N.A.
47	Egypt	54141	61301	82481	88811	86698	114248	73443
48	Eritrea	2985	2895	2973	395	718	730	577
49	Ethiopia	7125	7975	8895	10560	N.A.	14607	19667
50	Guinea	900	20769	320	N.A.	N.A.	N.A.	N.A.
51	Lesotho	N.A.	318	304	404	256	285	261
52	Mauritius	29755	37498	42974	43911	39252	49779	53955
53	Morocco	4577	4950	6306	6363	6995	7936	7640
54	Nigeria	25946	28741	49351	54835	57028	57229	202200
55	Rwanda	N.A.	N.A.	16721	17111	13085	16178	N.A.
56	Reunion	N.A.	N.A.	418	N.A.	N.A.	N.A.	N.A.
57	Seychelles	981	1132	1110	1241	1616	2671	2380
58	South Africa	39906	49674	57999	59186	70169	71587	90367
59	Swaziland	2396	3071	3449	3252	4339	3970	4103
60	Sierra Leone	N.A.	N.A.	N.A.	N.A.	N.A.	1014	1148
61	Tanzania, United Republic of	17598	13020	14042	17530	17002	19101	17731
62	Uganda	10691	11829	12408	16236	13022	16747	19419
63	Zambia	8658	12658	12432	13934	12932	21414	N.A.

S. No.	Country of Destination	Number of Indian Nationals' departures from India						
		2005	2006	2007	2008	2009	2010	2011
64	Zimbabwe	3623	3316	3990	3911	5446	3571	3499
West Asia								
65	Bahrain	466849	590198	718415	N.A.	N.A.	N.A.	N.A.
66	Israel	19018	20233	24091	29413	23058	40109	38481
67	Iraq	N.A.	N.A.	N.A.	6031	13876	13680	N.A.
68	Jordan	27651	28640	34610	41962	34061	51461	64971
69	Kuwait	477201	560951	653392	673671	733117	751059	789694
70	Lebanon	11111	10079	8242	10668	13946	16117	15378
71	Oman	104778	116166	153041	156723	162832	158739	N.A.
72	Syria	11875	9830	11490	14619	20984	31056	N.A.
73	Saudi Arabia	117101	345431	613347	601922	247075	389116	1501308
74	Turkey	26480	35379	45175	55798	55114	61559	72980
75	United Arab Emirates	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
76	Yeman	11420	14522	14667	13867	19608	26112	N.A.
South Asia								
77	Bangladesh	86231	60516	78568	N.A.	N.A.	N.A.	N.A.
78	Iran	N.A.	N.A.	N.A.	N.A.	22277	23903	34770
79	Maldives	10260	12071	17327	16663	15850	25756	30978
80	Nepal	95685	88857	88284	84073	91994	108077	147037
81	Pakistan	59560	70174	48242	54101	42694	N.A.	N.A.
82	Sri Lanka	113323	128370	106067	85238	83634	126882	171374
South East Asia								
83	Brunei	N.A.	N.A.	3402	3540	2879	4904	4616
84	Cambodia	6938	8690	11454	12467	12461	13542	15240
85	Indonesia	58359	94258	123465	155391	156545	159373	181791
86	Lao Peo. Democratic Rep.	2096	2100	2361	2652	2280	3321	3227
87	Malaysia	225789	279046	422452	550738	589838	690849	693056
88	Myanmar	7679	7540	7675	7173	8609	9849	12318
89	Philippines	21034	22703	27341	31135	32817	34581	42844
90	Singapore	583590	658902	748728	778303	725624	828994	868991
91	Thailand	352766	429732	506237	497022	596529	746214	891748
92	Timor-Leste	N.A.	152	202	400	1464	2027	1451
East Asia								
93	China (Main)	356460	405091	462450	436625	448942	549321	606474
94	Hong Kong(China)	273487	294079	317510	350674	366646	530910	498063

S. No.	Country of Destination	Number of Indian Nationals' departures from India						
		2005	2006	2007	2008	2009	2010	2011
95	Japan	58572	62505	67583	67323	58918	66819	59354
96	Macau (China)	20846	28903	45473	82369	107513	169096	169660
97	Mongolia	420	672	784.	893	952	941	940
98	Korea, Republic of	58560	62531	68276	73130	72779	86547	92047
99	Taiwan (China)	17475	18020	19954	19951	18532	23849	23927
	Australasia							
100	Australia	67930	83771	95214	116001	124888	138705	148191
101	French Polynesia	69	116	224	246	289	318	432
102	New Zealand	17761	20265	21853	23860	25336	29486	28262
103	Papua New Guinea	736	1002	1940	2284	N.A.	2750	4950
104	Tonga	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	11

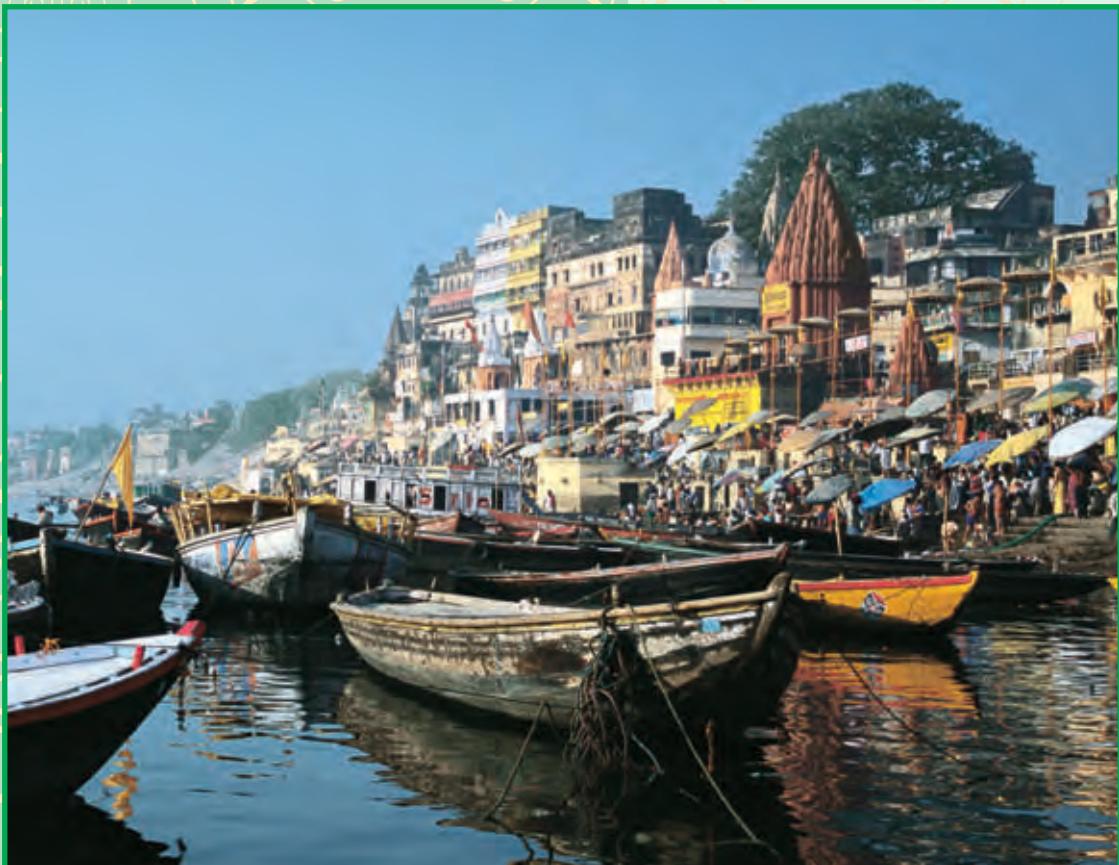
N.A : Not Available

Source : Yearbook of Tourism Statistics 2013 Edition, UNWTO

5

Chapter

Atithidevo Bhava



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DOMESTIC TOURISM

DOMESTIC TOURISM

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

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

5.1. DOMESTIC AND FOREIGN TOURIST VISITS DURING 1991 -2012

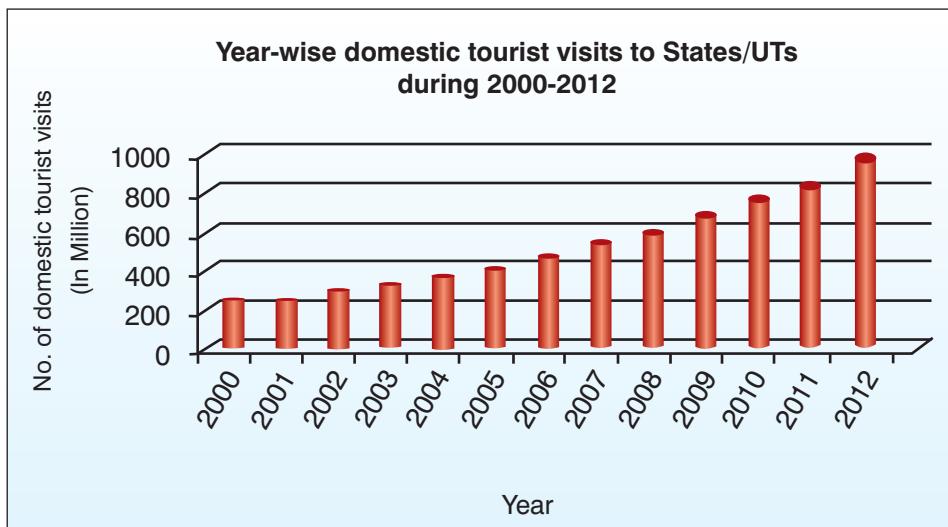
Table 5.1.1 presents the statistics on domestic and foreign tourist visits to various States and UTs during the years 1991 to 2012. There has been a continuous increase in domestic tourist visits, with the compound annual growth rate (CAGR) of domestic tourist visits to all States/UTs from 1991 to 2012 being 13.96%. The foreign tourist visits too have been increasing over the years, though there was a decline in the years 1992, 1998, 2001, 2002 and 2009. The foreign tourist visits to all States/UTs during 1991 to 2012 witnessed a CAGR of 9.39%. The year 2012 witnessed a growth of 19.9 % in domestic tourist visits over the year 2011, which is higher than the growth of 13.8% in the year 2011 over 2010. During 2012, the visits by foreign tourists registered a growth of 6.3% over 2011.

TABLE 5.1.1
DOMESTIC & FOREIGN TOURIST VISITS TO STATES / UTs , 1991 - 2012

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%	-0.7%
1999	190671034	5832015	13.4%	5.3%
2000	220106911	5893542	15.4%	1.1%
2001	236469599	5436261	7.4%	-7.8%

Year	Tourist Visits		Annual Growth Rate	
	Domestic	Foreign	Domestic	Foreign
2002	269598028	5157518	14.0%	-5.1%
2003	309038335	6708479	14.6%	30.1%
2004	366267522	8360278	18.5%	24.6%
2005	392014270	9947524	7.0%	19.0%
2006	462321054	11738892	17.9%	18.0%
2007	526564478	13256637	13.9%	12.9%
2008	563034107	14380633	6.9%	8.5%
2009	668800482	14372300	18.8%	-0.1%
2010	747703380	17910178	11.8%	24.6%
2011	864532718	19497126	15.6%	8.86%
2012	1036346657	20731495	19.87%	6.33%

From the following graph, it is apparent that the numbers of domestic tourist visits to States/UTs during last 13 years have been registering an increasing trend.



From the following graph, it emerges out that numbers of foreign tourist visits to States/UTs during last 13 years have been registering an increasing trend, except for marginal decline in foreign tourist visits in the years 2001, 2002 and 2009.

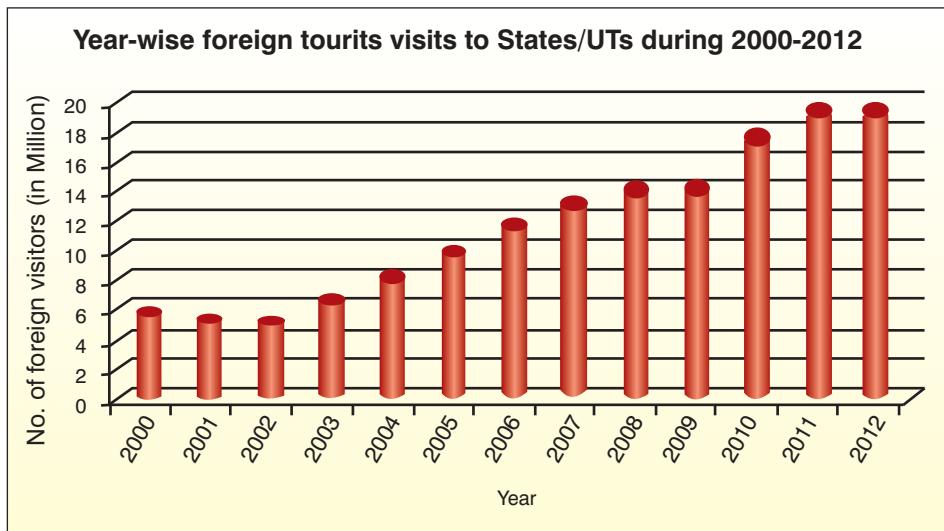


Table 5.1.2 gives the number of domestic and foreign tourist visits to different States/UTs during the years 2011 and 2012. It may be seen from this Table that most of the States/UTs have generally observed increase in the number of domestic and foreign tourist visits, during 2012. The States/UTs which recorded decline in domestic tourist visits in 2012 over 2011 were Jammu & Kashmir, Daman & Diu and Lakshadweep. The States / UTs which experienced decline in foreign tourist visits during 2012 over 2011 were Uttarakhand, Punjab, Jharkhand, Chandigarh and Dadra & Nagar Haveli.

TABLE 5.1.2
STATE/ UT - WISE DOMESTIC AND FOREIGN TOURIST VISITS, 2011-2012.

S. No.	State/ UT	2011		2012		Growth Rate	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar Islands	202221	15814	238699	17538	18.04	10.9
2	Andhra Pradesh	153119816	264563	206817895	292845	35.07	10.69
3	Arunachal Pradesh	233227	4753	317243	5135	36.02	8.04
4	Assam	4339485	16400	4511407	17543	3.96	6.97
5	Bihar	18397490	972487	21447099	1096933	16.58	12.8
6	Chandigarh	909904	37181	924589	34130	1.61	-8.21
7	Chhattisgarh\$	14320503	3973	15036530	4172	5	5.01
8	Dadra & Nagar Haveli	422265	1412	469213	1234	11.12	-12.61
9	Daman & Diu	832906	4484	803963	4607	-3.47	2.74
10	Delhi * #	15428865	2159925	18495139	2345980	19.87	8.61
11	Goa	2225002	445935	2337499	450530	5.06	1.03
12	Gujarat	21017478	166042	24379023	174150	15.99	4.88

S. No.	State/ UT	2011		2012		% Growth (2012/11)	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
13	Haryana	5988062	130435	6799242	233002	13.55	78.63
14	Himachal Pradesh	14604888	484518	15646048	500284	7.13	3.25
15	Jammu & Kashmir	13071531	71593	12427122	78802	-4.93	10.07
16	Jharkhand	10796286	72467	20421016	31909	89.15	-55.97
17	Karnataka	84107390	574005	94052729	595359	11.82	3.72
18	Kerala	9381455	732985	10076854	793696	7.41	8.28
19	Lakshadweep	9424	567	4417	580	-53.13	2.29
20	Madhya Pradesh	44119820	269559	53197209	275930	20.57	2.36
21	Maharashtra*	55333467	4815421	66330229	5120287	19.87	6.33
22	Manipur	134505	578	134541	749	0.03	29.58
23	Meghalaya	667504	4803	680254	5313	1.91	10.62
24	Mizoram	62174	658	64249	744	3.34	13.07
25	Nagaland	25391	2080	35915	2489	41.45	19.66
26	Odisha	8271257	60722	9052871	64719	9.45	6.58
27	Puducherry	897896	52298	981714	52931	9.33	1.21
28	Punjab	16416638	150958	19056143	143805	16.08	-4.74
29	Rajasthan	27137323	1351974	28611831	1451370	5.43	7.35
30	Sikkim	552453	23602	558538	26489	1.1	12.23
31	Tamil Nadu	137512991	3373870	184136840	3561740	33.91	5.57
32	Tripura	359515	6046	361786	7840	0.63	29.67
33	Uttar Pradesh	155430364	1887095	168381276	1994495	8.33	5.69
34	Uttarakhand	25946254	124653	26827329	124555	3.4	-0.08
35	West Bengal	22256968	1213270	22730205	1219610	2.13	0.52
Total		864532718	19497126	1036346657	20731495	19.87	6.33

Source: State / Union Territory Tourism Departments.

Note: (i) \$ - DTVs and FTVs figures of 2011 have been revised.

(ii) * - Figures of DTVs to Delhi and DTVs & FTVs to Maharashtra have been estimated using all India growth rate.

(iii) # - Figures of FTVs to Delhi have been adjusted using information available with Ministry of Tourism.

Table 5.1.3 provides the percentage shares and ranks of various States/UTs in domestic and foreign tourist visits during 2012. The top 5 States in domestic tourist visits in 2012 were Andhra Pradesh (206.8 million), Tamil Nadu (184.1 million), Uttar Pradesh (168.4), Karnataka (94.1 million) and Maharashtra (66.3 million) with their respective shares being 20%, 17.8%, 16.2%, 9.1% and 6.4 %. These 5 States accounted for about 69.5% of the total domestic tourist visits in the country. In respect of foreign tourist visits in 2012, the top 5 States/UTs were

Maharashtra (5.1 million), Tamil Nadu (3.6 million), Delhi (2.3 million), Uttar Pradesh (2.0 million) and Rajasthan (1.5 million) with their respective shares being 24.7%, 17.2%, 11.3%, 9.6% and 7.0% These 5 States/UTs accounted for about 69.8% of the total foreign tourist visits to the States/UTs in the country.

TABLE: 5.1.3
PERCENTAGE SHARES AND RANKS OF DIFFERENT STATES/UTs IN
DOMESTIC AND FOREIGN TOURIST VISITS, DURING 2012

S.No.	State/ UT	Tourist Visits (Numbers)		Percentage Share		Rank in 2012	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar Islands	238699	17538	0.02	0.08	31	25
2	Andhra Pradesh	206817895	292845	19.96	1.41	1	12
3	Arunachal Pradesh	317243	5135	0.03	0.02	30	28
4	Assam	4511407	17543	0.44	0.08	21	24
5	Bihar	21447099	1096933	2.07	5.29	11	7
6	Chandigarh	924589	34130	0.09	0.16	24	21
7	Chhattisgarh\$	15036530	4172	1.45	0.02	16	30
8	Dadra & Nagar Haveli	469213	1234	0.05	0.01	28	32
9	Daman & Diu	803963	4607	0.08	0.02	25	29
10	Delhi * #	18495139	2345980	1.78	11.32	14	3
11	Goa	2337499	450530	0.23	2.17	22	11
12	Gujarat	24379023	174150	2.35	0.84	9	15
13	Haryana	6799242	233002	0.66	1.12	20	14
14	Himachal Pradesh	15646048	500284	1.51	2.41	15	10
15	Jammu & Kashmir	12427122	78802	1.2	0.38	17	18
16	Jharkhand	20421016	31909	1.97	0.15	12	22
17	Karnataka	94052729	595359	9.08	2.87	4	9
18	Kerala	10076854	793696	0.97	3.83	18	8
19	Lakshadweep	4417	580	0	0	35	35
20	Madhya Pradesh	53197209	275930	5.13	1.33	6	13
21	Maharashtra*	66330229	5120287	6.4	24.7	5	1
22	Manipur	134541	749	0.01	0	32	33
23	Meghalaya	680254	5313	0.07	0.03	26	27
24	Mizoram	64249	744	0.01	0	33	34
25	Nagaland	35915	2489	0	0.01	34	31
26	Odisha	9052871	64719	0.87	0.31	19	19
27	Puducherry	981714	52931	0.09	0.26	23	20

S.No.	State/ UT	Tourist Visits (Numbers)		Percentage Share		Rank in 2012	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
28	Punjab	19056143	143805	1.84	0.69	13	16
29	Rajasthan	28611831	1451370	2.76	7	7	5
30	Sikkim	558538	26489	0.05	0.13	27	23
31	Tamil Nadu	184136840	3561740	17.77	17.18	2	2
32	Tripura	361786	7840	0.03	0.04	29	26
33	Uttar Pradesh	168381276	1994495	16.25	9.62	3	4
34	Uttarakhand	26827329	124555	2.59	0.6	8	17
35	West Bengal	22730205	1219610	2.19	5.88	10	6
	Total	1036346657	20731495	100	100		

Source: State / Union Territory Tourism Departments.

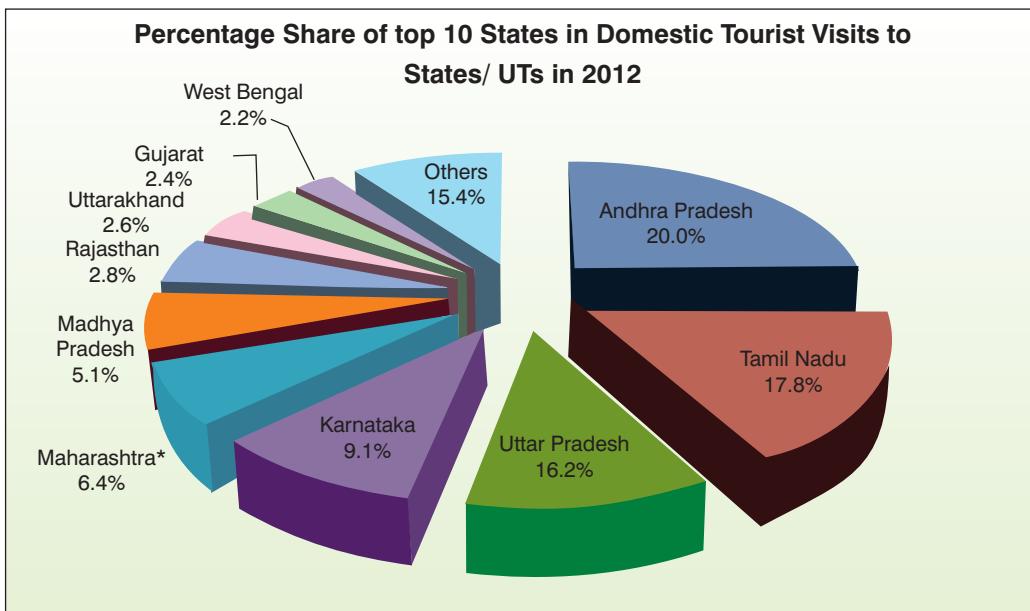
Note: : (i) \$ - DTVs and FTVs figures of 2011 have been revised.

(ii) * - Figures of DTVs to Delhi and DTVs & FTVs to Maharashtra have been estimated using all India growth rate.

(iii) # - Figures of FTVs to Delhi have been adjusted using information available with Ministry of Tourism.

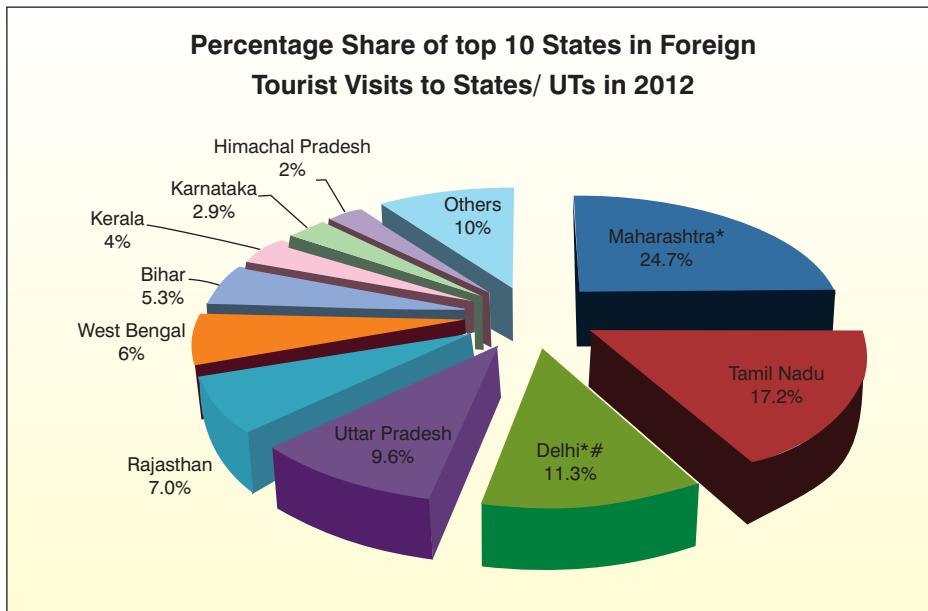
The top 10 States/UTs in terms of domestic tourist visits during 2012 were the same as in 2011, except some changes in relative ranks of these States.

The following graph shows the percentage share of top 10 States/UTs in terms of domestic tourist visits in 2012.



The top 10 States/UTs in terms of foreign tourist visits during 2012 were mostly the same as in 2011, with marginal changes in relative ranks of States.

The following graph shows the percentage share of top 10 States/UTs in terms of foreign tourist visits in 2012.



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 2012. The number of domestic visitors and foreign visitors to centrally protected ticketed monuments increased by 6.7 % and 3.9%, respectively in 2012 over 2011.

Table 5.2.2 gives the list of 10 most popular monuments, in terms of number of visitors, in 2012. Among all the monuments, Taj Mahal, Agra (5.28 million) was the most visited monument in 2012 for domestic tourist visitors followed by Qutab Minar, Delhi (3.24 million)

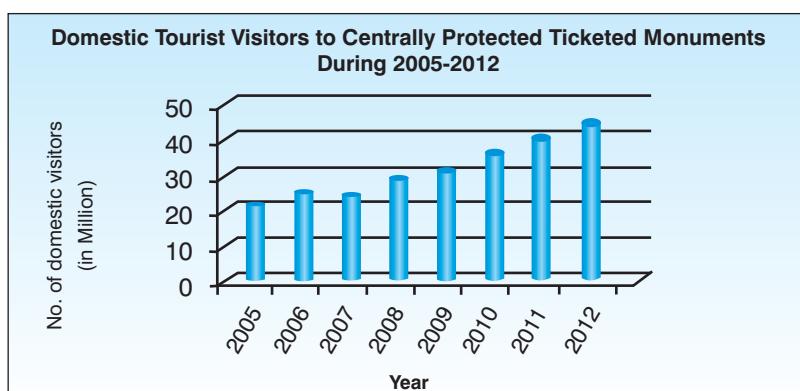
and Red Fort, Delhi (2.85 million). In respect of foreign tourist visitors also Taj Mahal, Agra (0.74 million) was the most visited monument, in 2012, followed by Agra Fort, Agra (0.35 million) and Humayun's Tomb, Delhi (0.33 million).

TABLE 5.2.1
VISITORS TO CENTRALLY PROTECTED TICKETED MONUMENTS, 1996-2012

Year	No. of Centrally Protected Ticketed ASI Monuments	Number of Visitors			Annual Growth Rate		
		Domestic	Foreign	Total	Domestic	Foreign	Total
1996	68	-	-	10956764	-	-	-
1997	68	-	-	15767820	-	-	43.9%
1998	68	-	-	13317242	-	-	-15.5%
1999	68	-	-	20502547	-	-	54.0%
2000	126	-	-	19539127	-	-	-4.7%
2001	126	-	-	20364901	-	-	4.2%
2002	126	17333055	837012	18170067	-	-	-10.8%
2003	126	19551820	1216615	20768435	12.8%	45.4%	14.3%
2004	116	20356940	1788753	22145693	4.1%	47.0%	6.6%
2005	116	21035864	2122436	23158300	3.3%	18.7%	4.6%
2006	116	23815252	2250502	26065754	13.2%	6.0%	12.6%
2007	116	23450419	2614254	26064673	-1.5%	16.2%	0.0%
2008	117	28786608	2679763	31466371	22.8%	2.5%	20.7%
2009	119	30804103	2195382	32999485	7.0%	-18.1%	4.9%
2010	117	35770242	2998175	38768417	16.1%	36.6%	17.5%
2011	117	40534481	2948065	43482546	13.3%	-1.7%	12.2%
2012	116	43259075	3064778	46323853	6.7%	3.9%	6.5%

Source: - Archaeological Survey of India (ASI)

The following graphs indicate that the numbers of domestic and foreign tourist visitors to centrally protected ticketed monuments during last 8 years have been consistently increasing except for a decline in domestic visitors during 2007 and foreign visitors during 2009 and 2011.



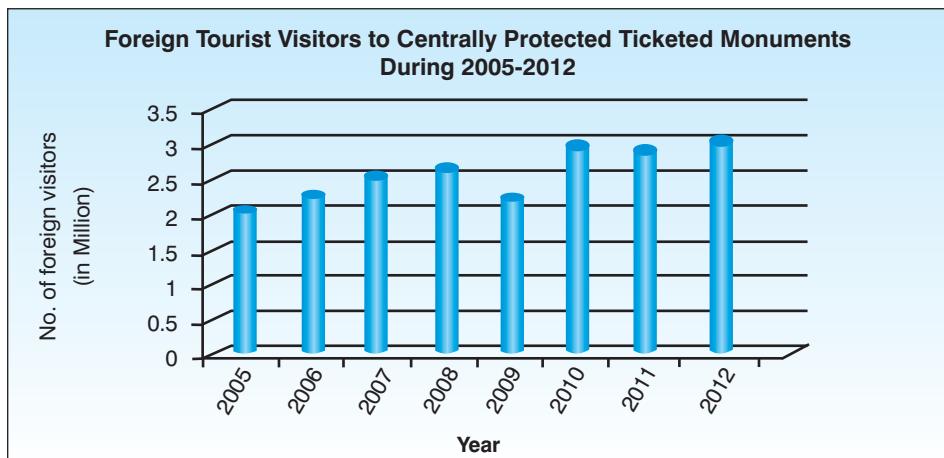


TABLE 5.2.2
DOMESTIC AND FOREIGN VISITORS AT 10 MOST POPULAR CENTRALLY PROTECTED TICKETED ASI MONUMENTS DURING 2012

10 Most popular Centrally Protected Ticketed Monuments for Domestic Visitors in 2012				10 Most popular Centrally Protected Ticketed Monuments for Foreign Visitors in 2012			
Rank	Name of Monument	No. of Domestic visitors	Percentage Share	Rank	Name of Monument	No. of Foreign Visitors	Percentage Share
1	Taj Mahal, Agra	5281560	12.2	1	Taj Mahal, Agra	743256	24.3
2	Qutub Minar, Delhi	3240068	7.5	2	Agra Fort, Agra	351189	11.5
3	Red Fort, Delhi	2854123	6.6	3	Humayun's Tomb, Delhi	330216	10.8
4	Sun Temple, Konark	2347441	5.4	4	Fatehpur Sikri, Agra	263590	8.6
5	Agra Fort, Agra	1713207	4.0	5	Qutab Minar, Delhi	206997	6.7
6	Golconda Fort, Hyderabad	1605524	3.7	6	Red Fort, Delhi	163963	5.3
7	Charminar, Hyderabad	1530627	3.3	7	Mattancherry Palace Museum, Kochi	119780	3.9
8	Ellora Caves, Aurangabad	1423480	3.5	8	Western Group of Temples, Khajuraho	97724	3.2
9	Bibi-Ka-Maqbara, Aurangabad	1295481	3.0	9	Itimad-ud-Daulah, Agra	79471	2.6
10	Gol-Gumbaz, Bijapur	1045718	2.4	10	Excavated Remains at Sarnath (UP)	77411	2.5
Others		20921846	48.4	Others		631181	20.6
Total		43259075	100	Total		3064778	100

Source: Archaeological Survey of India (ASI)

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

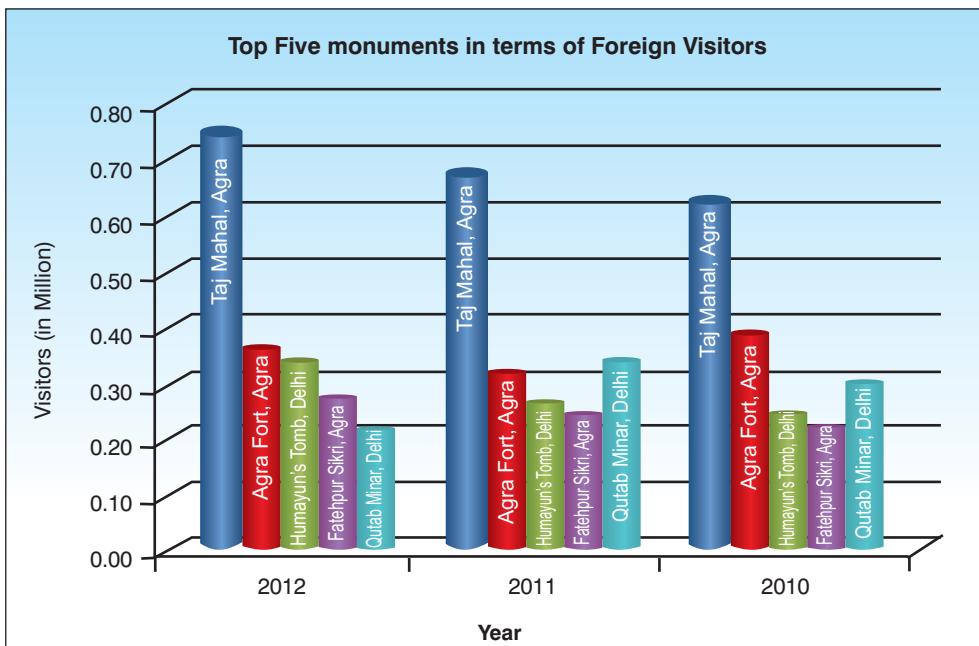
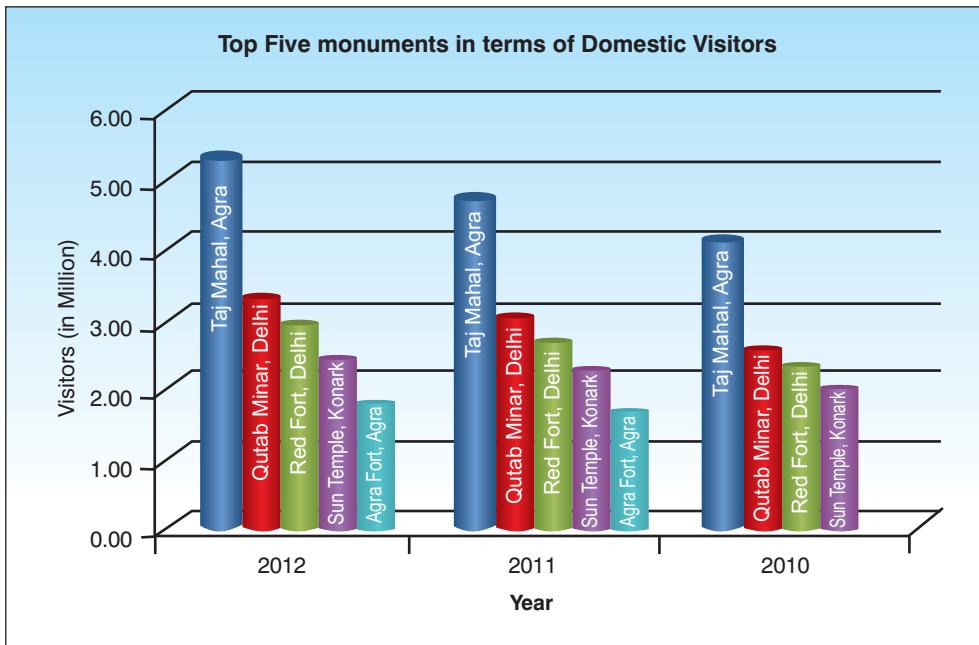


TABLE 5.2.3
NUMBER OF VISITORS TO CENTRALLY PROTECTED TICKETED MONUMENTS, 2010 - 2012

S. No.	Name of the Monument	2010		2011		2012	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
I Agra Circle							
1	Taj Mahal	4087968	621183	4646203	668903	5281560	743256
2	Agra Fort	1417641	381479	1605432	306097	1713207	351189
3	Akbar's Tomb, Sikandra	409368	52600	443553	57852	540976	60228
4	Fatehpur Sikri	315420	210450	422450	229091	468602	263590
5	Itimad-ud-Daula, Agra	79208	55920	117401	62625	134514	79471
6	Mehtab Bagh, Agra	59075	10890	98291	22214	102903	23605
7	Ram Bagh, Agra	31689	322	41820	307	58224	284
8	Mariyam's Tomb, Agra	18056	236	23880	234	43685	365
Total		6418425	1333080	7399030	1347323	8343671	1521988
II Aurangabad Circle							
9	Ellora Caves	1187432	32540	1308262	33023	1423480	32913
10	Bibi-Ka-Maqbara,Aurangabad	1100088	14619	1215998	14640	1295481	15367
11	Daulatabad Fort	550423	8860	631117	9137	647810	8867
12	Ajanta Caves	389572	28192	412473	28576	426851	28062
13	Pandaulena Caves, Pathardi	138531	1034	169035	1121	217424	1051
14	Aurangabad Caves	45369	2157	49502	2362	45031	2329
Total		3411415	87402	3786387	88859	4056077	88589
III Mumbai Circle							
15	Shaniwarwada, Pune	527212	5541	628206	6965	592983	7668
16	Elephanta caves, Gharapuri, Mumbai	304185	25718	371122	19959	485193	30913
17	Lenyadri Caves	396176	70	376882	140	383615	130
18	Kanheri Caves, Mumbai (Suburban)	154717	3956	177860	4418	201339	4874
19	Karla Caves, Karla	202703	3145	208100	2559	198802	1915
20	Raigad Fort	186928	166	184235	194	174209	154
21	Aga Khan Palace, Pune	96851	8505	105072	9866	100564	7134
22	Caves, Temples & Inscription, Bhaja	44908	1122	47107	1011	45986	1071
23	Kolaba Fort	44908	1122	58808	212	43784	168
24	Old Fort Sholapur	186928	166	16373	16	12236	15
Total		2145516	49511	2173765	45340	2238711	54042

S. No.	Name of the Monument	2010		2011		2012	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
IV	Bengaluru Circle						
25	Daria Daaulat Bagh, Srirangapatnam	873099	25937	929777	26132	863665	25888
26	World Heritage Site, Hampi,	475123	34433	473338	36334	502014	38173
27	Chitradurga Fort, Chitradurga	325539	560	348398	565	376665	764
28	Keshava Temple, Somnathpura	180920	181078	148343	6277	154500	13396
29	Tipu Sultan Palace, Bangalore	132197	6211	213525	11959	136769	6432
30	Bellary Fort, Bellary	6140	20	5403	67	7477	49
V	Bhopal Circle						
31	Rani Roopmati Pavilion, Mandu	306805	2146	287490	2020	299790	2527
32	Royal Complex, Mandu	274772	2556	266739	2402	282207	3102
33	Gwalior Fort, Gwalior	219740	14423	259705	14766	270450	12971
34	Western Group of Temples, Khajuraho	234950	90721	253544	97356	260946	97724
35	Buddhist Monuments , Sanchi	196211	6775	207960	6800	212796	6730
36	Hoshang Shah's Tomb, Mandu	172135	2269	163670	2066	173423	2801
37	The Palace Situated, Burhanpur	51791	197	50607	165	61644	298
38	Buddhist Caves	23092	23	21800	12	22666	22
39	Bhojshala and Kamal Maula's Mosque	14645	0	12162	0	11994	0
Total		1494141	119110	1523677	125587	1595916	126175
VI	Bhubaneswar Circle						
40	Sun Temple, Konark	1929690	7954	2225087	8762	2347441	8580
41	Udaigiri & Khandagiri Caves	405274	2977	474445	3574	434123	3363
42	Ratnagiri Monument	28827	453	24453	495	32689	614
43	Raja Rani Temple, Bhubaneswar	27312	1769	30753	2103	23761	1788
44	Lalitagiri Monument	12921	285	13925	420	20328	430
Total		2404024	13438	2768663	15354	2858342	14775
VII	Chandigarh Circle						
45	Sheikh Chilli's Tomb Thanesar	109208	121	100939	118	125473	121
46	Suraj Kund, Faridabad	28164	77	34776	90	35912	118
Total		137372	198	135715	208	161385	239
VIII	Chennai Circle						
47	Group of Monuments, Mamallapuram	987576	69758	1022579	74187	989804	73598
48	Rajgiri & Krishnagiri Fort, Gingee	166620	3517	171639	3926	183905	4532

S. No.	Name of the Monument	2010		2011		2012	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
49	Thirumayam Fort	67999	1105	46240	855	47019	836
50	Rock Cut-Jaina Temple, Sittannavasal	17930	293	27581	402	33101	287
51	Fort on Rock Dindigul	34153	169	35879	113	30682	129
52	Natural Cavern , Eladipattanam, Sittannavasal	14048	100	26063	96	26815	108
53	Muvar Koil, Kodumbalur	516	39	2574	141	1090	31
Total		1288842	74981	1332555	79720	1312416	79521
IX	Delhi Circle						
54	Qutab Minar	2498907	288180	2980415	331557	3240068	206997
55	Red Fort	2262810	142029	2615976	160425	2854123	163963
56	Humayun's Tomb	355629	228914	522458	253967	879327	330216
57	Purana Quila	517200	9205	726034	25742	718615	8870
58	Jantar Mantar	340492	11446	469802	14605	489722	14445
59	Safdarjung Tomb	52385	7058	71751	6487	90387	6789
60	Kotla Feroz Shah	46260	527	66921	867	72797	936
61	Tughlaqabad Fort	24339	1429	39638	1678	50483	1658
62	Rahim Khane- Khanam Tomb	8217	720	13117	222	15785	277
63	Sultan Ghari' sTomb	332	100	350	0	606	24
Total		6106571	689608	7506462	795550	8411913	734175
X	Dharwad Circle						
64	Gol-Gumbaz, Bijapur	1011341	2794	1125985	2804	1045718	2992
65	Caves at Badami	396943	7093	450956	7085	458785	7507
66	Group of Monuments (WH), Pattadakal	290406	5540	333698	5969	345021	6263
67	Durga Temple complex, Aihole	210234	4483	235250	4806	245862	5024
68	Ibrahim Rouza, Bijapur	186763	2142	240281	2079	231219	2370
69	Temple & Sculpture Shed, Lakkundi	11425	204	14040	172	14644	339
Total		2107112	22256	2400210	22915	2341249	24495
XI	Guwahati Circle						
70	Karanghar Palace, Joaysagar	173609	479	169019	482	164918	487
71	Ranghar Pavillion, Joysagar	70933	421	63364	350	66634	386
72	Ahom Raja's Palace, Garhgaon	47200	107	50096	77	54619	137
73	Group of Maidams, Cheraideo	36597	18	40839	20	37724	12
74	Bishnudol, Joysagar	12645	27	15111	42	13573	43
Total		340984	1052	338429	971	337468	1065
XII	Hyderabad Circle						
75	Golconda Fort, Hyderabad	1373170	18637	1483333	19466	1605524	20377
76	Charminar, Hyderabad	1509556	12636	1440998	13388	1530627	12586

S. No.	Name of the Monument	2010		2011		2012	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
77	Warangal Fort, Warangal	96991	324	107753	304	117864	332
78	Raja Mahal & Rani Mahal Chandragiri	114310	158	177236	126	104517	97
79	Reconstructed Monuments at Nagarjunakonda Hilltop	139397	840	140469	585	94467	860
80	Four storied Rock-cut Hindu Temple, Undavalli	42827	417	67465	382	67693	449
81	Group of Buddhist monuments, Guntupalli	21901	19	20045	12	19512	27
82	Ruined Buddhist Stupa & Remains Amaravati	18755	360	18070	144	18020	255
Total		3316907	33391	3455369	34407	3558224	34983
XIII	Jaipur Circle						
83	Chittaurgarh Fort	455158	19223	489832	20393	506237	20716
84	Kumbhalgarh Fort	145540	18726	165227	18106	193921	19481
85	Deeg Palaces, Deeg	40634	1145	33265	1292	42692	981
Total		641332	39094	688324	39791	742850	41178
XIV	Kolkata Circle						
86	Hazarduari Palace Museum Murshidabad	616782	583	680059	690	710912	676
87	Cooch Behar Palace	402684	48	388126	73	409077	59
88	Bishnupur Group of Temples	78037	638	196094	560	94812	461
Total		1097503	1269	1264279	1323	1214801	1196
XV	Lucknow Circle						
89	Residency, Lucknow	165421	1775	275922	2404	327308	2684
90	Rani Jhansi Kila, Jhansi	172156	743	273200	746	273609	749
91	Monument of Sravasti, Sahet-Mahet	79729	3621	143357	8204	152706	8389
92	Rani Jhansi Mahal, Jhansi	10098	100	20306	75	16716	24
Total		427404	6239	712785	11429	770339	11846
XVI	Patna Circle						
93	Nalanda Excavated Site	421033	66544	485582	21404	568929	24430
94	Sarnath Excavated Site	224891	60341	323560	71249	336262	77411
95	Shershah Suri's Tomb	166865	248	215787	332	207410	283
96	Jaunpur Fort	136679	109	159507	152	195696	248
97	Ancient Remains, Vaishali	93752	6346	128215	7566	135055	9325
98	Site of Mayuran Palace, Kumrahar, Patna	85659	660	103098	827	111474	556

S. No.	Name of the Monument	2010		2011		2012	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
99	Excavated Site Vikramshila, Antichak	36087	304	50966	4664	58895	393
100	Lord Cornwallis Tomb, Gazipur	15491	4	20613	12	23367	6
101	Man Singh Observatory, Varanasi	5100	422	5878	448	6930	428
Total		1185557	134978	1493206	106654	1644018	113080
XVII	Raipur Circle						
102	Laxman Temple,Sirpur	42671	50	37643	65	47249	52
Total		42671	50	37643	65	47249	52
XVIII	Thrissur Circle						
103	Bekal Fort Pallikkare	263009	497	301265	598	341554	920
104	Mattancherry Palace Museum Kochi	223004	128753	219908	130847	240175	119780
Total		486013	129250	521173	131445	581729	120700
XIX	Vadodra Circle						
105	Sun Temple Modhera	219657	2486	293598	3185	351730	3221
106	Rani-ki-Vav, Patan	228908	2300	270210	2680	313587	2452
107	Champaner -Pavagadh Archaeological Park	79538	1972 1933	92853	2016		109934
108	Buddhist Caves, Junagadh	51585	817	53262	874	51869	787
109	Ashokan Rock Edict, Junagadh	39022	491	35630	536	35727	589
110	Baba Pyare and Khapra Kodiya Caves, Junagarh	227	12	229	13	917	52
Total		618937	8078	745782	9304	863764	9034
XX	Srinagar Circle						
111	Leh Palace, leh	12415	4769	7300	7377	N.a	N.a
112	Avantiswami Temple Avantipur, Distt. Pulwama	7848	31	17339	83	27772	188
113	Ram Nagar Palace, Ramnagar	2524	1	3363	0	4040	9
114	Group of Temple, Kiramchi	2255	1	2611	0	3817	0
Total		25042	4802	30613	7460	35629	197
XXI	Shimla Mini Circle						
115	Kangra Fort, Kangra	64234	1376	81423	2168	78817	1883
116	Rock Cut Caves, Masrur	17222	773	20207	858	23417	863
Total		81456	2149	101630	3026	102234	2746
Grand Total		35770242	2998175	405334481	2948065	43259075	3064778

Source: Archaeological Survey of India (ASI)

6 Chapter

Atithidevo Bhava



Incredible India

APPROVED HOTELS

APPROVED HOTELS

6.1 APPROVED HOTELS

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

The Ministry of Tourism Launched a web based Public Service Delivery System for approval of hotel projects and classification/re-classification of hotels on 3.4.2013 with a view to bring in transparency in granting approvals for hotel projects and classification status to functioning hotels. The hotel promoters and owners seek voluntary approval from the Ministry of Tourism for their projects and classification from one Star to Five Star Deluxe by submitting applications. These requests are processed for a final decision within 90 days from the receipt of applications.

The number of approved hotels and rooms vary from year to year as the classification/re-classification of hotels is a voluntary scheme of the Ministry of Tourism. The provisional category-wise details regarding the number of hotels and hotel rooms (classified/re-classified) as on 31.12.2012 are presented below:-

**TABLE 6.1.1
NUMBER OF APPROVED HOTELS AND AVAILABILITY OF HOTEL ROOMS
DURING 2012**

Category of Hotels	No. of Hotels	No. of Rooms
	As on 31.12.2012 (Provisional)	As on 31.12.2012 (Provisional)
One Star	122	3057
Two Star	177	4926
Three Star	694	29697
Four Star	110	8229
Five Star	76	8563
Five Star Deluxe	92	18509
Apartment Hotels	4	302
Time Share Resorts	1	31
Heritage Hotels	60	1807
Bed & Breakfast	22	87
Establishment (B&B)		
Unclassified	18	1359
Total	1376	76567

6.2 DISTRIBUTION OF HOTELS IN DIFFERENT STATES/UTs OF INDIA

Table 6.2.1 provides the number of classified hotels and hotel rooms by categories in different States/UTs of the country. Amongst all States/UTs, Maharashtra has the highest (13939) number of hotel rooms followed by Kerala (9711) and Tamil Nadu (9006).

TABLE 6.2.1
DISTRIBUTION OF HOTELS AND HOTEL ROOMS IN INDIA, 2012
(AS ON 31.12.2012)

S. No.	States/UTs	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share	Herit Age	Unclassified	Bed & Breakfast (B&B)	Guest House	Total
1	Andhra Pradesh													
	No. of Hotels	4	5	4	61	1	1	-	-	-	1	-	-	77
	No. of Rooms	570	774	424	4054	10	23	-	-	-	256	-	-	6111
2	Arunachal Pradesh													
	No. of Hotels	-	-	-	1	2	-	-	-	-	-	-	-	3
	No. of Rooms	-	-	-	18	54	-	-	-	-	-	-	-	72
3	Andaman & Nicobar													
	No. of Hotels	-	-	-	-	2	-	-	-	-	-	-	-	2
	No. of Rooms	-	-	-	-	59	-	-	-	-	-	-	-	59
4	Assam													
	No. of Hotels	-	-	3	19	7	-	-	-	-	-	-	-	29
	No. of Rooms	-	-	117	673	160	-	-	-	-	-	-	-	950
5	Bihar													
	No. of Hotels	-	1	1	-	-	-	-	-	-	-	-	-	2
	No. of Rooms	-	79	68	-	-	-	-	-	-	-	-	-	147
6	Chandigarh													
	No. of Hotels	-	1	-	2	2	-	-	-	-	1	-	-	6
	No. of Rooms	-	155	-	40	24	-	-	-	-	149	-	-	368
7	Chhattisgarh													
	No. of Hotels	-	-	-	3	-	-	-	-	-	-	-	-	3
	No. of Rooms	-	-	-	123	-	-	-	-	-	-	-	-	123
8	D&N Haveli													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	50	-	-	-	-	-	-	-	-	50
9	Daman & Diu													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	60	-	-	-	-	-	-	-	-	60
10	Delhi													
	No. of Hotels	17	2	8	9	6	1	-	-	-	-	1	-	44
	No. of Rooms	5160	296	982	276	223	10	-	-	-	-	5	-	6952

S. No.	States/UTs	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Hotel	Herit Age	Unclassified	Bed & Breakfast (B&B)	Guest House	Total
11	Goa													
	No. of Hotels	13	10	3	16	8	-	-	-	-	-	1	-	51
	No. of Rooms	2000	817	371	1004	448	-	-	-	-	-	2	-	4642
12	Gujarat													
	No. of Hotels	-	6	5	32	2	-	-	-	2	-	-	-	47
	No. of Rooms	-	573	253	1892	50	-	-	-	85	-	-	-	2853
13	Haryana													
	No. of Hotels	3	1	6	30	2	-	-	-	1	1	8	-	52
	No. of Rooms	632	80	608	1811	34	-	-	-	12	100	32	-	3309
14	Himachal Pradesh													
	No. of Hotels	1	-	-	3	3	-	-	-	5	-	1	-	13
	No. of Rooms	85	-	-	86	87	-	-	-	171	-	3	-	432
15	Jammu & Kashmir													
	No. of Hotels	-	-	-	2	-	-	-	-	1	-	-	-	3
	No. of Rooms	-	-	-	120	-	-	-	-	112	-	-	-	232
16	Jharkhand													
	No. of Hotels	-	-	-	4	-	-	-	-	-	-	-	-	4
	No. of Rooms	-	-	-	198	-	-	-	-	-	-	-	-	198
17	Kerala													
	No. of Hotels	6	11	46	242	36	3	-	-	12	9	-	-	365
	No. of Rooms	487	979	1726	5362	585	64	-	-	156	352	-	-	9711
18	Karnataka													
	No. of Hotels	7	3	3	25	2	4	1	-	2	-	-	-	47
	No. of Rooms	1370	348	188	1462	67	103	125	-	67	-	-	-	3730
19	Lakshadweep													
	No. of Hotels	-	-	-	-	-	-	-	-	-	-	-	-	-
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-
20	Maharashtra													
	No. of Hotels	14	14	14	74	31	34	2	-	-	1	-	-	184
	No. of Rooms	4267	1702	2026	4143	1068	568	133	-	-	32	-	-	13939
21	Manipur													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	59	-	-	-	-	-	-	-	-	59
22	Meghalaya													
	No. of Hotels	-	-	1	-	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	50	-	-	-	-	-	-	-	-	-	50
23	Mizoram													
	No. of Hotels	-	-	-	-	-	-	-	-	-	-	-	-	-
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-
24	Madhya Pradesh													
	No. of Hotels	2	3	-	16	2	-	-	-	5	-	-	-	28

S. No.	States/UTs	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Hotel	Herit Age	Unclassified	Bed & Breakfast (B&B)	Guest House	Total
25	No. of Rooms	137	183	-	455	53	-	-	-	92	-	-	-	920
	Nagaland	-	-	-	-	1	-	-	-	-	-	-	-	1
	No. of Hotels	-	-	-	-	19	-	-	-	-	-	-	-	19
26	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	11
	Odisha	1	-	1	6	3	-	-	-	-	-	-	-	689
	No. of Hotels	102	-	82	411	94	-	-	-	-	-	-	-	523
27	No. of Rooms	-	-	-	5	2	-	-	-	2	-	-	-	9
	Puducherry	-	-	-	355	136	-	-	-	32	-	-	-	37
	No. of Hotels	248	117	116	619	190	12	-	-	35	-	-	-	1337
28	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	68
	Punjab	1	1	2	19	12	1	-	-	1	-	-	-	37
	No. of Hotels	726	536	143	911	331	-	-	-	918	189	1	-	3755
29	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	16
	Rajasthan	63	25	58	96	130	-	-	-	25	-	-	-	397
	No. of Hotels	1251	593	641	3447	742	2277	-	-	55	-	-	-	9006
30	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	175
	Sikkim	6	5	5	56	23	78	-	-	2	-	-	-	88
	No. of Hotels	853	650	42	1090	157	-	44	-	246	34	-	-	3116
31	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	18
	Tamil Nadu	1	-	2	10	2	-	-	1	2	-	-	-	761
	No. of Hotels	90	-	124	409	45	-	-	31	62	-	-	-	1909
32	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	1
	Tripura	-	-	1	-	-	-	-	-	-	-	-	-	88
	No. of Hotels	-	-	88	-	-	-	-	-	-	-	-	-	G.Total
33	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	49
	Uttar Pradesh	6	4	1	24	4	-	1	-	2	7	-	-	3116
	No. of Hotels	90	-	124	409	45	-	-	31	62	-	-	-	1376
34	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	76567
	Uttarakhand	2	3	1	11	6	-	-	-	1	3	-	-	27
	No. of Hotels	468	656	122	473	160	-	-	-	20	10	-	-	1320
35	No. of Rooms	92	76	110	694	177	122	4	1	60	18	22	-	18
	No. of Hotels	18509	8563	8229	29697	4926	3057	302	31	1807	1359	87	-	1320
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	1320

- Nil

Source: Administrative Records of Hotels maintained by Ministry of Tourism

6.3 INDIAN HOTEL INDUSTRY SURVEY 2011-12

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 2011-12 (April-March), FHRAI received information from 1320 members.

Based on FHRAl's 2011-12 survey, information on various aspects of hotel industry in India like profile of an average hotel, average number of employees per hotel, average percentage of trained employees per hotel and Guest Analysis is presented in Tables 6.3.1 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, the corresponding figures were 1.0 in 1-Star, 1.2 in 2-Star and 2.0 in 5-Star Deluxe category.
- 83.3% of the employees were trained: highest being 88% under 3-Star category and lowest 73.8% under 2-Star category.
- UK and USA dominate the overall visitations with a share of 12.4% and 11.6% respectively.
- Share of tourists from UK and USA was the highest in the 3-Star and above category hotels.
- Share of tourists from UK was the highest in Heritage category hotels followed by that from France in the same category.
- Share of domestic guests was 75.3% for all the hotels taken together.
- Leisure tourists constituted about 41.2% of the total guests and the remaining 58.8% 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 3.2 days, it was 2.8 days for domestic guests.
- Average stay of business and leisure guests was 2.7 days and 3.0 days respectively.

**TABLE 6.3.1
TYPICAL ROOM PROFILE OF AN AVERAGE HOTEL, 2011-12 BY CATEGORY OF HOTELS**

Composition		5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit-age	Others	All-India Average
Number of Responses		44	61	113	494	243	93	56	216	1320
No. of Air-Conditioned rooms	Single	45.5	23.3	13.8	4.8	2.9	1.4	1.5	1.7	6.6
	Double	160.7	88.2	72.9	40.5	25.7	14.5	26.0	20.2	41.0
	Suites	22.5	7.1	8.7	4.8	3.0	2.1	7.8	2.4	5.0
No. of Non-Air-Conditioned rooms	Single	0.0	0.5	0.3	0.5	1.6	2.4	0.3	0.7	0.8
	Double	3.9	0.0	1.7	4.0	7.1	8.0	3.0	7.7	5.0
	Suites	0.0	0.0	0.2	0.3	1.2	0.4	0.6	0.5	0.5
Total Average rooms		232.6	119.1	97.6	54.9	41.5	28.8	39.2	33.2	58.9

Source: Indian Hotel Industry Survey 2011-2012, FHRAl

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

TABLE 6.3.2
AVERAGE NUMBER OF TOTAL EMPLOYEES PER HOTEL
(PERMANENT/CONTRACT/FULL TIME/PART TIME), 2011-12 BY CATEGORY OF HOTELS

Composition		5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit-age	Others	All- India Average
Number of Responses		42	54	97	437	211	85	43	152	1121
No. of Managers	Male	62.1	24.4	16.7	6.3	2.9	2.0	6.4	2.6	8.7
	Female	15.2	4.2	2.8	0.8	0.4	0.2	0.7	0.4	1.5
No. of Supervisors	Male	59.3	30.7	21.9	9.8	5.0	2.6	9.1	3.9	11.4
	Female	10.8	3.9	3.1	1.6	0.8	0.4	0.7	0.5	1.8
No. of Staff	Male	272.5	135.1	111.4	62.4	35.2	20.2	56.1	24.7	64.3
	Female	38.1	18.1	12.3	6.8	3.6	2.8	4.7	2.7	7.5
Total Number of Employees		458.0	216.4	168.2	87.7	47.9	28.2	77.7	34.8	95.2
Avg. Employees/Room		2.0	1.9	1.7	1.6	1.2	1.0	1.9	1.1	1.6

Source: Indian Hotel Industry Survey 2011-2012, FHRAI

TABLE 6.3.3
AVERAGE PERCENTAGE OF TRAINED EMPLOYEES PER HOTEL, 2011-12
BY CATEGORY OF HOTELS

Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit-age	Others	All- India Average
Number of Responses	40	47	86	302	126	47	34	61	743
No. of Managers	90.5	88.0	90.1	87.9	85.8	92.0	89.8	90.5	88.5
No. of Supervisors	86.4	83.4	81.9	84.8	75.4	80.4	87.7	80.0	82.3
No. of Staff	77.0	87.1	82.6	91.4	60.2	62.8	73.4	62.5	79.0
Total Average Trained Employees *	84.6	86.2	84.8	88.0	73.8	78.4	83.6	77.6	83.3
Total Average Un- Trained Employees	15.4	13.9	15.2	12.0	26.2	21.6	16.4	22.4	16.7

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

Source: Indian Hotel Industry Survey 2011-2012, FHRAI

TABLE 6.3.4
Distribution of Hotel Guests by Country of Origin, 2011-12

(in percentage)

Country	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit-age	Others	All- India Average
Number of Responses	32	45	60	189	77	21	26	21	471
ASEAN *	4.4	5.0	5.0	5.9	6.5	5.2	2.1	5.0	5.4
Australia	2.0	3.1	3.6	3.3	3.2	5.7	3.6	5.3	3.5
Canada	3.1	2.4	3.4	3.3	3.1	3.4	3.2	5.4	3.3
Caribbean	0.7	0.5	0.5	0.7	0.4	0.6	0.2	0.7	0.6
China	2.3	3.9	3.9	6.1	6.2	4.6	2.1	6.1	5.1
France	3.3	5.4	5.1	6.5	5.0	3.9	15.0	6.3	6.1
Germany	4.2	5.7	6.3	7.0	6.3	6.0	12.0	8.0	6.7
Japan	4.8	6.7	7.5	4.8	4.7	4.1	4.2	3.6	5.2
Middle East	2.4	3.8	4.3	5.5	5.3	6.4	1.2	4.1	4.7
Other European	7.6	10.7	10.4	9.0	10.3	6.3	9.6	8.9	9.4
Russia	2.8	4.8	4.7	3.8	2.6	2.1	1.9	1.6	3.4
SAARC **	2.6	4.4	3.6	5.7	12.2	9.5	2.6	9.8	6.3
South Africa	1.4	1.5	2.2	2.7	1.9	3.6	0.4	3.9	2.3
UK	12.4	10.9	10.9	12.2	14.0	12.1	15.9	12.8	12.4
USA	15.3	12.3	11.0	12.1	8.8	14.7	11.1	9.3	11.6
Other	30.0	19.1	17.5	11.7	9.6	11.8	15.1	9.0	14.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

* ASEAN : Association of South East Asian Nations

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

Source: Indian Hotel Industry Survey 2011-2012, FHRAI

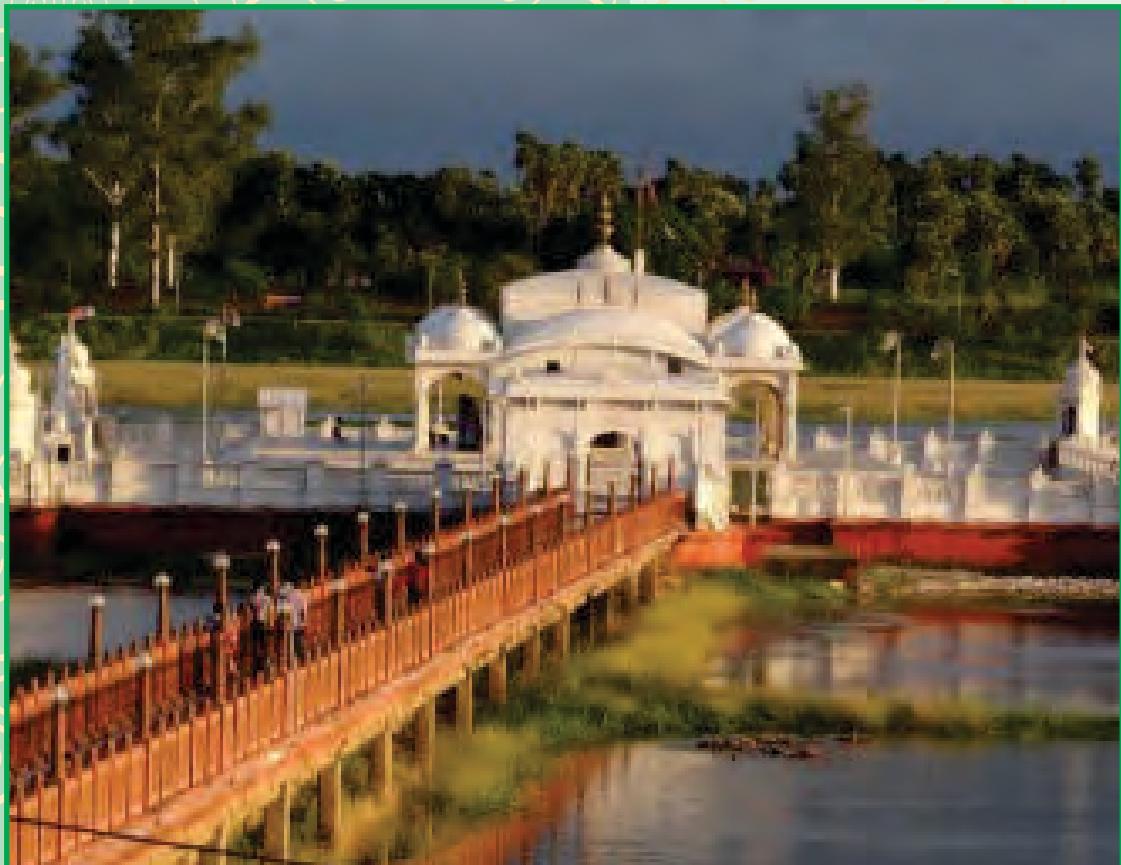
TABLE 6.3.5
ANALYSIS OF HOTEL GUESTS, 2011-12 BY CATEGORY OF HOTELS

Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit-age	Others	All- India Average
Number of Responses	41	56	92	393	187	68	46	95	978
Domestic Guests (%)	51.0	56.7	64.3	78.7	82.7	85.2	52.1	82.4	75.3
Foreign Guests (%)	49.0	43.3	35.6	21.2	17.2	14.8	47.9	17.6	24.7
Total	100.0	100.0	99.9	99.9	99.9	100.0	100.0	100.0	100.0
Total Business Guests(%)	62.4	55.2	64.7	60.3	56.9	63.9	27.9	60.9	58.8
Total Leisure Guests (%)	37.0	44.8	35.2	39.6	43.1	36.1	72.1	39.1	41.2
Total	99.4	100.0	99.9	99.9	100.0	100.0	100.0	100.0	100.0

Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit- age	Others	All- India Average
Avg. Stay of Foreign Guests (Days)	3.8	3.0	3.1	3.5	2.8	1.8	4.4	2.6	3.2
Avg. Stay of Domestic Guest (Days)	2.2	2.1	2.3	3.5	2.6	2.3	2.4	2.3	2.8
Avg. Stay of Business Guests (Days)	2.0	2.2	2.5	3.4	2.8	1.8	2.1	1.9	2.7
Avg. Stay of leisure Guests (Days)	2.3	2.0	2.9	2.7	2.3	10.1	2.3	2.2	3.0
Repeat Guests (%)	37.0	39.1	41.2	47.3	51.9	43.9	27.8	56.4	46.6

7 Chapter

Atithidevo Bhava



Incredible India

TRAVEL TRADE

TRAVEL TRADE

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

In order to provide quality services to tourists, the Ministry of Tourism grants recognition to inbound tour operators, travel agents, tourist transport operators, adventure tour operators and domestic tour operators in the country, as per the prescribed guidelines (Appendices – VI to X). As on 31st December 2012, 437 inbound tour operators, 290 travel agents, 128 tourist transport operators, 26 adventure tour operators, and 71 domestic tour operators were registered with the Ministry with their corresponding State-wise distributions as given in Table 7.1.1. Out of 437 recognised inbound tour operators in the country, 241 are from Delhi, followed by 28 from Haryana and 25 from Rajasthan. The highest numbers of recognized inbound tour operators, travel agents, tourist transport operators, adventure tour operators and domestic tour operators are from Delhi. Out of the 26 registered adventure tour operators, 16 are from Delhi followed by 3 each from Himachal Pradesh and Tamil Nadu.

**Table 7.1.1
STATE -WISE NUMBER OF RECOGNIZED INBOUND TOUR OPERATORS, TRAVEL AGENTS,
TOURIST TRANSPORT OPERATORS, ADVENTURE TOUR OPERATORS &
DOMESTIC TOUR OPERATORS (As ON 31st December 2012)**

S. No.	State/UT	Inbound Tour Operators	Travel Agents	Tourist Transport Operators	Adventure Tour Operators	Domestic Tour Operators
1	Andaman & Nicobar	1	2	0	0	0
2	Andhra Pradesh	5	12	3	0	2
3	Arunachal Pradesh	0	0	0	0	0
4	Assam	5	2	0	0	3
5	Bihar	2	1	0	0	1
6	Chandigarh	0	3	0	0	0
7	Chhattisgarh	0	1	0	0	0
8	Dadra & Nagar Haveli	0	0	0	0	0
9	Daman & Diu	0	0	0	0	0
10	Delhi	241	104	57	16	27
11	Goa	7	3	1	0	0
12	Gujarat	2	7	1	0	0
13	Haryana	28	5	1	1	4
14	Himachal Pradesh	0	0	0	3	1
15	Jammu & Kashmir	7	1	0	2	1

S. No.	State/UT	Inbound Tour Operators	Travel Agents	Tourist Transport Operators	Adventure Tour Operators	Domestic Tour Operators
16	Jharkhand	0	2	0	0	0
17	Karnataka	7	16	8	0	5
18	Kerala	24	10	13	0	6
19	Lakshadweep	0	0	0	0	0
20	Madhya Pradesh	2	4	1	0	1
21	Maharashtra	24	53	14	0	10
22	Manipur	0	1	0	0	0
23	Meghalaya	0	0	0	0	0
24	Mizoram	0	0	0	0	0
25	Nagaland	0	0	0	0	0
26	Odisha	10	2	1	0	0
27	Puducherry	0	0	0	0	0
28	Punjab	1	12	2	0	0
29	Rajasthan	25	3	2	0	0
30	Sikkim	11	0	0	0	0
31	Tamil Nadu	16	18	17	3	2
32	Tripura	0	0	0	0	0
33	Uttar Pradesh	11	14	4	0	2
34	Uttarakhand	1	0	0	0	0
35	West Bengal	7	14	3	1	6
Total		437	290	128	26	71

8

Chapter

Atithidevo Bhava



Incredible India

HUMAN RESOURCE DEVELOPMENT

HUMAN RESOURCE DEVELOPMENT

To meet the demand for trained manpower in the hospitality industries, the Ministry of Tourism continues to actively pursue its endeavour to create institutional infrastructure in the form of Indian Institute of Tourism & Travel Management, Institutes 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 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 started expanding region-wise from 1995.

The IITTM started its Eastern Regional Centre (ERC) at Bhubaneswar in the year 1995. National Institute of Water Sports (NIWS), Goa was designated a centre under the IITTM in 2004. Northern centre IITTM, New Delhi was established in the year 2008 and Southern centre IITTM, Nellore (Andhra Pradesh) was added in the year 2010.

The IITTM offers two-years Post Graduate Diploma in Management (PGDM-Services/ International Business/ Tourism & Travel/ Tourism & Leisure/ Tourism and Cargo) programmes approved by the AICTE at its four centres except NIWS, Goa which is the only centre in the country offering courses in leisure water sports.

Table 8.1.1 gives the details of number of seats sanctioned/students passed out and enrolled from various courses in the last 5 classes.

**TABLE 8.1.1
NUMBER OF SEATS SANCTIONED/STUDENTS PASSED OUT AND ENROLLED
FROM INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT (IITTM)**

YEAR	2007-09	2008-10	2009-11	2010-12	2011-13	Total
Description	S / P / E	S / P / E	S / P / E	S / P / E	S / P / E	S / P / E
GWALIOR						
1. Tourism & Travel	60/55/59	69/63/69	93/82/93	93/81/93	93/78/93	408/359/407
2. International Business	60/57/60	69/60/69	93/72/92	93/84/87	93/64/70	408/337/378
3. Service	60/60/60	69/63/69	93/80/93	93/79/87	93/37/60	408/319/369
BHUBANESWAR						
1. Tourism & Travel	60/56/60	69/61/69	79/77/79	93/73/89	93/56/60	394/323/357
2. International Business	60/20/20	69/18/26	79/21/30	- / - / -	93/12/15	301/71/91
DELHI (NCR)						
1. Tourism & Leisure	60/56/58	69/57/66	93/77/93	93/71/93	93/49/81	408/310/391
NELLORE						
1. Tourism & Cargo	-	-	-	-	60/7/10	60/7/10

S/P/E : Stands for Sanctioned/Passed/Enrolled.

8.2 HOTEL MANAGEMENT AND CATERING INSTITUTES

National Council for Hotel Management and Catering Technology (NCHMCT) was set up in the year 1982 by Govt. of India as an autonomous body (Society registered under Societies Registration Act, 1860). The Council regulates academics in the field of Hospitality Education and Training that is imparted at the 21 Central Govt. sponsored Institutes of Hotel Management; 15 State Govt. sponsored Institutes; 18 Private Institutes and 7 Food Craft Institutes that are currently affiliated to it and function in different parts of the country. Through the Council, these Institutes offer 10 different professional programs leading to award of Certificate, Diploma, Post Graduate Diploma, Bachelor and Master Degree (the last two programs are in collaboration with Indira Gandhi National Open University).

The details of the courses offered by Institutes affiliated to NCHMCT and number of students on roll along with course-wise pass-out in the year 2011-12 is given in Tables 8.2.1 and 8.2.2 respectively.

TABLE 8.2.1
COURSES OFFERED BY INSTITUTES OF HOTEL MANAGEMENT/
FOOD CRAFT INSTITUTES

S.No	Courses	Duration	Institute where course offered in 2011-12
1.	M.Sc. in Hospitality Administration	2 Years	IHM, Pusa- New Delhi and Bengaluru
2.	B.Sc. in Hospitality and Hotel Administration	3 Years	All Affiliated IHMs
3.	Post Graduate Diploma in Accommodation Operation and Management	1 ½ Years	Central IHMs- Bhubaneswar, Guwahati, Hyderabad, Kolkata, and Pusa- New Delhi
4.	Craftsmanship Course in Food Products	1 ½ Years	Central IHMs- Bhopal, Bhubaneswar, Chennai, Goa, Guwahati, Gwalior, Hyderabad, Kolkata, Mumbai, Pusa- New Delhi, Shillong and Shimla State IHMs- Gangtok, Hamirpur, Tiruchirappalli, Medak, Indore Private IHMs- Shri Shakti – Hyderabad, Desh Bhagat, CT Jalandhar FCI: Tura - Meghalaya
5.	Craftsmanship Course in Food & Beverage Service	24 weeks	Central IHMs- Bhubaneswar, Goa, State IHMs - Puducherry, Medak, Indore Private IHMs: Shri Shakti – Hyderabad FCI: Aligarh
6.	Diploma in Food Production	1 ½ years	Central IHMs: Dr.Ambedkar IHM, Chandigarh, Chennai, Gurdaspur, Hajipur, Jaipur, Lucknow, Shillong, Srinagar, Thiruvananthapuram State IHMs: Chandigarh, Dehradun,

S.No	Courses	Duration	Institute where course offered in 2009-10
			Gangtok, Jodhpur, Kurukshetra, Faridabad, Bathinda, Hamirpur, Puducherry, Rohtak, Panipat Private IHMs: KC Nawashahr, Desh Bhagat FCI: Ajmer, Aligarh, Balangir, Darjeeling, Udaipur, Hoshiarpur, Nagaon, Tura-Meghalaya, Bodhgaya
7.	Diploma in Food & Beverage Service	1 ½ years	Central IHMs: Hajipur, Jaipur, Pusa-New Delhi, Shimla, Srinagar State IHMs: Chandigarh, Dehradun, Jodhpur, Kurukshetra, Faridabad, Hamipur, Puducherry, Rohtak, Panipat FCI: Ajmer, Aligarh, Balangir, Darjeeling, Udaipur, Hoshiarpur, Nagaon
8.	Diploma in Front Office	1 ½ years	Central IHMs: Jaipur, Srinagar State IHMs: Chandigarh, Jodhpur FCI: Ajmer, Balangir, Darjeeling, Udaipur
9.	Diploma in Housekeeping	1 ½ years	Central IHMs: Gwalior, Jaipur, Srinagar State IHMs: Chandigarh, Puducherry FCI: Ajmer, Aligarh, Balangir, Udaipur, Nagaon
10.	Diploma in Bakery & Confectionery	1 ½ years	Central IHMs: Pusa -New Delhi, Srinagar State IHMs: Chandigarh, Tiruchirappalli FCI: Ajmer, Aligarh, Nagaon

TABLE 8.2.2
NUMBER OF STUDENTS ON ROLL IN EACH COURSE AND PASSED OUT
IN THE YEAR 2011-12

S.No.	Courses	On Roll 2011-12	Pass Out 2011-12
1)	M.Sc. in Hospitality Administration	20	20
2)	B.Sc. in Hospitality & Hotel Administration	4007	3313
3)	PG Diploma in Accommodation Operation & Management	54	38
4)	Craftsmanship Course in Food Production	526	441
5)	Craftsmanship Course in Food & Beverage Service	165	122
6)	Diploma in Food Production	876	598
7)	Diploma in Food & Beverage Service	441	241
8)	Diploma in Front Office Operation	157	115
9)	Diploma in House Keeping Operation	105	69
10)	Diploma in Bakery & Confectionery	74	57

9

Chapter

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PLAN OUTLAYS

PLAN OUTLAYS

9.1 ANNUAL PLAN OUTLAYS AND FINANCIAL ASSISTANCE PROVIDED TO STATES

The Government 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 including 20 years Perspective Plan 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 States/UTs Governments, and by providing various incentives to private entrepreneurs. Table 9.1.1 gives the scheme-wise outlay of Ministry of Tourism for the Annual Plan 2013-14. Table 9.1.2 gives Scheme-wise Outlay, Allocation and Expenditure of Ministry of Tourism for the Eleventh Five Year Plan (2007-08 to 2011-12). Table 9.1.3 gives the number of tourism projects and amount sanctioned by the Ministry of Tourism to various State Governments /Union Territory Administration during the Eleventh Five Year Plan period and 2012-13 & 2013-14 of Twelfth Five Year Plan.

**TABLE 9.1.1
SCHEME-WISE ANNUAL PLAN OUTLAY OF MINISTRY OF TOURISM FOR 2013-14**

S. No.	Name of Scheme	2013-14 (₹ In Crore)
"A"	Central Sector Scheme (CS)	
1.	Externally Aided Projects	1.50
2.	Assistance to IHMs /FCIs/IITM /NIWS	150.00
3.	Capacity Building for Service Providers	100.00
4	Overseas Promotion & Publicity including Market Development Assistance	350.00
5.	Domestic Promotion and Publicity including Hospitality	120.00
6.	Incentives to Accommodation Infrastructure	10.00
7.	Computerization and Information Technology	45.00

		(₹ In Crore)
S. No.	Name of Scheme	2013-14
8.	Market Research including 20 Years Perspective Plan	30.00
9.	Assistance for Large Revenue Generating Projects	25.00
10.	Creation of Land bank for Hotels	0.50
11.	Allocation for ITDC	0.00
12.	Assistance to Central Agencies for Tourism infrastructure development	50.00
	Sub Total of "A"	882.00
"B"	Centrally Sponsored Schemes (CSS)	
	Product/ Infrastructure Development for destination and Circuits	400.00
	Sub Total of "B"	400.00
	Total (A+B)	1282.00

TABLE 9.1.2
Scheme –wise Outlay Allocation and Expenditure of Ministry
of Tourism for the Eleventh five year Plan

(₹ In Crore)				
S. No.	Name of the Scheme	Outlay	Allocation	Expenditure
A	Central Sector Schemes (CS)			
1.	Computerization and Information Technology	121.00	70.01	62.38
2.	Domestic Promotion and Publicity including Hospitality	426.00	334.75	332.01
3.	Overseas Promotion and Publicity including Market Development Assistance	1010.00	1113.50	1116.99
4.	Externally Aided Projects (Buddhist Centres)	37.00	23.65	21.49
5.	UNDP Endogenous Projects	2.00	5.30	4.21
6.	Assistance for Large Revenue Generating Projects	200.00	69.37	26.57
7.	Construction of building for IISM at Gulmarg (J&K)	13.00	11.00	6.31
8.	Equity contribution to ITDC	73.00	73.00	73.00
9.	Creation of Land for Hotels	14.00	12.02	0.00
10.	Assistance to Central Agencies for Tourism infrastructure Development	25.00	31.28	20.51
11.	Assistance to IHMs/FCIs/IITTM/NIWS	495.00	387.70	405.70
12.	Capacity Building for Service Providers	95.00	86.00	73.21

S. No.	Name of the Scheme	Outlay	Allocation	Expenditure
13.	Market Research including 20 Years Perspective Plan	29.00	20.64	50.97
14.	Incentives to Accommodation Infrastructure	235.00	64.01	45.80
B	Centrally Sponsored Schemes (CSS)			
15	Product/Infrastructure, Development for destination and circuits	2381.00	2650.77	2710.53
	Total	5156.00	4953.00	4914.68

TABLE 9.1.3

States/UTs-wise Number of Projects* and Amount Sanctioned* by the Ministry of Tourism during the Eleventh Plan period 2012-13 & 2013-14 of Twelfth Five Year Plan.

S.No.	State/UT	11 th Five year Plan		12 th Five Year Plan			
		(2007-08 to 2011-12)		2012-13		2013-14 (Till 30 th September, 2013)	
		No.	Amt.	No.	Amt.	No.	Amt.
1	Andhra Pradesh	52	244.62	10	104.97	12	39.88
2	Arunachal Pradesh	62	174.25	17	66.33	11	74.74
3	Andaman & Nicobar	0	0.00	0	0.00	0	0.00
4	Assam	26	95.94	0	0.00	0	0.00
5	Bihar	18	57.59	0	0.00	4	23.14
6	Chandigarh	19	30.99	0	0.00	0	0.00
7	Chhattisgarh	11	45.58	0	0.00	0	0.00
8	Dadra & Nagar Haveli	3	0.24	0	0.00	0	0.00
9	Daman & Diu	1	0.12	0	0.00	0	0.00
10	Delhi	27	78.29	1	24.37	0	0.00
11	Goa	8	77.90	2	0.50	0	0.00
12	Gujarat	17	86.36	1	4.87	0	0.00
13	Haryana	35	99.78	0	0.00	0	0.00
14	Himachal Pradesh	45	128.79	5	29.80	0	0.00
15	Jammu and Kashmir	145	391.17	27	112.86	34	35.98
16	Jharkhand	21	67.27	2	48.86	1	5.00
17	Kerala	40	163.53	6	78.26	3	9.59
18	Karnataka	31	140.48	0	0.00	0	0.00

S.No.	State/UT	11 th Five year Plan		12 th Five Year Plan			
		(2007-08 to 2011-12)		2012-13		2013-14 (Till 30 th September, 2013)	
		No.	Amt.	No.	Amt.	No.	Amt.
19	Lakshadweep	1	7.82	0	0.00	0	0.00
20	Maharashtra	23	162.96	6	79.64	5	22.62
21	Manipur	36	137.82	1	0.50	8	72.35
22	Meghalaya	28	61.64	2	0.68	0	0.00
23	Mizoram	33	79.59	4	1.12	10	47.11
24	Madhya Pradesh	59	203.19	16	206.50	8	99.96
25	Nagaland	75	176.96	17	47.60	8	51.87
26	Odisha	40	127.95	2	0.61	12	65.43
27	Puducherry	20	74.75	0	0.00	0	0.00
28	Punjab	16	66.69	0	0.00	0	0.00
29	Rajasthan	28	125.41	0	0.00	0	0.00
30	Sikkim	86	213.68	4	20.75	14	104.85
31	Tamil Nadu	49	160.78	2	20.42	0	0.00
32	Tripura	48	91.56	0	0.00	0	0.00
33	Uttar Pradesh	44	168.39	7	21.29	11	71.90
34	Uttarakhand	31	198.68	2	12.97	17	140.19
35	West Bengal	48	149.54	2	46.94	0	0.00
GRAND TOTAL		1226	4090.31	136	929.84	158	864.61

*Includes Projects relating to Product / Infrastructure Development for Destinations and Circuits (PIDDC), Human Resource Development (HRD), Fairs and Festivals and Rural Tourism (RT)

10

Chapter

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SURVEYS AND STUDIES

TOURISM SATELLITE ACCOUNT OF INDIA, 2009-10

The UNWTO defines tourism as “the activity of visitors where visitor is a traveller taking a trip to a main destination outside his/her usual environment for less than a year, for any main purpose (business, leisure or other personal purpose) other than to be employed by a resident entity in the country or place visited.”

Introduction

Tourism is an important social and economic phenomenon in many countries. A key driver of the socio-economic progress of the country through the creation of employment /jobs and enterprises, infrastructure development and the export revenues earned. As an internationally traded service, inbound tourism is one of the world’s major trade categories. According to the data from the UNWTO, international tourist arrivals were 982 million in the year 2011 and international tourism receipts amounted to an estimated US\$ 1,030 billion worldwide. In real terms (adjusted for exchange rate fluctuations and inflation), international tourism receipts grew by 3.9 per cent, while international tourist arrivals increased by 4.6 per cent in 2011.

Measuring tourism and its contribution to the national economy is a difficult task, since tourism is not defined separately in either the standard international industry or product classifications or in the accounting framework of national accounts, which focuses on accounting of economic activities undertaken in the country according to standard international classifications. This is because tourism, unlike other sectors of the System of National Accounts (SNA), is not defined as an industry by the characteristic of the product it makes as an output. It is identified rather by the characteristic of the purchaser demanding the products, that is, a visitor. Therefore, this special characteristic of tourism sector cannot be made explicit while compiling the national accounts according to SNA, though tourism is an economic activity and its contribution is already included in the national accounts implicitly and thus is not separately visible in the national accounts. In such cases, where core national accounts do not provide the required information, SNA suggests the development of satellite accounts within the framework, concepts and definitions of SNA, but highlighting the particular aspect of the economy (in this case, tourism).

Satellite accounts, in general, help in recasting the national accounts framework in rigorously controlled structures, in order to better understand and analyze special aspects of the economy that may transcend the traditional notion of industries. The national accounts, formally known as the National Income and Product Accounts, are a set of aggregated economic statistics and tables that provide an accounting framework within which economic data can be compiled and presented in a format designed for economic analysis. They represent “the books” of the nation’s economy, providing the national estimates of the gross

domestic product, the balance of payments, national production, consumption, investment, and other fundamental attributes of the national economy. In contrast, the Satellite account is a framework designed to expand the capacity of the national accounts. It facilitates the analysis of the wider impact of economic change in a framework which is consistent with the recording of monetary transactions in an economy. It focuses on the particular area of interest such as tourism, environment, education, health, transportation etc. The satellite account maintains a loose relationship with the national accounts, with boundaries expanded and reclassified. Satellite accounts take off from the system of national accounts by focusing on the purpose or function of transactions. Thus, transactions in the economy are first analysed in the system of national accounts according to their characteristics. Then, certain types of transactions (such as tourism, or health care, or environment, etc.) are analysed from the expenditure side. In satellite accounts, therefore, the unit of analysis to which classification is applied is not an establishment (as in national accounts) but, instead, is transactions, or groups of transactions.

The Tourism Satellite Account (TSA) is an accounting procedure designed to measure goods and services associated with tourism according to international standards, concepts, classifications and definitions. It is a framework that provides an important platform towards forging improved understanding of the structure and role of tourism in the economy. Estimates using the TSA framework have the advantage of being credible and internationally comparable. The TSA helps in developing quantitative estimates of tourism value-added and employment and offers a framework for developing impact models of tourism on economic activity and employment by identifying relationships between tourism industries and the rest of the economy.

It identifies the typical tourism industries, i.e. those industries that produce commodities which represent a significant part of tourism demand and whose existence is very strongly dependent on tourism demand or would be seriously affected were tourism to cease. For this set of industries, the TSA measures the value added, employment, capital formation, etc., flowing from that demand.

In order to enable international comparison, the World Tourism Organisation (UNWTO) developed successive sets of international recommendations on tourism statistics. The International Recommendations for Tourism Statistics 2008 (IRTS 2008) provides the basic concepts and definitions concerning the different aspects of tourism by which countries are encouraged to develop their tourism statistics. It also provides the conceptual consistency with other statistical frameworks like SNA 2008 and the Balance of Payments and International Investment Position Manual (BPM6). And the Tourism Satellite Account: Recommended Methodological Framework 2008 (TSA: RMF 2008) builds upon this consistency and provides an additional resource to link tourism statistics to the standard tables of SNA 2008.

According to TSA: RMF 2008, TSA comprises a set of ten tables which provides accounts and tables and macroeconomic aggregates, principal among them being the gross value added of tourism industry (GVATI), tourism direct gross value added (TDGVA) and tourism direct gross domestic product (TDGDP). The TSA links the economic data with the investment in tourism, employment in the tourism industry and other non-monetary (quantitative) information related to tourism and tourists concerning tourism statistics. For international comparability of tourism statistics, the countries are advised to follow the guidelines as provided in the IRTS 2008 and TSA: RMF 2008.

Accordingly, India's second TSA prepared by National Council of Applied Economic Research (NCAER) follows these guidelines and presents all the ten recommended tables, as per the availability of data.

India's first TSA, 2002-03 was prepared following the UNWTO Tourism Satellite Account: Recommended Methodological Framework 2000 (RMF: 2000). In RMF: 2000, UNWTO had recommended the countries to focus initially on getting at least first six tables implemented to estimate the tourism value added and the seventh table to estimate employment. Following this approach, India's first TSA comprised of the first seven tables only. The key results of the first TSA for the country was that the tourism accounted for 2.2 per cent of GDP in terms of direct impact and 5.8 per cent when indirect effects were also included. Tourism's direct share in country's employment was 4.6 per cent which amounted to 8.3 per cent taking indirect effects into account.

Methodology

Tourism is essentially a demand concept. The decision of the tourist to make a visit generates additional demand for goods and services, which are provided from the supply side either through increased domestic production or through imports. This information on demand and supply side of tourism activity and products is dealt in a statistical framework in the form of TSA. The tourism consumption expenditure, as obtained from the domestic and international passenger/tourism surveys, constitutes the demand side while the production account of tourism industries, as available from the national accounts statistics, forms the supply side of the satellite account.

The demand side components, similar to the SNA framework with slight variance, includes (a) tourism consumption (comprising – tourism expenditure and extended concepts of tourism consumption), (b) tourism gross fixed capital formation and (c) tourism collective consumption. Tourism expenditure is defined as "the amount paid for the acquisition of consumption goods and services as well as valuables, for own use or to give away, for and during tourism trips. It includes expenditures by visitors themselves as well as expenses that are paid for or reimbursed by others". Tourism consumption includes, besides tourism expenditure, the imputed consumption towards barter transactions, goods produced on own

account from the vacation home, costs for hosts of receiving visitors in terms of expenditure on food, utilities, invitations, presents, etc., costs for producers of expenditures by employees on business trips that do not involve any payment by the employee, etc.

On obtaining the total tourism internal demand of goods and services, the contribution of tourism to the overall economy can be measured by comparing its demand with the supply of these goods and services. Measuring the supply of these products requires identification of (i) products (tourism characteristic and connected products and other consumption products) and (ii) tourism industries using internationally approved classification of products and productive activities.

Tourism characteristic products are the products that satisfy one or both of the following criteria:

- Tourism expenditure on the product represents a significant share of total tourism expenditure (share-of-demand condition);
- Tourism expenditure on the product represents a significant share of the supply of the product in the economy (share-of-supply condition). This criterion implies that the supply of a tourism characteristic product would cease to exist in meaningful quantity in the absence of visitors.

Other consumption products comprise of:

- Tourism connected products are the products which are of relevance for tourism analysis but these do not satisfy the criteria of tourism characteristic products.
- Non-tourism-related consumption products comprise of all other consumption goods and services that belong neither to tourism characteristic nor tourism connected products.

For India's TSA, the tourism specific products and services are as follows:

Products/Services
A 1. Tourism characteristic products/ Services
1. Accommodation services/Hotels
2 Food and beverage serving services/Restaurants
3 Railway passenger transport services
4 Road passenger transport services
5 Water passenger transport services
6 Air passenger transport services
7 Transport equipment rental services
8 Travel agencies and other reservation services/ Supporting and auxiliary transport activities
9 Cultural and religious services

10 Sports and other recreational services
11 Health and medical related services
A.2 Tourism connected products/ Services
12 Readymade garments
13 Processed Food
14 Tobacco products
15 Beverages
16 Travel related consumer goods
17 Footwear
18 Soaps, cosmetics and glycerine
19 Gems and jewellery
20 Books, journals, magazines, stationery etc.

The TSA comprises 10 tables which are the key to arrive at the economic contribution of tourism in the economy of reference. The TSA:RMF 2008 recommended the TSA tables to be compiled according to a recommended set of activities and products, but provided flexibility for countries to add to this list.

These ten tables include a detailed presentation of consumption of goods and services acquired by the tourists (Tourism Internal Consumption) as well as the supply of industries that produce them. The overall confrontation of demand and supply of these goods and services constitutes the core of the TSA system. Besides, TSA presents the employment in tourism industries owing to the frequent strategic importance of tourism in the development of the employment policy. The investment in tourism industries and government expenditures in producing tourism-related services also form the parts of TSA and are presented as Tourism Gross Fixed Capital Formation and Tourism Collective Consumption. Various non-monetary indicators related to tourism form the last part of TSA.

The main aggregates that are derived from the tables are comparable with other macro-indicators relating to consumption and value added in a country. These aggregates are 'Internal tourism expenditure and internal tourism consumption', 'Tourism direct gross value added (TDGVA)', 'Tourism direct gross domestic product (TDGDP)' and other aggregates namely 'Tourism employment', 'Tourism gross fixed capital formation' and 'Tourism collective consumption'. The description of these aggregates and methodology involved in deriving them is given below.

Internal Tourism Expenditure

The first three tables, TSA Tables 1 to 3 (Tourism expenditure, according to forms of tourism by products and classes of visitors) and 4 (internal tourism consumption by products), focus on categories of tourism expenditure (consumption of goods and services including valuables) that should be observable from visitors, either through surveys or other methods.

Internal tourism expenditure forms a part of internal tourism consumption. Internal tourism expenditure presented in this table is made up of inbound tourism expenditure from TSA Table 1, domestic tourism expenditure from TSA Table 2 and outbound tourism expenditure done in the economy of reference which, in this report, is given in TSA Table 3. In addition, TSA Table 4 presents separately the components of imputed consumption.

Tourism expenditure is defined as “the amount paid for the acquisition of consumption goods and services as well as valuables, for own use or to give away, for and during tourism trips. It includes expenditures by visitors themselves as well as expenses that are paid for or reimbursed by others” (IRTS 2008).

The total consumption expenditure on tourism is estimated at Rs. 5,57,089 crore. Out of this, Rs. 99,679 crore (or 17.9 per cent) is on account of inbound tourism expenditure; Rs. 4,47,261 crore (or 80.3 per cent) relates to domestic tourism consumption and the remaining Rs. 10,149 crore (or 1.8 per cent) is on account of outbound tourism consumption. The total internal tourism consumption translates into 3.8 per cent of India’s total supply of products (produced domestically and imported) of Rs. 1,47,70,141 crore at purchaser’s price.

Inbound Tourism Expenditure

The TSA:RMF 2008 recommends the inbound tourism expenditure to be obtained through surveys conducted at the exit points. For the TSA of India, 2009–10, inbound tourism expenditure or the expenditure by international tourists in India was derived from the International Passenger Survey (IPS) conducted by the Indian Statistical Institute (ISI), Kolkata. The respondents were non-resident Indians (NRIs), persons of Indian origin (PIOs) and other foreign nationals. A total of 40,672 inbound tourists (3,137 NRIs, 3,119 PIOs and 34,416 other foreign nationals) were surveyed at 13 exit points across the country. The information collected included expenditure incurred by these categories of tourists for a detailed set of items under the heads of accommodation, food and drink, transport, shopping, recreation, religious, cultural, sporting and health-related activities, and other expenditures. These items of expenditure were mapped with the tourism specific products and services to arrive at the Inbound Tourism Expenditure by types of tourists and by products and services.

The results on inbound expenditure reveal that among the three categories of international tourists, NRIs spend only 12.3 per cent on accommodation services, while PIOs and other foreign nationals spend the most (30.1 per cent and 38.8 per cent respectively) on such services. Almost half of the expenditure done by NRIs is shopping expenditure, that is, expenditure on tourism connected goods (48.8 per cent). In contrast PIOs’ spend 22.3 per cent and other foreign nationals spend 19.3 per cent on the purchase of tourism connected goods. Within tourism connected goods, NRIs spend over 50 per cent of expenditure incurred on these goods on gems and jewellery. This is followed by 26.9 per cent expenditure on readymade garments and 12.1 per cent on books, journals and stationery items. The remaining 8.5 per cent is spent on purchases of tobacco products, beverages, travel related

consumer goods, footwear and toiletries. Average per trip expenditure stands at Rs. 1.51 lakh, with NRIs' per trip expenditure being the lowest at Rs. 1.28 lakh and the same for PIOs and other foreign nationals at Rs. 1.61 lakh and Rs. 1.55 lakh respectively.

Since the TSA was prepared for 2009-10 but the reference year for IPS was 2010-11, their expenditure data were accordingly deflated for 2009-10 using the PFCE deflator.

Domestic Tourism Expenditure

The expenditure incurred by resident visitors on tourism characteristic and tourism connected products and services within the country of reference while on domestic trip are referred as Domestic Tourism Expenditure. A domestic tourism trip refers to the travel of a resident visitor from usual place of residence to the places of destination within the country of reference and back.

RMF recommends household surveys in order to collect information on domestic tourism expenditure. This is because no international borders are crossed, hence the flows of domestic tourism requires the use of different statistical procedures. For India's second TSA, domestic tourism expenditure was derived from the Domestic Tourism Survey (DTS), a survey conducted by the National Sample Survey Organisation (NSSO) as part of its 65th Round of sample surveys during 2008-09. A total of 1,53,038 households were canvassed in this survey which provided information on number of overnight as well as same-day trips completed during last 30 days and last 365 days. For each trip, various trip characteristic data were also collected. These included leading purpose of the trip, main destination, number of places visited, mode of travel, type of stay, number of nights spent outside usual place of residence and so on. A few key findings of the DTS are given below:

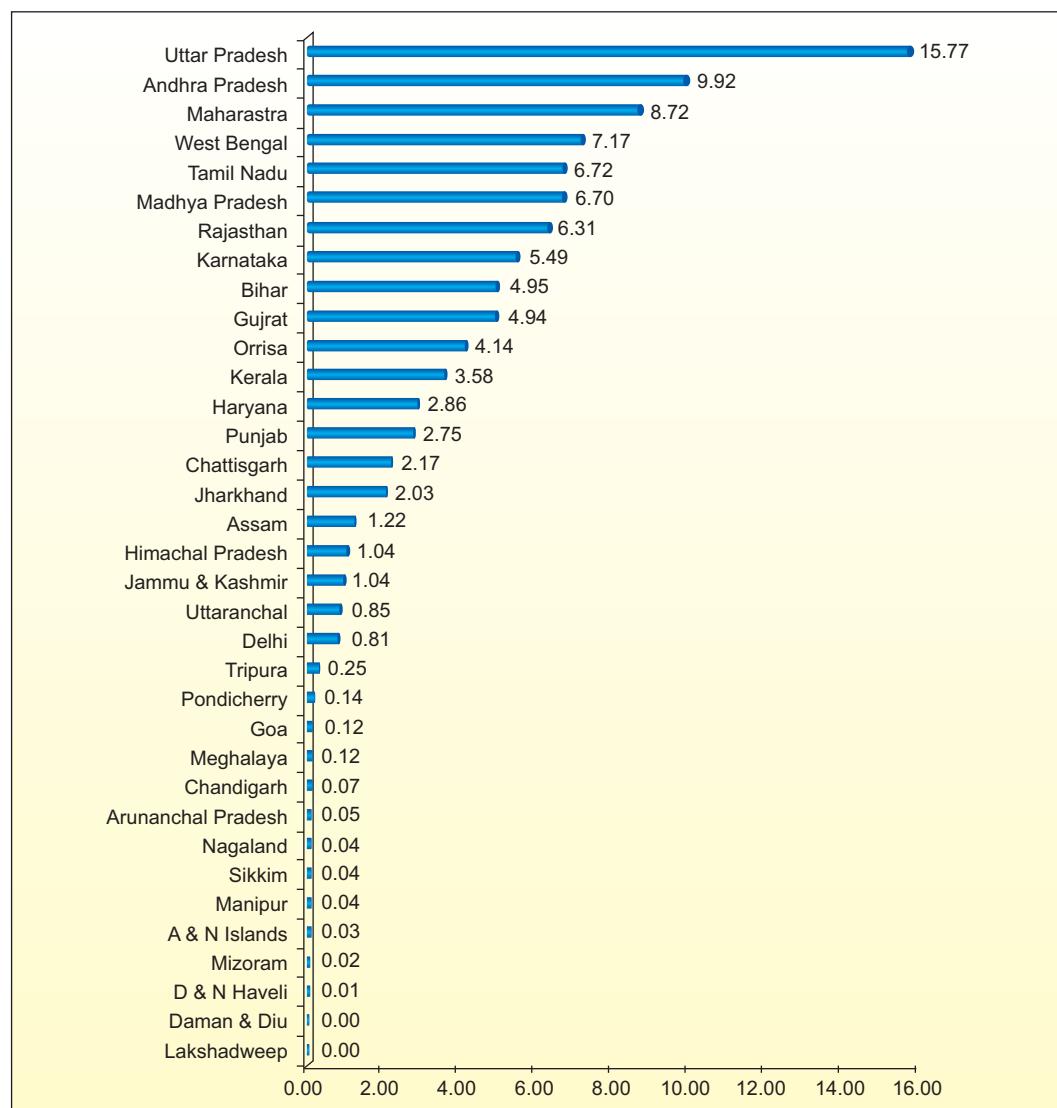
In a one-year period, 418 overnight trips were made per 100 Indian households. This figure stands at 440 per 100 households for the rural population, higher than 365 per 100 households for the urban population. The number of overnight trips per 100 persons was higher for males than for females. For males, number of overnight trips per 100 persons were 225 for rural population and 220 for the urban while for females, these were 194 for rural and 192 for urban population. With increase in age, the number of overnight trips per person rose gradually and then declined, being highest for the age-group 30-34 in rural India and for the age-group 40-44 in urban India. Among children under 15, however, the number of trips per child was highest in the lowest age group 0-4 for rural as well as urban India. There was not much variation among persons of different occupations or industries in the number of overnight trips per 100 persons. For the rural population, the average trip size stood at 2.23 persons per trip while for the urban population, the trip size was 2.32 persons per trip, translating into an all-India average of 2.25 persons per trip.

The leading purpose for which maximum trips were taken was social trips. These trips accounted for the 75 per cent of overnight trips of the rural population and 71 per cent of overnight trips of the urban population. The average number of nights spent on overnight trips was about 3 for the rural population and about 4 for the urban. Travel within one's own district accounted for about 66 per cent of overnight visitor-trips of the rural population but only about

30 per cent for the urban population. The most common mode of travel for overnight trips was buses followed by trains. In case of 85 per cent of rural and 80 per cent of urban overnight visitor-trips, the visitors stayed with friends and relatives for the major part of their stay. At all-India level, average expenditure per overnight trip was Rs.821 for the rural population and Rs.1,636 for the urban population.

Figure below presents a snapshot of the share of states in India's total overnight trip visit-trips as observed from DTS 2008-09 data.

Share of States in India's total estimated number of overnight visitor-trips



Source: NCAER calculations based on unit level data of Domestic Tourism Survey, 2008-09

Also, like IPS, information was collected on expenditure incurred on detailed set of items, which again were mapped with the tourism specific goods and services. Using these expenditures by leading purpose of travel, the required TSA Table 2 was prepared as Domestic Tourism Expenditure by leading purpose and by products and services.

Further, based on the observation that the primary household surveys tend to underestimate the value of consumption expenditure, the DTS values of expenditure were corrected by applying the adjustment factor for each item. These adjustment factors were obtained by taking the ratio of PFCE expenditure and NSSO expenditure obtained from NSSO's 66th round of survey on "Consumption Expenditure".

Also, since the TSA was prepared for 2009-10 but the reference year for DTS was 2008-09, their expenditure data were inflated for 2009-10 using the PFCE deflator.

Outbound Tourism Expenditure

This refers to the expenditure incurred by resident visitors on tourism characteristic and tourism connected products and services outside the country of reference. However, there is some part of expenditure that is incurred by the outbound tourists within the country of reference and this relates largely to the pre-trip expenditure. Since the total internal tourism expenditure refers to the expenditure incurred on tourism activities within the country of reference, only pre-trip expenditure of outbound tourists are taken into account. An outbound tourism trip refers to the travel of a resident visitor from usual place of residence to the places of destination outside the country of reference and back. Outbound tourism expenditure forms TSA Table 3.

Average per outbound-tourist expenditure stands at Rupees 10,149. It should be noted that this is only that part of the total expenditure of outbound tourists which is done in India. The majority of this expenditure is done on passenger transport services. This amounts to 49.0 per cent and includes the expenses incurred on transport services within India but related to the actual trip abroad (eg. cost of travel from place of residence to port of exit and back). This is followed by 28.6 per cent expenditure on accommodation services and 13.3 per cent on the purchase of tourism connected products. Among tourism connected products, part of pre-trip expenditure, the maximum (44.8 per cent) was spent on tourism related consumer goods and readymade garments (44.6 per cent).

Internal tourism consumption

TSA Table 4 (Internal tourism consumption, internal tourism expenditure, and other components of tourism consumption, by products) combines internal tourism expenditure (made up of inbound tourism expenditure from TSA Table 1 and domestic tourism expenditure from TSA Table 2), with the other components of tourism consumption, namely 'services associated with vacation accommodation on own account', 'tourism social transfers in kind' and, 'other imputed consumption' (costs of vacation homes of producers, FISIM, etc.)

There are two components of Internal Tourism Consumption:

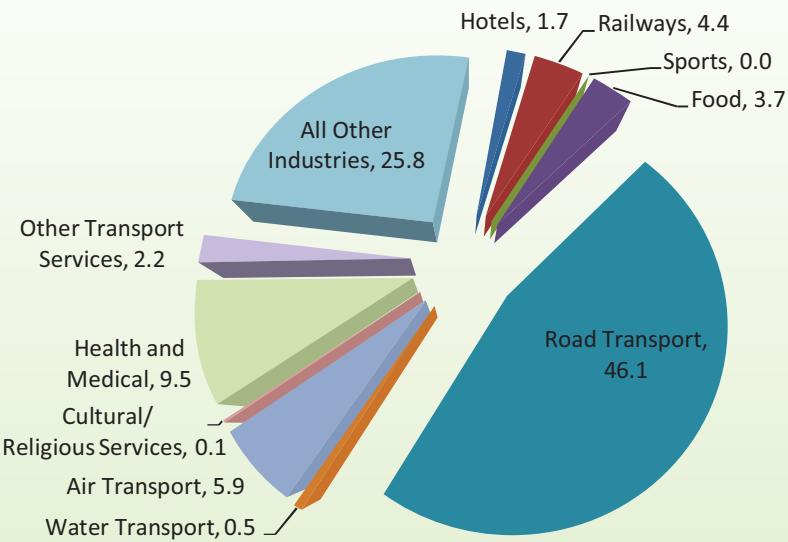
- Internal Tourism Expenditure; and
- Imputed Values of Tourism Consumption.

Internal Tourism Expenditure, as described above, is the sum of Inbound, Domestic and Outbound (only pre-trip) Tourism Expenditure. Imputed Tourism Consumption refers to the value of services associated with vacation accommodation on own account, tourism social transfers in kind and other imputed consumption. These transactions need to be estimated using sources different from information collected directly from the visitors. The distribution of Total Internal Tourism Consumption across tourism specific products and services (as obtained from Internal Tourism Expenditure and Imputed Tourism Consumption) is given in the figures below:



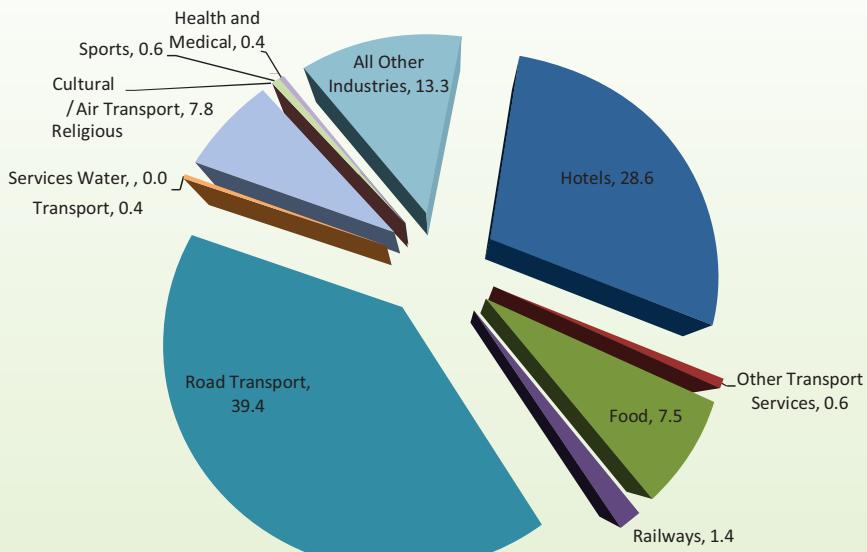
Source: Second Tourism Satellite Account of India, 2009-10, NCAER

Distribution of Domestic Tourism Expenditure among Tourism Industries

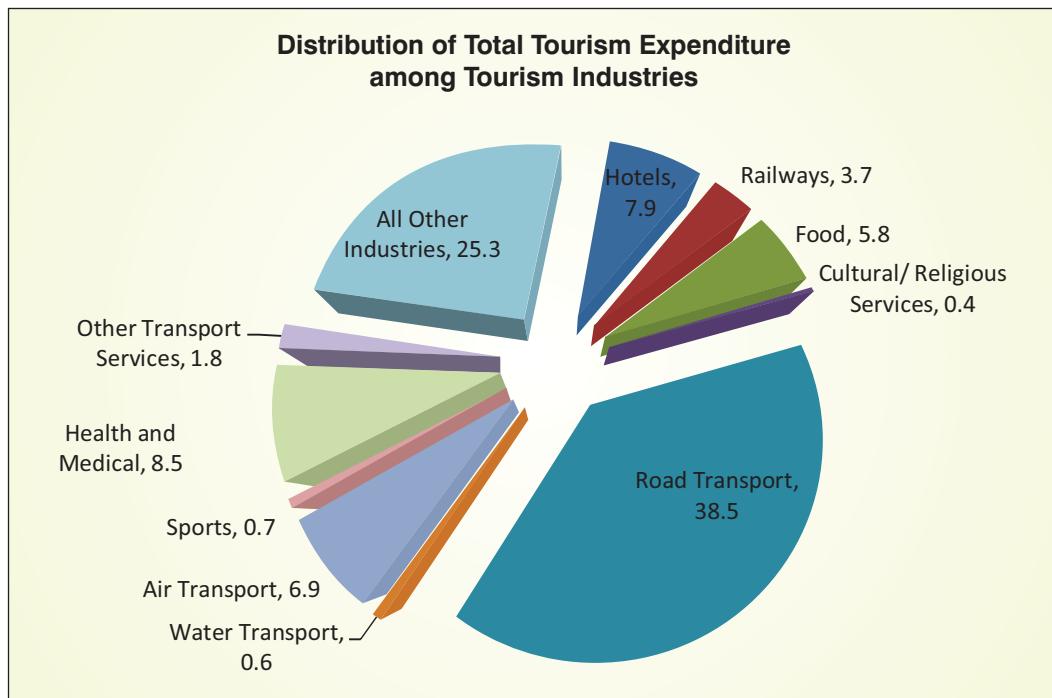


Source: Second Tourism Satellite Account of India, 2009-10, NCAER

Distribution of Outbound Tourism Expenditure among Tourism Industries



Source: Second Tourism Satellite Account of India, 2009-10, NCAER



Source: Second Tourism Satellite Account of India, 2009-10, NCAER

Production accounts of tourism industries and other industries

TSA Table 5 (Production accounts of tourism industries and other industries (at basic prices) presents the production accounts of tourism industries and other industries in the economy. In this table, output and intermediate consumption data for each industry is broken down by product and is valued at basic and purchasers' prices, respectively. The difference between these two values is the gross value added (GVA) at basic prices. The GVA is further broken down into compensation of employees, gross operating surplus of corporations, mixed income of unincorporated business and net taxes on production.

Actual production account of tourism specific and non-specific industries is summarized in the table below:

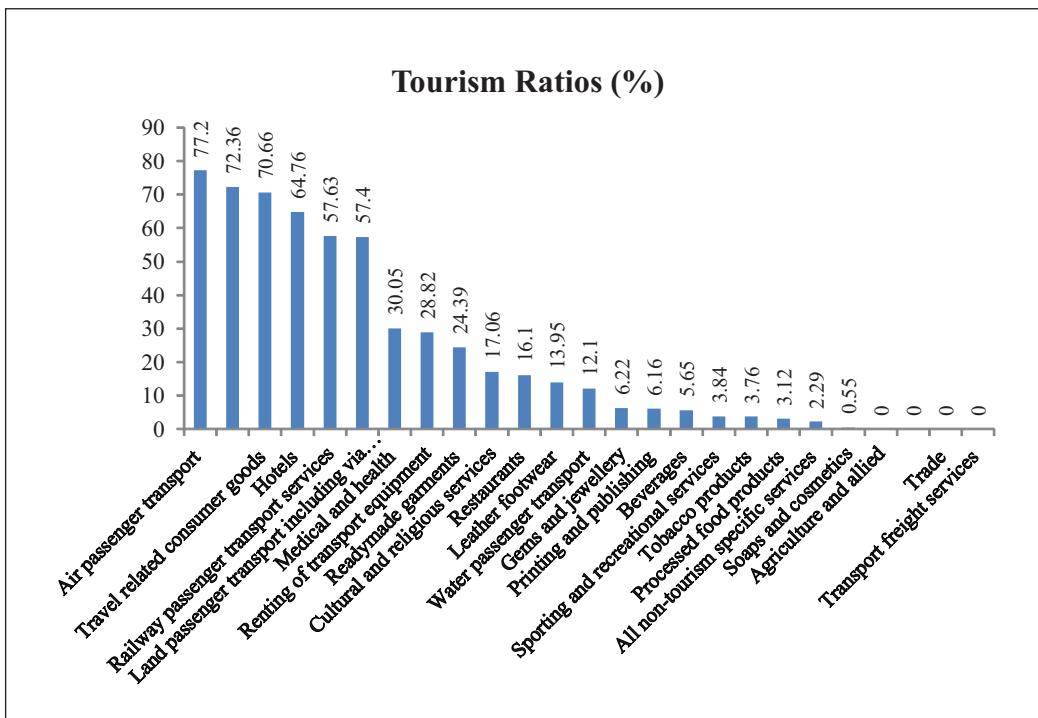
Production Account of Tourism specific and non-specific industries

Industries	Gross Output (₹ crore)	GVA (₹ crore)	Employment (in lakh)	GFCF (₹ crore)	NCS (₹ crore)
1 Agriculture and allied	1420214	1090272	2945.2	17600549	187749400
2 Mining, other manufacturing, construction, electricity, gas and water supply	5727756	1533565	1024.9	86842864	789298046

Industries	Gross Output (Rs. crore)	GVA (₹ crore)	Employ- ment (in lakh)	GFCF (₹ crore)	NCS (₹ crore)
3 Trade	1109724	925678	416.8	12991687	120390500
4 Transport freight services	519016	174247	83.8	5126510	43851277
5 All non-tourism specific services	2153891	1838105	446.9	69046161	688494307
6 Processed food products	351597	43980	32.5	1211480	9212111
7 Beverages	37647	9599	3.4	869782	6642883
8 Tobacco products	36436	14848	45.5	116436	1376658
9 Readymade garments	120714	41359	78.2	1031668	2800455
10 Printing and publishing	45138	10679	10.7	726380	3560162
11 Leather footwear	24976	5117	4.5	201192	1964117
12 Travel related consumer goods	9823	4028	6.6	67526	478936
13 Soaps and cosmetics	56442	13748	4.2	423231	2874506
14 Gems and jewellery	225163	38802	18.1	170603	1521725
15 Railway passenger transport services	35420	21674	6.0	1154151	11655229
16 Land passenger transport including via pipeline	371768	167088	98.4	2393063	18029140
17 Water passenger transport	11764	6945	1.2	125598	946245
18 Air passenger transport	25486	11101	0.9	200770	1512582
19 Tourism related supporting and auxiliary transport activities	11999	6302	5.1	113968	858628
20 Hotels	93226	52202	6.7	1066940	7469154
21 Restaurants	174768	36874	57.4	2000153	14002146
22 Medical and health	157938	97468	37.1	2600426	20638927
23 Renting of transport equipment	1533	1324	0.4	58244	637447
24 Cultural and religious services	11908	10282	11.4	246266	1954551
25 Sporting and recreational services	58993	31662	9.7	919151	7295068
Total output at basic prices	12793340	6186950	5355.4	207304800	1945214200

Source: Second Tourism Satellite Account of India, 2009-10, NCAER

The share (in percentage) of internal tourism consumption to the total supply at purchasers' prices is called tourism Ratios. The significance of this is that this ratio allows for the estimation of the two main aggregates: TDGVA and TDGDP. Figure III represents the tourism ratios (in increasing order) by product calculated in the second TSA of India.



Source: Second Tourism Satellite Account of India, 2009-10, NCAER

Total domestic supply and internal tourism consumption

TSA Table 6 (Total domestic supply and internal tourism consumption, by products at purchasers' prices) presents an overall reconciliation of internal tourism consumption with domestic supply. This table is the core of the TSA. TDGVA and TDGDP used as indicators of the direct contribution of tourism to total Value Added or total Gross Domestic Product are derived from this table.

Tourism Direct Gross Value Added

Tourism direct gross value added (TDGVA) is the part of gross value added generated by tourism industries and other industries of the economy that directly serve visitors in response to internal tourism consumption. It is an indicator of the link between the demand for goods and services by visitors (tourism consumption) and their supply by domestic producers, both tourism industries and non-tourism industries.

Tourism Direct Gross Domestic Product

Tourism direct gross domestic product (TDGDP) is the sum of the part of gross value added (at basic prices) generated by all industries in response to internal tourism consumption plus the amount of net taxes on products and imports included within the value of this expenditure at purchasers' prices. Hence, TDGDP is estimated from TDGVA by adding taxes less subsidies on products related to tourism.

Employment in the tourism industries

TSA Table 7 (Employment in the tourism industries) presents employment in the tourism industries; it is included, because of the frequent strategic importance of tourism in the development of an employment policy. The measurement of employment is limited to employment in the tourism industries and the variables used to express its volume are the number of jobs or headcount of employees.

Tourism Employment

This refers to the employment in the tourism industries. Its relevance lies in the frequent strategic importance of tourism in the development of an employment policy. Further, labour is a factor of production and is generally associated with an establishment in which, usually, various products are produced. Therefore, relating employment to a specific product or group of products of a given establishment is a complex issue in measuring tourism direct employment. Hence, the measurement of employment is limited to employment in the tourism characteristic industries and the variables used to express its volume are the number of jobs or headcount of employees. For the present study, the unit level data of 66th Round of NSSO on "Employment and Unemployment" has been analysed to derive the employment in tourism industries.

Tourism gross fixed capital formation of tourism industries and other industries

TSA Table 8 (Tourism gross fixed capital formation of tourism industries and other industries) shows gross fixed capital formation of the tourism industries, with a break-down of assets – construction (residential and non-residential buildings), machinery and equipment and improvement of land for tourism purposes, further disaggregated by tourism specific fixed assets. For the industries, the column sums represent the tourism GFCF of tourism and other industries, while the row sums represent the tourism GFCF by type of asset. However, tourism GFCF does not include tourism related infrastructure.

Tourism Gross Fixed Capital Formation

Gross fixed capital formation (GFCF) is measured by the total value of a producer's acquisitions, less disposals, of fixed assets during the accounting period plus certain additions to the value of non-produced assets realised by the productive activity of institutional units. The produced assets are broadly divided into tangible (dwellings, other buildings and structures, machinery and equipment, and cultivated assets) and intangible (mineral exploration, software, entertainment, and literary or artistic originals) produced assets.

The tourism industries acquire these tourism related capital goods for production of goods and services. These individual capital goods when aggregated over all the tourism industries provide data on tourism GFCF. The CSO's national accounts provide GFCF by industries, though at a fairly aggregated level. Further, the break-up of GFCF by different assets as recommended in TSA:RMF is also not available. Therefore, the information on GFCF that is available at aggregate level in the NAS, 2012 has been used in preparing TSA Table 8

Tourism collective consumption

TSA Table 9 (Tourism collective consumption, by products and level of government) shows tourism collective consumption by products and levels of government. This does not include individual non-market services, such as those provided by national parks and museums, because they are considered within social transfers in kind and included under tourism consumption (TSA Table 4), because their beneficiaries can be identified separately.

Tourism Collective Consumption

Government provides services to the community at prices which are not economically significant. The receipts earned by the government from the community on account of providing these services are, therefore, very small compared to the overall expenditures involved. The government incurs these additional expenditures from its own resources. These government expenditures (including imputed expenditures, mainly on consumption of fixed capital of its fixed assets) in producing these services net of receipts from sale of goods and services is termed as government final consumption expenditure (GFCE). The GFCE is divided into two components - individual and collective on the basis of who is consuming these services – households or the community as a whole. While the individual consumption expenditure part of GFCE becomes part of household actual final consumption, the collective expenditure part of GFCE becomes the collective (or actual) consumption of government.

Non-monetary indicators

TSA Table 10 (Non-monetary indicators) presents a few quantitative indicators that are related to the previous tables and are important for the interpretation of the monetary information presented. The indicators include number of trips by forms of tourism, classes of visitors and duration of the stay; physical indicators regarding types of accommodation; modes of transport used by non-resident visitors travelling to the economic territory of the country of reference; and number and size of the establishments belonging to tourism industries.

Indirect contribution of tourism aggregates

According to the TSA:RMF 2008, it is possible to estimate the direct and indirect effects of tourism consumption through the application of input-output (I-O) models. The direct effects only take into account the immediate effects of the additional demand (tourism internal consumption) on production processes in terms of additional supply of goods and services, and additional value added and its components. However, the suppliers of this additional

demand require additional inputs from other producers due to inter-industry linkages and those producers in turn would need additional inputs from their input suppliers. Thus, the additional demand (which generates direct effect on production process) induces a chain of activities for different factors of production (i.e. inputs, labor and capital), a phenomenon that continues through several rounds until exhausted. This chain of effects enables the producers directly serving the additional demand to do so, is called the indirect effects of additional demand.

Concluding Remarks

In conclusion, the second TSA of India study reveals that TDGVA, amounting to Rs. 2,34,912 crore, accounted for 3.8 per cent of GVA at basic prices of the total economy. TDGDP at purchasers' prices, obtained after adding net taxes on products to TDGVA, amounted to Rs. 2,37,768, translating to tourism industry's share of 3.7 per cent in India's GDP. As compared to this, tourism share in India's GDP in 2002–03 (according to first TSA, 2002–03) was 2.2 per cent. Hence, in 2009–10, there is a gain of 1.5 percentage points in the share of tourism in nation's GDP.

The total employment in terms of jobs in tourism industries is estimated at 234.20 lakh out of the total of 5355.39 lakh jobs in the country. It may be mentioned that bulk of these jobs, amounting to 2945.20 lakh, are in agriculture sector. The share of jobs in tourism industries is 4.4 per cent of total jobs in the economy. As compared to this, tourism's share in employment in 2002–03 was somewhat higher at 4.6 per cent.

While the UNWTO recommended methodology does not include measurement of any indirect or induced effects of tourism on the economy, the study attempts to work out these using the input-output methods. For this, the multipliers for output and employment have been calculated. The output multiplier for tourism worked out to be 1.8518 whereas employment multiplier is 2.3256.

Using the multipliers, it is estimated that direct and indirect share of TDGVA to India's GVA is 7.0 per cent (3.8 per cent direct and 3.2 per cent indirect). The contribution of TDGDP to total GDP is 6.8 per cent (3.7 per cent direct and 3.1 per cent indirect) and to employment is 10.2 per cent (direct 4.4 per cent and indirect 5.8 per cent). As compared to this, tourism direct and indirect share in India's GDP in 2002–03 (according to first TSA) was 4.8 per cent and its share in India's employment was 8.2 per cent. The overall gain in tourism's share in GDP in 2009–10 is to the tune of 2.0 percentage points and in employment is 2.3 percentage points.

11

Chapter

Atithidevo Bhava



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

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

TFCI was setup to meet the financial requirements of tourism industry in the Country. TFCI provides Financial Assistance to enterprises for setting up and/or for development of tourism-related activities, facilities and services, which inter-alia include hotels, restaurants, holiday resorts, amusement parks and complexes for entertainment, education and sports, safari parks, rope-ways cultural centers, convention halls, all forms of transport industry, air lines, travel and tour operating agencies, tourism emporia, sports facilities etc. TFCI also provides high quality Research & Consultancy services to the tourism industry in general and to the investors in tourism industry in particular. In line with this, TFCI has been rendering consultancy services to the various Central and State government agencies by undertaking broad-based assignments to cover macro & micro level tourism related studies/ exercises to facilitate identification, conceptualization, promotion/ implementation of specific tourism-related projects & for taking policy level decisions with respect to investment and infrastructural augmentation etc.

The details of the amount of loan sanction and disbursed by TFCI to various categories of tourism industries during 2011-12 and 2012-13 the project-wise classification of financial assistance sanctioned during 2012-13 are given in table 11.1.1 and 11.1.2 respectively.

**TABLE 11.1.1
ASSISTANCE SANCTIONED AND DISBURSED BY TFCI, DURING
2011-2012 AND 2012-2013**

Operations	Assistance Sanctioned		Assistance Disbursed	
	2011-12	2012-13	2011-12	2012-13
Rupees Loan	71880	36680	50206	28643
Leasing	Nil	Nil	Nil	Nil
Subscription to Equity/Preference				
Share/Mutual Fund/Debenture	6118	5668	6118	5668
Guarantee	Nil	Nil	Nil	Nil
Total	77998	42348	56324	34311

TABLE 11.1.2
PROJECT-WISE AND PURPOSE WISE CLASSIFICATION OF FINANCIAL
ASSISTANCE SANCTIONED DURING 2012-2013

(₹ in Lakh)

Purpose	New		Expansion		Renovation/ Equip. Finance		Expansion/ Acq/ Restrc/Reno.		Total	
Type of Project	No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount
5 Star Hotel	3	2700	0	0	0	0	2	4600	5	7300
4 Star Hotel	2	5000	0	0	0	0	0	0	2	5000
3 Star Hotel	1	1000	0	0	0	0	3	3630	4	4630
2 Star Hotel	0	0	0	0	0	0	0	0	0	0
Heritage	0	0	0	0	0	0	0	0	0	0
Unclassified	0	0	0	0	0	0	0	0	0	0
Amusement park / shopping complex-c um – Ent. Centre/ Water park/Multiplex/ Activity Centre/										
Integrated	0	0	0	0	0	0	1	150	1	150
Restaurant	0	0	0	0	0	0	0	0	0	0
Tourist cars Coaches	0	0	0	0	0	0	0	0	0	0
RTDC/ palace on wheels	0	0	0	0	0	0	0	0	0	0
Others	1	1500	0	0	0	0	6	18100	7	19600
Infrastructure projects	0	0	0	0	0	0	0	0	0	0
Total	7	10200	0	0	0	0	12	26480	19	36680

The assistance provided by TFCI since its inception has catalyzed the addition of 43534 rooms and provided direct employment to about 82735 persons in tourism industry.

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APPENDICES

GUIDELINES FOR PROJECT APPROVAL AND CLASSIFICATION OF TIME SHARE RESORTS

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

5 Star, 4 Star and 3 Star categories

The Hotel & Restaurant Approval & Classification Committee (HRACC) inspects and assesses the TSR based on facilities and services offered.

Project approvals are also given in all the above-mentioned categories at the project implementation stage.

Classified Time Share Resorts approved/approved projects are eligible for various concessions and facilities that are announced by the Government from time to time besides getting worldwide publicity through the 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:-

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

FORMAT FOR UNDERTAKING

To,

The Secretary (Tourism)
Ministry of Tourism
New Delhi

UNDERTAKING

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

Signature and name in block letters

Seal of the applicant

Place:

Date:

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

A. Approval at Project level

1. The Ministry of Tourism approves TSR at project stage based on documentation, which enables the TSR to get certain benefits from the Govt. as may be announced from time to time. The documents required for project approvals are listed below.
2. Project approvals are valid for 5 years. Project approvals of the Govt. of India, Ministry of Tourism cease 3 months from the date that 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 Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn in case of any violations without notice.

- xi. Proposed capital structure
- Total project cost
- a. Equity component with details of paid up capital
 - b. Debt – with current and proposed sources of funding
- xii. Letter of acceptance of regulatory conditions.
- xiii. Application Fee
5. In the event of any changes in the project plans, the approval must be sought afresh.

6. Authorised officers of the Ministry of Tourism should be allowed free access to inspect the premises from time to time without prior notice
7. The TSR must immediately inform the Ministry 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 may be payable to " Pay & Accounts Officer, Ministry of Tourism, New Delhi ".

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

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

B. TSR Classification/Re-classification

1. Classification for newly operational TSR must be sought within 3 months of completion of approved TSR projects. Operating TSRs 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 re-classification from the date of expiry of the last classification provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted.
5. TSRs applying for classification must provide the following documentation.

Application Form detailing

- i. Name of the TSR
- ii. Name and address of the promoters/owners with a note on their business antecedents
- iii. Complete postal address of the hotel with tel. no/fax/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 TSR site with postal address and distance from Airport/Railway Station/City Centre/Downtown shopping area (in kms)
- vii. Details of the TSR
 - (1) Area (in sq. metres) with title – owned/ leased with copies of sale/ lease deed
 - (2) Copy of Land Use Permit from local authorities
 - (3) Star category being applied for
 - (4) Number of rooms and area for each type of room in sq.ft. (single/double/suites)
 - (5) Number of attached baths
 - (6) Details of public areas – Lobby/lounge, restaurants, bars, shopping area, banquet/ conference halls, health club, swimming pool, parking facilities, facilities for the physically challenged persons, Eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq.ft.
 - (7) Details of guest room and bathroom with dimensions in sq.ft.
 - (8) Details of Fire Fighting Measures/ Hydrants etc.

- (9) Details of measures for energy conservation and water harvesting and other Eco-friendly measures and initiatives.
- (10) Air-conditioning details for guest rooms, public areas

Certificates/No Objection Certificates (attested copies)

- a) Certificate/ licence from Municipality/Corporation to show that your establishment is registered as a TSR.
- b) Certificate/ licence from concerned Police Department authorizing the running of a TSR
- c) Clearance Certificate from Municipal Health Officer/Sanitary Inspector giving clearance to your establishment from sanitary/hygienic point of view
- d) No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities)
- e) Public liability insurance
- f) Bar Licence (necessary for 3*, 4* & 5*)
- g) Money Changers Licence (necessary for 3*, 4* & 5*)
- h) Sanctioned building plans/occupancy certificate
- i) If classified earlier, a copy of the earlier "Certificate of Classification issued by 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) Application fee

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

6. All applications for classification or re-classification must be complete in all respects – application form, application fee, prescribed clearances, NOCs, certificates etc. - incomplete application is liable to be rejected.
7. TSRs will qualify for classification as Heritage hotels provided a minimum 50% of the floor area was built before 1935 and no substantial change has been made in the facade. TSRs which have been classified/ re-classified under Heritage categories prior to issue of these Guidelines will continue under Heritage categories even if they were built between 1935-1950.
8. The application fees payable for classification/re-classification are as follows. The demand draft maybe payable to " Pay & Accounts Officer, Ministry of Tourism, New Delhi".

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

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

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

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

16. Any changes in the plans or management of the TSR should be informed to the HRACC, Govt. of India, Ministry of Tourism within 30 days otherwise the classification will stand withdrawn/terminated.
17. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
18. Incomplete applications will not be considered. All cases of classification would be finalised within three months of the application being made.
19. The Govt. of India, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time.

GUIDELINES FOR APPROVAL OF TIMESHARE RESORTS

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

General	3*	4*/ 5*/H	Comments
Iron with iron board.	-	-	Should be available on request.
15 amp earthed power socket.	N	N	
Television.	N	N	
Internet Connection.	D	N	For 3 star and 4 star internet facility be made available in the Business Centre.
Telephone in the room.	N	N	
Ward robe with minimum 12 clothes hangers per bedding.	N	N	
Shelves or drawer space.	N	N	
Bathrooms			
Number of dedicated(private) bathrooms – Studio.	**	**	
Number of dedicated (private) bathrooms – 1 Bedroom.	1	1	
Number of dedicated (private) bathrooms And 2 bed rooms	2	2	
Number of dedicated (private) bathrooms 3 Bedroom.	2	3	
Minimum Size of Bathroom in square feet.	36	40	
Western WC toilet to have a seat and lid, toilet paper.	N	N	
Floors and walls to have non-porous surfaces.	N	N	
Furniture.	N	N	Twin sofa cum-bed, chairs and other furniture as necessary.
Water saving taps/shower.	N	N	

General	3*	4*/	5*/H	Comments
Kitchens/Kitchenettes				
Kitchenettes for Studios.	N	N		Defined area – two burner stove top, no open flame, microwave oven or OTG, fridge, utensils, crockery and cutlery, tea/coffee maker, sink, exhaust fan or central exhaust
Kitchens for 1 bedroom and larger.	N	N		Dedicated kitchen – 2 burner stove, microwave oven, tea/coffee maker, fridge, sink, exhaust fan, utensils, cutlery, crockery.
Washing machines/dryers.	D	D		Arrangements be made available for laundry/ dry cleaning services.
Public Areas				
A lounge or seating in the lobby area.	N	N		
Reception.	D	N		Manned minimum 16 hrs., Call service 24 hrs.
Heating and cooling to be provided in enclosed public rooms.	D	N		Temperatures to be between 20—28 degrees celcius
Restaurant/dining room	N	N		Multi cuisine for all 3 meals.
Garbage room (wet and dry).	N	N		
Room for left luggage facilities.	N	N		
Health Fitness facilities.		N		Necessary for 4 star and above, desirable for 3-star
Guest Services				
Utility Shop.	N	N		
Acceptance of common credit cards.	N	N		
A public telephone on premises, unit charges made known.	N	N		
Messages for guests to be recorded and delivered.	N	N		
Name, address and telephone number of doctors with front desk.	N	N		

General	3*	4*/ 5*/H	Comments
Assistance with luggage on request.	N	N	
Stamps and mailing facilities.	N	N	
Safekeeping facilities available.	N	N	
Smoke/Heat detectors	N	N	These can be battery operated as per prevailing building laws.
Fire and emergency procedure notices displayed in rooms behind door.	N	N	
Fire exit sign on guest floors with emergency power.	N	N	
Public liability insurance	D	D	
Swimming Pool	D	N	This can be relaxed for hill destinations.
Indoor Games Activity Room.	N	N	
Outdoor Games like Tennis, Badminton	D	N	To be relaxed for Urban Time Share properties, Hill Resorts and others, where site conditions do not permit.

GUIDELINES FOR CLASSIFICATION OF HERITAGE HOTELS

DEFINITIONS :

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

HERITAGE:

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

HERITAGE CLASSIC:

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

HERITAGE GRAND:

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

ROOM & BATH SIZE:

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

SPECIAL FEATURES:

HERITAGE:

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

HERITAGE CLASSIC:

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

HERITAGE GRAND:

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

SPORTING FACILITIES:

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

CUISINE:**HERITAGE:**

The hotel should offer traditional cuisine of the area.

HERITAGE CLASSIC:

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

HERITAGE GRAND:

The hotel should offer traditional and continental cuisine.

MANAGEMENT:

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

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

GENERAL FEATURES:

There should be adequate parking space for cars. All public rooms and areas and the guest rooms should be well maintained and well equipped with quality carpets/area rugs/good quality durries, furniture, fittings etc. in good taste and in keeping with the traditional lifestyle.

If carpeting is not provided, the quality of flooring should be very good (This is not to suggest that old and original flooring whether in stone or any other material should be replaced unnecessarily). The guest rooms should be clean, airy, pest free without dampness & musty odour, and of reasonably large size with attached bathrooms modern facilities (e.g. flush commodes, wash basins, running hot and cold water, etc.). There should be a well appointed lobby and/or lounge equipped with furniture of high standard with separate ladies and gents cloak rooms with good fittings.

FACILITIES:

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

SERVICES:

The hotel should offer good quality cuisine and the food and beverage service should be of good standard. There should be qualified, trained, experienced, efficient and courteous staff in service and clean uniforms and the staff coming in contact with the guests should understand English, housekeeping at these hotels should be of the highest possible standard and there should be a plentiful supply of linen, blankets, towels, etc. which of the highest possible standard and should be a plentiful be of high quality. Each guest room should be provided with a vacuum jug/flask with bacteria free drinking water. Arrangements for heating/cooling must be provided for the guest rooms in seasons. Places which have telephone lines must have at least one phone in the office with call bells in each guest room. Arrangements for medical assistance must be there in case of need. The staff/room ratio must be in keeping with the number of guest room in each property. These hotels must be run on a professional basis while losing none of their ambience and services. The hotel should be environment friendly. The gardens and grounds should be very well maintained.

There should be an efficient system of disposal of garbage and treatment of wastes and effluents. The hotel should present authentic and specially choreographed local entertainment to the guests. They should also have, wherever possible, arrangements for special services such as wildlife viewing, water sports, horse/camel/elephant riding or safaris etc.

APPLICATION PROFORMA FOR APPROVAL OF HERITAGE HOTEL PROJECT

1. Proposed name of the Hotel:
2. Name of Promoters:
(a note giving details of business antecedents may be enclosed)
3. Complete Postal address of the Promoters.
4. Status of owners/Promoters:
Whether:
 - a) Company
(if so, a copy of the Memorandum & Articles of Association may be furnished)
OR
 - b) Partnership firm (If so, a copy of partnership Deed and Certificate of registration under the Partnership Act may be furnished)
OR
 - c) Proprietary concern (Give name and address of the proprietor)
5. Location of the property alongwith postal address:
6. Details of the property
 - (a) Area
 - (b) Title

Whether outright purchase/ownership (if so, a copy of the registered sale deed should be furnished)
OR

On Lease
(if so, a copy of the registered lease deed should be furnished)

 - (c) Whether the required land use permit for the conversion into hotel has been obtained. (If so, a copy of certificate from the concerned local authorities should be furnished).
 - (d) Distance from Railway Station:
 - (e) Distance from Airport:
 - (f) Distance from main shopping Centres:
7. Details of the Hotel Project (a copy of the project/feasibility report should also be furnished).
 - (a) No. of guest rooms and their area:

Guest Room	Number	Area
Single		
Double		
Suites		
Total:		

- (b) No. of attached baths and their area:
- (c) How many of the bathrooms will have long baths or the most modern Shower chambers (Give break-up):
- (d) Details of public areas:

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

- (e) Blue prints of the sketch plans of the project. A complete set duly signed by the promoter and the architects should be furnished including/showing among other things, the following:-
 - i) Site Plan:
 - ii) Front and side elevations:
 - iii) Floor wise distribution of public rooms/guest rooms and other facilities.

8. Approval:

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

- (a) Municipal authorities;
- (b) Urban Lands (Ceiling), Act:
- (c) Any other local/State Govt. authorities concerned.

9. Proposed Capital Structure:

- (a) Total estimated cost:
 - (i) Equity:
 - (ii) Loan:
- (b) Equity Capital so far raised:
- (c) (i) Sources from which loan is proposed to be raised:
 - (ii) Present position of the loan:

10. Acceptance of Regulatory conditions:

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

11. Application Fee:

Demand Draft for Rs.12,000/- for hotel projects planned for Heritage, Hotel category drawn in favour of "Pay & Accounts Officer, Ministry of Tourism, New Delhi" must be attached with the application

GUIDELINES FOR APPROVAL OF CONVENTION CENTRES

Meetings, Incentives, Conferences 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 tourism. Taking this fact into consideration, the Ministry of Tourism has decided to grant approval to convention centres to encourage investment and standardize facilities at the convention centres.

APPROVAL

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

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

GENERAL FEATURES:

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

- 1. Convention Hall:** Convention hall as the name suggests should have audio Visual conferencing equipment, facility for high fidelity recording, video projection/ video

graphs etc. and skilled manpower at various levels. The seating capacity in the hall may be in a classroom style in the following category:-

- a) Above 1500 pax or
- b) 1200-1500 pax or
- c) 800-1200 pax or
- d) 300-800 pax

2. **Mini Convention Halls:** Mini Convention halls are equally important in Convention Centres as these halls are required for various seminars, committees, meetings etc. the seating capacity therefore, may be in a theatrical or classroom style to seat as follows:-

- a) 200-300 pax or
- b) 100-200 pax or
- c) 50-100 pax or
- d) 20-50 pax

3. **Exhibition Hall:** Exhibition Hall is another important feature in convention centre. Delegates to the convention as well as trade relative promoters take part in trade shows to promote their products during conventions. As such, it is essential that such exhibition hall should have a capacity to accommodate at least 20 booths of 3 mts by 3 mts in size excluding passages in between the booths.

4. **Restaurants:** Restaurants in the convention centres should conform to the existing guidelines of HRACC laid down by the Ministry.

5. **Parking:** Parking facility for not less than fifty 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:-

- a. Landscaped forefront
- b. Exhibition Management Centre
- c. Administrative facilities for corporate office including IITM/ Internet etc.
- d. Trade Show/ Fair Facilities such as Tourist Office, Bank and Money Changing facilities, Travel Desk, STD/ISD, Press Lounge, VIP Lounges etc.
- e. Technical facilities such as plant room, electric substation, stores, electric power back-up-system, fire hydrant etc.
- f. Gate complex for stipulating entry and exit.

- g. Information booths.
- h. Public Convenience.
- i. Stationary Shops and Kiosks.
- j. Public Address System.
- k. First aid with doctor on call facilities
- l. Security office and booths for security arrangements.
- m. Storage complex for custom storage and handling etc.
- n. Fire safety arrangements.
- o. Locker facilities.

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

- i) Handicraft shops, souvenir shop.
- ii) Facility for the physically disabled person.
- iii) Other facility for enhancing 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 | - | ₹ 5000/- |
| 2) Approval at the operational stage | - | ₹ 10,000/- |
| 3) Re-approval | - | ₹ 5,000/- |

REQUIREMENT

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

- i) A Project Report establishing the feasibility of the proposed convention centre, describing the amenities to be provided at the convention centre particularly mentioning any special or distinctive features.
- ii) The site selected should be suitable for the construction of convention centre intended for use by domestic as well as international business travelers. While selecting the site such aspects as its accessibility from airport / railway station / shopping areas etc. making it a convenient location, may be kept in mind as also that its 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 their acceptance have also been appended.

REGULATORY CONDITIONS FOR APPROVAL OF CONVENTION CENTRE PROJECT

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

- 1) Documents relating to its legal status i.e. if the company is incorporated under the companies act, a copy of its memorandum and articles of association, if it is partnership firm, a copy of the partnership deed and the certificate of registration under the partnership act; if it is a proprietary concern, name and address of the proprietor etc.
- 2) Any licence and/ or approvals required from the local administration/ police and/ or other concerned authorities for the construction / operation of the convention centre should be obtained directly by the promoters from the concerned authorities. The

approval by the Ministry will not in any way be a substitute for them. The Ministry's approval will be deemed to have been withdrawn in case of violation of any condition as brought to its notice.

- 3) In the event of the promoters making any changes in the plans of the project as submitted earlier, the approval of this ministry will have to be applied for afresh.
- 4) As a project which has been approved from the view of its suitability for foreign oriente the promoter will be eligible for grant of loan from Central/ State Financial Institutions and priority in the procurement of building material, telephone and telex connections etc. however, this approval should not in any way be construed as an assurance for the grant of these facilities since this would fall within the jurisdiction of the concerned authorities and the rules prescribed for the purpose.

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

- 1) The Convention Centre must immediately inform this Ministry the date from which it becomes functional, and apply for approval within 3 months thereafter.
- 2) The Convention Centre will submit the following information to the Secretary (T) Ministry of Tourism, so as to reach on or before 31st 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:-

S.No.	Name of Conference/ Seminar		Date	No. of Participants	Name of Organisation
	Domestic/ International				
1	2	3	4	5	6

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

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

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:

Guest Rooms	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:

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

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

Blue Prints of the sketch plans of the project.

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

- (i) Site plan
- (ii) Front and side elevation
- (iii) Floor wise distribution of public Areas/guest rooms and other facilities;
- (iv)
 - (a) Area of convention halls/ mini convention hall/ exhibition hall.
 - (b) Area of guest rooms with dimensions (if applicable)
 - (c) Area of bathrooms with dimensions

8. Air-conditioning:

- (a) whether all the convention halls and guest rooms will be air-conditioned.
- (b) whether all the public areas will be air-conditioned.
- (c) Give details of type of air conditioning

9. Approval:

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

- (a) Municipal authorities
- (b) Urban lands(ceiling), Act
- (c) Any other Local/ State Govt.
- (d) Authorities Concerned.

10. Proposed Capital Structure:

- (a) Total estimated cost:
 - (i) Equity
 - (ii) Loan:
 - (iii) Equity capital so far raised:
- (b) (i) Sources from which loan is proposed to be raised
 - (ii) Present position of the loan.

11. Acceptance of regulatory conditions:

(This should be furnished in the prescribed Performa)

12. Application Fee-Demand Draft No._____

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 travelers who come to India for some assignments, for family holidays, etc. Which are sometimes stretching for months together. With the aim of providing standardized, world class services to the tourists, the Government of India, Ministry of Tourism has a voluntary scheme for classification of fully operational Apartment Hotels in the following categories:

5 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.

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

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

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

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

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

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

APPROVAL AT PROJECT LEVEL

1. The Department 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 at 4.
2. Project approvals are valid for 5 years. Project approvals of the Govt. of India, Ministry of Tourism cease 3 months from the date that the hotel becomes operational even if all its rooms are not ready. The Apartment Hotel must apply for classification within these 3 months.
3. The Ministry of Tourism, Govt. of India reserves the right to modify the guidelines/terms and conditions from time to time
4. Application form. This covers
 - i. Proposed name of the Apartment Hotel
 - ii. Name of the promoters with a note on their business antecedent
 - 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)
 - (1) Title – owned/ leased with copies of sale/ lease deed
 - (3) Copy of Land Use Permit from local authorities
 - (4) Distances from Railway station, airport, main shopping centers (in Kms)
 - vii. Details of the project
 - (1) Copy of feasibility report.
 - (2) Star category planned

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

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

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

5. In the event of any changes in the project plans, the approval must be sought afresh.
6. Authorised officers of the Ministry of Tourism should be allowed free access to inspect the premises from time to time without prior notice
7. The Apartment Hotel must immediately inform the Ministry of the date from which it becomes operational and apply for classification within 3 months of this date.
8. The fees payable for the project approval and subsequent extension, if required are as follows. The demand draft may be payable to " Pay & Accounts Officer, Ministry of Tourism, New Delhi ".

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

9. The promoters must forward regular progress reports for each quarter failing which the project approval would be considered withdrawn.
10. All documents must be valid at the time of application and a Gazetted officer or Notary must duly certify copies furnished to the 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 carefully go through the checklist of provision of facilities and services contained in the guidelines before applying.
15. Incomplete applications will not be accepted.
16. The Govt. of India, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time

APARTMENT HOTEL - CLASSIFICATION/ RE-CLASSIFICATION GUIDELINES

1. Classification for newly operational Apartment Hotel must be sought within 3 months of completion of approved Apartment Hotel projects. Operating Apartment Hotel may opt for classification at any stage. However, those seeking re-classification should apply for re-classification one year prior to the expiry of the current period of classification.
2. If the Apartment Hotel fails to reapply one year before the expiry of the classification order, the application will be treated as a fresh classification case.
3. Once a 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 re-classification from the date of expiry of the last classification provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted.
5. 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 hotel with tel. no/fax/email
- iv. Status of the owners/ promoters
 - (1) If Public/ private limited company with copies of Memorandum and Articles of Association
 - (2) If Partnership, a copy of partnership deed and certificate of registration
 - (3) If proprietary concern, name and address of proprietor/certificate of registration.
- v. Date on which the Apartment Hotel became operational.
- vi. Details of Apartment Hotel site with distance from Airport/Railway Station/City Centre/Downtown shopping area (in kms)

vii. Details of the Apartment Hotel

- 1) Area (in sq. metres) with title – owned/ leased with copies of sale/ lease deed
- 2) Copy of Land Use Permit from local authorities
- 3) Star category being applied for
- 4) Number of rooms and area for each type of room in sq.ft. (single/double/suites)
- 5) Number of attached baths
- 6) Details of public areas – Lobby/lounge, restaurants, bars, shopping area, banquet/ conference halls, health club, swimming pool, parking facilities, facilities for the physically challenged persons, Eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq.ft
- 7) Details of Guestroom and number of 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

viii. Certificates/No Objection Certificates (attested copies)

- a) Certificate/ licence from Municipality/ Corporation to show that your establishment is registered as an Apartment Hotel
- b) Certificate/licence from concerned Police Department authorizing the running of an Apartment Hotel
- c) Clearance Certificate from Municipal Health Officer/ Sanitary Inspector giving clearance to your establishment from sanitary/hygienic point of view
- d) No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities)
- e) Public liability insurance
- f) Bar Licence (necessary for 4*, 5* & 5*-D only)
- g) Money Changers Licence (necessary for 4*, 5*& 5*- D only)
- h) Sanctioned building plans/occupancy certificate
- i) If classified earlier, a copy of the earlier "Certificate of Classification issued by Ministry of Tourism

- j) For Heritage property, certificate from the local authority stating age of the property and showing new and old built up areas separately
- k) Any other local authority as may be required.
- l) Approval /NOC from AAI for projects located near Airports
- m) Please indicate whether a few rooms or all rooms are to be let out on a time-share basis.
- n) Application fee.

The above-mentioned approvals/No Objection Certificates are the responsibility of the Owners/promoters/concerned Company as the case may be. The Ministry 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/re-classification are as follows. The demand draft may be payable to " Pay & Accounts Officer, Ministry of Tourism, New Delhi".

Star Category of Apartment Hotel	Classification/Re-classification fees in ₹
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/ re-classification. No requests will be entertained beyond this period.

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

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

To,

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

UNDERTAKING

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

Signature and name in block letters

Seal of the applicant

Place:

Date:

CHECKLIST FOR FACILITIES & SERVICES

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

GENERAL	3* & 4*	5* & 5*-D		COMMENTS
Iron with iron board	N	N		
A 15 amp earthen power shocked	N	N		
Television	N	N		
Internet Connection available in	D	N		For 3 star internet facility be made the Business Center
Telephone in the room	N	N		
Ward robe with minimum 12 clothes hangers per bedding	N	N		
Shelves or drawer space	N	N		
Bathrooms				
Number of dedicated(private) bathrooms –Studio	1	1		
Numb of dedicated (private) bathrooms1 Bedrooms	1	1 1/2		Half bath toilet and wash basin.
Number of dedicated (private) bath rooms 2 Bedrooms	2	2 1/2		
Number of dedicated (private) bath rooms 3 Bedrooms	2	3 1/2		
Minimum Size of Bathroom in square feet	36	40		
Western WC toilet to have a seat and lid toilet paper.	N	N		
Floors and walls to have non – porous surfaces	N	N		
Indoor Games Activity Room	N	N		
Outdoor Games like Tennis, Badminton	D	N		
Water saving taps /shower	N	N		
Kitchens/Kitchenettes				
Kitchenettes for Studios	N	N		Screened area-signal burner stove top, no open flame, Microwave oven or OTG, Fridge (165 Ltr.)

GENERAL	3* & 4*	5* & 5*-D		COMMENTS
				utensils, crockery and cutlery, Tea / Coffee maker, sink exhaust fan.
Kitchens for 1 bedroom and larger	N	N		Dedicated kitchen-2 burner stove, Microwaveoven, Tea/coffee maker, Full size fridge, sink exhaust fan, utensils, cutlery, crockery.
Washing Machines/dryers	D	D		Arrangement are made available for laundry / dry cleaning services.
Public Areas				
A lounge or seating in the lobby area	N	N		
Reception facility manned 24 hours	N	N		
Heating and cooling to be provided in enclosed public rooms	N	N		Temperatures to be between 20-28 degrees calculus.
Dining room serving break-fast	N	N		
Garbage room (wet and dry)	N	N		
Room for left luggage facilities	N	N		
Health Fitness facilities	D	N		Necessary for 4 star and above, desirable for 3-star
Guest Services				
Utility shop	N	N		
Acceptance of Common Credit Cards	N	N		
A public telephone on premises, Unit charges made known.	N	N		
Wake –up call service on request.	N	N		
Messages for and telephone number of Doctor with front desk.	N	N		
Assistance with luggage on request	N	N		
Stamps and mailing facilities	N	N		
Left luggage facilities	N	N		
Fax and photocopy service	N	N		

GENERAL	3* & 4*	5* & 5*-D		COMMENTS
Business Center	N	N		This should be a dedicated area. In resort destinations, tourist and pilgrimage centers this may be relaxed.
Safe keeping facilities available	N	N		
Smoke detectors	N	N		These can be battery operated
Fire and emergency procedure notices displayed in rooms behind door	N	N		
Fire exit sign on guest floors with emergency power public liability insurance	N	N		
Public liability insurance	D	D		
Swimming pool		N		This can be related for hill destinations. Necessary for 5* & 5*D and desirable for 3-star, 4-star.
Parking Facilities	D	D	N	Should be adequate in relation to the no of room & banquet/convention hall capacities. Exclusively earmarked accessible parking nearest to the entrance for physically challenged persons.
Conference Facilities		D	D	

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

GOVERNMENT OF INDIA
MINISTRY OF TOURISM (H&R CELL)
HOTEL CLASSIFICATION

Mark sheet for quality

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

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

Comments

HRACC Members

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

Qualifying Score

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

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

Introduction

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

Detailed Guidelines

1. The classification for Incredible India Bed & Breakfast/Homestay establishment will be given only in those cases where the owner/promoter of the establishment along with his/her family is physically residing in the same establishment and letting out minimum one room and maximum six rooms (12 beds).

2. The scheme will be on bed and breakfast basis and charges will have to be levied accordingly. The type of breakfast to be offered will have to be specified, the charges will have to be displayed and the visitors will have to be informed in advance so as to avoid unnecessary dispute.
3. Once an establishment applies for classification/re-classification, it will have to be ready at all times for inspection by the Regional Classification Committee. No requests for deferment of inspection will be entertained.
4. Classification will be valid for two years from the date of issue of orders or in case of re-classification from the date of expiry of the last classification provided that the application has been received within the stipulated time i.e. 3 months before the expiry of the last classification.
5. Incredible India Bed & Breakfast / Homestay Establishments applying for classification will have to provide all the information supported by required documents as per the following formats:
 - a) Application format as at Annexure –I.
 - b) Checklist of facilities as at Annexure –II.
 - c) Undertaking as at Annexure –III.
6. The application fees payable for classification/re-classification of IIB&B / Homestay will be as follows for the Govt. of India. The demand draft will have to be payable to "**Pay & Accounts Officer, Ministry of Tourism, New Delhi**".

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

7. An IIB&B / Homestay Establishment will be classified following two stage Procedure.
 - a) The presence of facilities and services will be evaluated against the enclosed Checklist. (Checklist will have to be duly filled in and signed on all pages and submitted along with the application).
 - b) The quality of facilities and services will be evaluated by the Regional Classification Committee. Due preference will be accorded to the homes, which are able to provide Indian experience by way of Indian décor, authentic and exotic Indian cuisine etc.

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

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

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

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

1. Regional Director (North), Indiatourism, 88 Janpath, New Delhi - 110001. Tel: 011-23320005, 23320008, Fax 011-23320109 (for States of Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Uttranchal, NCT of Delhi, UT of Chandigarh and Uttar Pradesh except Agra and Varanasi).
2. Regional Director (West), Indiatourism, 123 M. Karve Road, Mumbai- 00020. Tel: 022-22033144, Fax 022-2214496 (for States of Gujarat, Chattisgarh, UT of Daman & Diu, Dadra Nagar Haveli and Maharashtra except Aurangabad).
3. Regional Director (South), Indiatourism, 154 Anna Salai, Chennai- 600002. Tel: 044-28461459, Fax 044-28460193 (for States of Tamil Nadu and UT of Lakshwadweep).
4. Regional Director (East), Indiatourism, "Embassy", 4 Shakespeare Sarani, Kolkata - 700071. Tel: 033-22821475, Fax 033-22823521 (for States of West Bengal and Jharkhand).
5. Regional Director, Indiatourism (North Eastern Region), Assam Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A.K. Azad Road, Paltan Bazar, Guwahati - 781 008. Tel: 0361-2737554, Fax 0361-2737553 (for States of Assam, Tripura, Mizoram, Nagaland and Sikkim).
6. Director, Indiatourism, KFC Building, 48 Church Street, Bengaluru- 560001, Karnataka. Tel: 080-25585417 Fax 080-25583030 (for the State of Karnataka).
7. Director, Indiatourism, State Hotel, Khasa Kothi, Jaipur- 302001. Tel: 0141- 2372200, Fax 0141-2372200 (for the State of Rajasthan).
8. Director, Indiatourism, R-Block, Kranti Marg, Institute of Engineering Building Patna – 800 001, Bihar. Tel: 0612-6570640 Fax 0612-2506032 (for the State of Bihar).
9. Manager, Indiatourism, 191, The Mall, Agra - 282001, Uttar Pradesh. Tel: 0562-2226378 Fax 0562-2226368 (for the city of Agra).
10. Manager, Indiatourism, 15-B, The Mall, Varanasi–221001, Uttar Pradesh. Tel: 0542-2501784 Fax 0542-2501784 (for the city of Varanasi).
11. Manager, Indiatourism, Ministry of Tourism, Paryatan Bhawan, 11nd Floor, Lewis Road, Orissa. Tel: 0674-2432203, 2435487, Fax 0674-2432203 (for the State of Orissa).

12. Manager, Indiatourism, 3rd Floor, Palika Plaza Mth Compound Indore - 452007. Madhya Pradesh. Tel: 0731-4239940, Fax 0731-4201893 (for the State of Madhya Pradesh).
13. Manager, Indiatourism, VIP Road, 189, IInd Floor, Junglighat, P.O., Port Blair-744 103, Andaman & Nicobar Islands. Tel: 03192-236348 Fax 03192-233006 (for the UT of Andaman & Nicobar Islands).
14. Manager, Indiatourism, Ground Floor, Balayogi Paryatak Bhavan, 6-3-870, Green Lands, Begumpet, Hyderabad-500 016, Andhra Pradesh. Tel: 040-23409199, 23409399, Fax 040-23409299 (for the State of Andhra Pradesh).
15. Manager, Indiatourism, Willingdon Island, Kochi-682009, Kerala. Tel: 0484-2668352 (for the State of Kerala).
16. Manager, Indiatourism, Communidade Building, Church Square, Panaji-403001, Goa. Tel: 0832-2223412, Fax 0832-2420529 (for the State of Goa).
17. Manager, Indiatourism, Tourist Reception Centre (1st Floor), MTDC Holiday Resort, Near Goldie Cinema, Station Road, Aurangabad – 431 005, Maharashtra. Tel: 0240-2331217, Fax 0240-2331217 (for the city of Aurangabad).
18. Manager, Indiatourism, Tirot Singh Sylem Road, Police Bazaar, Shillong -793001, Meghalaya. Tel: 0364-225632 (for the State of Meghalaya).
19. Manager, Indiatourism, Sector 'C', Barapani Police Point, Naharlagun -791110, Arunachal Pradesh. Tel: 0360-2244328 (for the State of Arunachal Pradesh).
20. Manager, Indiatourism, Old Lambulane, Jail Road, Imphal - 795001, Manipur. Tel: 03852-221131 (for the State of Manipur).

APPLICATION FORMAT FOR HOMESTAY ESTABLISHMENT

- 1) Name of the IIB&B / Homestay Establishment
- 2) Category applied for
- 3) Name and address of the promoters/owners with a note on their background
- 4) Complete postal address of the IIB&B / Homestay Establishment
 - a) Tel. no
 - b) Fax
 - c) E-mail
 - d) Mobile No. of the promoter
- 5) Distance of the IIB&B/Homestay Establishment in kms. from:
 - a) Airport
 - b) Railway Station
 - c) City Centre
 - d) Nearest main shopping centre
 - e) Nearest bus stand /scheduled city bus stop
- 6) Details of the IIB&B / Homestay Establishment:
 - (a) Area (in sq. metres) with title–owned/leased (copies of sale/lease deed to be enclosed)
 - (b) Revenue papers regarding ownership. Affidavit in case of co-sharer of House/ land.
 - (c) Whether clearance obtained from the Police Authorities regarding the antecedents of the owner/owners and the proposed activity (copy to be enclosed)
 - (d) Number of rooms and area for each type of room in Sq.ft. (Single /Double/Suites)
 - (e) Number of attached baths
 - (f) Details of public areas for the following facilities in sq. ft.
 - (i) Lobby/lounge
 - (ii) Dining space
 - (iii) Parking facilities

- (g) Additional facilities available if any (not mandatory)
 - (i) Eco –friendly facilities
 - (ii) Facilities for differently abled persons
 - (h) Details of Fire Fighting equipment/ hydrants etc. if any
7. Photographs of the building including interiors showing types of facilities available, bathroom, living room, bedroom, parking etc.
 8. Details of payment of application fee
 9. Check list details as per Annexure II (enclose a copy of the checklist duly certified that the facilities are available in the establishment)
 10. Consent of acceptance of the regulatory conditions (please enclose a copy of the prescribed undertaking as per Annexure III duly signed by the owner of the establishment)

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

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
1.	Well maintained and well equipped house and guest rooms with quality carpets/ area rugs/ tiles or marble flooring, furniture, fittings etc. in keeping with the traditional lifestyle.	*M	M		
2.	Sufficient parking with adequate road width.	**D	M		
3	Guest rooms: Minimum one lettable room and maximum 6 rooms (12 beds). All rooms should be clean, airy, pest free, without dampness and with outside window/ventilation. with outside window/ventilation.	M	M		
4	Minimum floor area in sq. ft. for each room. Plains Hills	120 120	200 200		
5	Comfortable bed with good quality linen & bedding preferably of Indian design.	M	M		
6	Attached private bathroom with every room alongwith toiletries.	M	M		
7	Minimum size of each bathroom in sq.ft.	30	40		
8	WC toilet to have a seat and lid, toilet paper	M	M		
9	24 hours running hot & cold water with proper sewerage connection	M	M		

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
10	Water saving taps/shower	D	M		
11	Well maintained smoke free, clean, hygienic, odour free, pest free kitchen.	M	M		
12	Dining area serving fresh Continental and/or traditional Indian breakfast.	M	M		
13	Good quality cutlery and crockery.	M	M		
14	Air-conditioning/heating depending on climatic conditions with room temp. between 20 to 25 degrees Centigrade in the offered room.	M	M		
15	Iron with iron board on request.	M	M		
16	Internet Connection.	D	M		
17	15 amp earthed power socket in the guest room.	M	M		
18	Telephone with extension facility in the room.	D	M		
19	Wardrobe with at least 4 clothes hangers in the guest room.	M	M		
20	Shelves or drawer space in the guest rooms.	M	M		
21	Complimentary aquaguard / RO/mineral water.	M	M		
22	Good quality chairs, Working table and other necessary furniture.	M	M		
23	Washing machines/dryers in the house with arrangements for laundry/dry cleaning services.	D	M		
24	Refrigerator in the room.	D	M		
25	A lounge or seating arrangement in the lobby area.	D	M		
26	Heating and cooling to be provided in enclosed public rooms.	D	M		

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

Signature and name of the owner
in block letters

Place:

Date:

GUIDELINES FOR RECOGNITION/ RENEWAL OR EXTENSION AS AN APPROVED TRAVEL AGENTS/AGENCIES (TA)

[Revised with effect from 18th July 2011]

1. The aims and objectives of the scheme for recognition of Travel Agent / Agency (TA) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide travel agencies to bring them in organized sector.
2. **Definition:** A Travel Agent / Agency (TA) is the one who makes arrangements of tickets for travel by air, rail, ship, passport, visa, etc. It may also arrange accommodation, tours, entertainment and other tourism related services.
3. The application for approval shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutmants, Dalhousie Road, New Delhi-110 011,
4. The application for **renewal / extension** shall be addressed to the Regional Director of the concerned region as per the following addresses:-
 - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: indtour6100@dataone.in
 - 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) 22014496, Email: indiaturism-mum@nic.in , touristoffice-mum@nic.in
 - 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@dataone.in

- e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd 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
- 5. The recognition as an approved TA shall be granted by the Ministry of Tourism (MOT). Government of India (GOI), New Delhi initially, for five years, based on the Inspection **Report/Recommendations** of a Committee comprising the concerned **Regional Director (RD) and a member of Travel Agents' Association of India (TAAI.)**
- 6. The renewal / extension, thereafter, shall be granted for five years after Inspection conducted by a Committee comprising the concerned RD and a member of TAAI, on an application made by TA along with the requisite fee / documents.
- 7. The documents received from the applicant after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in the MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval / renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
- 8. The following conditions must be fulfilled by the TA for grant of recognition / renewal or extension by MOT:-
 - i) The application for grant of recognition / renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
 - ii) TA should have a minimum Paid up Capital or (Capital employed) of **₹3.00 lakh** duly supported by the Audited Balance Sheet / Certificate of Statutory Auditor of the firm.
 - iii) **TA should be approved by International Air Transport Association (IATA) or should be General Sales Agent (GSA) / Passenger Sales Agent (PSA) of an IATA member Airlines.**
 - iv) TA should have been in operation for a minimum period of one year before the date of application.
 - v) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level.** Besides, the office may be located in a neat and clean surrounding and equipped with telephone, fax and computer reservation system etc. There should be sufficient space for reception and easy access to toilet facilities.
 - vi) TA should be under the charge of the Owner or a full time member who is adequately trained, experienced in matters regarding ticketing, itineraries, transport, accommodation facilities, currency, customs regulations and tourism and travel related services. Besides this, greater emphasis may be

given to effective communication skills, knowledge of foreign languages, other than English.

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

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport and PR agencies, Hotel and other Corporate Bodies and those who have worked for three years with IATA / UFTA agencies and also those who have two years experience with MOT approved Travel Agencies.

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

- vii) TA should be an income-tax assessee and should have filed Income Tax Return for the current assessment year.
 - viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the TAs should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by TAs.
 - ix) For outsourcing any of the services relating to tourists, the TA(s) shall use approved specialized agencies in the specific field of activity.
9. TA would be required to pay a non-refundable fee of ₹3,000/- while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee would be payable to the Pay and Accounts Officer, Ministry of Tourism, in the form of a Bank Draft.
10. The TA should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
- (i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
 - (ii) On the day a staff member joins the TA, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.

- (iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the TA in the case of organizations which have more than 25 personnel. In the case of TA with less than 25 personnel, one focal point would have to be nominated.
 - (iv) The training would be provided to the staff of the approved TA by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with "Safe & Honourable Tourism". The focal points of the TA would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in – house training to the staff which would be arranged within next six months.
 - (v) The Pledge of Commitment towards "Safe & Honourable Tourism" would have to be displayed by the TA prominently in the front office area / lobby of the TA.
 - (vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
11. The recognition / renewal would be granted to the Head Office of the TA. The Branch Offices of TA would be approved along with the Head Office or subsequently, provided the particulars of the Branch Offices are submitted to MOT for recognition and concerned RD for renewal or extension and accepted by it.
 12. The TA so granted recognition / renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by the MOT, GOI.
 13. Even though the scheme of granting approval of recognition / renewal or extension to TA is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more Travel Agencies seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved TA (s).
 14. It shall be mandatory for an approved TA to prominently display the Certificate of approval of recognition / renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
 15. The decision of MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in their discretion refuse to recognize / renew or extend any firm or withdraw / withhold at any time recognition / renewal or extension already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

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

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

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

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

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

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

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

Particulars of the Travel Agency (TA) concerned:

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

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

9. A copy of Acknowledgement in respect of Income tax returns for the current assessment year should be enclosed.
10. Please indicate whether any activities are undertaken by the firm besides travel related activities.....
11. Please indicate membership of International Travel Organizations, if any
12. Letter of approval of IATA and Certificate of Accreditation for current year should be enclosed. General Sales Agent (GSA) / Passenger Sales Agent (PSA) of IATA airlines should be enclosed (in this regard documentary proof to be attached).
13. The names of the Air/shipping / Railway ticketing agencies held by the firm
14. Please enclose Demand Draft of ₹ 3, 000/- for Head Office and ₹ 3, 000/- for each Branch Office as fee for recognition / renewal or extension.

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:



Incredible !ndia

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

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

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

Signature :

Name :

On behalf of :

In the presence of :



अद्वृत्य ! भारत

**सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन के प्रति
प्रतिबद्धता के लिए प्रतिज्ञा**

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

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

हस्ताक्षर

नाम

की ओर से

की उपस्थिति में

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

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

- c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
 - d) Names of focal points.
12. List of Directors / Partners or name of the Proprietor.
13. Details of office premises, whether located in commercial or residential area, office space in sq. ft. (the minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level) and accessibility to toilet and reception area.
14. A Demand Draft for ₹ 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
15. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

NOTE:

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

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

[Revised with effect from 18th July 2011]

1. The aims and objectives of the scheme for recognition of Inbound Tour Operator (ITO) are to encourage quality standard and service in this category so as to promote tourism in India and abroad. This is a voluntary scheme open to all bonafide tour operators to bring them in organized sector.
2. **Definition:** An ITO is the one who makes arrangements for transport, accommodation, sight seeing, entertainment and other tourism related services for foreign tourists.
3. The application for approval shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutmants, Dalhousie Road, New Delhi-110 011,
4. The application for **renewal / extension** shall be addressed to the Regional Director of the concerned region as per the following addresses:-
 - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: indtour6100@dataone.in
 - 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: indiaturism-mum@nic.in, touristoffice-mum@nic.in
 - 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@dataone.in
 - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd 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

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

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

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

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

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

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

and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.

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

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

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

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

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
i)				
ii)				
iii)				
iv)				

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

- (i)
- (ii)

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

Particulars of the Inbound Tour Operator (ITO) concerned

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

Notes: i) Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.

- ii) Reserves should include balance of Profit & Loss Account and exclude taxation reserve.
 - iii) Current liabilities and provisions would include taxation reserve.
 - iv) Current assets should include sundry debts, loans advances, cash and bank balance.
- 9. A copy of Acknowledgement in respect of Income tax returns for the current assessment year should be enclosed
- 10. Certificate of Statutory Auditor of the firm in original regarding turn over through Foreign Exchange from Inbound Tour Operations only for the preceding or latest financial year
- 11. Documents pertaining to any promotional activities undertaken by the firm should be enclosed
- 12. Please indicate membership of International Travel Organizations, if any
- 13. Give details of:
 - a) Volume of international tourist traffic handled. (Please submit a certificate from Statutory Auditor of the firm). This certificate should show the foreign exchange earnings receipts from inbound tour operations only during the current financial year or the year immediately preceding the date of submission of your application.
 - b) Clientele: special tourist groups handled, if any, their size, frequency, etc.
 - c) Steps taken to promote international tourist traffic and details of the groups handled, if any.
 - d) Special programmes if any, arranged for foreign tourists.
 - e) Please attach publicity material such as brochures / folders / leaflets / posters concerning itineraries and website address of the agency.
- 14. Number of conferences handled, if any, and the details of total number of passengers for such conferences with details of locations, etc.
- 15. Number of incentive tours handled.
- 16. Please enclose Demand Draft of ₹3,000/- for Head Office and ₹3,000/- for each Branch Office as fee for recognition / renewal or extension 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 (s) Date Amount

Signature

Name of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:



Incredible !ndia

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

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

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

Signature :.....

Name :.....

On behalf of :.....

In the presence of :.....



अद्वृत्य ! भारत

**सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन के प्रति
प्रतिबद्धता के लिए प्रतिज्ञा**

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

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

हस्ताक्षर

नाम

की ओर से

की उपस्थिति में

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

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

recognized University, IITM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

- d) Name of focal points.
- 11. List of Directors/Partners or name of the Proprietor.
- 12. Details of office premises, whether located in commercial or residential area, exact office space in sq. ft. (at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are located above 1000 meters from sea level) and accessibility to toilet and reception area.
- 13. Certificate of Statutory Chartered Accountant on original letter head in support of turnover in foreign exchange from inbound tour operations only during the last financial / calendar year which should not be less than ₹25.00 Lakh in case of Inbound Tour Operator from rest of India and ₹5.00 lakh from the North – Eastern Region, remote and rural areas. However, for the North – Eastern Region, the firm's turn – over in Rupee earnings would be treated as Foreign Exchange earnings, provided there is documentary evidence that such earnings are from inbound tour operations only. This could be certified by the firm's Statutory Auditor.
- 14. Demand Draft for ₹3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
- 15. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

NOTE:

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

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

[Revised with effect from 18th July 2011]

1. The aims & objectives of the scheme for recognition of Tourist Transport Operator (TTO) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide tourist transport operators to bring them in organized sector.
2. **Definition:** A TTO is the one, who provides tourist transport like cars, coaches, boats etc., to tourists, travel agents and other service providers for transfers, sight seeing and journeys to tourist places etc.
3. The application for approval shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutmants, Dalhousie Road, New Delhi-110 011.
4. The application for **renewal / extension** shall be addressed to Regional Director of concerned region as per the following addresses:-
 - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: indtour6100@dataone.in
 - 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-mum@nic.in, touristoffice-mum@nic.in
 - 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@dataone.in
 - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd 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
5. The recognition as an approved TTO shall be granted by the Ministry of Tourism

(MOT), Government of India (GOI), New Delhi initially, for five years, based on the Inspection Report / Recommendations of a **committee comprising the concerned Regional Director (RD) and a member of Indian Tourist Transporters Association (ITTA)**.

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

- Sites & Remains Act, 1958 (24 of 1958), the TTOs should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by TTOs.
- ix) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level**. Besides the office may be located in the commercial area and equipped with telephone, fax, computers etc. Its surroundings should also be neat and clean. There should be sufficient space for reception and easy access to the toilet facilities.
- x) The turn-over of the firm from Tourist Transport operations only should be a minimum of **₹ 25.00 lakh** for rest of India and **₹ 10.00 lakh** for the North – Eastern region, remote & rural areas duly supported by a Certificate issued by Statutory Auditor of the firm. In this regard, the turn over through foreign exchange and INR must be mentioned separately, by the Statutory Auditor of the firm.
- xi) The applicant should be income tax assessee and should submit copy of acknowledgement certificate as a proof of having filed income tax return for current assessment year.
9. For Ex-Defence personnel, the condition of being in the business of tourist transport vehicles for one year is relaxable to six months and having six vehicles is relaxable to four tourist vehicles provided the candidate is sponsored by the Director General of Resettlement, Ministry of Defence, New Delhi. However, the Ex - Defence personnel who apply under this scheme must themselves operate the tourist transport business and should not be hire men of other financiers.
10. TTO is required to pay a non-refundable fee of **₹3,000/-** while applying for the recognition / renewal for Head Office and each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
11. The TTO should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
- (i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application either in Hindi or English language. The pledge is attached in English & Hindi as **Annexure II & III**, respectively.

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

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

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

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

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

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
i)				
ii)				
iii)				
iv)				

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

- (i)
- (ii)

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

16. Please enclose Demand Draft of ₹3,000/- for Head Office and ₹3,000/- for each Branch Office as fee **for approval / renewal or extension.**

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:

ANNEXURE -I

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

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



Incredible !ndia

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

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

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

Signature :.....

Name :.....

On behalf of :.....

In the presence of :.....



अद्भुत्य ! भारत

**सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन के प्रति
प्रतिबद्धता के लिए प्रतिज्ञा**

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

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

हस्ताक्षर

नाम

की ओर से

की उपस्थिति में

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

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

Transport Authority (STA) for tourist vehicles and R.C. Books of Tourist Vehicles should be furnished.

17. Demand Draft for ₹ 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
18. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

NOTE: I. The guidelines including application form etc., may be downloaded from websites www.tourism.gov.in & www.incredibleindia.org.

- II. The application form along with all supporting documents should be submitted in duplicate.*
- III. Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*
- IV. When applying for Branch Office(s), separate application forms should be filled and submitted along with the required documents, in duplicate.*

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

[Revised with effect from 2nd January 2012]

1. **Aims and objectives:** The aims & objectives of the scheme for recognition of Adventure Tour Operator (ATO) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide Adventure Tour Operators to bring them in organized sector.
2. **Definition:** An ATO is the one who is engaged in activities related to Adventure Tourism in India namely, water sports, aero sports, mountaineering, trekking and safaries of various kinds, etc. In addition to that he may also make arrangements for transport, accommodation, etc.
3. The application for **approval** shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C – 1 Hutmants, Dalhousie Road, New Delhi – 110 011, Tel No. 011 2301 2805, Fax No. 011 2301 9476.
4. The application for **renewal / extension** shall be addressed to Regional Director of concerned region as per the following addresses:-
 - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: indtour6100@dataone.in
 - 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 / 22074334, Fax: (022) 22014496, Email: indiaturism-mum@nic.in, touristoffice-mum@nic.in
 - 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@dataone.in
 - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd 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: indtourguruhati@nic.in

5. The recognition as an approved ATO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report / Recommendations of a Committee comprising the concerned Regional Director (RD) and a member of Adventure Tour Operators Association of India (ATOAI)**.
6. The renewal / extension thereafter shall be granted for five years after Inspection conducted by a Committee comprising the concerned RD and a member of ATOAI, on an application made by the ATO along with the requisite fee / documents.
7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval / renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by ATO for grant of recognition / renewal or extension by MOT:-
 - (i) The application for grant of recognition / renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
 - (ii) ATO should have a minimum Paid up Capital (Capital employed) of **₹3.00 lakh** for rest of India and **₹50,000/-** for the agencies located in the North – Eastern region, remote and rural areas duly supported by the latest audited Balance Sheet / firm's Statutory Auditor's certificate.
 - (iii) The turnover in terms of foreign exchange by the firm from Adventure Tourism & Adventure Sports related activities only should be a minimum of **₹10.00 lakh** duly supported by a certificate issued by Statutory Auditor of the firm.
 - (iv) The minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level. The office should be located in neat and clean surroundings and equipped with telephone, fax and computer/computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
 - (v) ATO should have a minimum of four qualified staff out of which at least one should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITM and any institution approved by AICTE or should be trained from reputed specialized Institutes in Private / Public Sector. The owner of the firm would be included as one of the qualified employees. Either, the Owner / Director himself or their Operations - Chief employed should be well qualified in the activity the adventure operator wants to pursue, which is determined by

certification by any national or international institute in the activity or minimum of eight years of practical experience.

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

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

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

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

- (iii) Insurance: ATO has qualified staff to handle the operations. Since adventure has an in - built risk factor, the Clients / ATOs should be covered by insurance. This insurance is termed as "Special Contingency Policy". It is specific to cover the risk factor of the Client / ATO, i.e. it covers accidental deaths, loss of limbs and / or eyes and permanent/partial disability.
 - (iv) Disclaimer: MOT, GOI would not be responsible for any claims by clients of the approved ATO.
11. While submitting the application, the ATO must indicate the arrangements for emergency lift and evacuation of clients in case of mishap. In case of emergency, please indicate the equipments available for emergency lift up / evacuation of the persons. In respect of emergencies, the **undertaking** as per **Annexure I** has to be signed by the Adventure Tour Operator.
12. ATO would be required to Pay a non - refundable fee of ₹3,000/- (Rupees three thousand only) while applying for the recognition and renewal of the Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
13. The ATO should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
- (i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application either in Hindi or English language. The pledge is attached in English & Hindi as **Annexure II & III**, respectively.
 - (ii) On the day a staff member joins the ATO, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.
 - (iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the ATO in the case of organizations which have more than 25 personnel. In the case of ATO with less than 25 personnel, one focal point would have to be nominated.
 - (iv) The training would be provided to the staff of the approved ATO by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with “Safe & Honourable Tourism”. The focal points of the ATO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in – house training to the staff which would be arranged within next six months.

- (v) The Pledge of Commitment towards “Safe & Honourable Tourism” would have to be displayed by the ATO prominently in the front office area / lobby of the ATO.
 - (vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
14. The recognition / renewal or extension would be granted to the Head Office of ATO. The Branch Offices of ATO would be approved along with head office or subsequently, provided particulars of Branch Offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.
15. For recognition / renewal or extension of ATO, representatives from ATOAI specializing in such activities would be included as Inspection Team members.
16. ATO so granted recognition / renewal or extension shall be entitled to such incentives and concessions as may be granted by Government of India from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by MOT, GOI.
17. ATO would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time of renewal.
18. Even though the scheme of granting approval of recognition / renewal or extension to service providers of Travel Trade is voluntary, in nature, there is a need to have a proactive role of MOT and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.
19. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval / renewal or extension of recognition given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
20. The decision of MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in their discretion refuse to recognize / renew or extend any firm or withdraw / withhold recognition / renewal or extension already granted with the approval of the Competent Authority at any time. Before such a decision is taken, necessary Show Cause Notice would be issued and the reply considered on merit. Termination would be done only after careful consideration and generally as a last resort. Reasons for withdrawal would be mentioned in the Show Cause Notice and final order. In special circumstances such as threat to the security of the State detailed reasons may be withheld.

GUIDELINES FOR SAFETY AND RESCUE IN ADVENTURE SPORTS

INTRODUCTION:

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

GENERAL GUIDELINES FOR ALL ADVENTURE SPORTS

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

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

GUIDELINES FOR WATER SPORTS

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

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

GUIDELINES FOR AERO SPORTS

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

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

GUIDELINES FOR MOUNTAINEERING AND TREKKING

- 5.1 All members of mountaineering expeditions should be adequately qualified for taking part in the sport. Basic course certificate issued by National Mountaineering Institutes should be considered adequate for this purpose.
- 5.2 Leaders of mountaineering expeditions should possess adequate qualifications approved by Indian Mountaineering Foundation.

- 5.3 Members of mountaineering expeditions and trekking groups should be physically fit.
- 5.4 Equipment used for mountaineering and trekking should be UAAI certified or approved by the Indian Mountaineering Foundation.
- 5.5 Rescue equipment, such as ropes, harnesses, pulley systems and portable stretchers must be maintained as a separate kit in a suitable package marked boldly with the words "Rescue equipment".

FORMATION OF SAFETY AND RESCUE COMMITTEE

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

URGENT SAFETY NOTICES

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

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

Self attested
Passport size
photograph of
Managing Director /
Managing
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)
Telephone Numbers
Fax Numbers
Email Address
(Please fill up separate application form, in duplicate for Branch Office(s), if any)
2. Nature of the Organization (Proprietary concern, Partnership or Incorporation)
(Also please indicate the Specialization of activities)
3. Year of Registration / commencement of business (with documentary proof)
4. Name of Proprietor/ Partners/ Directors/ etc.
Details of their interests, if any in other business may also be indicated
5. Particulars of staff employed:
Total number of staff:

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
i)				
ii)				
iii)				
iv)				

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

- (i)
- (ii)

6. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed to be made available) – Office Space in sq. ft.....

Location area (please tick mark the right box) Commercial Residential Reception area in sq. ft..... Accessibility to toilets (Please write Yes or No)

.....

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

8. Name of Auditors

A 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:-

PARTICULARS OF THE ADVENTURE TOUR OPERATOR (ATO) CONCERNED

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

- h) Current assets
- i) Intangible Assets
- j) Total (**f to i**)

Notes:

- i) Reserves should include balance of profit and loss Account and exclude taxation reserve.
 - ii) Current liabilities and provisions should include taxation reserve.
 - iii) Current assets should include sundry debts, loans advances, cash and bank balance
 - iv) Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.
9. Copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed
10. Certificate of Statutory Auditor of the firm in original regarding turn over from Adventure tourism & Adventure sports related activities only for the preceding or latest year.
11. Whether any other activities are undertaken by the firm besides tour operations.
12. Please indicate membership of International Travel Organizations, if any
13. Give details of:
 Volume of tourist traffic handled up to the date of application showing foreign and domestic tourist traffic separately. Please submit a certificate from Statutory Auditor of the firm in original. This certificate should show the receipts from Adventure Tour operations and adventure sports related activities only during the financial year immediately preceding the date of submission of your application.
 - (a) Clientele: special tourist groups handled, if any, their size, frequency, etc.
 - (b) Steps taken to promote domestic tourist traffic and details of the groups handled, if any.
 - (c) Special programmes if any, arranged for foreign tourists
14. Please indicate details of trained manpower available to operate such tours. (Please give details of the persons employed in your organization who are trained and also attach copies of their certificates of training they have undertaken).

15. Whether the agency has its own equipments or hired from another handling agency. Give details of the equipment available.
16. The handling agency if located outside or at operational area must also be approved by the Ministry of Tourism, Government of India.
17. Give details of the facilities available with them (handling agency located outside) including trained manpower, equipment, etc.
18. In case of emergency, please indicate the equipments available for emergency lift up / evacuation of the persons. In respect of emergencies, the undertaking as per Annexure I has to be signed by the Adventure Tour Operator.
19. In case of any change in the scope of activities the same may be brought to the notice of MOT within one month.
20. Indicate the type of insurance facilities available with the company whether group or personal.
21. Whether porters used for adventure purposes are also experienced and insured.
22. Any additional information the organization would like to give with the reference to the adventure tourism activities undertaken by the firm.
23. 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.....DateAmount

For Branch office(s) please mention:

Demand Draft No.(s).....DateAmount

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

UNDERTAKING

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

Signatory

Official rubber stamp

Date:

Place:



Incredible !ndia

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

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

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

Signature:.....

Name:

On behalf of:.....

In the presence of:.....



अद्वृत्य ! भारत

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

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

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

हस्ताक्षर.....

नाम

की ओर से

की उपस्थिति में

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

1. Application form duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from govt.) in support of beginning of operations of your firm.
4. Undertaking as per **Annexure I** in original to be signed by the Adventure Tour Operator.
5. A signed copy of the Pledge of Commitment towards “Safe & Honourable Tourism”. The pledge is attached in English & Hindi as **Annexure II & III**, respectively.
6. A copy of complete Audited Balance Sheet with the Director’s Report for the latest financial year.
7. Income Tax Acknowledgement for the latest assessment year.
8. Service Tax Registration certificate from the concerned authority.
9. Certificate of Statutory Auditor of the firm stating the paid-up capital not less than ₹ 3.00 lakh for rest of India and ₹ 50, 000/- for the agencies located in the North – Eastern region, remote and rural areas.
10. Reference letter from Bank on its original letterhead regarding the firm’s bank account with address & telephone numbers.
11. Details of staff employed giving names, educational qualification & experience if any in tourism field and length of service in your organization (copies of certificates to be enclosed):
 - a) The Adventure Tour operator should have a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITM, 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, IITM or an institution approved by AICTE or should be trained from reputed specialized Institutes in Private / Public Sector. The owner of the firm would be included as one of the qualified employees.
 - d) Names of focal points.
12. List of Directors/Partners or name of the Proprietor.
13. Details of office premises, whether located in commercial or residential area, office space in sq. ft. (The minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level) and accessibility to toilet and reception area.
14. Certificate of Statutory Auditor of the firm on original letter head in support of turnover in foreign exchange from adventure tourism related activities only which should not be less than ₹ 10.00 Lakh during the last financial / calendar year.
15. Demand Draft for ₹ **3,000/-** towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
16. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

NOTE:

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

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

[Revised with effect from 18th July 2011]

1. The aims & objectives of the scheme for recognition of Domestic Tour Operator (DTO) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide tour operators to bring them in organized sector.
2. **Definition:** A DTO is the one who makes arrangements for transport, accommodation, sight seeing, entertainment and other tourism related services for domestic tourists.
3. The application for approval shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutmants, Dalhousie Road, New Delhi-110 011.
4. The application for **renewal/extension** shall be addressed to Regional Director of the concerned region as per the following addresses:-
 - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: indtour6100@dataone.in
 - 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: indiaturism-mum@nic.in, touristoffice-mum@nic.in
 - 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@dataone.in
 - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd 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
5. The recognition as a approved DTO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the

Inspection Report / Recommendations of a Committee comprising the **concerned Regional Director (RD) and a member of Association of Domestic Tour Operators of India (ADTOI)**.

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

- employee with a Diploma / Degree in Tourism & Travel Management from a recognized University, IITM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
- v) DTO 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) DTO should be an income tax assessee and should have filed Income Tax Returns for the last or current assessment year. They should have registered for Service Tax and made full payment of the assessed service tax for the preceding year.
 - viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the DTOs should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by DTOs.
 - ix) DTO shall contract / use approved specialized agencies in the field of Adventure Options and related services for the tourists.
9. DTO would be required to pay a non - refundable fee of **₹3, 000/-** while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
10. DTO should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
- (i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
 - (ii) On the day a staff member joins the DTO, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.

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

16. The decision of MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in their discretion refuse to recognize / renew or extend any firm or withdraw / withhold at any time recognition / renewal already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

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

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

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

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

Names of focal points for Safe & Honourable Tourism:

- (i)
(ii)

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

Particulars of the Domestic Tour Operator (DTO) concerned

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

Notes: i) *Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.*

- ii) Reserves should include balance of Profit and Loss Account and exclude taxation reserve.*
 - iii) Current liabilities and provisions would include taxation reserve.*
 - iv) Current assets should include sundry debts, loans advances, cash and bank balance.*
- 9. A copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed
- 10. Certificate of firm's Statutory Auditor in original regarding turn over from Domestic Tour Operations only for the preceding or latest year.
- 11. Documents pertaining to any promotional activities undertaken by the firm should be enclosed.
- 12. Please indicate membership of International Travel Organizations, if any
.....
- 13. Give details of:
 - a) Volume of 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.
- 14. Number of conferences handled, if any, and the total number of passengers for such conferences with details of locations, etc.
- 15. Number of incentive tours handles.
- 16. Please enclose Demand Draft of ₹3,000/- for Head Office and ₹3,000/- for each Branch Office as fee for recognition / renewal or extension 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 (s) Date Amount

Signature / Name of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:



Incredible !ndia

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

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

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

Signature :.....

Name :.....

On behalf of :.....

In the presence of :.....



अद्वृत्य ! भारत

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

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

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

हस्ताक्षर

नाम

की ओर से

की उपस्थिति में

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

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

11. List of Directors/Partners or name of the Proprietor.
12. Details of office premises, whether located in commercial or residential area, exact office space in sq. ft. (at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are located above 1000 meters from sea level) and accessibility to toilet and reception area)
13. Certificate of Statutory Auditor of the firm on original letter head in support of turnover from domestic tour operations only which should not be less than ₹20.00 Lakh during the last financial/calender year.
14. Demand Draft for ₹3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Govt. of India.
15. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

NOTE:

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

I. LIST OF FUNCTIONAL CENTRAL INSTITUTES OF HOTEL MANAGEMENT

1.	Institute of Hotel Management & Catering Technology	Bengaluru
2.	Institute of Hotel Management & Catering Technology	Bhopal
3.	Institute of Hotel Management & Catering Technology	Bhubaneswar
4.	Institute of Hotel Management & Catering Technology	Chandigarh
5.	Institute of Hotel Management & Catering Technology	Chennai
6.	Institute of Hotel Management & Catering Technology	Delhi (Pusa)
7.	Institute of Hotel Management & Catering Technology	Ghandinagar
8.	Institute of Hotel Management & Catering Technology	Goa
9.	Institute of Hotel Management & Catering Technology	Gurdaspur
10.	Institute of Hotel Management & Catering Technology	Guwahati
11.	Institute of Hotel Management & Catering Technology	Gwalior
12.	Institute of Hotel Management & Catering Technology	Hazipur
13.	Institute of Hotel Management & Catering Technology	Hyderabad
14.	Institute of Hotel Management & Catering Technology	Jaipur
15.	Institute of Hotel Management & Catering Technology	Kolkata
16.	Institute of Hotel Management & Catering Technology	Lucknow
17.	Institute of Hotel Management & Catering Technology	Mumbai
18.	Institute of Hotel Management & Catering Technology	Shillong
19.	Institute of Hotel Management & Catering Technology	Shimla
20.	Institute of Hotel Management & Catering Technology	Srinagar
21.	Institute of Hotel Management & Catering Technology	Thiruvananthapuram

II . List of Functional State Institutes of Hotel Management

1. Institute of Hotel Management & Catering Technology	Dehradun
2. Institute of Hotel Management & Catering Technology	Gangtok
3. Institute of Hotel Management & Catering Technology	Jodhpur
4. Institute of Hotel Management & Catering Technology	Delhi (Lajpat Nagar)
5. Institute of Hotel Management & Catering Technology	Chandigarh
6. Institute of Hotel Management & Catering Technology	Kurukshetra
7. Institute of Hotel Management & Catering Technology	Kozhikode
8. Institute of Hotel Management & Catering Technology	Faridabad
9. Institute of Hotel Management & Catering Technology	Trichirapalli
10. Institute of Hotel Management & Catering Technology	Bhatinda
11. Institute of Hotel Management & Catering Technology	Sylvassa
12. Institute of Hotel Management & Catering Technology	Hamirpur
13. Institute of Hotel Management & Catering Technology	Puducherry
14. Institute of Hotel Management & Catering Technology	Rohtak
15. Institute of Hotel Management & Catering Technology	NITHM(Andhra)

II. List of Functional 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	Udaipur
6. Food Craft Institute	Hoshiarpur
7. Food Craft Institute	Nawgaon

GUIDELINE FOR SCHEME OF FINANCIAL ASSISTANCE TO THE IHMs/ FCIs/IITTM/ITIs/POLYTECHNIC INSTITUTES/UNIVERSITIES/ GOVT. COLLEGES/Govt. VOCATIONAL SCHOOLS/PSUs

GUIDELINES

The Ministry of Tourism extends financial assistance for the setting up and up-gradation of Institutes of Hotel Management & Catering Technology & Applied Nutrition (IHMs), Food Craft Institutes (FCIs) in the country. The Indian Institute of Tourism & Travel Management (IITTM) 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 aceiling 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 an 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 IITM and NCHMCT shall be need-based not subject to a ceiling.
- iv) 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 Governments/ UT Administrations to manage an FCI shall be eligible for central assistance.

I. New FCIs

Scope

- 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 a ceiling of ₹ 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 ₹ 375 lakhs on construction and ₹ 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 outdated 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 an over-all ceiling of Rs. 475 lakhs with a 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 of conditions 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 ₹ 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 ₹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 ₹ 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 ₹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 ₹ 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. (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.

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/U.Ts and Private Sectors. Tourist Destinations and Circuits in each State would be 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 ₹ 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 ₹ 5 crore and ₹ 8 crore for destination and circuit respectively would continue for other projects. In respect of each large project involving central financial assistance of ₹ 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 ₹ 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
 - xiii. 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 ₹ 25 crore and ₹ 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 ₹ 5 crore and ₹ 8 crore respectively. The first installment in this case will be 80% of the approved CFA on sanction of the project and second installment 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 installment of 80% of the sanctioned amount of CFA will be released. The second installment 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.

GUIDELINE FOR SCHEME OF ASSISTANCE FOR LARGE REVENUE GENERATING PROJECTS

1. **Preamble:** It is recognized that the development of tourism infrastructure projects requires very large investment that may not be possible out of the budgetary resources of the Government of India alone. In order to remove these shortcomings and to bring in private sector, corporate and institutional resources as well as techno-managerial efficiencies, it is proposed to promote large revenue generating projects for development of tourism infrastructure.
2. **Scope of the Scheme:** Large revenue generating project, which can be admissible for assistance under this scheme, should be a project, which is also a tourist attraction, or used by tourists and generates revenue through a levy of fee or user charges on the visitors. Projects like Tourist trains, Cruise vessels, Cruise Terminals, Convention Centres, Golf Courses open for both domestic and international tourists, Health and Rejuvenation facilities and last mile connectivity to tourist destinations (air and cruise including heli tourism) etc. would qualify for assistance. However, this is only an illustrative list and Ministry of Tourism will examine all such cases critically and will have the final say on whether or not the project under consideration has a tourism impact. Hotel & Restaurant component will not be eligible for assistance under the scheme either on a stand-alone basis or as an integral part of some other project. However, catering facility (not open for general public) as integral part of the project to meet the in house needs could be eligible for assistance. Procurement of vehicles and sports facilities like stadiums will also not be eligible for assistance under the scheme.
3. **Promoters of Project:** The projects promoted by Public Sector undertakings, Agencies, or Autonomous Bodies of Central/State Governments as well as projects promoted by private sector/PPP Projects recommended by the State Governments/ UT Administrations will be eligible for assistance.
4. **Eligibility for assistance:** Justification for providing assistance/subsidy. would be ascertained on the basis of feasibility study/DPR at the stage of consideration of the project by the Competent Authority. The projects selected for assistance under this scheme would not be eligible for subsidy from other schemes of Central Government or State Governments. Similarly, the projects which have already availed subsidy/financial assistance from any other scheme of the Central or State Govt., would not be eligible for Government of India assistance under this scheme.

5. **Requirement of a Special Purpose Vehicle (SPV):** A SPV would have to be set up by the implementing partners in case a private party is promoting the project on its own or in PPP mode, prior to the consideration of their project under this scheme. However, where the promoter of the project is a State PSU, Agency, Autonomous Body or Central Govt. PSU, Agency or Autonomous Body, a separate SPV need not be required. In both the cases, a separate Project Management Group would be required and separate accounts would be maintained for the project. The Project Management Group, where SPV has to be set up will consist of , (i) MD/CEO of the SPV (ii) Project Director/Manager (iii) Finance Director (iv) A representative of the State Govt. to be nominated by them. In the other cases, the Project Management Group will consist of (i) MD/CEO of State PSUs/Central PSUs/Statutory Body, (ii) State Tourism Secretary(where State Govt. is directly involved), (iii) Project Director/Manager (iv) Finance Director of the Central/State PSU/Statutory Body or the Director-Finance Department of State Government.
6. **Appraisal/Feasibility Report:** All project proposals under this scheme must be accompanied by project appraisal carried out by an independent public financial institution. The public financial institution should clearly state that the project is financially viable. In case of private sector/PPP projects the financial institutions should also indicate their willingness to provide loan for the project. In case the promoter wants to take loan from another financial institution/bank, their appraisal and a letter from them clearly indicating willingness to grant loan for the project should be enclosed with the proposal. Grant-in-aid for preparation of DPR would be admissible at 50% of the actual cost subject to a maximum of ₹ 25 lakh per project. No Grant-in-aid would be admissible for preparation of Feasibility Report. Public financial institutions, in this case, will include a public financial institution under Section 4A of the Companies Act, 1956 and any institution notified by the Government as authorized to discharge the functions of a public financial institution under this Scheme. Anyone of these institutions could also fund the large revenue generating projects admissible under the scheme.
7. **Norms for funding:** The amount of assistance under the scheme would be released to Public Sector Undertakings, Agencies or Autonomous Bodies of Central/State Governments if the project is promoted by them. In case of private sector / PPP project, the assistance would be released to SPV through the financial institutions. The quantum of subsidy for Private Sector/PPP projects will be determined through a competitive bidding process undertaken by the concerned State Governments/UT Administrations. Specific reasons will be required to be brought on record in case competitive bidding process is not adopted for determining the quantum of subsidy. In

such cases a High Level Committee constituted by the Ministry of Tourism will recommend the exemption from competitive bidding process as well as quantum of subsidy. There should be a minimum loan component of 25% in the case of private sector/ PPP projects. The subsidy under the scheme will have a cap of ₹ 50 Cr. subject to a maximum of 25% of total project cost or 50% of equity contribution of the promoters, whichever is lower. The total project cost in this case will mean the total of:

- i. Capital cost of the project, including cost of land, material, labour, transport, consumables, testing, commissioning, overheads, contingencies, interest during construction, insurance and supervision (including any taxes and levies);
- ii. Pre-operative cost such as formulation, development, design and engineering; and expenses related to fund mobilization if required, such as fees for financial services and brokerage. In case of Public Sector projects the first installment, limited to 25% of the assistance to be provided by the Ministry, will be released only after 25% of the total cost of the project has been contributed by the promoter and the implementation of the project has started. The second installment, limited to 50% of the assistance to be provided by the Ministry, would be disbursed only after 50% of the promoter's amount is contributed. The last installment of balance 25% of the assistance, to be provided by the Ministry, will be released after the project is fully functional. In case of private sector/PPP projects the assistance would be credit linked. The first installment, limited to 25% of the assistance to be provided by the Ministry will be released only after 25% of the total cost of the project has been contributed by the promoters and proportionate loan amount has also been disbursed. The second installment limited to 50% of the assistance to be provided by the Ministry would be disbursed only after 50% of the promoter's amount is contributed and proportionate amount of loan is also disbursed. The last installment of balance 25% of the assistance, to be provided by the Ministry, will be released after the project is fully functional. Release of funds for projects sanctioned till 31.3.2007 will however; be in accordance with the guidelines in operation from 2.11.2006 to 31.3.2007.

8. **Recovery of Government Grant:** In case the project is not completed after release of one or more installments of grant due to some reasons including omissions and commissions of the promoters, the amount of grant will be recoverable. The amount of grant will also be recoverable for failure on the part of promoters to comply with the terms and conditions specific to tourism development in each case. Recoveries will be with penal interest.

9. **Approval procedures:** The project proposals will be appraised by SFC/EFC depending upon the cost of the project before obtaining approval of the competent expenditure sanctioning authority.
10. **Monitoring and Evaluation:** The financial institution, which is funding the project, will be responsible for regular monitoring and periodic evaluation of project compliance with agreed milestones and performance levels. In case there is no financial institution involved in the project then an agency will be designated while sanctioning the project for regular monitoring and evaluation as stated above and the cost for the same will be met out of the scheme. Ministry of Tourism will have a separate Monitoring Group consisting of the concerned Joint Secretary & Director in charge of the scheme along with Financial Advisor to regularly monitor and review the sanctioned projects.

GUIDELINES FOR MARKETING DEVELOPMENT ASSISTANCE (MDA) SCHEME

(November, 2009)

The Marketing Development Assistance Scheme (MDA), administered by the Ministry of Tourism, Government of India, provides financial support to approved tourism service providers, i.e. hoteliers, travel agents, tour operators, tourist transport operators, approved by the Ministry of Tourism, Govt. of India or by the State Tourism Department in the case of Jammu & Kashmir and the North Eastern States (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura) for undertaking the following tourism promotional activities abroad:

- (A) Sales-cum-study tour
- (B) Participation in fairs/exhibitions
- (C) Publicity through printed material

A. SALE-CUM-STUDY TOUR

In order to encourage the small and medium level service providers to go and promote Indian tourism products abroad, Ministry of Tourism, Government of India provides financial assistance to tourism service providers approved by the Ministry of Tourism, Govt. of India or by the State Tourism Department in the case of Jammu & Kashmir and the North Eastern States, for undertaking sale-cum-study tours to foreign countries.

TERMS AND CONDITIONS:

1. Financial Assistance would be permissible on travel expenses by air from India to any other country and/or by air/euro rail from one country to another country abroad, in economy excursion class fare @ 75% of the fare. This would, however be subject to an upper ceiling to ₹ 1,50,000/- (Rupees one lakh and fifty thousand only) per tour. No financial assistance is provided for travel within India.
2. One sale-cum-study tour by the tourism service provider to a particular country in one financial year is eligible for MDA assistance.
3. The tour to single country or a group of countries shall be for a minimum of two-nights stay abroad excluding journey period.
4. Assistance shall be permissible to one regular employee/Director/ partner/ proprietor of the company.

5. The assistance would be available to tourism service providers with foreign exchange earnings up to ₹20.00 crore (Rupees twenty crore only) during the preceding financial year. In respect of tourism service providers from Jammu & Kashmir and the North Eastern States, the total turnover of the company will be up to ₹20.00 crore (Rupees twenty crore only) not necessarily including foreign exchange earnings.
6. The company shall not be under investigation or charged/ prosecuted/ debarred/ black listed by Ministry of Tourism, Govt. of India or any other Government Agency. The service provider should furnish a declaration to this effect.
7. The applicant would furnish a declaration in the prescribed format as under: “ I hereby declare that I have not claimed/received any financial assistance for this sale-cum-study tour from Government/Government Agency.”
8. In case of more applications, priority would be given to those service providers who have not availed financial assistance in the past under MDA Scheme.

PROCEDURE FOR SUBMISSION OF APPLICATION

- (i) The eligible tourism service provider shall obtain prior approval of the Ministry of Tourism, Government of India, before undertaking the tourism promotional activity/tour abroad. The application shall be submitted direct to the Joint Secretary (Tourism), Ministry of Tourism, Transport Bhawan, Sansad Marg, New Delhi, in the prescribed format (Annexure-I) at least 14 days in advance, along with following documents:
 - (1) Proof of approval of the company by Ministry of Tourism or by the State Government in the case of Jammu & Kashmir and the North Eastern States. (Copy of approval letter is to be attached)
 - (2) Certificate of Foreign Exchange Earnings duly certified by Chartered Accountant. In the case of service providers from Jammu & Kashmir and the North Eastern States, certificate of total turnover duly certified by the Chartered Accountant.
 - (3) Details of financial assistance availed during the last three years from the Government including Ministry of Commerce/FIEO and Ministry of Tourism.
- (ii) After undertaking the tourism promotional activity/tour abroad for which prior approval had been accorded by the MOT, the tourism service provider would submit the application for MDA claim, in the prescribed format (Annexure IV), to the Ministry of Tourism, Government of India, immediately on return to India but positively within one month of his/her return to India, along with the following documents:

- (1) Details of financial assistance availed during the last three years from the Government including Ministry of Commerce/FIEO & Ministry of Tourism.
- (2) Certificate of Foreign Exchange Earnings / Total Turnover in the case of Jammu & Kashmir and North Eastern States duly certified by Chartered Accountant.
- (3) Self-certified copy of approval certificate issued by the Ministry of Tourism / State Government in the case of Jammu & Kashmir and North Eastern States.
- (4) Legible photocopy of passport highlighting the entries about departure from India and arrival in India and also the countries visited. In case passport does not have arrival/departure dates regarding visits to various countries, documentary evidence such as Hotel Bills, Boarding pass, lodging pass, etc. may be submitted.
- (5) Original air ticket/jacket used during the journey along with three self-certified photocopies. The following details should be given separately in a statement:
 - (i) Name of the Traveler
 - (ii) Ticket number
 - (iii) Flight No.
 - (iv) Date of Departure from and return to India
 - (v) Sectors/countries visited
 - (vi) Class in which traveled
 - (vii) Economy excursion class fare for sectors/countries visited.
- (6) Brief Report about the tour and achievements.
- (7) Claim form received after one month of return to India or wherein the deficiencies in the claim as intimated are not fully completed within 30 days of the date of information given, would not be entertained and would be rejected.

B. PARTICIPATION IN TRADE FAIRS AND EXHIBITIONS:

The Ministry of Tourism, Government of India provides financial assistance to tourism service providers approved by the Ministry of Tourism, Govt. of India or by the State Tourism Department in the case of Jammu & Kashmir and the North Eastern States for participation in tourism related trade fairs and exhibitions abroad.

TERMS AND CONDITIONS

- (1) Financial Assistance would be permissible on travel expenses by air from India to any other country & by air/euro rail from one country to another country abroad, in economy excursion class fair and/or charges of the built up furnished stall, electricity and water charges etc. @75% to the service providing companies. This would,

however, be subject to an upper ceiling of ₹ 2,00,000/- (Rupees Two Lakh only) per participation. No financial assistance is provided for travel within India.

- (2) Assistance for travel expenses would be permissible to one regular employee/ Director/partner/proprietor of the company.
- (3) The assistance would be available to companies with foreign exchange earnings up to ₹ 20.00 crore (Rupees twenty crore only) during the preceding financial year. In respect of tourism service providers from Jammu & Kashmir and the North Eastern States, the total turnover of the company will be up to ₹ 20.00 crore (Rupees twenty crore only) not necessarily including foreign exchange earnings.
- (5) The company shall not be under investigation or charged/ prosecuted/ debarred/ black-listed by Ministry of Tourism, Government of India or any other Government Agency. The service provider should furnish a declaration to this effect.
- (6) The applicant would furnish a declaration in the prescribed format as under: “ I hereby declare that I have not claimed/received any financial assistance for participation in this fair/exhibition from Government/ Government Agency.”
- (7) In case of more applications, priority would be given to those service providers who have not availed financial assistance in the past under MDA Scheme.

PROCEDURE FOR SUBMISSION OF APPLICATION

- (i) The eligible tourism service provider shall obtain prior approval of the Ministry of Tourism, Government of India, before proceeding abroad to participate in trade fair/exhibition. The application shall be submitted direct to the Joint Secretary (Tourism), Ministry of Tourism, Government of India, Transport Bhawan, Sansad Marg, New Delhi, in the prescribed format (Annexure-II) at least 14 days in advance, along with following documents:
 - (1) Proof of approval of the company by Ministry of Tourism or by the State Government in the case of Jammu & Kashmir and the North Eastern States. (Copy of approval letter may be attached).
 - (2) Certificate of Foreign Exchange Earnings duly certified by Chartered Accountant. In the case of service providers from Jammu & Kashmir and the North Eastern States, certificate of total turnover duly certified by the Chartered Accountant.
 - (3) Details of financial assistance availed during the last three years from the Government including Ministry of Commerce/FIEO & Ministry of Tourism.
- (ii) After participating in the Trade Fair/Exhibition abroad for which prior approval had been accorded by the MOT, the tourism service provider would submit the application for MDA claim, in the prescribed format (Annexure V), direct to the Ministry of Tourism,

Government of India, immediately on return to India but positively within one month of his/her return to India, along with the following documents:

- (1) Details of financial assistance availed during the last three years from the Government including Ministry of Commerce/FIEO and Ministry of Tourism.
- (2) Certificate of Foreign Exchange Earnings / Total Turnover in the case of Jammu & Kashmir and North Eastern States duly certified by Chartered Accountant.
- (3) Self-certified copy of approval certificate issued by the Ministry of Tourism /State Govt. in the case of Jammu & Kashmir and North Eastern States.
- (4) Legible photocopy of passport highlighting the entries about departure from India and arrival in India and also the countries visited. In case passport does not have arrival/departure dates regarding visits to various countries, documentary evidence such as Hotel Bills, Boarding Pass, lodging pass etc. may be submitted.
- (5) Original air ticket/jacket used during the journey along with three self certified photocopies. The following details should be given separately in a statement:
 - i) Name of the Traveler
 - ii) Ticket number
 - iii) Flight No.
 - iv) Date of Departure from / return to India
 - v) Sectors/countries visited
 - vi) Class in which traveled
 - vii) Economy excursion class fare for sectors /countries visited.
- (6) Original copy of receipts/bank advice etc. along with three photocopies, evidencing payment(s) made; if applicable.
- (7) Brief Report about the participation and achievements.
- (8) Claim form received after one month of return to India or wherein the deficiencies in the claim as intimated are not fully completed within 30 days of the date of information given, would not be entertained and would be rejected.

C. PUBLICITY THROUGH PRINTED MATERIAL

The Ministry of Tourism, Government of India provides financial assistance under the MDA Scheme to tourism service providers approved by the Ministry of Tourism, Govt. of India or by the State Tourism Department in the case of Jammu & Kashmir and the North Eastern States for production of tourism related publicity material for distributing

in foreign countries and in tourism related fairs and festivals abroad in order to promote Indian tourism products.

TERMS AND CONDITIONS

1. Cost of production of publicity material like product catalogue, brochure, information handout etc., for use abroad during sales cum study tour, participation in trade fair/exhibition, MOT sponsored buyer cum seller meet/trade delegation etc., would be permissible for assistance under MDA scheme @25% of the total approved cost subject to an upper ceiling of ₹ 30,000/- (Rupees Thirty Thousand only).
2. Assistance would be provided once in a financial year.
3. A copy of the publicity material is to be submitted along with the claim.
4. Quotations from a minimum of three printers are to be obtained and submitted along with the claim. Assistance will be allowed on the lowest quotation subject to the upper ceiling as mentioned above.
5. The company shall not be under investigation/charged/prosecuted/ debarred/ blacklisted by Ministry of Tourism, Government of India or any other Government Agency. The service provider should furnish a declaration to this effect.
6. The applicant would furnish a declaration in the prescribed format as under: "I hereby declare that I have not claimed/received any financial assistance for production of this publicity material from Government/Government Agency."
7. In case of more applications, priority would be given to those service providers who have not availed financial assistance in the past under MDA Scheme.

PROCEDURE FOR SUBMISSION OF APPLICATION

- 1) The eligible tourism service provider shall obtain prior approval of the Ministry of Tourism, Government of India, before printing of publicity material for distribution abroad. The application shall be submitted direct to the Joint Secretary (Tourism), Ministry of Tourism, Transport Bhawan, Sansad Marg, New Delhi, in the prescribed format (Annexure-III) at least 14 days in advance, along with following documents:
 - (1) Proof of approval of the company by Ministry of Tourism or by the State Government in the case of Jammu & Kashmir and the North Eastern States. (Copy of approval letter may be attached)
 - (2) Certificate of Foreign Exchange Earnings duly certified by Chartered Accountant. In the case of service providers from Jammu & Kashmir and the North Eastern States, certificate of total turnover duly certified by the Chartered Accountant.

- (3) Details of financial assistance availed during the last three years from the Government including Ministry of Commerce/FIEO & Ministry of Tourism.
- 2) After distribution of the publicity material abroad for which prior approval had been accorded by the MOT, tourism service provider would submit the application for MDA claim, in the prescribed format (Annexure VI) along with necessary documents as indicated in the claim form, direct to the Ministry of Tourism, Government of India, immediately on return to India but positively within one month of his/her return to India, along with the necessary documents.

General Conditions Governing the MDA Scheme

1. In order to avail the benefit of reimbursement of air fare under the MDA Scheme, **all tourism service providers may travel only by Air India/Indian Airlines.** For travel to stations not connected by Air India, the tourism service providers may travel by Air India/Indian Airlines to the hub/point closest to their eventual destination, beyond which they may utilize the services of another airline which should also preferably be an alliance partner of Air India.
2. For sale-cum-study tour, a tourism service provider is eligible for financial assistance under MDA Scheme for a maximum of two trips in one financial year.
3. For participation in fairs/exhibitions abroad, a tourism service provider is eligible for financial assistance under MDA Scheme to participate in three exhibitions/fairs abroad in one financial year.
4. For production/printing of publicity material, MDA would be available once in a financial year.
5. The financial benefit under MDA Scheme would be given up to a maximum of only two times to the same person in one financial year, irrespective of the number of tourism service providing companies he/she is associated with.
6. These revised MDA guidelines are in supersession to guidelines issued earlier.
7. These Revised Guidelines will come in force with effect from 19th November, 2009 and till further orders.

**APPLICATION FORM FOR OBTAINING PRIOR
APPROVAL UNDER MDA SCHEME
FOR SALE-CUM-STUDY TOUR ABROAD**

1	Name of the firm with full address	
2	Name and designation of the person going abroad	
3	Certificate regarding approval of the Agency/Firm by Ministry of Tourism/State Tourism Dept. in the case of Jammu & Kashmir and North Eastern States (Please attach a copy of approval letter)	No. & Date: Valid up to:
4	Foreign Exchange Earnings/Certificate of total turnover in the case of Jammu & Kashmir and North Eastern States, during the last financial year (Pl. attach a certificate from Chartered Accountant)	
5	Names of countries for sale-cum-study tour and the dates/duration of visit abroad	
6	Date of departure from India	
7	Date of arrival in India	
8	Details of the financial assistance availed earlier under the MDA Scheme: a) Name of countries visited/ exhibitions participated b) Name of the Persons c) Dates d) MDA amount received	

Place:

Signature &

Date:

Designation with stamp

**APPLICATION FORM FOR OBTAINING PRIOR APPROVAL
UNDER MDA SCHEME FOR PARTICIPATION IN TRADE FAIR/
EXHIBITION ABROAD**

1	Name of the firm with full address	
2	Name and designation of the person going abroad	
3	Certificate regarding approval of the Agency/Firm by Ministry of Tourism/State Tourism Dept. in the case of Jammu & Kashmir and North Eastern States (please attach a copy of approval letter)	No. & Date: Valid up to:
4	Foreign Exchange Earnings/Certificate of total turnover in the case of Jammu & Kashmir and North Eastern States, during the last financial year (Pl attach a certificate from Chartered Accountant)	
5	Name of fair/exhibition and the countries along with the dates/duration of the visit	
6	Date of departure from India	
7	Date of arrival in India	
8	Details of the financial assistance availed earlier under the MDA Scheme: a) Name of countries visited/ exhibitions participated b) Name of the Person c) Dates d) MDA amount received	

Place:

Signature &

Date:

Designation with stamp

**APPLICATION FORM FOR OBTAINING PRIOR
APPROVAL UNDER MDA SCHEME FOR PRODUCTION
OF PUBLICITY MATERIAL**

1	Name of the firm with full address	
2	Name of the Person going abroad	
3	Certificate regarding approval of the Agency/Firm by Ministry of Tourism / State Tourism Deptt. in the case of Jammu & Kashmir and North Eastern States. (please attach a copy of the approval letter)	No. & Date Valid up to
4	Details of product catalogue/brochure/ Handout etc. to be brought out.	(Please attach dummy copy also)
5	Foreign Exchange Earnings/Certificate of total turnover in the case of Jammu & Kashmir and North Eastern States, during the last financial year (please attach a certificate from the Chartered Accountant)	
6	Name of the fair/exhibition, city and country where release of publicity material is planned.	
7	Expected date of release of publicity material.	
8	Number of copies to be printed.	
9	Estimated expenditure.	
10	Details of the financial assistance availed earlier under the MDA Scheme: a) Name of countries visited/Fair participated & where publicity material distributed b) Name of the Persons who went abroad c) Dates d) MDA Amount received	

Place:

Signature &

Date:

Designation with stamp

CLAIM FORM FOR MARKETING DEVELOPMENT ASSISTANCE FOR SALE-CUM-STUDY TOUR ABROAD

1	Name of the firm with full address	
2	Name and designation of the Person who went abroad	
3	Whether prior Approval of the Ministry of Tourism obtained for undertaking promotional tour abroad. (Please attach a copy of the approval letter.)	
4	Certificate regarding approval of the Agency/Firm by Ministry of Tourism/State Tourism Deptt. in the case of Jammu & Kashmir and North Eastern States (please attach a self certified copy of the approval letter)	No. & Date Valid up to :
5	Foreign Exchange Earnings / Total Turnover in the case of Jammu & Kashmir and North Eastern States, during last financial year. (Please attach a copy of certificate from the Chartered Accountant)	
6	Name of the Country(ies) visited for sale-cum-study tour and the dates/duration of stay abroad	
7	Actual date of departure from India. (Please attach a self certified photo copy of passport highlighting date of departure)	
8	Actual date of arrival to India (Please attach self certified photo copy of passport highlighting date of arrival)	
9	Details of Number of proposal(s) already submitted in the same financial year	
10	Details of the financial assistance availed earlier under the MDA Scheme separately for : a) Sale-cum-Study Tour b) Participation in fair/exhibition c) Production of Publicity Material	

	(Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of financial assistance received in each case)	
11	Actual expenditure incurred on return airfare by economy excursion class (Please attach original air ticket/jacket used during the journey along with three self certified Photostat copies)	
12	Amount being claimed	

Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the company accountable and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature _____

Name _____

Designation _____

Office Seal:

Place:

Date:

CLAIM FORM FOR MARKETING DEVELOPMENT ASSISTANCE FOR PARTICIPATION IN TRADE FAIRS/EXHIBITIONS ABROAD

1	Name of the firm with full address	
2	Name and designation of the Person who attended the fair/exhibition abroad	
3	Whether prior Approval of the Ministry of Tourism obtained for undertaking promotional activity abroad. (Please attach a copy of the approval letter.)	
4	Certificate regarding approval of the Agency/Firm by Ministry of Tourism/State Tourism Deptt. in the case of Jammu & Kashmir and North Eastern States (please attach a self certified copy of the approval letter)	No. & Date Valid up to :
5	Foreign Exchange Earnings / Total Turnover in the case of Jammu & Kashmir and North Eastern States, during last financial year. (Please attach a copy of certificate from the Chartered Accountant)	
6	Name of Fair/Exhibition and the countries along with dates/duration of stay	
7	Actual date of departure from India. (Please attach a self certified photocopy of passport highlighting date of departure)	
8	Actual date of arrival to India (Please attach self certified photocopy of passport highlighting date of arrival)	
9	Details of Number of proposal(s) already submitted in the same financial year	
10	Details of the financial assistance availed earlier under the MDA Scheme separately for: a) Sale-cum-Study Tour b) Participation in fair/exhibition	

	c) Production of Publicity Material (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of financial assistance received in each case)	
11	(a) Actual expenditure incurred on return airfare by economy excursion class (Please attach original air ticket/jacket used during the journey along with three self certified Photostat copies)	
	(b) Actual expenditure incurred on stall, decoration, water and electricity (in case of participation fair/exhibition) (Please attach original voucher/bank advice/receipt etc. evidencing payment made, along with three self certified photo copies thereof). (Also furnish a Statement of Expenditure)	
	Total expenditure incurred (a + b)	
12	Amount being claimed	

Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the company accountable and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature _____

Name _____

Designation _____

Office Seal:

Place:

Date:

CLAIM FORM FOR MARKETING DEVELOPMENT ASSISTANCE FOR PRODUCTION OF PUBLICITY MATERIAL FOR DISTRIBUTING ABROAD

1	Name of the firm with full address	
2	Name and designation of the Person who went abroad/attended the fair/exhibition abroad	
3	Whether prior Approval of the Ministry of Tourism obtained for production of publicity material (Please attach a copy of the approval letter.)	
4	Certificate regarding approval of the Agency/Firm by Ministry of Tourism/State Tourism Deptt. in the case of Jammu & Kashmir and North Eastern States (please attach a self certified copy of the approval letter)	No. & Date Valid up to
5	Foreign Exchange Earnings / Total Turnover in the case of Jammu & Kashmir and North Eastern States during the last financial year. (Please attach a copy of certificate from the Chartered Accountant)	
6	Name of the Fair/Exhibition and the countries along with dates where publicity material was distributed.	
7	No. of copies of publicity material prepared	
8	Details of Number of proposal(s) already submitted in the same financial year	
9	Details of the financial assistance availed earlier under the MDA Scheme separately for: a) Sale-cum-Study Tour b) Participation in fair/exhibition c) Production of Publicity Material (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of financial assistance received in each case)	

10	Name of the three firms where from quotations were invited (Please attach copies of the three quotations)	
11	Name & address of the firm quoting the lowest quotations	
12	Name & address of the firm, which printed the publicity material.	
13	Actual expenditure incurred (Please attach original voucher/Bill evidencing payment made; along with three self certified photostat copies.)	
14	Amount being claimed	

Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the company accountable and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature _____

Name _____

Designation _____

Office Seal:

Place:

Date:

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Incredible India

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.

POR TS:

Ports are the points of entry of foreign visitors into India. At present, there are seventy two ports. The list of the ports is given below.

S.No.	Name of port	Type of port	S.No.	Name of port	Type of port
1	Agartala	Land Check post	36	Kailashahar	Land Check post
2	Agra	Airport	37	Kakinada	Seaport
3	Ahmedabad	Airport	38	Kandala	Seaport
4	Alang	Seaport	39	Karimaganj	Land Check post
5	Amritsar	Airport	40	Khowai	Land Check post
6	Attari Rail	Land Check post	41	Kolkatta	Airport
7	Attari Road	Land Check post	42	Lalgolaghat	Land Check post
8	Banbasa	Land Check post	43	Lucknow	Airport
9	Bengaluru	Airport	44	Mahadipore	Land Check post
10	Bedi Bender	Seaport	45	Mangalore	Seaport
11	Bhavnagar	Seaport	46	Mankachar	Land Check post
12	Calicut	Airport	47	Marmagoa	Seaport
13	Changrabandha	Land Check post	48	Muhurighat	Land Check post
14	Chennai	Seaport	49	Mumbai	Airport
15	Chennai	Airport	50	Mumbai	Seaport
16	Cochin	Seaport	51	Munabao	Land Check post
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 Check post	56	Patna	Airport
22	Dalu	Land Check post	57	Port Blair	Airport
23	Dawki	Land Check post	58	Port Blair	Seaport
24	Delhi	Airport	59	Pune	Airport
25	Gauriphanta	Land Check post	60	Radhikapore	Land Check post
26	Gaya	Airport	61	Ragna	Land Check post
27	Gede Rly. Station	Land Check post	62	Raniganj	Land Check post
28	Ghojadanga	Land Check post	63	Raxual	Land Check post
29	Guwahati	Airport	64	Rupaidiha	Land Check post
30	Haridaspore	Land Check post	65	Sonauli	Land Check post
31	Hilli	Land Check post	66	Srimantapur	Land Check post
32	Hyderabad	Airport	67	Sutarkandi	Land Check post
33	JaigaonKalimpong	Land Check post	68	Trichy	Airport
34	Jaipur	Airport	69	Trivandrum	Airport
35	Jogbani Purnea	Land Check post	70	Tuticorin	Seaport
			71	Varanasi	Airport
			72	Visakhapatnam	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 or 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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www.tourism.gov.in

www.incredibleindia.org

Market Research Division,
Ministry of Tourism, Government of India,
New Delhi

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