INDIA TOURISM STATISTICS
भारतीय पर्यटक आंकड़े
# 2011

Atithidevo Bhava
Incredible !ndia

INDIA TOURISM STATISTICS 2011

सत्यमेव जयते

Government of India
Ministry of Tourism
Market Research Division

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FOREWORD

The availability of the latest and reliable tourism statistics is one of the important pre-requisites for the preparation of programmes and policies relating to the development of tourism in the country.

I have great pleasure in presenting **"India Tourism Statistics 2011"**. The Ministry has been presenting tourism related data on a regular basis and this is the 54th in the series of such publications. This publication contains data on Foreign Tourist Arrivals (FTAs), Foreign Exchange Earnings (FEE) from tourism, domestic tourism, hotel, travel trade and training institutions in the field of travel and tourism. The publication also includes guidelines of the various schemes of the Ministry of Tourism for wider dissemination of the same.

During the year 2011, India registered a positive growth of 9.2% over 2010. The growth rate of 9.2% in 2011 for India is very encouraging as compared to UNWTO's estimated growth rate of 5% for the world as a whole in 2011.

I am sure that information contained in this publication will be useful for all involved in the travel and tourism industry, including policy makers, administrators and researchers. We would, however, welcome suggestions for improvement in the content and coverage of the publication.

Based on the information available from the Bureau of Immigration (BOI), States /Union Territories, the Archaeological Survey of India, UNWTO, etc. this publication has been prepared by the officers and staff of the Market Research Division of Ministry of Tourism. They deserve all appreciation for their hard work.

Parvez Dewan

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IMPORTANT STATISTICS ON TOURISM, 2011

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	iv) Bengaluru (Airport)	0.4 (6.3%)
	v) Kolkata (Airport)	0.23 (3.7%)
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	v) Canada	0.259(4.11%)
	vi) Germany	0.240(3.81%)
	vii) France	0.231(3.67%)
	viii) Malaysia	0.208(3.30%)
	ix) Japan	0.194(3.07%)
	x) Australia	0.193(3.05%)
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	xii)	China (Main)	0.142(2.25%)
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- The number of Foreign Tourist Arrivals (FTAs) in India during 2011 increased to 6.31 million as compared to 5.78 million in 2010. The growth rate in FTAs during 2011 over 2010 was 9.2% as compared to 11.8% during 2010 over 2009. The growth rate of 9.2% in 2011 for India was better than growth rate of 5% for the International Tourist Arrivals in 2011.

- The share of India in international tourist arrivals in 2011 was 0.64%, while being 0.61% in 2010. However, India's rank in the world improved to 38th in 2011 from 42nd in 2010. India accounted for 2.9% of the tourist arrivals in Asia Pacific Region in 2011, occupying 9th rank in the Region.

- About 92.0% of the FTAs entered India through air routes followed by 7.2% by land routes and 0.8% by sea routes. Delhi and Mumbai airports accounted for about 55.5% of the total FTAs in India. Fifteen major countries contributing significantly by higher number of FTAs in India in 2011 were USA, UK, Bangladesh, Sri Lanka, Canada, Germany, France, Malaysia, Japan, Australia, Russian Fed., China(Main), Singapore, Nepal and Republic of Korea. These 15 countries accounted for about 71.43% of total FTAs in India in 2011.

- Tourism sector continues to play an important role as a foreign exchange earner for the country. In 2011, foreign exchange earnings (FEE) from the tourism were US$ 16.56 billion as compared to US$ 14.19 billion in 2010, registering a growth of 16.7%.

- Number of domestic tourist visits in India during 2011 was 850.86 million as compared to 747.70 million in 2010, with a growth rate of 13.8 %.

- Number of Indian national departures from India during 2011 was 13.99 million as compared to 12.99 million in 2010, registering a growth rate of 7.7%.

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

Based on information contained in the Disembarkation cards, the compiled data regarding number of Foreign Tourist Arrivals (FTAs) and related aspects are presented in this chapter. The FTAs in India continued to grow from 1.28 million in 1981 to 1.68 million in 1991, 2.54 million in 2001 and reached 6.31 million in 2011. During the year 2011, India registered a positive growth of 9.2 % over 2010, substantially exceeding, interalia the UNWTO's estimated growth rate of 5% for the world in 2011. The compound annual growth rate (CAGR) in FTAs in India during 2001 to 2011 was 9.5 %. Table 2.1.1 gives the number of FTAs in India for the years 1981 to 2011 along with corresponding growth rate over previous year.

TABLE 2.1.1
FOREIGN TOURIST ARRIVALS (FTAs) IN INDIA, 1981-2011

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

Year	FTAs in India	Annual Growth (%)
1998	2358629	-0.7
1999	2481928	5.2
2000	2649378	6.7
2001	2537282	-4.2
2002	2384364	-6.0
2003	2726214	14.3
2004	3457477	26.8
2005	3918610	13.3
2006	4447167	13.5
2007	5081504	14.3
2008	5282603	4.0
2009	5167699	-2.2
2010	5775692	11.8
2011	6309222	9.2

Source: Bureau of Immigration, India

The growth in FTAs in India during the eighties & nineties did not follow any consistent pattern. While 3 years, viz. 1986, 1992 and 1995 saw double-digit positive growth, there was negative growth in the years 1984, 1990, 1991, 1993 and 1998. Since the year 2003 there has been a consistent growth in FTAs except for the year 2009.

The country-wise details of FTAs in India during 2009 to 2011 are given in Table 2.1.2. The FTAs from USA were maximum during 2009, 2010 and 2011. The growth rate in FTAs in India in 2011 as compared to 2010 was maximum for Myanmar (70.1%) followed by UAE (46.0%), Ukraine (42.6%), Nigeria (40.4%) and Vietnam (31.5%). Further more, the FTAs from Argentina, Indonesia, Philippines, Bahrain, Afghanistan, Bhutan and Thailand recorded more than 20% growth in 2011 as compared to 2010. Some of the countries from which significant decline in FTAs were observed during the same period included Sudan (68.6%) followed by Iran (11.9%), Maldives (7.1%), Pakistan (6.0%), Greece (2.5%) and Denmark (2.4%).

The top 10 countries for FTAs in India during 2011 are: USA, UK, Bangladesh, Sri Lanka, Canada, Germany, France, Malaysia, Japan and Australia.

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2009	2010	2011	2009	2010	2011	2010/09	2011/10
North America								
Canada	224069	242372	259017	4.34	4.20	4.11	8.2	6.9
U.S.A	827140	931292	980688	16.01	16.12	15.54	12.6	5.3
Total	**1051209**	**1173664**	**1239705**	**20.34**	**20.32**	**19.65**	**11.6**	**5.6**
Central & South America								
Argentina	6011	7626	9391	0.12	0.13	0.15	26.9	23.1
Brazil	13964	15219	17268	0.27	0.26	0.27	9.0	13.5
Mexico	8185	10458	10876	0.16	0.18	0.17	27.8	4.0
Others	18444	29425	23453	0.36	0.51	0.37	59.5	-20.3
Total	**46604**	**62728**	**60988**	**0.90**	**1.09**	**0.97**	**34.6**	**-2.8**
Western Europe								
Austria	27930	32620	36483	0.54	0.56	0.58	16.8	11.8
Belgium	34759	37709	40478	0.67	0.65	0.64	8.5	7.3
Denmark	30857	35541	34683	0.60	0.62	0.55	15.2	-2.4
Finland	24874	24089	23730	0.48	0.42	0.38	-3.2	-1.5
France	196462	225232	231423	3.80	3.90	3.67	14.6	2.7
Germany	191616	227720	240235	3.71	3.94	3.81	18.8	5.5
Greece	6664	7441	7253	0.13	0.13	0.11	11.7	-2.5
Ireland	19223	20329	22089	0.37	0.35	0.35	5.8	8.7
Italy	77873	94100	100889	1.51	1.63	1.60	20.8	7.2
Netherlands	64580	70756	75153	1.25	1.23	1.19	9.6	6.2
Norway	22092	22229	24578	0.43	0.38	0.39	0.6	10.6
Portugal	17184	21038	24061	0.33	0.36	0.38	22.4	14.4
Spain	59047	72591	71405	1.14	1.26	1.13	22.9	-1.6
Sweden	43327	45028	48690	0.84	0.78	0.77	3.9	8.1
Switzerland	38290	43134	46332	0.74	0.75	0.73	12.7	7.4
U.K.	769251	759494	798249	14.89	13.15	12.65	-1.3	5.1
Others	10013	11291	12964	0.19	0.20	0.21	12.8	14.8
Total	**1634042**	**1750342**	**1838695**	**31.62**	**30.31**	**29.14**	**7.1**	**5.0**
Eastern Europe								
Czech Rep.	8328	9918	11256	0.16	0.17	0.18	19.1	13.5
Hungary	4980	6022	6900	0.10	0.10	0.11	20.9	14.6
Kazakhstan	6848	8786	9810	0.13	0.15	0.16	28.3	11.7
Poland	19656	25424	28499	0.38	0.44	0.45	29.3	12.1

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2009	2010	2011	2009	2010	2011	2010/09	2011/10
Russia	94945	122048	144312	1.84	2.11	2.29	28.5	18.2
Ukraine	12436	16462	23467	0.24	0.29	0.37	32.4	42.6
Others	36282	38990	50354	0.70	0.68	0.80	7.5	29.1
Total	**183475**	**227650**	**274598**	**3.55**	**3.94**	**4.35**	**24.1**	**20.6**
Africa								
Egypt	5869	8017	8791	0.11	0.14	0.14	36.6	9.7
Kenya	22704	29223	30045	0.44	0.51	0.48	28.7	2.8
Mauritius	18866	21672	22091	0.37	0.38	0.35	14.9	1.9
Nigeria	18338	23893	33537	0.35	0.41	0.53	30.3	40.4
South Africa	44308	55688	58430	0.86	0.96	0.93	25.7	4.9
Sudan	4987	7418	2328	0.10	0.13	0.04	48.7	-68.6
Tanzania	17020	17645	19470	0.33	0.31	0.31	3.7	10.3
Others	32382	40969	57694	0.63	0.71	0.91	26.5	40.8
Total	**164474**	**204525**	**232386**	**3.18**	**3.54**	**3.68**	**24.4**	**13.6**
West Asia								
Bahrain	7901	7766	9587	0.15	0.13	0.15	-1.7	23.4
Iraq	16400	28221	30808	0.32	0.49	0.49	72.1	9.2
Israel	40581	43456	48089	0.79	0.75	0.76	7.1	10.7
Oman	32971	35485	40577	0.64	0.61	0.64	7.6	14.3
Saudi Arabia	15552	21599	26268	0.30	0.37	0.42	38.9	12.6
Turkey	10282	15483	17359	0.20	0.27	0.28	50.6	12.1
U.A.E.	47234	45482	66383	0.91	0.79	1.05	-3.7	46.0
Yemen Arab Rep	12695	14931	14955	0.25	0.26	0.24	17.6	0.2
Others	21227	22894	24747	0.41	0.40	0.39	7.9	8.1
Total	**204843**	**235317**	**278773**	**3.97**	**4.07**	**4.42**	**14.9**	**18.5**
South Asia								
Afghanistan	50446	73389	89605	0.98	1.27	1.42	45.5	22.1
Iran	34652	49265	43399	0.67	0.85	0.69	42.2	-11.9
Maldives	55159	58152	53999	1.07	1.01	0.86	5.4	-7.1
Nepal	88785	104374	119131	1.72	1.81	1.89	17.6	14.1
Pakistan	53137	51739	48640	1.03	0.90	0.77	-2.6	-6.0
Bangladesh	468899	431962	463543	9.07	7.48	7.35	-7.9	7.3
Sri Lanka	239995	266515	305853	4.64	4.61	4.85	11.1	14.8
Bhutan	10328	12048	15489	0.20	0.21	0.25	16.7	28.6
Total	**1001401**	**1047444**	**1139659**	**19.38**	**18.14**	**18.06**	**4.6**	**8.8**
South East Asia								
Indonesia	20068	26171	32530	0.39	0.45	0.52	30.4	24.3
Malaysia	135343	179077	208196	2.62	3.10	3.30	32.3	16.3

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2009	2010	2011	2009	2010	2011	2010/09	2011/10
Myanmar	12849	14719	25043	0.25	0.25	0.40	14.6	70.1
Philippines	21987	24534	31151	0.43	0.42	0.49	11.6	27.0
Singapore	95328	107487	119022	1.84	1.86	1.89	12.8	10.7
Thailand	67309	76617	92404	1.30	1.33	1.46	13.8	20.6
Vietnam	5577	7458	9809	0.11	0.13	0.16	33.7	31.5
Others	1730	2980	3600	0.03	0.05	0.06	72.3	20.8
Total	**360191**	**439043**	**521755**	**6.97**	**7.60**	**8.27**	**21.9**	**18.8**
East Asia								
China (Main)	100209	119530	142218	1.94	2.07	2.25	19.3	19.0
China (Taiwan)	23464	23915	25916	0.45	0.41	0.41	1.9	8.4
Japan	124756	168019	193525	2.41	2.91	3.07	34.7	15.2
Rep. of Korea	70485	95587	108680	1.36	1.65	1.72	35.6	13.7
Others	3883	4896	5612	0.08	0.08	0.09	26.1	14.6
Total	**322797**	**411947**	**475951**	**6.25**	**7.13**	**7.54**	**27.6**	**15.5**
Australasia								
Australia	149074	169647	192592	2.88	2.94	3.05	13.8	13.5
New Zealand	30876	37024	36839	0.60	0.64	0.58	19.9	-0.5
Others	2501	3604	3734	0.05	0.06	0.06	44.1	3.6
Total	**182451**	**210275**	**233165**	**3.53**	**3.64**	**3.70**	**15.3**	**10.9**
Others	**15588**	**12087**	**1144**	**0.30**	**0.21**	**0.20**	**-22.5**	**2.6**
Stateless	**624**	**670**	**12403**	**0.01**	**0.01**	**0.02**	**7.4**	**70.7**
Grand Total	**5167699**	**5775692**	**6309222**	**100.0**	**100.0**	**100.0**	**11.8**	**9.2**
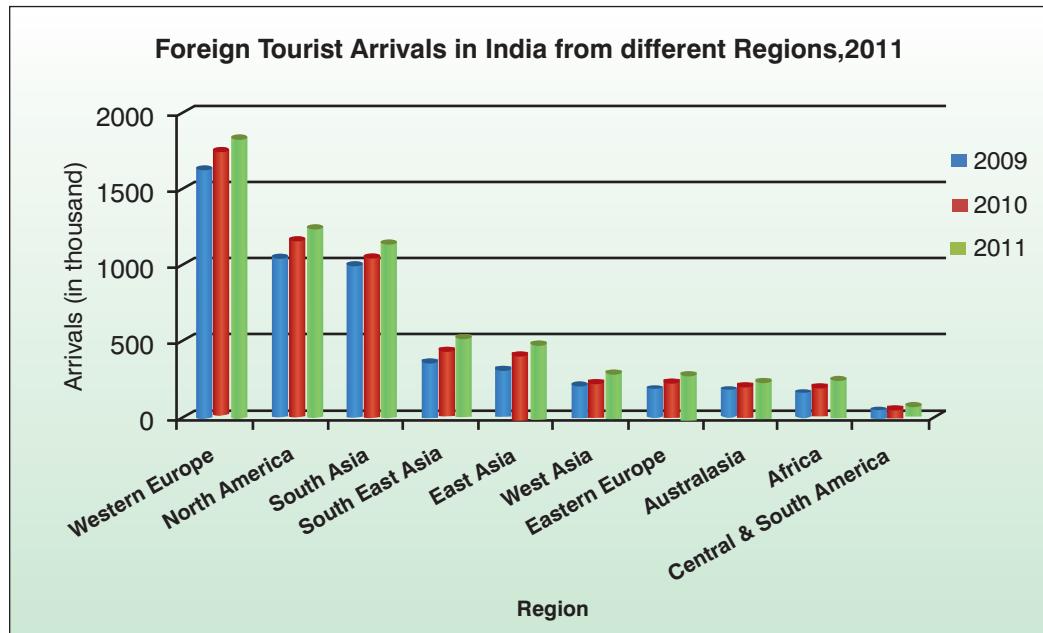
Source: Bureau of Immigration, India

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. The FTAs in India have been increasing from all regions viz. North America, Western Europe, Eastern Europe, Africa, West Asia, South Asia, South East Asia, East Asia and Australasia during the year 2011, except Central & South America The growth was maximum from Eastern Europe(20.6%) followed by South East Asia(18.8%), West Asia(18.5%), East Asia(15.5%), Africa(13.6%), Australasia (10.9%), South Asia(8.8%), North America (5.6%) and Western Europe (5.0%).

The percentage share in FTAs in India during 2011 was the highest for Western Europe (29.14%) followed by North America (19.65%), South Asia (18.06%), South East Asia (8.27%), East Asia (7.54%), West Asia (4.42%),Eastern Europe (4.35%), Australasia (3.70%), Africa (3.68%) and Central & South America (0.97%). The arrivals in India from Western Europe were also the highest during the years 2010 and 2009 with more than 30% share.

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

Foreign Tourist Arrivals in India from different Regions, 2011

TABLE 2.2.1
FTAs IN INDIA FROM DIFFERENT REGIONS OF THE WORLD, 2009-2011

Region/ Country	No. of Arrivals			Proportion to the Total			Percentage Change	
	2009	2010	2011	2009	2010	2011	2010/09	2011/10
Western Europe	1634042	1750342	1838695	31.62	30.31	29.14	7.1	5.0
North America	1051209	1173664	1239705	20.34	20.32	19.65	11.6	5.6
South Asia	1001401	1047444	1139659	19.38	18.14	18.06	4.6	8.8
South East Asia	360191	439043	521755	6.97	7.60	8.27	21.9	18.8
East Asia	322797	411947	475951	6.25	7.13	7.54	27.6	15.5
West Asia	204843	235317	278773	3.97	4.07	4.42	14.9	18.5
Eastern Europe	183475	227650	274598	3.55	3.94	4.35	24.1	20.6
Australasia	182451	210275	233165	3.53	3.64	3.70	15.3	10.9
Africa	164474	204525	232386	3.18	3.54	3.68	24.4	13.6
Central & South America	46604	62728	60988	0.90	1.09	0.97	34.6	-2.8
Others	15588	12087	12403	0.30	0.21	0.20	-22.5	2.6
Stateless	624	670	1144	0.01	0.01	0.02	7.4	70.7
Total FTAs in India	**5167699**	**5775692**	**6309222**	**100.0**	**100.0**	**100.0**	**11.8**	**9.2**

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 2011 as well as comparative figures for 2010 and 2009. During the year 2011, December has been the peak month for FTAs in India followed by November, January and February. May has been the leanest month. The shares of January, February, April, May, September, October and November in FTAs during 2011 have increased as compared to 2010.
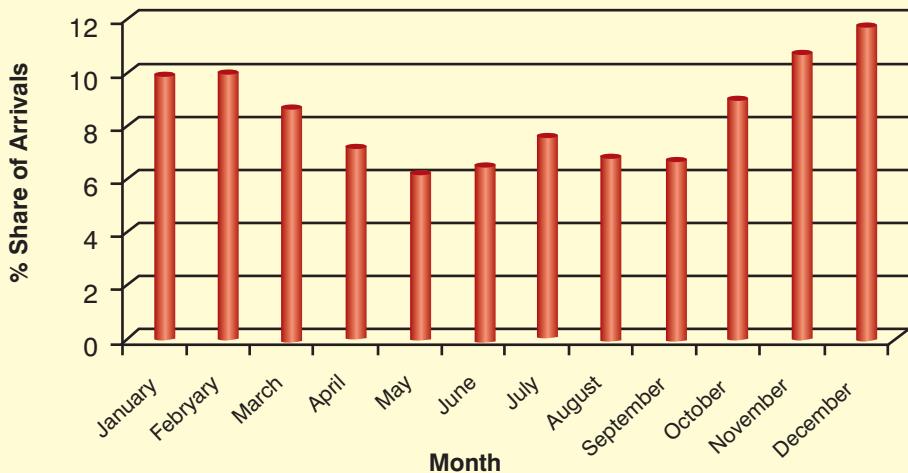
TABLE 2.3.1
MONTH-WISE NUMBER & PERCENTAGE SHARE OF FTAs IN INDIA DURING 2009-2011

Month	Foreign Tourist Arrivals(Nos.)			Growth rate in FTAs		Percentage Share		
	2009	2010	2011	2010/09	2011/10	2009	2010	2011
January	481308	568719	622713	18.2	9.5	9.3	9.8	9.9
February	489787	552152	627719	12.7	13.7	9.5	9.6	9.9
March	442062	512152	535613	15.9	4.6	8.6	8.9	8.5
April	347544	371956	446511	7	20	6.7	6.4	7.1
May	305183	332087	383439	8.8	15.5	5.9	5.7	6.1
June	352353	384642	405464	9.2	5.4	6.8	6.7	6.4
July	432900	466715	475544	7.8	1.9	8.4	8.1	7.5
August	369707	422173	428490	14.2	1.5	7.1	7.3	6.8
September	330707	369821	417478	11.8	12.9	6.4	6.4	6.6
October	458849	507093	559641	10.5	10.4	8.9	8.8	8.9
November	541524	608178	669767	12.3	10.1	10.5	10.5	10.6
December	615775	680004	736843	10.4	8.4	11.9	11.8	11.7
Total	**5167699**	**5775692**	**6309222**	**11.8**	**9.2**	**100**	**100**	**100**

Source: Bureau of Immigration, India

In 2011, the highest number of foreign tourists visited India during December (11.7 %) and lowest during the month of May (6.1%). The following graph clearly shows that the maximum FTAs in India were in October-December and January-March during 2011. This is generally consistent with the pattern in 2009 and 2010 also.

Month-wise Percentage share of Foreign Tourist Arrivals in India, 2011

The peak and lean months for 15 major contributing countries for arrival of tourists to India during 2011 are presented in Table 2.3.2. For 5 countries, namely, United States, Sri Lanka, Canada, Australia and Singapore, December was the peak month. For 4 countries, namely, Germany, Malaysia, Japan and China (Main), November was peak month. The peak months for other countries were January (Republic of Korea), February (United Kingdom & Russian Federation), March (Bangladesh), July (France) and September (Nepal). During peak month, each of these countries accounted for more than 10% of the FTAs.

TABLE 2.3.2
LEAN AND PEAK MONTHS OF FTAs IN INDIA FROM TOP 15 COUNTRIES DURING 2011

S. No.	Nationality	Lean Month (% Share)	Peak Month (% Share)
1	United States	April (5.2%)	December (14.1%)
2	United Kingdom	June (4.4%)	February (12.7%)
3	Bangladesh	September (3.5%)	March (14.5%)
4	Sri Lanka	August (4.7%)	December (11.3%)
5	Canada	August (4.5%)	December (16.5%)
6	Germany	June (5.1%)	November (13.4%)
7	France	August (4.6%)	July (12.1%)
8	Malaysia	August (5.4%)	November (12.6%)
9	Japan	April (7.0%)	November (10.3%)

S. No.	Nationality	Lean Month (% Share)	Peak Month (% Share)
10	Australia	August (5.3%)	December (18%)
11	Russian Fed.	May (3.2%)	February (28.2%)
12	China(Main)	January (7.0%)	November (12.9%)
13	Singapore	August (4.9%)	December (13.7%)
14	Nepal	May (5.8%)	September (12.8%)
15	Rep. of Korea	September (6.1%)	January (13.6%)

Source: Bureau of Immigration, India

Table 2.3.3 depicts that the number of FTAs in India during 2011 was the highest 31.2% during winter season (October- December) and the lowest 19.6% during the summer season (April-June). The arrivals during the two quarters of January-March and October-December comprised 59.5% of the total arrivals in 2011, marginally above the corresponding figure of 59.4% during 2010.

TABLE 2.3.3
NATIONALITY-WISE AND QUARTER-WISE FTAs IN INDIA, 2011

Country of Nationality	Arrivals (in numbers)	Quarter-wise Share (%)			
		1st Quarter (Jan-Mar)	2nd Quarter (Apr-June)	3rd Quarter (July-Sep)	4th Quarter (Oct-Dec)
North America					
Canada	259017	27.7	17.5	17.3	37.5
USA	980688	23.7	24.4	20.6	31.3
Total	**1239705**	**24.3**	**23.4**	**20.1**	**32.2**
Central & South America					
Argentina	9391	39.3	12.1	15.5	33.1
Brazil	17268	30.6	18.9	21.7	28.8
Mexico	10876	27.0	21.9	21.8	29.3
Others	23453	29.2	21.7	23.5	25.6
Total	**60988**	**30.8**	**19.4**	**21.5**	**28.3**
Western Europe					
Austria	36483	31.3	18.8	20.0	29.9
Belgium	40478	26.0	19.6	22.1	32.3
Denmark	34683	34.2	18.4	18.6	28.8
Finland	23730	42.1	18.5	12.2	27.2
France	231423	29.3	21.3	22.2	27.2
Germany	240235	30.1	19.1	18.9	31.9
Greece	7253	27.0	20.4	24.0	28.6

Country of Nationality	Arrivals (in numbers)	Quarter-wise Share (%)			
		1st Quarter (Jan-Mar)	2nd Quarter (Apr-June)	3rd Quarter (July-Sep)	4th Quarter (Oct-Dec)
Ireland	22089	25.3	24.0	21.0	29.8
Italy	100889	31.1	17.7	20.5	30.8
Netherlands	75153	30.0	19.3	21.3	29.4
Norway	24578	31.7	20.3	18.8	29.2
Portugal	24061	29.4	21.8	21.7	27.1
Spain	71405	23.3	17.8	28.8	30.2
Sweden	48690	35.1	15.6	13.1	36.2
Switzerland	46332	29.6	16.6	20.8	33.0
UK	798249	31.8	17.8	18.8	31.6
Others	12964	29.2	14.6	22.2	34.0
Total	**1838695**	**30.8**	**18.6**	**19.7**	**30.9**
Eastern Europe					
Czech Rep.	11256	32.2	17.4	19.6	30.8
Hungary	6900	35.8	16.3	19.7	28.2
Kazakhstan	9810	38.2	12.3	21.7	27.8
Poland	28499	31.7	14.8	19.4	34.2
Russian Fed.	144312	45.5	11.2	15.0	28.3
Ukraine	23467	38.3	16.4	16.5	28.7
Others	50354	32.1	17.7	18.8	31.4
Total	**274598**	**38.1**	**14.4**	**17.3**	**30.1**
Africa					
Egypt	8791	23.8	23.0	22.9	30.3
Kenya	30045	26.2	19.4	19.5	34.8
Mauritius	22091	26.2	20.8	21.7	31.4
Nigeria	33537	23.4	22.3	28.0	26.3
South Africa	58430	27.8	18.2	17.1	36.8
Sudan	2328	20.0	21.8	31.4	26.7
Tanzania	19470	25.1	22.1	21.7	31.1
Others	57694	25.1	21.4	25.2	28.4
Total	**232386**	**25.6**	**20.4**	**22.0**	**32.0**
West Asia					
Bahrain	9587	17.9	24.7	33.1	24.2
Iraq	30808	23.3	19.6	32.4	24.8
Israel	48089	29.0	17.8	22.7	30.5
Oman	40577	19.6	30.6	28.1	21.8
Saudi Arabia	26268	14.8	28.5	34.8	21.9
Turkey	17359	27.4	18.5	21.6	32.5
UAE	66383	16.6	23.4	39.9	20.1

Country of Nationality	Arrivals (in numbers)	Quarter-wise Share (%)			
		1st Quarter (Jan-Mar)	2nd Quarter (Apr-June)	3rd Quarter (July-Sep)	4th Quarter (Oct-Dec)
Yemen	14955	26.3	21.2	24.6	27.9
Others	24747	24.2	23.9	26.2	25.7
Total	**278773**	**21.1**	**24.1**	**30.6**	**24.2**
South Asia					
Afghanistan	89605	28.7	27.2	19.2	24.9
Iran	43399	32.8	16.3	27.4	23.4
Maldives	53999	19.9	28.0	23.0	29.1
Nepal	119131	22.9	19.1	28.4	29.6
Pakistan	48640	28.9	18.9	19.9	32.3
Bangladesh	463543	41.3	30.6	14.0	14.1
Sri Lanka	30585	24.8	23.8	21.5	29.9
Bhutan	15489	22.6	27.3	27.6	22.5
Total	**1139659**	**31.3**	**25.9**	**19.2**	**23.6**
South East Asia					
Indonesia	32530	26.3	24.1	22.7	26.9
Malaysia	208196	24.3	23.2	21.5	31.0
Myanmar	25043	25.1	20.6	19.7	34.6
Philippines	31151	26.8	25.3	23.1	24.8
Singapore	119022	20.8	26.5	19.7	33.0
Thailand	92404	35.1	19.9	15.5	29.6
Vietnam	9809	29.7	21.4	17.1	31.8
Others	3600	37.2	14.2	24.2	24.3
Total	**521755**	**25.1**	**23.7**	**20.3**	**30.9**
East Asia					
China (Main)	142218	23.9	22.5	23.1	30.5
China (Taiwan)	25916	27.0	21.5	24.7	26.9
Japan	193525	25.6	22.0	23.4	29.0
Rep. of Korea	108680	27.9	23.3	22.6	26.2
Others	5612	20.3	14.5	29.0	36.3
Total	**475951**	**25.7**	**22.4**	**23.2**	**28.7**
Australasia					
Australia	192592	23.5	18.9	18.8	38.9
New Zealand	36839	22.9	18.5	16.2	42.4
Others	3734	30.0	15.8	18.7	35.6
Total	**233165**	**23.5**	**18.7**	**18.4**	**39.4**
Others	12403	26.8	24.4	17.1	31.7
Stateless	1144	14.7	23.5	25.5	36.3
Grand Total	**6309222**	**28.3**	**19.6**	**20.9**	**31.2**

Source:-Bureau of Immigration, India

Though more visitors come to India in the first and fourth quarters, there is regional variation in the case of arrivals from West Asia in whose case the second and third quarters together contributed about 54.7% 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 2011, out of the 6.31 million foreign tourist arrivals in India, majority (92.0%) arrived by air, followed by land (7.2%) and sea (0.8%). The corresponding figures for 2010 were 91.8%, 7.5% and 0.7 % respectively. Arrivals through land routes comprised tourists mainly from Bangladesh and Pakistan.

Mode of Travels of Foreign Tourist Arrivals in India, 2011

- 0.81%%
- 7.22%
- 91.97%

Legend:
- Air
- Sea
- Land
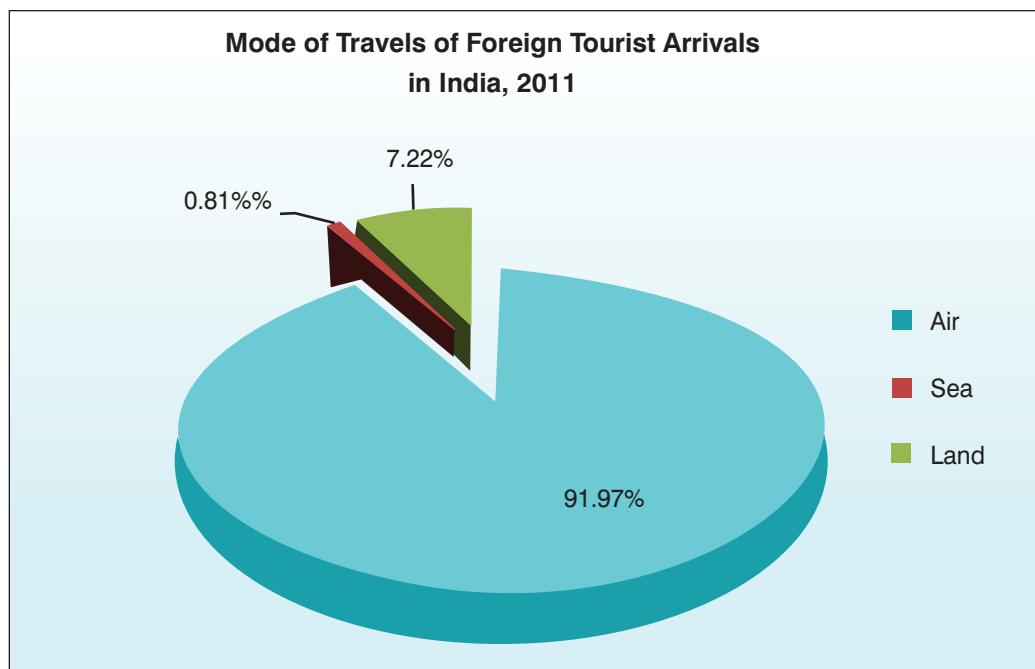
Table 2.4.1 shows the FTAs in India via air, land and sea routes during 1996-2011. Air travel has been the most preferred mode of travel for the FTAs over the years, accounting for above 80% share in each year during this period. The share of arrivals through land check-post has been above 10% during 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 2011. However, it was 1.0% in 2009.

TABLE 2.4.1
FTAs IN INDIA ACCORDING TO MODE OF TRAVEL, 1996-2011

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

Source: Bureau of Immigration, India

Table 2.4.2 gives the shares of FTAs in India through air, sea and land in 2011 for various regions and individual countries. The mode of travel was predominantly air for all regions accounting for more than 97% of share, except South Asia in 2011. For South Asia, in particular for Bangladesh and Pakistan, the arrivals have been pre-dominantly through land, standing at 73.2% and 83.6% respectively. The countries from which significant arrivals were through the sea-route were Philippines (8.1%), Ukraine (5.8%), Greece (2.9%), Norway (2.8%) and Turkey (1.9%).

TABLE 2.4.2
NATIONALITY - WISE FTAs IN INDIA DURING 2011 ACCORDING TO MODE OF TRAVEL

Country of Nationality	Arrivals (in Numbers)	Share in total arrivals from the country %		
		Air	Sea	Land
North America				
Canada	259017	99.1	0.4	0.5
USA	980688	99.7	0.2	0.1
Total	**1239705**	**99.6**	**0.2**	**0.2**
Central & South America				
Argentina	9391	99.1	0.2	0.8
Brazil	17268	99.5	0.2	0.3

Country of Nationality	Arrivals (in Numbers)	Share in total arrivals from the country %		
		Air	Sea	Land
Mexico	10876	98.3	1.4	0.3
Others	23453	99.0	0.3	0.7
Total	**60988**	**99.1**	**0.4**	**0.5**
Western Europe				
Austria	36483	99.4	0.1	0.4
Belgium	40478	98.9	0.8	0.3
Denmark	34683	98.9	0.9	0.2
Finland	23730	99.4	0.1	0.5
France	231423	99.5	0.2	0.3
Germany	240235	98.1	1.6	0.3
Greece	7253	96.9	2.9	0.2
Ireland	22089	99.6	0.2	0.2
Italy	100889	99.4	0.3	0.3
Netherlands	75153	98.8	0.7	0.5
Norway	24578	96.9	2.8	0.3
Portugal	24061	99.8	0.0	0.2
Spain	71405	99.3	0.2	0.5
Sweden	48690	99.1	0.3	0.6
Switzerland	46332	99.0	0.6	0.5
UK	798249	99.7	0.1	0.2
Others	12964	98.3	1.0	0.7
Total	**1838695**	**99.3**	**0.4**	**0.3**
Eastern Europe				
Czech Rep.	11256	98.2	0.1	1.7
Hungary	6900	99.1	0.0	0.9
Kazakhstan	9810	96.4	0.2	3.4
Poland	28499	97.6	1.0	1.4
Russian Fed.	144312	98.5	0.9	0.6
Ukraine	23467	93.7	5.8	0.5
Others	50354	96.4	2.9	0.7
Total	**274598**	**97.4**	**1.7**	**0.9**
Africa				
Egypt	8791	98.8	0.9	0.3
Kenya	30045	99.9	0.0	0.1
Mauritius	22091	99.9	0.1	0.0
Nigeria	33537	99.8	0.0	0.1
South Africa	58430	99.0	0.1	0.9
Sudan	2328	100.0	0.0	0.0

Country of	Arrivals	Share in total arrivals from the country %		
Nationality	(in Numbers)	Air	Sea	Land
Tanzania	19470	99.9	0.0	0.1
Others	57694	99.1	0.2	0.6
Total	**232386**	**99.5**	**0.1**	**0.4**
West Asia				
Bahrain	9587	99.2	0.0	0.8
Iraq	30808	100.0	0.0	0.0
Israel	48089	99.3	0.0	0.7
Oman	40577	100.0	0.0	0.0
Saudi Arabia	26268	100.0	0.0	0.0
Turkey	17359	97.6	1.9	0.6
UAE	66383	100.0	0.0	0.0
Yemen	14955	99.7	0.0	0.3
Others	24747	99.5	0.5	0.1
Total	**278773**	**99.7**	**0.1**	**0.2**
South Asia				
Afghanistan	89605	99.8	0.0	0.2
Iran	43399	99.9	0.1	0.0
Maldives	53999	99.9	0.0	0.0
Nepal	119131	96.4	0.0	3.6
Pakistan	48640	16.4	0.0	83.6
Bangladesh	463543	26.8	0.0	73.2
Sri Lanka	305853	99.1	0.8	0.1
Bhutan	15489	99.9	0.0	0.1
Total	**1139659**	**66.3**	**0.3**	**33.4**
South East Asia				
Indonesia	32530	97.8	1.5	0.7
Malaysia	208196	99.8	0.1	0.1
Myanmar	25043	97.8	1.2	1.0
Philippines	31151	91.9	8.1	0.0
Singapore	119022	99.9	0.0	0.1
Thailand	92404	98.6	0.3	1.2
Vietnam	9809	98.9	0.7	0.3
Others	3600	99.7	0.0	0.3
Total	**521755**	**99.1**	**0.6**	**0.3**
East Asia				
China (Main)	142218	99.2	0.2	0.7
China (Taiwan)	25916	99.6	0.0	0.4
Japan	193525	99.6	0.0	0.4

Country of Nationality	Arrivals (in Numbers)	Share in total arrivals from the country %		
		Air	Sea	Land
Rep. of Korea	108680	99.4	0.2	0.5
Others	5612	98.7	0.3	1.0
Total	475951	99.4	0.1	0.5
Australasia				
Australia	192592	99.4	0.3	0.3
New Zealand	36839	99.5	0.3	0.2
Others	3734	92.7	5.5	1.8
Total	**233165**	**99.3**	**0.4**	**0.3**
Others	12403	21.3	23.3	55.4
Stateless	1144	98.0	2.0	0.0
Grand Total	**6309222**	**92.0**	**0.8**	**7.2**

Source: Bureau of Immigration, India

2.5   PORT OF ENTRY OF FTAs IN INDIA

During 2011, Delhi Airport had registered the highest FTAs in India i.e. 35.8% followed by Mumbai airport (19.7%), Chennai airport (10.8%), Bengaluru airport (6.3%) and Kolkata airport (3.7%). The corresponding figures for Delhi, Mumbai, Chennai, Bengaluru and Kolkata airports in 2010 were 34.4%, 20.5 %, 10.7%, 6.5% and 3.7% respectively. The 5 metro airports, i.e. Delhi, Mumbai, Chennai, Kolkata and Bengaluru accounted for 76.3% of total   FTAs in India in 2011, as compared to 75.8 % in 2010.

Table 2.5.1 gives the percentage of FTAs in India in 5 major airports during 1996-2011. Delhi airport has topped the tally in terms of the FTAs followed by Mumbai airport.

TABLE 2.5.1
FTAs IN INDIA THROUGH MAJOR PORTS, 1996-2011

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

Source: Bureau of Immigration, India

The details of nationality-wise FTAs at major airports of India in 2011 are given in Table 2.5.2. During 2011, 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 30% 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 24.0% 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, 2011							
Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Others @
North America							
Canada	259017	29.4	2.2	8.4	33.9	6.7	19.3
USA	980688	30.0	2.3	8.8	25.0	12.0	21.9
Total	**1239705**	**29.7**	**2.3**	**8.6**	**27.1**	**11.1**	**21.3**
Central & South America							
Argentina	9391	38.5	4.1	4.5	35.3	5.7	11.9
Brazil	17268	39.7	2.0	5.4	32.9	12.6	7.4

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Others @
Mexico	10876	31.8	2.5	9.5	37.9	10.4	7.9
Others	23453	41.0	2.7	6.1	28.4	9.7	12.1
Total	**60988**	**38.5**	**2.6**	**6.1**	**32.8**	**10.1**	**9.8**
Western Europe							
Austria	36483	31.0	3.9	5.9	33.2	7.5	18.5
Belgium	40478	41.0	1.6	13.4	32.0	6.4	5.6
Denmark	34683	30.4	1.1	13.9	31.9	11.8	10.9
Finland	23730	35.6	1.7	12.6	26.9	11.0	12.1
France	231423	23.9	1.9	24.4	31.7	11.7	6.3
Germany	240235	30.6	3.2	9.7	29.1	12.8	14.5
Greece	7253	32.7	3.5	7.9	29.6	7.8	18.5
Ireland	22089	30.9	4.4	6.8	26.0	13.4	18.5
Italy	100889	29.4	4.0	11.7	32.3	10.6	12.0
Netherlands	75153	36.0	2.4	9.6	33.1	11.6	7.3
Norway	24578	31.8	2.8	12.0	33.7	8.6	11.1
Portugal	24061	64.2	0.6	2.6	22.4	3.3	6.8
Spain	71405	34.6	3.7	7.5	37.6	8.3	8.3
Sweden	48690	37.7	1.7	7.6	26.3	16.2	10.5
Switzerland	46332	32.8	3.1	11.7	28.0	8.4	16.0
UK	798249	40.5	2.4	5.2	23.1	6.9	21.8
Others	12964	27.3	2.4	8.1	30.5	11.0	20.7
Total	**1838695**	**34.4**	**2.5**	**9.2**	**29.6**	**8.9**	**15.5**
Eastern Europe							
Czech Rep.	11256	40.2	4.1	7.1	25.1	12.1	11.5
Hungry	6900	35.0	1.6	6.9	36.2	12.2	8.1
Kazakhstan	9810	14.9	0.5	10.1	46.1	11.4	16.9
Poland	28499	32.9	2.9	5.4	35.9	11.2	11.7
Russian Fed.	144312	21.8	3.0	7.8	24.1	11.0	32.3
Ukraine	23467	27.9	1.9	5.8	35.2	5.8	23.4
Others	50354	29.2	1.6	5.9	34.5	7.4	21.4
Total	**274598**	**28.8**	**2.6**	**7.0**	**30.4**	**10.2**	**21.1**
Africa							
Egypt	8791	48.4	1.6	6.0	25.5	6.6	11.9
Kenya	30045	62.8	0.3	3.1	10.0	2.7	21.0
Mauritius	22091	56.4	0.3	9.5	23.7	8.9	1.1
Nigeria	33537	51.9	0.8	8.8	20.6	9.9	8.0
South Africa	58430	64.6	1.0	4.7	18.1	5.3	6.3

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Others @
Sudan	2328	28.0	0.3	11.3	23.7	12.7	24.1
Tanzania	19470	59.8	0.1	6.2	9.3	8.7	15.9
Others	57694	56.2	0.8	6.5	20.6	6.9	9.0
Total	**232386**	**54.9**	**0.7**	**5.9**	**22.1**	**6.5**	**10.0**
West Asia							
Bahrain	9587	53.5	0.4	5.1	6.2	5.2	29.7
Iraq	30808	41.0	0.2	19.5	10.9	14.9	13.5
Israel	48089	63.0	0.5	1.6	27.9	3.5	3.5
Oman	40577	36.0	0.1	17.3	7.4	6.1	33.1
Saudi Arabia	26268	38.0	0.2	1.7	14.9	8.2	37.0
Turkey	17359	42.7	1.4	5.8	34.1	5.6	10.4
UAE	66383	40.5	0.1	1.5	2.9	11.6	43.5
Yemen	14955	63.2	0.1	1.3	6.4	13.5	15.4
Others	24747	39.6	0.8	4.9	19.9	9.9	24.9
Total	**278773**	**43.3**	**0.3**	**6.0**	**17.9**	**7.9**	**24.6**
South Asia							
Afghanistan	89605	31.4	1.3	1.7	49.6	8.6	7.3
Iran	43399	47.7	0.3	1.0	25.3	18.3	7.4
Maldives	53999	1.0	0.0	3.2	0.8	29.2	65.8
Nepal	119131	33.2	10.1	1.6	45.6	1.7	7.9
Pakistan	48640	14.0	0.0	0.5	10.9	0.0	74.5
Bangladesh	463543	1.7	24.4	0.2	1.6	0.1	72.1
Sri Lanka	305853	6.9	0.1	66.6	3.4	3.7	19.3
Bhutan	15489	0.5	52.5	1.7	34.3	0.4	10.6
Total	**1139659**	**8.2**	**9.4**	**24.6**	**12.9**	**4.1**	**40.7**
South East Asia							
Indonesia	32530	40.5	3.9	10.7	24.2	10.7	10.0
Malaysia	208196	10.8	1.5	36.0	12.7	9.9	29.2
Myanmar	25043	14.9	49.4	13.9	8.0	2.2	11.6
Philippines	31151	38.8	4.3	9.9	18.6	11.1	17.3
Singapore	119022	20.8	2.4	30.8	16.2	9.7	20.1
Thailand	92404	15.7	39.0	4.7	24.6	10.4	5.5
Vietnam	9809	24.2	22.4	9.8	18.7	14.6	10.2
Others	3600	17.6	24.1	8.4	26.9	7.8	15.2
Total	**521755**	**17.2**	**8.6**	**26.2**	**17.4**	**9.7**	**20.8**
East Asia							
China (Main)	142218	31.9	12.5	8.2	29.5	12.8	5.0

Country of	Arrivals	Port-wise Distribution (%)					
Nationality	(in numbers)	Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Others @
China (Taiwan)	25916	22.6	5.0	13.4	38.0	13.5	7.5
Japan	193525	24.5	5.2	12.5	37.5	15.6	4.7
Rep. of Korea	108680	29.2	4.2	21.1	31.1	10.3	4.1
Others	5612	36.1	2.6	2.2	20.8	31.9	6.4
Total	**475951**	**27.7**	**7.1**	**13.1**	**34.0**	**13.3**	**4.8**
Australasia							
Australia	192592	30.1	4.0	12.2	25.9	11.0	16.8
New Zealand	36839	39.3	3.5	9.0	24.4	7.9	15.9
Others	3734	53.8	2.0	5.8	26.1	3.7	8.6
Total	**233165**	**32.1**	**3.9**	**11.5**	**25.5**	**10.4**	**16.6**
Others	12403	20.9	0.0	46.8	21.4	0.8	10.0
Stateless	1144	3.4	0.0	1.0	43.9	0.2	51.5
Grand Total	**6309222**	**19.7**	**3.7**	**10.8**	**35.8**	**6.3**	**23.7**

Source: Bureau of Immigration, India
@ : includes other minor airports, land Check posts and Sea ports

2.6. GENDER DISTRIBUTION OF FTAs IN INDIA

During the year 2011, sex-wise distribution of the FTAs comprises of 59.4% males and 40.6% females. The male-female break-up of the FTAs in 2010 was 59.3% and 40.7% respectively.

Gender-wise classification of Foreign Tourist Arrivals in India, 2011

40.65%

59.35%

■ Male
■ Female
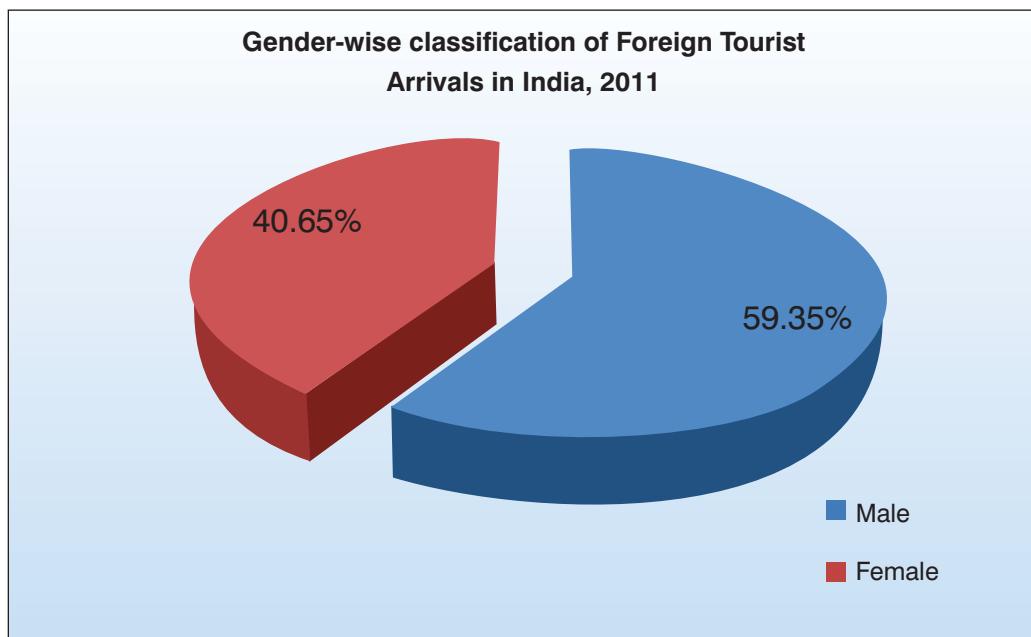
Table 2.6.1 gives the gender-wise distribution of FTAs in India during 1996-2011. Percentage of arrivals not reporting their gender was quite high in 2001 and 2002 but it is gradually decreasing from 2005 and from 2008 it was noticeably low at 0.1. During 2009 onwards the reporting of sex of the FTAs has been 100%.

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

TABLE 2.6.1
FTAs IN INDIA ACCORDING TO GENDER, 1996-2011

Source: Bureau of Immigration, India

The details of the country-wise classification of FTAs in India according to gender during 2011 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 Egypt, Sudan, Iraq, Israel, Saudi Arabia, Turkey, Yemen Arab Republic, Afghanistan, Nepal, China (Main), Japan, Korea etc. it was substantially low (less than 30%) in 2011. On the other hand, females outnumbered the males in FTAs in India from Kazakhstan (64.7%), Mauritius (55.1%), Russian Federation (51.1%), UAE (51.0%) and Argentina (50.2%) during 2011

TABLE 2.6.2
NATIONALITY-WISE FTAs IN INDIA ACCORDING TO GENDER, 2011

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
North America			
Canada	259017	55.4	44.6
USA	980688	57.4	42.6
Total	**1239705**	**57.1**	**42.9**
Central & South America			
Argentina	9391	49.8	50.2
Brazil	17268	62.2	37.8
Mexico	10876	59.7	40.3
Others	23453	56.6	43.4
Total	**60988**	**57.9**	**42.1**
Western Europe			
Austria	36483	61.3	38.7
Belgium	40478	65.6	34.4
Denmark	34683	64.3	35.7
Finland	23730	62.4	37.6
France	231423	58.9	41.1
Germany	240235	68.3	31.7
Greece	7253	68.7	31.3
Ireland	22089	62.2	37.8
Italy	100889	69.4	30.6
Netherlands	75153	68.8	31.2
Norway	24578	63.2	36.8
Portugal	24061	66.4	33.6
Spain	71405	58.9	41.1
Sweden	48690	59.9	40.1
Switzerland	46332	58.8	41.2
UK	798249	57.8	42.2
Others	12964	58.9	41.1
Total	**1838695**	**61.0**	**39.0**
Eastern Europe			
Czech Rep.	11256	68.4	31.6
Hungary	6900	57.4	42.6

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
Kazakhstan	9810	35.3	64.7
Poland	28499	52.5	47.5
Russian Fed.	144312	48.9	51.1
Ukraine	23467	62.0	38.0
Others	50354	57.3	42.7
Total	**274598**	**54.3**	**45.7**
Africa			
Egypt	8791	86.7	13.3
Kenya	30045	59.8	40.2
Mauritius	22091	44.9	55.1
Nigeria	33537	60.1	39.9
South Africa	58430	52.8	47.2
Sudan	2328	86.8	13.2
Tanzania	19470	53.7	46.3
Others	57694	58.7	41.3
Total	**232386**	**57.8**	**42.2**
West Asia			
Bahrain	9587	62.7	37.3
Iraq	30808	76.3	23.7
Israel	48089	72.0	28.0
Oman	40577	65.2	34.8
Saudi Arabia	26268	78.5	21.5
Turkey	17359	72.8	27.2
UAE	66383	49.0	51.0
Yemen	14955	73.2	26.8
Others	24747	72.1	27.9
Total	**278773**	**66.1**	**33.9**
South Asia			
Afghanistan	89605	78.5	21.5
Iran	43399	54.1	45.9
Maldives	53999	52.9	47.1
Nepal	119131	71.6	28.4
Pakistan	48640	57.3	42.7
Bangladesh	463543	68.3	31.7

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
Sri Lanka	305853	60.6	39.4
Bhutan	15489	65.1	34.9
Total	**1139659**	**62.9**	**37.1**
South East Asia			
Indonesia	32530	61.3	38.7
Malaysia	208196	55.5	44.5
Myanmar	25043	56.7	43.3
Philippines	31151	62.6	37.4
Singapore	119022	60.7	39.3
Thailand	92404	51.9	48.1
Vietnam	9809	56.7	43.3
Others	3600	53.7	46.3
Total	**521755**	**57.1**	**42.9**
East Asia			
China (Main)	142218	76.0	24.0
China (Taiwan)	25916	66.6	33.4
Japan	193525	82.9	17.1
Rep. of Korea	108680	75.2	24.8
Others	5612	53.1	46.9
Total	**475951**	**77.6**	**22.4**
Australasia			
Australia	192592	60.6	39.4
New Zealand	36839	57.0	43.0
Others	3734	55.1	44.9
Total	**233165**	**59.9**	**40.1**
Others	12403	65.5	34.5
Stateless	1144	62.7	37.3
Grand Total	**6309222**	**59.4**	**40.6**
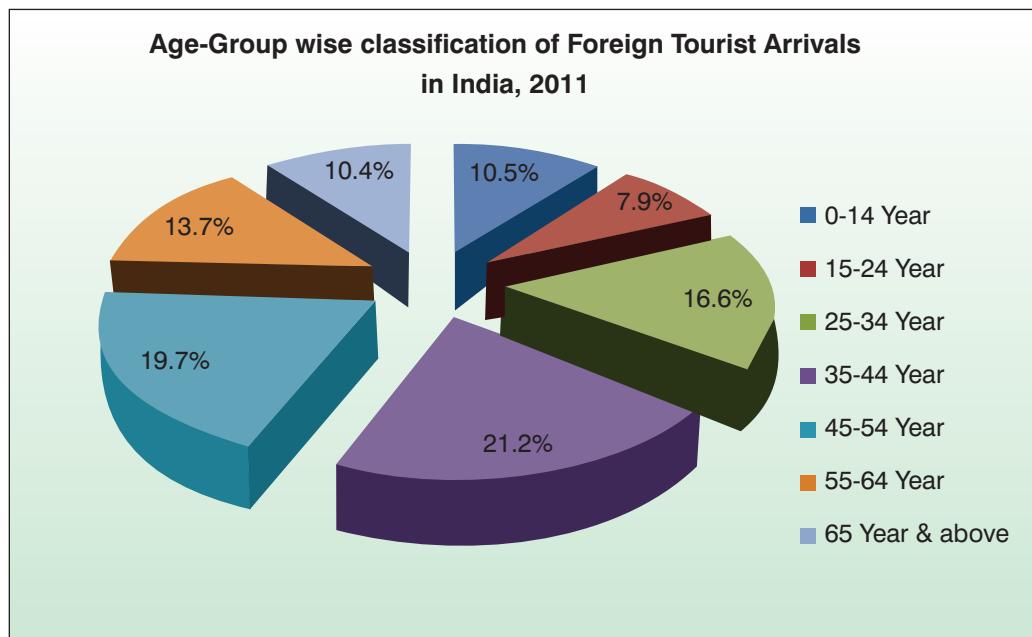
Source: Bureau of Immigration, India

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 1996-2011. The proportion of FTAs in different age groups has not changed much in the last few years. However, the proportion of FTAs aged 55 or above has increased from

11.5% in 1996 to about 24.2% in 2011. As the proportion of FTAs not reporting their ages has varied over the years, therefore, comparison of age-distribution of FTAs needs to be done with caution.

In 2011, the highest FTAs in India (21.2%) were from 35-44 years age group, followed by the age groups of 45-54 years (19.7%) and 25-34 years (16.6%). The lowest number of FTAs occurred in the age-group of 15-24 years (7.9%).

Age-Group wise classification of Foreign Tourist Arrivals in India, 2011

TABLE 2.7.1
FTAs IN INDIA ACCORDING TO AGE- GROUP, 1996 - 2011

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	10.4	0.0

Source: Bureau of Immigration, India

The details of country-wise distribution of the FTAs in India according to age-groups during 2011 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 (18.6%) and UAE (17.7%). Further more the proportion of FTAs in India for the age group 25-34 years emerged as the highest from Eastern Europe (32.6%) followed by East Asia (26.6%) and Central & South America (24.4%) whereas for countries of Western Europe the proportion of the FTAs was the highest for the age-group 45-54 years.

TABLE 2.7.2
NATIONALITY-WISE FTAs IN INDIA ACCORDING TO AGE-GROUP, 2011

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	259017	14.7	6.8	12.3	19.5	19.7	14.8	12.2
USA	980688	22.0	5.8	10.1	20.0	19.0	13.6	9.5
Total	**1239705**	**20.9**	**6.0**	**10.4**	**20.0**	**19.1**	**13.8**	**9.9**
Central & South America								
Argentina	9391	2.0	6.8	21.9	16.6	18.1	18.4	16.2
Brazil	17268	2.9	6.5	26.1	21.8	19.4	10.1	13.2
Mexico	10876	4.1	5.7	25.5	28.5	16.3	10.0	10.0

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
Others	23453	6.8	7.2	23.5	18.3	17.2	10.6	16.5
Total	**60988**	**4.4**	**6.7**	**24.4**	**20.7**	**17.9**	**11.5**	**14.4**
Western Europe								
Austria	36483	6.1	7.1	15.5	20.6	21.5	11.8	17.3
Belgium	40478	6.4	7.5	17.1	22.8	24.8	14.6	6.8
Denmark	34683	5.8	7.4	15.0	26.3	24.9	13.0	7.5
Finland	23730	3.4	8.5	22.8	26.0	21.7	12.1	5.6
France	231423	8.3	7.9	16.3	20.1	20.2	15.7	11.5
Germany	240235	3.5	5.7	16.3	23.5	27.8	14.9	8.4
Greece	7253	1.4	3.9	21.4	25.7	22.3	17.6	7.7
Ireland	22089	18.6	7.1	18.5	24.2	17.3	9.2	5.0
Italy	100889	1.7	3.2	16.3	26.7	24.2	17.0	11.0
Netherlands	75153	3.8	6.8	15.4	24.5	26.7	15.8	7.0
Norway	24578	6.9	11.0	15.7	21.3	22.9	14.0	8.3
Portugal	24061	5.5	5.8	18.0	23.3	21.3	15.8	10.4
Spain	71405	2.9	6.0	25.3	27.1	19.1	12.1	7.4
Sweden	48690	5.8	9.7	17.5	22.5	22.9	14.4	7.2
Switzerland	46332	5.3	7.3	15.9	19.2	24.7	17.3	10.4
UK	798249	11.2	6.1	13.8	19.8	20.3	16.9	11.9
Others	12964	3.2	6.6	20.4	21.2	19.2	12.9	16.5
Total	**1838695**	**8.2**	**6.4**	**15.4**	**21.4**	**22.0**	**15.9**	**10.6**
Eastern Europe								
Czech Rep	11256	1.8	3.7	34.0	29.6	17.7	10.4	2.8
Hungary	6900	1.8	4.2	33.5	28.0	14.8	12.5	5.3
Kazakhstan	9810	4.4	8.8	23.1	27.5	21.0	10.9	4.3
Poland	28499	2.7	5.4	37.0	24.1	14.8	11.9	4.0
Russian Fed.	144312	3.0	7.2	30.4	21.7	19.4	10.7	7.5
Ukraine	23467	1.5	9.7	28.9	22.3	19.2	8.9	9.5
Others	50354	2.2	6.6	35.2	25.8	16.1	9.5	4.6
Total	**274598**	**2.5**	**6.6**	**32.6**	**24.1**	**17.7**	**10.5**	**6.0**
Africa								
Egypt	8791	2.3	5.5	21.7	19.1	14.1	6.7	30.5
Kenya	30045	8.0	9.2	14.0	18.0	18.5	12.5	19.8

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	22091	6.6	8.8	16.2	21.6	22.6	17.2	7.1
Nigeria	33537	3.8	5.6	24.5	30.8	20.5	9.1	5.7
South Africa	58430	8.2	8.5	14.9	21.8	21.1	15.5	9.9
Sudan	2328	2.5	30.6	18.0	6.0	5.8	2.8	34.3
Tanzania	19470	8.5	12.9	15.9	20.7	19.4	14.1	8.6
Others	57694	5.0	13.8	21.8	21.4	16.8	8.5	12.8
Total	**232386**	**6.5**	**10.6**	**17.8**	**21.3**	**18.9**	**12.1**	**12.8**
West Asia								
Bahrain	9587	12.8	19.1	14.3	13.0	17.9	13.9	9.1
Iraq	30808	5.8	10.8	19.5	17.5	14.7	10.3	21.4
Israel	48089	2.2	9.2	18.4	20.1	17.9	18.9	13.3
Oman	40577	10.2	11.6	24.6	19.6	15.8	10.3	7.9
Saudi Arabia	26268	8.5	14.3	22.6	19.6	19.4	8.8	6.8
Turkey	17359	1.5	4.6	27.3	27.6	14.7	7.6	16.7
UAE	66383	17.7	15.3	17.9	13.6	14.6	11.8	9.0
Yemen	14955	5.9	23.2	20.4	15.6	13.4	8.7	12.9
Others	24747	5.8	9.0	20.4	20.8	18.3	10.2	15.4
Total	**278773**	**9.3**	**13.0**	**20.6**	**18.0**	**16.2**	**11.7**	**11.1**
South Asia								
Afghanistan	89605	4.3	17.9	20.9	12.4	9.9	6.0	28.6
Iran	43399	5.4	13.2	32.4	16.7	15.2	9.1	8.0
Maldives	53999	13.3	13.8	22.8	21.1	15.4	7.5	6.1
Nepal	119131	2.5	13.7	22.3	13.8	7.8	3.9	36.0
Pakistan	48640	14.8	15.1	16.1	16.3	15.5	12.0	10.3
Bangladesh	463543	8.2	8.5	20.5	23.6	19.8	12.8	6.6
Sri Lanka	305853	6.7	9.7	17.0	21.2	19.7	15.8	9.9
Bhutan	15489	4.6	19.0	29.6	24.0	14.4	5.2	3.2
Total	**1139659**	**8.0**	**10.2**	**19.6**	**21.4**	**18.6**	**13.1**	**9.2**
South East Asia								
Indonesia	32530	4.0	6.4	23.7	28.2	18.3	11.3	8.0
Malaysia	208196	9.9	11.4	16.5	19.9	20.4	15.0	6.9
Myanmar	25043	1.9	7.1	18.4	20.8	19.5	16.8	15.6
Philippines	31151	2.2	4.1	29.5	27.8	18.9	6.6	10.7

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	119022	10.0	6.9	12.4	25.3	25.5	13.2	6.7
Thailand	92404	4.1	8.7	18.2	23.5	20.4	15.8	9.3
Vietnam	9809	0.9	8.8	30.4	24.2	16.1	11.3	8.2
Others	3600	2.6	10.9	26.6	18.5	13.8	13.8	13.8
Total	**521755**	**8.2**	**9.1**	**16.8**	**22.6**	**21.5**	**14.1**	**7.6**
East Asia								
China (Main)	142218	0.8	8.1	42.4	30.0	13.7	3.8	1.1
China (Taiwan)	25916	1.0	3.9	23.9	30.9	25.4	11.8	3.1
Japan	193525	2.4	3.4	17.0	29.8	27.7	15.3	4.4
Rep. of Korea	108680	5.3	9.9	20.4	30.2	23.7	8.2	2.4
Others	5612	2.6	28.1	22.9	15.7	13.1	6.5	11.0
Total	**475951**	**2.6**	**6.8**	**26.6**	**29.9**	**21.9**	**9.4**	**2.8**
Australasia								
Australia	192592	14.9	6.9	19.6	20.9	18.9	12.4	6.3
New Zealand	36839	15.1	9.0	13.6	21.8	22.2	12.4	5.7
Others	3734	6.0	5.7	15.7	16.2	19.4	14.7	22.4
Total	**233165**	**14.8**	**7.2**	**18.5**	**21.0**	**19.5**	**12.5**	**6.5**
Others	12403	4.8	7.3	14.8	14.8	14.7	13.5	30.1
Stateless	1144	4.9	1.0	21.6	12.7	12.7	14.7	32.4
Grand Total	**6309222**	**10.5**	**7.9**	**16.6**	**21.2**	**19.7**	**13.7**	**10.5**

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 percentage distribution of the FTAs according to 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 26% of FTAs in India during 2011 were for the purpose of 'leisure, holidays and recreation' followed by the purpose of 'visiting friends & relatives' (24.9%) and 'business and professional' (22.5%). The highest proportion of visitors in the business & professional category were from China (66.5%) followed by Japan (63.4%). Regarding the regional distribution, for business & professionals, maximum (60.8%) visitors

were from East Asia followed by 32.6 % from Central & South America. For visiting friends & relatives purposes, the highest proportion of FTAs came from North America (43.1%) followed by Australasia (39.6%). For medical purposes, the highest number of FTAs came from West Asia (8.0 %) followed by South Asia (7.4%) and Africa (6.9%).

TABLE 2.8.1
FTAs IN INDIA ACCORDING TO PURPOSE OF VISIT 2009 - 2011

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

TABLE 2.8.2
CLASSIFICATION OF FTAs IN INDIA ACCORDING TO PURPOSE OF VISIT, 2011

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
North America						
Canada	259017	15.3	23.0	45.0	0.3	16.4
USA	980688	21.6	18.0	42.8	0.2	17.4
Total	**1239705**	**20.7**	**18.7**	**43.1**	**0.3**	**17.2**
Central & South America						
Argentina	9391	19.5	50.2	13.6	0.1	16.6
Brazil	17268	46.1	24.8	12.8	0.2	16.2
Mexico	10876	37.2	34.7	12.3	0.1	15.7
Others	23453	24.5	36.2	20.6	0.5	18.3
Total	**60988**	**32.6**	**34.3**	**15.8**	**0.3**	**17.0**
Western Europe						
Austria	36483	31.1	32.1	19.9	0.8	16.2
Belgium	40478	35.1	30.2	20.1	0.1	14.5
Denmark	34683	44.1	32.6	10.8	0.3	12.2
Finland	23730	42.5	32.3	10.6	0.1	14.6

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
France	231423	26.2	36.6	19.1	0.2	17.9
Germany	240235	43.2	29.8	12.9	0.5	13.5
Greece	7253	32.1	38.1	12.0	0.3	17.4
Ireland	22089	32.6	27.4	24.9	0.1	15.0
Italy	100889	41.1	34.9	9.6	0.3	14.1
Netherlands	75153	41.6	31.6	13.8	0.2	12.9
Norway	24578	34.4	32.4	16.9	0.7	15.6
Portugal	24061	17.7	30.9	33.5	0.3	17.7
Spain	71405	30.9	38.3	15.1	0.2	15.5
Sweden	48690	37.2	36.9	13.8	0.3	11.7
Switzerland	46332	27.1	38.9	18.2	0.9	15.0
UK	798249	23.1	26.7	34.0	0.2	15.9
Others	12964	28.1	34.7	13.7	0.5	22.9
Total	**1838695**	**29.3**	**30.2**	**24.8**	**0.3**	**15.5**
Eastern Europe						
Czech Rep.	11256	47.0	31.5	9.0	0.3	12.2
Hungary	6900	41.2	36.4	9.8	0.2	12.3
Kazakhstan	9810	18.6	40.6	8.6	4.1	28.2
Poland	28499	30.9	40.9	12.9	0.1	15.2
Russian Fed.	144312	17.0	50.9	8.6	1.8	21.8
Ukraine	23467	24.7	36.9	10.2	1.3	26.9
Others	50354	31.8	32.8	13.5	0.9	21.0
Total	**274598**	**26.6**	**41.6**	**10.6**	**1.1**	**20.0**
Africa						
Egypt	8791	51.2	17.5	9.3	0.7	21.3
Kenya	30045	22.5	24.7	27.3	4.4	21.2
Mauritius	22091	13.6	47.4	17.4	3.8	17.8
Nigeria	33537	33.2	14.1	9.4	26.8	16.5
South Africa	58430	20.2	41.5	24.5	0.5	13.3
Sudan	2328	15.3	12.8	8.6	8.5	54.9

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
Tanzania	19470	17.6	27.0	21.4	11.3	22.8
Others	57694	24.3	22.8	19.4	5.9	27.6
Total	232386	22.9	29.2	20.1	6.9	21.0
West Asia						
Bahrain	9587	8.0	27.5	25.1	5.0	34.5
Iraq	30808	8.7	16.9	10.2	29.2	35.0
Israel	48089	45.1	31.6	10.9	0.1	12.4
Oman	40577	5.6	28.0	17.5	13.7	35.2
Saudi Arabia	26268	10.9	31.2	16.7	5.2	36.0
Turkey	17359	51.0	22.7	9.0	0.2	17.1
UAE	66383	5.7	32.1	23.8	7.4	31.0
Yemen	14955	9.6	26.6	18.8	6.9	38.0
Others	24747	27.0	27.7	16.5	2.6	26.2
Total	**278773**	**16.4**	**28.8**	**17.3**	**8.0**	**29.6**
South Asia						
Afghanistan	89605	17.2	19.3	17.9	12.5	33.1
Iran	43399	9.2	28.0	25.1	0.7	37.0
Maldives	53999	3.4	7.4	4.4	56.6	28.2
Nepal	119131	8.1	20.0	16.9	1.0	54.0
Pakistan	48640	13.2	34.9	36.0	1.6	14.2
Bangladesh	463543	4.4	25.4	23.8	7.5	39.0
Sri Lanka	305853	18.8	38.8	12.8	1.6	28.0
Bhutan	15489	16.0	7.2	1.4	6.5	68.9
Total	**1139659**	**11.1**	**30.0**	**18.5**	**7.4**	**32.9**
South East Asia						
Indonesia	32530	32.1	27.5	18.0	1.1	21.3
Malaysia	208196	12.4	41.4	24.3	0.7	21.3
Myanmar	25043	12.1	46.9	9.9	3.9	27.1
Philippines	31151	39.8	17.0	15.7	0.4	27.0
Singapore	119022	25.7	23.8	34.9	0.5	15.2
Thailand	92404	21.9	47.9	8.5	0.1	21.6

Country of Nationality	FTAs (Numbers)	Business & Professional	Leisure, Holiday & Recreation	Visiting Friends & Relatives	Medical Treatment	Others
Vietnam	9809	36.1	34.3	8.2	0.1	21.3
Others	3600	19.2	48.5	7.6	0.8	23.9
Total	**521755**	**19.7**	**35.7**	**23.8**	**0.7**	**20.1**
East Asia						
China (Main)	142218	66.5	12.9	6.0	0.1	14.4
China (Taiwan)	25916	50.5	26.9	10.2	0.1	12.3
Japan	193525	63.4	19.8	5.7	0.1	11.0
Rep. of Korea	108680	53.3	21.8	7.4	0.1	17.4
Others	5612	15.3	25.6	11.4	0.9	46.8
Total	**475951**	**60.8**	**18.5**	**6.5**	**0.1**	**14.1**
Australasia						
Australia	192592	22.2	25.8	38.9	0.2	12.9
New Zealand	36839	17.9	23.9	43.9	0.2	14.1
Others	3734	13.6	28.2	34.0	9.8	14.4
Total	**233165**	**21.3**	**25.5**	**39.6**	**0.4**	**13.1**
Others	12403	1.0	1.3	1.2	0.0	96.5
Stateless	1144	4.9	34.3	29.4	2.9	28.4
Grand Total	**6309222**	**22.5**	**26.0**	**24.9**	**2.2**	**24.3**

2.9 TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA

Table 2.9.1 gives the percentage shares of the FTAs and ranks of top 15 source countries for India during 2011and the corresponding figures for 2010. The top 15 countries responsible for FTAs for India during 2011 and 2010 were the same though there have been minor changes in the rankings of some countries in 2011 as compared to 2010. While Japan and Nepal have improved their rankings in 2011, decline in the ranks was observed for Australia and Singapore. FTAs in India from United States of America (USA) were the highest (15.54%) during 2011, followed by United Kingdom (12.65%), Bangladesh (7.35%), Sri Lanka (4.85 %), Canada (4.11%), Germany (3.81%), France (3.67%), Malaysia (3.30%), Japan (3.07 %), Australia (3.05%), Russian Fed. (2.29%), China (Main) (2.25%), Nepal (1.89%), Singapore (1.89%) and Republic of Korea (1.72%). The USA continued to occupy number one rank in tourist generating markets for India in 2011 as well.

The share of the FTAs from top 15 countries during the year 2011 was 71.43% as compared to 71.86% in 2010.

TABLE 2.9.1
TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA DURING 2010 & 2011

2010				2011			
Country	Rank	FTAs	% Share	Rank	Country	FTAs	% Share
USA	1	931292	16.12	1	USA	980688	15.54
UK	2	759494	13.15	2	UK	798249	12.65
Bangladesh	3	431962	7.48	3	Bangladesh	463543	7.35
Sri Lanka	4	266515	4.61	4	Sri Lanka	305853	4.85
Canada	5	242372	4.20	5	Canada	259017	4.11
Germany	6	227720	3.94	6	Germany	240235	3.81
France	7	225232	3.90	7	France	231423	3.67
Malaysia	8	179077	3.10	8	Malaysia	208196	3.30
Australia	9	169647	2.94	9	Japan	193525	3.07
Japan	10	168019	2.91	10	Australia	192592	3.05
Russian Fed.	11	122048	2.11	11	Russian Fed.	144312	2.29
China(Main)	12	119530	2.07	12	China(Main)	142218	2.25
Singapore	13	107487	1.86	13	Nepal	119131	1.89
Nepal	14	104374	1.81	14	Singapore	119022	1.89
Rep.of Korea	15	95587	1.65	15	Rep. of Korea	108680	1.72
Total of top 15 Countries		4150356	71.86		Total of top 15 Countries	4506684	71.43
Others		1625336	28.14		Others	1802538	28.57
Grand Total		5775692	100.00		Grand Total	6309222	100.00

Source: Bureau of Immigration, India

The FTAs from the top 15 source countries for the years 1981 to 2011 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 71.43% in 2011.

TABLE 2.9.2

TABLE 2.9.2

FTAs IN INDIA DURING 1981 - 2011 FOR TOP 15 SOURCE COUNTRIES OF 2011

Year	USA	UK	Bangladesh	Sri Lanka	Canada	Germany	France	Malaysia
	1	2	3	4	5	6	7	8
1981	82052	116684	192509	75842	25358	55471	57272	26458
1982	86806	120772	205410	76143	25991	50885	59267	26552
1983	95847	136823	213832	81716	29857	52120	50158	25796
1984	95651	124205	247543	75449	25135	48930	47148	22993
1985	95920	119544	272350	69063	29022	45738	44091	23265
1986	125364	160685	204260	75631	39837	64811	65948	26209
1987	134876	166590	185296	74351	37677	72300	64432	28480
1988	122888	200509	200617	70640	37498	77543	69799	29635
1989	134314	229496	213451	67680	40306	78812	78001	33120
1990	125303	235151	225566	68400	41046	71374	79496	34278
1991	117332	212052	251260	70088	36142	72019	69346	30617
1992	152288	244263	246589	71935	43386	84422	74304	35201
1993	158159	274168	277565	76898	47800	83340	70694	35334
1994	176482	300696	282271	89009	56441	85352	73088	40762
1995	203343	334827	318474	114157	63821	89040	82349	50039
1996	228829	360686	322355	107351	74031	99853	93325	53370
1997	244239	370567	355371	122080	78570	105979	91423	60401
1998	244687	376513	339757	118292	80111	93993	97898	47496
1999	251926	345085	414359	120072	82892	85033	85891	52613
2000	348292	432644	414437	129193	84013	83881	100022	60513
2001	329147	405472	431312	112813	88600	80011	102434	57869
2002	348182	387846	435867	108008	93598	64891	78194	63748
2003	410803	430917	454611	109098	107671	76868	97654	70750
2004	526120	555907	477446	128711	135884	116679	131824	84390
2005	611165	651803	456371	136400	157643	120243	152258	96276
2006	696739	734240	484401	154813	176567	156808	175345	107286
2007	799062	796191	480240	204084	208214	184195	204827	112741

Year	USA	UK	Bangladesh	Sri Lanka	Canada	Germany	France	Malaysia
	1	2	3	4	5	6	7	8
2008	804933	776530	541884	218805	222364	204344	207802	115794
2009	827140	769251	468899	239995	224069	191616	196462	135343
2010	931292	759494	431962	266515	242372	227720	225232	179077
2011	980688	798249	463543	305853	259017	240235	231423	208196
CAGR (1981 2011) (%)	8.6	6.6	3.0	4.8	8.1	5.0	4.8	7.1

CAGR: Compound annual growth rate

Year	Japan	Australia	Russian Fed.	China (Main)	Nepal	Singapore	Rep. of Korea
	9	10	11	12	13	14	15
1981	29032	20940	-	1371	11851	17950	-
1982	29103	23395	-	2107	12115	19026	-
1983	26662	23436	-	1716	12001	21252	-
1984	29566	24546	-	1386	13401	19204	-
1985	30573	22047	-	2247	15883	18485	-
1986	36402	33264	-	1533	13957	24189	-
1987	46240	32883	-	1705	16965	26380	-
1988	49244	31462	-	2099	19715	27565	-
1989	58707	30443	-	2727	19116	29377	-
1990	59122	30076	-	3089	20614	32570	-
1991	46655	22700	32432	3476	21834	28363	3967
1992	60137	26646	39409	4778	25244	35039	5175

Year	Japan	Australia	Russian Fed.	China (Main)	Nepal	Singapore	Rep. of Korea
	9	10	11	12	13	14	15
1993	49616	28795	48644	5157	28048	40223	4791
1994	63398	33142	49684	5833	34732	44157	7227
1995	76042	36150	27145	5111	34562	48632	9831
1996	99018	48755	22037	5613	43426	47136	16173
1997	99729	50647	18243	7369	43155	52004	15392
1998	89565	57807	29493	4312	38199	54328	16321
1999	73373	73041	34620	6487	25859	53310	19188
2000	98159	53995	34814	14420	38801	46612	23411
2001	80634	52691	15154	13901	41135	42824	27150
2002	59709	50743	18643	15422	37136	44306	29374
2003	77996	58730	26948	21152	42771	48368	35584
2004	96851	81608	47077	34100	51534	60710	47835
2005	103082	96258	56446	44897	77024	68666	49895
2006	119292	109867	62203	62330	91552	82574	70407
2007	145538	135925	75543	88103	83037	92908	84583
2008	145352	146209	91095	98093	78133	97851	79802
2009	124756	149074	94945	100209	88785	95328	70485
2010	168019	169647	122048	119530	104374	107487	95587
2011	193525	192592	144312	142218	119131	119022	108680
CAGR (1981-2011) (%)	6.5	7.7	7.7[*]	16.7	8.0	6.5	18.0[*]
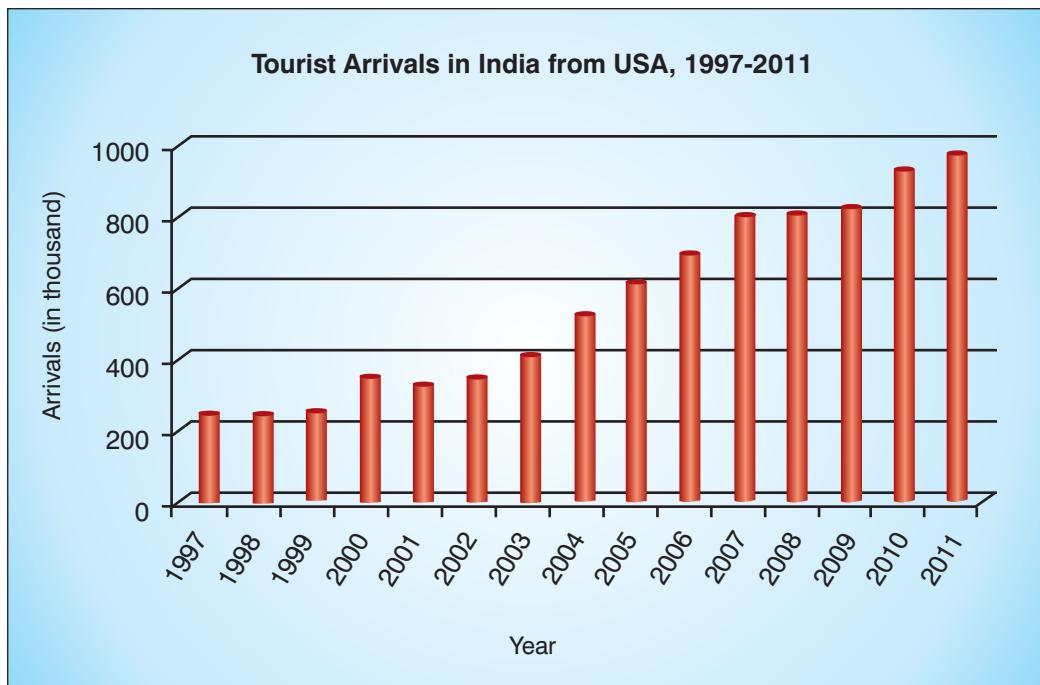
CAGR: Compound annual growth rate
* For Russian Fed. and Rep. of Korea the CAGR is for the period from 1991 to 2011.
Source: Bureau of Immigration, India

The details of the FTAs from top 15 source countries for 2011 are as under:

i. UNITED STATES OF AMERICA
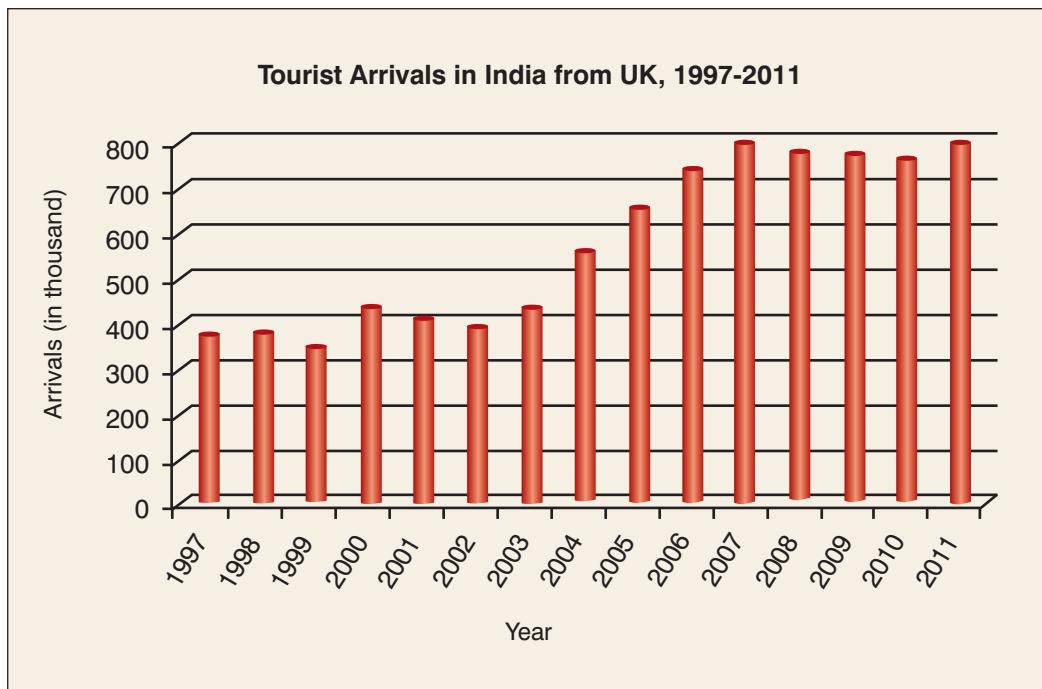
United States of America maintained its position as the largest market for India during 2011. The arrivals grew from 82052 in 1981 to 980688 in 2011 at a CAGR of 8.6 %. The share of USA in the total FTAs in India declined marginally to about 15.54% during 2011 as compared to 16.12 % during 2010. The following graph shows the yearly trend in the tourist arrivals from USA during 1997-2011.

Tourist Arrivals in India from USA, 1997-2011

During 2011, 99.7% of the tourists from USA came by air, 0.1% by land and 0.2% by Sea. So far as port of disembarkation is concerned, 30.0% disembarked at Mumbai airport followed by Delhi airport (25.0%), Bengaluru airport (12.0%), Chennai airport (8.8%), Kolkata airport (2.3%) and (21.9%) at other ports of the arrivals from USA to India, while 57.3% were male and 42.6% were female. The dominant age-groups among them were 0-14 years (22.0%) followed by the age-group 35-44 years (20.0%) and 45-54 years (19%). The highest number of tourists arrived in the 4th quarter of the year i.e. October to December (31.3%), followed by April-June (24.4%). Amongst the tourist from USA the highest number came to India in 2011 for the purpose of 'Visiting friends & relatives' (42.8%) followed by 'Business & Professional (21.6%) and 'Leisure, Holidays and Recreation' (18.0%).

ii. UNITED KINGDOM

The United Kingdom has been the largest second among tourist generating markets for India in the year 2011 as in the past few years. The arrivals grew from 116684 in 1981 to 798249 in 2011 at a CAGR of 6.6%. The share of United Kingdom in the total tourist traffic to India was 12.65 % during 2011 as compared to 13.15% during 2010. The following graph regarding tourist arrivals from United Kingdom during 1997-2011, shows that while the growth in arrivals from 1997 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.

Tourist Arrivals in India from UK, 1997-2011
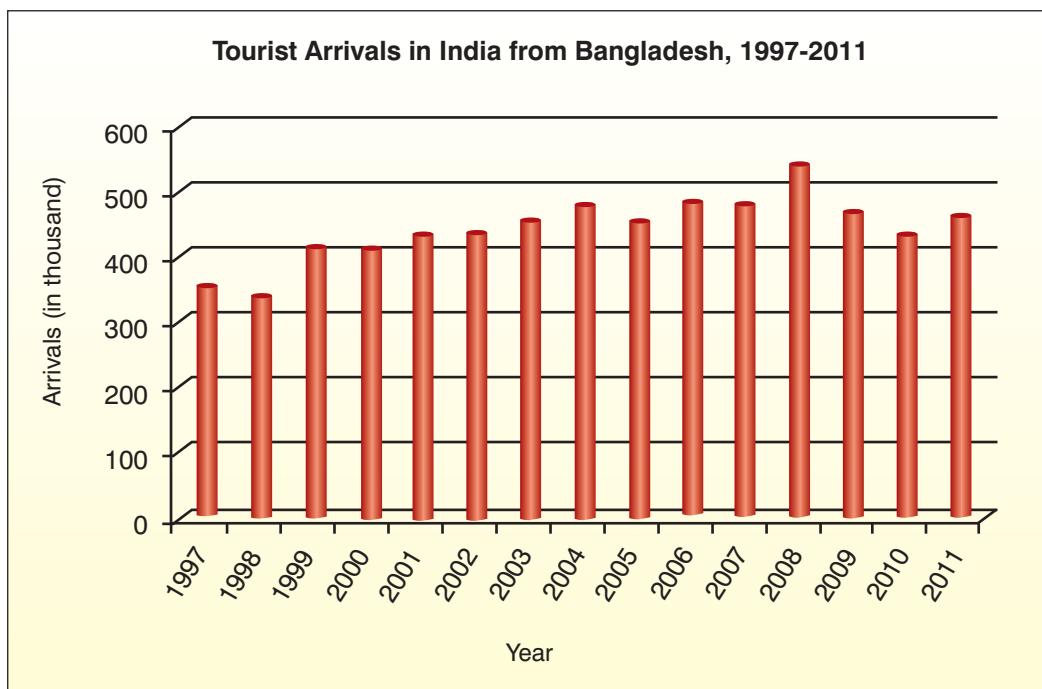
During the year 2011, majority of UK nationals travelled to India by air (99.7%) followed by land route (0.2%) and 0.1% through sea route. So far as port of disembarkation is concerned, maximum number (40.5%) disembarked at Mumbai airport followed by Delhi airport (23.1%), Bengaluru airport (6.9%), Chennai airport (5.2%) and Kolkata airport (2.4%). Of the total U.K. nationals who arrived in India, 57.8% were male and 42.2% were female. The predominant age group in the FTAs was 45-54 years with 20.3% of the tourists, followed by the age groups 35-44 years and 55-64 years with 19.8% and 16.2% tourists respectively. The highest number of arrivals was recorded during the quarter January to March (31.8%), followed closely by October to December (31.6%). These two quarters contributed 63.4%

of total tourist arrivals. Amongst the tourist from UK the highest number came to India during 2011 for 'Visiting friends & relatives' (34.0%) followed by 'Leisure, Holiday & Recreation' (26.7%) and 'Business & Professional' (23.1%).

iii.   BANGLADESH
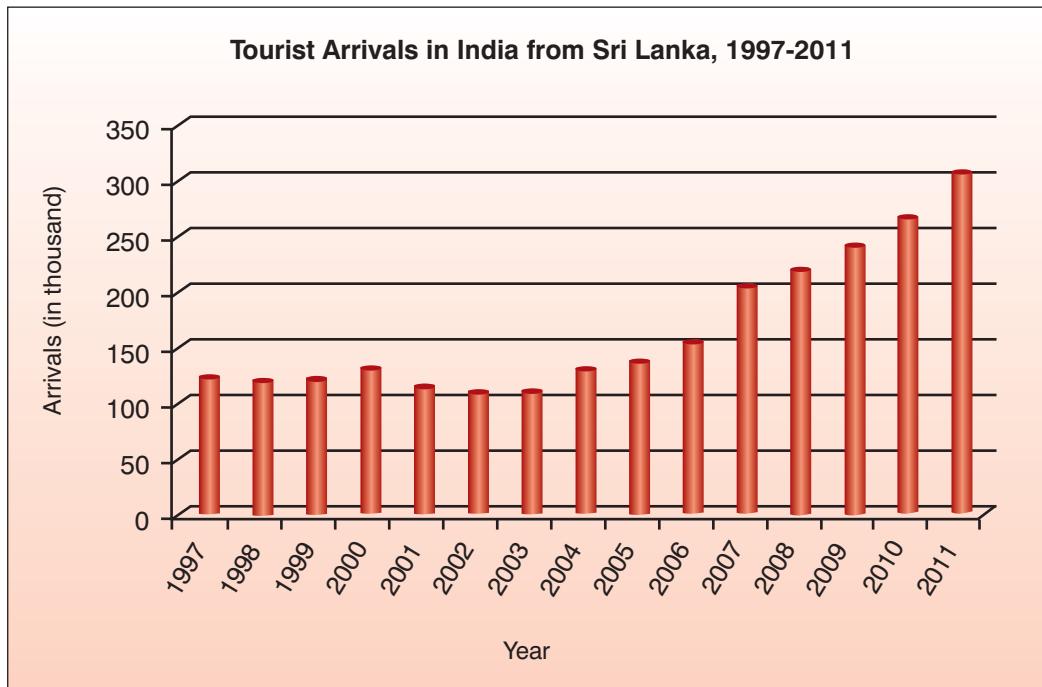
Bangladesh continued to occupy the third position in terms of the tourist arrivals in India with 7.35% share during 2011. The arrivals from Bangladesh grew to 463543 in 2011 from 192509 during 1981, with a CAGR of 3.0 %. The following graph shows the yearly trends in the tourist arrivals from Bangladesh during 1997-2011.

Tourist Arrivals in India from Bangladesh, 1997-2011

Arrivals (in thousand) vs Year

The most preferred mode of travel for nationals from Bangladesh in 2011 was land (73.2%), followed by air route (26.8%). During 2011, out of total arrivals from Bangladesh, 68.3% were male and 31.7% were female. The dominant age group was 35-44 years with 23.6% tourists, followed by the age groups 25-34 years (20.5%) and 45-54 years (19.8%). Arrivals were the highest during the quarter January-March (41.3%) followed by the quarter April-June (30.6%). Amongst the tourists from Bangladesh the highest number came to India during 2011 for 'Others' purpose (39%) followed by 'Leisure, Holiday and Recreation' (25.4%) and 'Visiting friends & relatives' (23.8%).
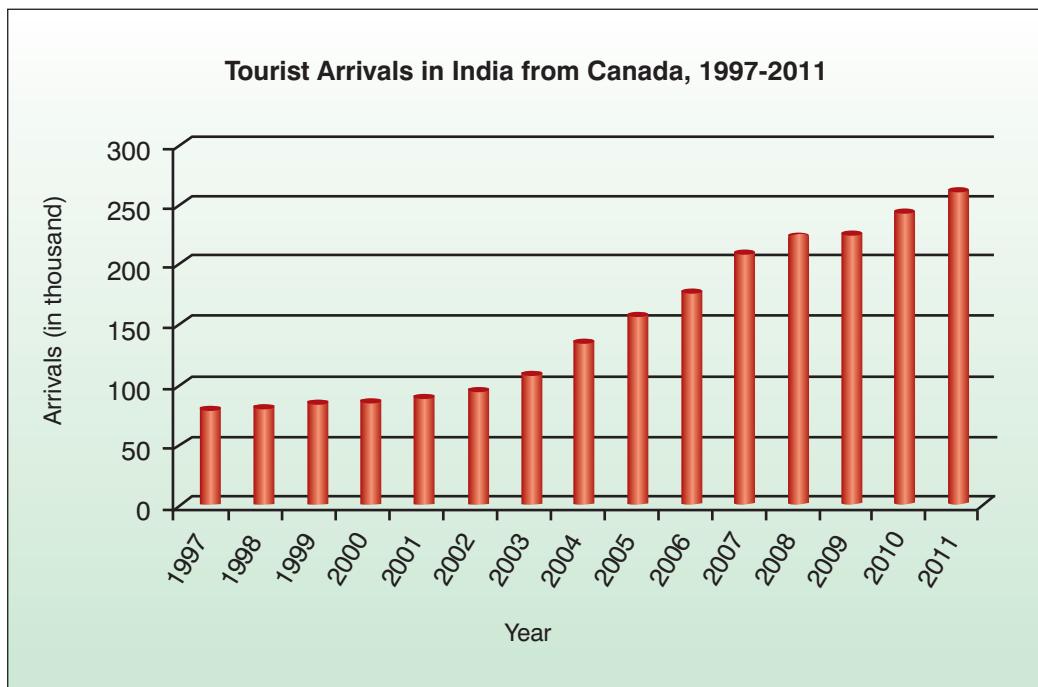
Sri Lanka has been placed at fourth position among the top 15 tourist generating countries for India with 4.85% of the total tourist arrivals during 2011. Arrivals from Sri Lanka, which were 75842 in 1981, grew up to 305853 in 2011 at a CAGR of 4.8%. The following graph shows the yearly trends in the tourist arrivals from Sri Lanka during 1997-2011. While there is no uniform pattern in arrivals from Sri Lanka during 1997-2003, the arrivals have been continuously increasing since 2003.

Tourist Arrivals in India from Sri Lanka, 1997-2011

The peak quarter for Sri Lankan tourists visiting India during 2011 was October - December (29.9%), followed by January-March (24.8%). During 2011, the highest number of tourists (99.1%) travelled by air followed by sea (0.8%) and land (0.1%). As far as port of disembarkation is concerned, maximum disembarked at Chennai airport (66.6%), followed by Mumbai (6.9%), Bengaluru (3.7%) and Delhi (3.4%). Out of the total Sri Lankan nationals who visited India during 2011, majority 60.6% were male and 39.4% were female. The dominant age-group was 35-44 years (21.2%), followed by the age group 45-54 years (19.7%) and 25-34 years (17.0%). Amongst the tourist from Sri Lanka the highest number came to India during 2011 for 'Leisure, holidays & recreation' (38.8%) followed by 'Others' purpose (28.0%) and 'Business & Professional' (18.8%).

Canada occupied fifth position in 2011 among the top tourist generating countries for India. The arrivals from this country have risen to 259017 in 2011 from 25358 in 1981 at a CAGR of 8.1 %. The share of Canada in the total foreign tourist traffic in India was 4.11% as compared to 4.20% in 2010. The following graph on tourist arrivals from Canada during 1997-2011, shows that the growth in recent years has been much higher as compared to the period 1997-2002 except the year 2009 but it was higher in 2010 and 2011.

Tourist Arrivals in India from Canada, 1997-2011

Among 259017 Canadians who visited India during 2011, 99.1 % traveled by air and 0.5 % by land and 0.4% by sea. As far as port of disembarkation is concerned, 33.9% disembarked at Delhi airport, followed by 29.4% at Mumbai, 8.4% at Chennai, 6.7% at Bengaluru and 2.2% at Kolkata. Of the total arrivals, while 55.4% were male and 44.6 % were female. The predominant age-group was 45-54 years (19.7%) followed by the age group 35-44 years (19.5%) and 55-64 years (14.8%) respectively. The quarter October-December accounted for 37.5% of the arrivals, followed by the quarter January- March with 27.7% during the year 2011. The highest number tourist of from Canada to India during 2011 came for 'Visiting friends & relatives' (45.0%) followed by 'Leisure, Holiday & Recreation (23.0%).

vi.   GERMANY

During the year 2011, Germany maintained its ranking of sixth in 2010 among the top tourist generating countries for India and contributed 3.81 % of the total FTAs in India. The arrivals

grew from 55471 in 1981 to 240235 in 2011 at a CAGR of 5.0%. The following graph shows that while the tourist arrivals from Germany had declined during 1997-2002, continuous increase was observed during 2005 to 2008 followed by decline in 2009. But the tourist arrivals in India from Germany have again showed an increasing trend during the last 2 years.

Tourist Arrivals in India from Germany, 1997-2011
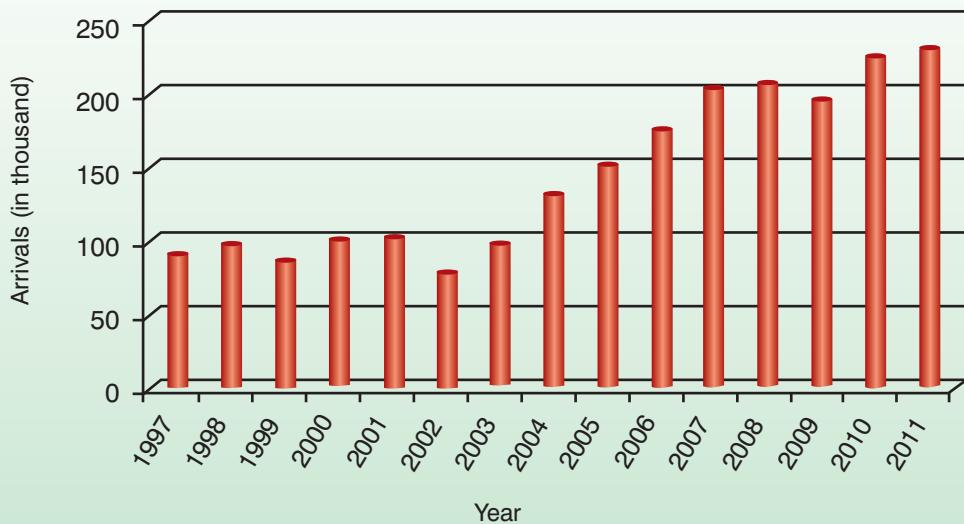
The most preferred mode of travel to India by the German tourists during 2011 was air (98.1%), followed by sea (1.6%) and land (0.3%). As far as port of disembarkation is concerned, 30.6% disembarked at Mumbai airport, followed by Delhi (29.1%), Bengaluru (12.8%), Chennai (9.7%) and Kolkata (3.2%). Of the total German national arrivals in India during 2011, 68.3% were male and 31.7% were female. The age group 45-54 years dominated the arrivals (27.8%), followed by 35-44 years (23.5 %). The peak quarter of arrivals of German nationals during 2011 was October - December (31.9%) followed by January - March (30.1%). During 2011, the highest number of tourists from Germany to India came for 'Business & Professional' (43.2%) followed by 'Leisure, Holiday & Recreation' (29.8%) and 'Others' purpose (13.5%).

vii. FRANCE

France maintained its seventh position in 2011 among top tourist generating country for India, and contributed 3.67% of the total arrivals in India during 2011. The arrivals grew from 57272 in 1981 to 231423 in 2011 at a CAGR of 4.8%. 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 and 2011 witnessed a growing trend.

Tourist Arrivals in India from France, 1997-2011
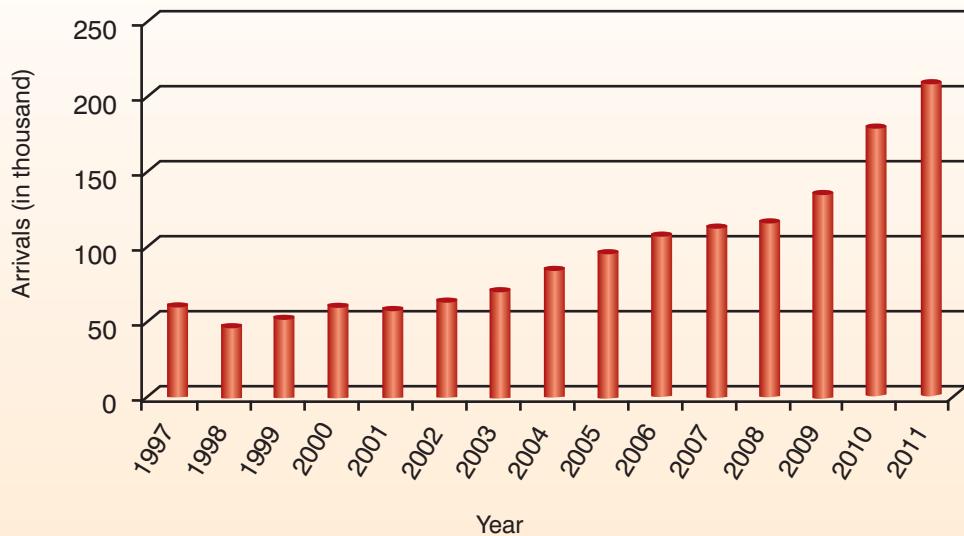
During 2011, majority (99.5%) of the arrivals from France visited India by air, 0.3% by land route and rest by sea route. As far as port of disembarkation is concerned, 31.7% disembarked at Delhi airport followed by Chennai (24.4%), Mumbai (23.9%) and Bengaluru (11.7%). Of the total French arrivals, 58.9% were male and 41.1% were female. The age groups 45-54 years accounted for maximum arrivals (20.2%) closely followed by age group 35-44 years (20.1%) and age group 25-34 years (16.3%). During 2011, the quarters January-March and October - December were the most popular for the French tourists, accounting for 29.3% and 27.2% respectively. Amongst the tourists from France the highest number came to India during 2011 for 'Leisure, Holidays & Recreation' (36.6%) followed by 'Business & Professional' (26.2%) and 'Visiting friends & relatives' (19.1%).

viii.   MALAYSIA

During 2011, Malaysia occupied the eighth position among tourist generating countries for India with a share of 3.30% share. During 2010 also it had occupied 8th position among tourist generating countries for India. The tourist traffic from Malaysia increased from 26458 in 1981 to 208196 in 2011, with a CAGR of 7.1%.

Tourist Arrivals in India from Malaysia, 1997-2011
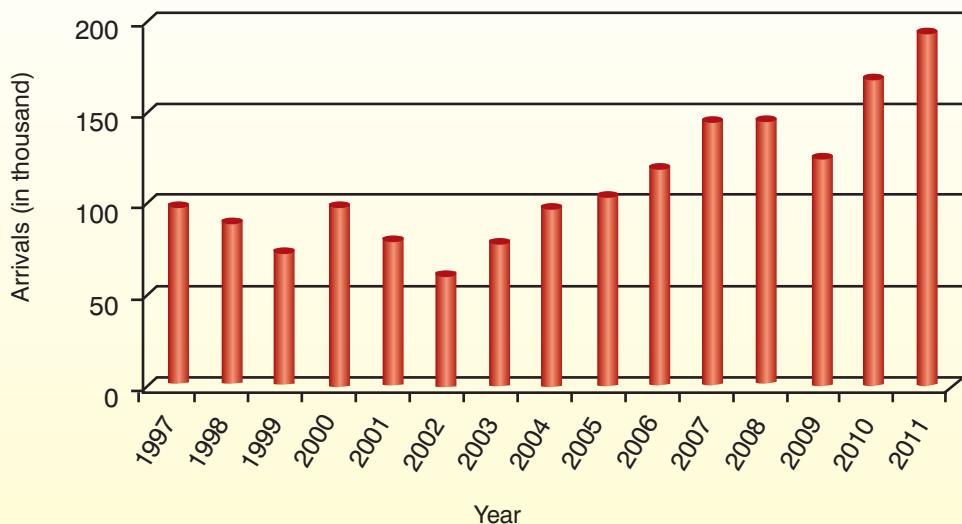
Air was the predominant mode of travel for Malaysian tourists with 99.8% arrivals during 2011. As far as port of disembarkation is concerned, the highest number of Malaysian tourists disembarked at Chennai airport (36.0%), followed by Delhi (12.7%), Mumbai (10.8%) and Bengaluru (9.9%). During 2011, 55.5% of FTAs from Malaysia in India were male. The dominant age-group of the arrivals were 45-54 years with 20.4% of tourists followed by 35-44 years (19.9%) and 25-35 years (16.5%). The peak quarter of visit for Malaysians during 2011 was October-December (31.0%) followed by January-March (24.3%). During 2011, the highest number of tourists from Malaysia came to India for 'Leisure, Holiday & Recreation' (41.4%) followed by 'Visiting friends & relatives' (24.3%) and 'Others' purpose (21.3%).

ix. JAPAN

Japan is one of the most important tourist generating markets for India in the East Asia, and it contributed 3.07% to the total FTAs in India during 2011. During 2011, Japan occupied ninth position among tourist generating countries of the world. The arrivals from Japan grew from 29032 in 1981 to 193525 in 2011 at a CAGR of 6.5 %. The following graph shows the tourist arrivals from Japan during 1997-2011.

Tourist Arrivals in India from from Japan, 1997-2011
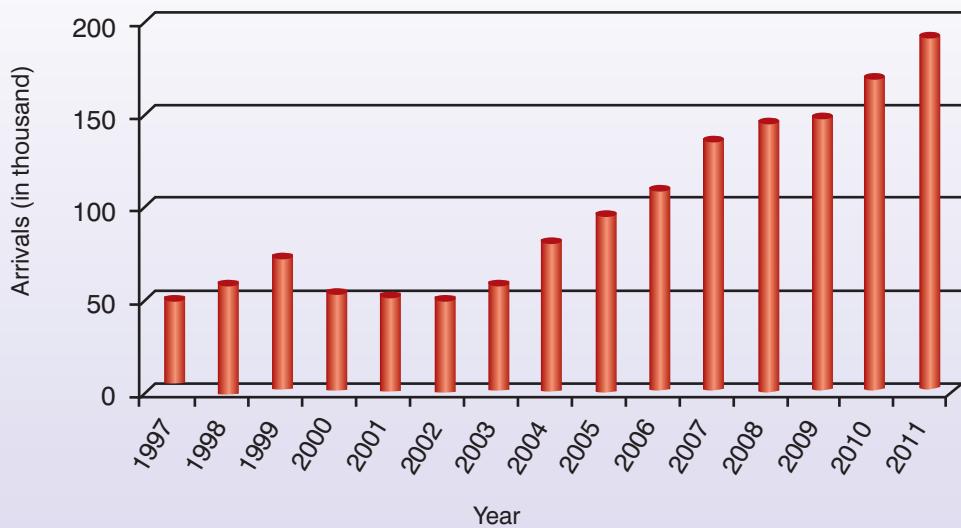
During the year 2011, 99.6% of tourists from Japan visited India by air and 0.4% by land routes. As far as port of disembarkation is concerned, 37.5% disembarked at Delhi airport followed by Mumbai (24.5%), Bengaluru (15.6%) and Chennai (12.5%). Of the total Japanese nationals who arrived in India, majority (82.9%) were male. The dominant age-group of Japanese tourists was 35-44 years contributing about 29.8% of tourist arrivals followed by the age group 45-54 years (27.7%) and 25-34 years (17.0%). The maximum number of tourists arrived in the quarter October - December (29.0%) followed by January - March (25.6%). During 2011, amongst the tourists from Japan the highest number came to India for 'Business & Professional' (63.4%) followed by 'Leisure, Holiday & Recreation' (19.8%) and 'Others' purpose (11.0%).

x. AUSTRALIA

During 2011, Australia slipped to tenth rank from its ninth rank in 2010 among top 15 tourist generating markets for India, with 3.05% of the total share of arrivals. The tourist traffic from Australia during 1981 was 20940 which increased to 192592 in 2011, showing a CAGR of 7.7 %. The following graph shows that the tourist arrivals from Australia had increased from 1997 to 1999, followed by a declining trend upto 2002 and increasing trend again thereafter.

Tourist Arrivals in India from Australia, 1997-2011
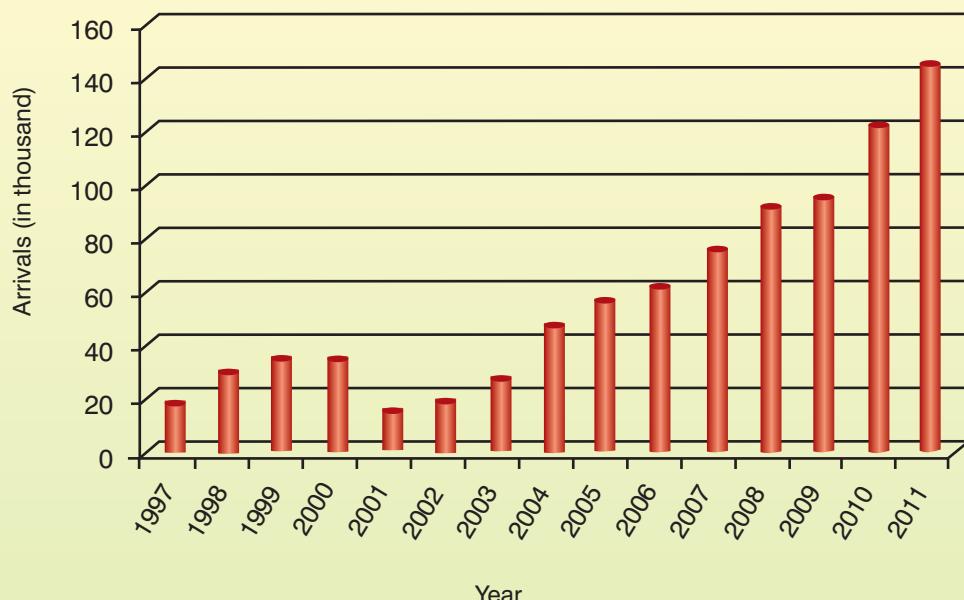
Air was the predominant mode of travel for Australian tourists accounting for 99.4% of the total arrivals during 2011. As far as port of disembarkation is concerned, the highest number of tourists disembarked at Mumbai (30.1%) followed by Delhi airport (25.9%), Chennai (12.2%) and Bengaluru (11.0%). During 2011, majority of the tourists (60.6%) from Australia were male. The age group 35-44 years with 20.9% of tourists dominated the arrivals, followed by 25-34 years (19.6%) and 45-54 years (18.9%). The peak quarter of visit by Australians during 2011 was October- December (38.9%) followed by the quarter January-March (23.5%). During 2011, the highest number of tourists from Australia to India came for 'Visiting friends & relatives' (38.9%) followed by 'Leisure, Holiday & Recreation' (25.8%) and 'Business & Professional' (22.2%).

xi. RUSSIAN FEDERATION

Russian federation occupied eleventh position in terms of tourist arrivals in India with 2.29% share during 2011. 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 144312 in 2011 showing a CAGR of 7.7% since 1991. The following graph exhibits the tourist arrivals from Russian Federation during 1997-2011. From 2001 onwards, an increasing trend has been observed in FTAs from Russian Federation.

Tourist Arrivals in India from Russian Fed., 1997-2011
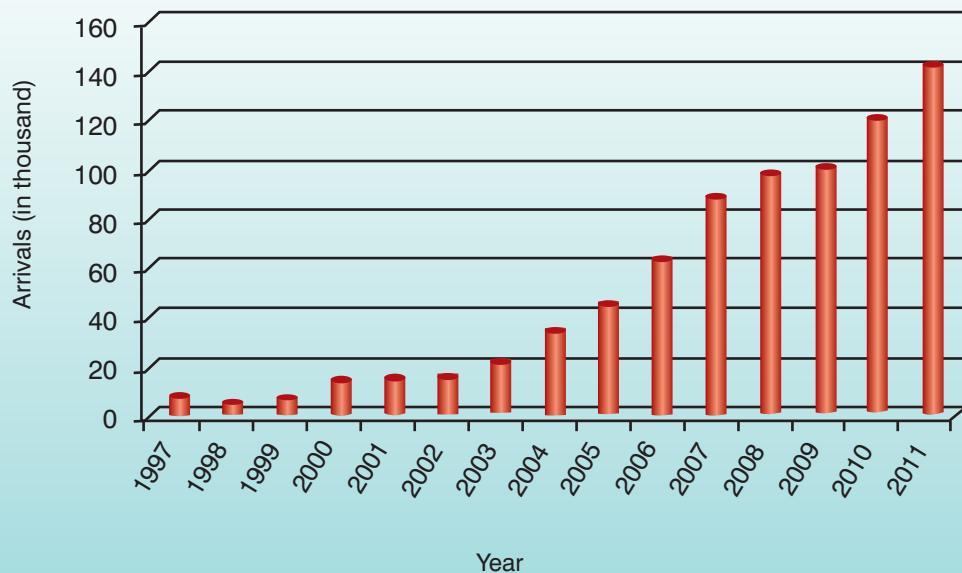
The predominant mode of travel for Russians was air accounting for 98.5% of tourists, followed by sea (0.9%) and land (0.6%). Of the total arrivals from Russian federaion during 2011, majority (57.1%) were female. The dominant age group was 25-34 years, accounting for 30.4% of tourists followed by 35-44 years age-group (21.7%). The peak quarter for tourist from Russia Federation during 2011 was January-March (45.5%) followed by October-December (28.3%). During 2011, the highest number of tourists, from Russian Federation came to India for 'Leisure, Holidays & Recreation' (50.9%) followed by 'Others' purpose (21.8%) and 'Business & professional' (17.0%).

xii. CHINA (MAIN)

During the year 2011, China (Main) occupied twelfth position among the tourist generating markets in India, with 2.25% share in total arrivals. During 2010 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 142218 in 2011 at a CAGR of 16.7%. The graph shows the trends in the tourist arrivals from China (Main) from 1997 to 2011. It can be seen that till 2000 there was no pattern in arrivals from China(Main), however henceforth it was showing an increasing trend.

Tourist Arrivals in India from China (Main), 1997-2011
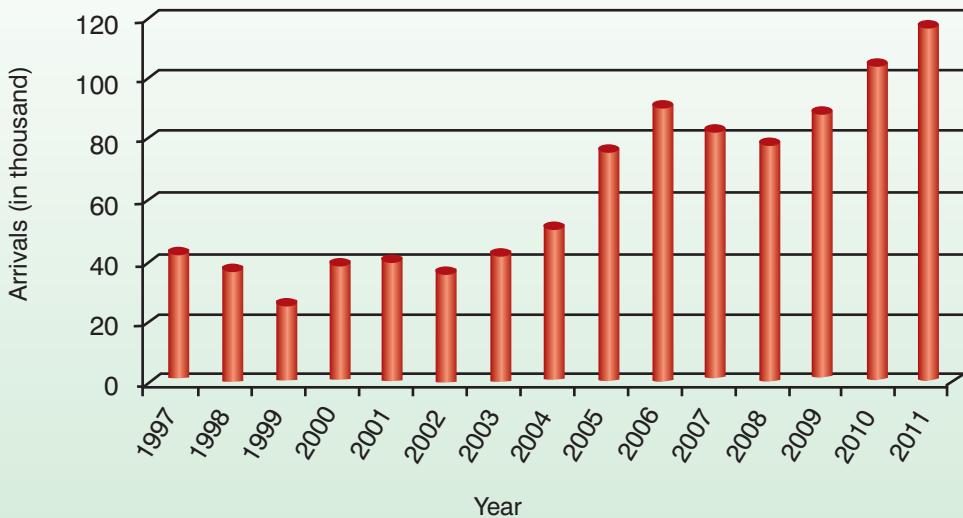
Air travel was the predominant mode of travel from China (Main) during 2011 (99.2%), followed by land routes (0.7%) and sea routes (0.2%). The highest number of tourists disembarked at Mumbai airport (31.9%), followed by Delhi (29.5%), Bengaluru (12.8%) and Kolkata (12.5%). The peak quarter for arrivals from China (Main) in 2011 was October-December (30.5%), followed by January- March (23.9%). Of the total arrivals from China (Main) during 2011, majority were male (76%). The dominant age group in 2011 was 25-34 years contributing about 42.4% of tourists followed by the age-group 35-44 years (30.0%). During 2011, amongst the tourists from China (Main) to India the highest number came for 'Business & Professional' (66.5%) followed by 'Others' purpose (14.4%) and 'Leisure Holidays and Recreation' (12.9%).

xiii   NEPAL

Nepal occupied the thirteenth position in terms of FTAs in India with 1.89% share in total arrivals during 2011. The arrivals from Nepal grew from 11851 in 1981 to 119131 in 2011 at a CAGR of 8.0%. The following graph shows the tourist arrivals from Nepal during 1997 to 2011. It can be seen that there is no consistent trend in arrivals from Nepal during the years 1997-2008, however, the last three years have shown an increasing trend.

Tourist Arrivals in India from Nepal, 1997-2011
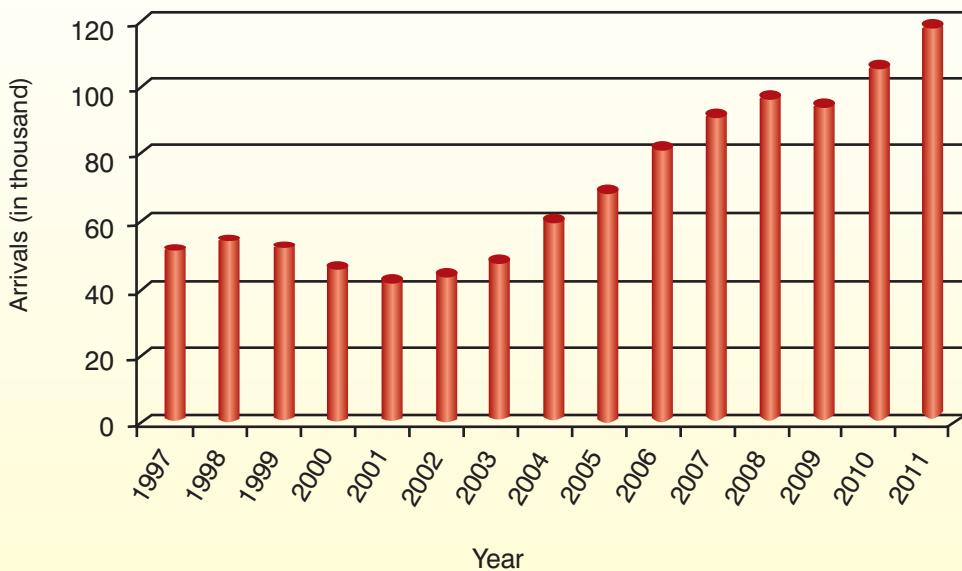
The predominant mode of travel for Nepalese tourists was air which accounted for 96.4% followed by land route (3.6%). During 2011, the highest number of tourists disembarked at Delhi airport (45.6%), followed by Mumbai (33.2%), Kolkata (10.1%), Bengaluru (1.7%) and Chennai (1.6%). During 2011, majority of the arrivals (71.6%) were male. The age-group which dominated the arrivals during 2011 was 65 and above years (36%) followed by the age-group 25-34 years (22.3%). The peak quarter for arrivals was October-December (29.6%) followed by July - September (28.4%). During 2011, the highest number of tourist from Nepal to India came for 'Others' purpose (54%) followed by 'Leisure Holiday and Recreation' (20.0%) and 'Visiting friends & relatives' (16.9%).

xiv. SINGAPORE

Singapore slipped to the fourteenth position in terms of tourist arrivals in India during 2011 with a share of 1.89%. The arrivals from Singapore grew from 17950 in 1981 to 119022 in 2011 at a CAGR of 6.5%. The graph shows tourist arrival trend from Singapore from 1997 to 2011. It can be seen that FTAs from Singapore had increased from 2002 onwards, except in 2009.

Tourist Arrivals in India from Singapore, 1997-2011
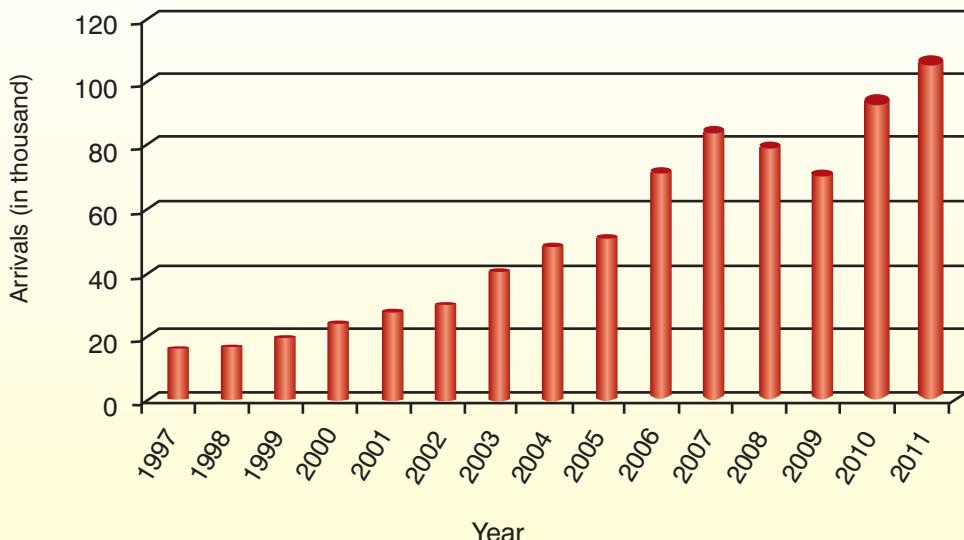
The predominant mode of travel for tourists from Singapore was air with 99.9% arrivals followed by land route with (0.1%) arrivals. The highest number of tourists disembarked at Chennai airport (30.8%) followed by Mumbai (20.8%), Delhi (16.2%) and Bengaluru (9.7%). Of the total arrivals from Singapore during 2011, majority (60.7%) were male. The age-group which dominated the arrivals during 2011 was 45-54 years, accounting for (25.5%) of arrivals, followed by the age-group 35-44 years (25.3%). The peak quarter of arrivals from Singapore during 2011 was October- December (33.0%) followed by April-June (26.5%). During 2011, Amongst the tourists from Singapore to India the highest number came for 'Visiting friends & relatives' (34.9%) followed by 'Business & Professional' (25.7%) and 'Leisure, Holiday & Recreation' (23.8%).

xv.   REPUBLIC OF KOREA

In 2011, Republic of Korea occupied the fifteenth position with 1.72% share in total arrivals. The arrivals from Republic of Korea grew from 3967 in 1991 to 108680 in 2011 at a CAGR of 18.0%. The following graph shows the tourist arrivals trend from Republic of Korea during 1997 to 2011.

Tourist Arrivals in India from Rep. of Korea, 1997-2011

The predominant mode of travel for Korean nationals was air which accounted for 99.4% followed by land route (0.5%) and sea route (0.2%). During 2011, the highest number of tourists disembarked at Delhi airport (31.1%) followed by Mumbai (29.2%), Chennai (21.1%) and Bengaluru (10.3%). During 2011, while 75.2% were male and 24.8% were female. The age-group which dominated the arrivals during 2011 was 35-44 years (30.2%) followed by the age-group 45-54 years (23.7%). The peak quarter for arrivals was January-March (27.9%) followed by the quarter October - December (26.2%). During 2011, the highest number of tourists from Republic of Korea to India came for 'Business & Professional (53.3%) followed by 'Leisure, Holiday & Recreation' (21.8%).

2.10 FOREIGN EXCHANGE EARNINGS FROM TOURISM IN INDIA

For Foreign Exchange Earnings (FEEs), Tourism is the most important sector in the country. As per the monthly estimates prepared by Ministry of Tourism, FEE from tourism in India in 2011 were ₹ 77591 crore as compared to ₹ 64889 crore in 2010 registering a growth of 19.6 % in 2011 over 2010. In US $ term, FEE from tourism in 2011 were US $ 16.56 billion as compared to US$ 14.19 billion in 2010 with a growth rate of 16.7 %. The FEE from tourism in India, in INR terms and US$ terms, during 1991-2011 are given in Table 2.10.1.

TABLE 2.10.1
FOREIGN EXCHANGE EARNINGS FROM TOURISM IN INDIA
DURING 1991-2011

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

 # Advance Estimates

The month-wise FEE from tourism and corresponding percentage change over previous years during 2009-2011 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 2009-2011

Month	FEE from tourism (In ₹ crore)			Percentage Change	
	2009*	2010#	2011#	2010/09	2011/10
January	4530	5593	5777	23.5	3.3
February	4610	6646	7653	44.2	15.2
March	4160	5507	5522	32.4	0.3
April	3873	4518	5724	16.7	26.7
May	3401	4358	5047	28.1	15.8
June	3926	4751	5440	21.0	14.5
July	5042	5444	7116	8.0	30.7
August	4306	4620	5734	7.3	24.1
September	3852	4678	5748	21.4	22.9
October	4543	5219	7019	14.9	34.5
November	5361	6516	7941	21.5	21.9
December	6096	7039	8870	15.5	26.0
Total	**53700**	**64889**	**77591**	**20.8**	**19.6**

*Revised Estimates # Advance Estimates

TABLE 2.10.3
MONTH-WISE FEE FROM TOURISM (US$ MILLION) IN INDIA DURING 2009-2011

Month	FEE from tourism (In US$ Million)			Percentage Change	
	2009*	2010#	2011#	2010/09	2011/10
January	913	1215	1273	33.1	4.8
February	929	1434	1684	54.4	17.4
March	838	1209	1227	44.3	1.5
April	794	1013	1290	27.6	27.3
May	697	951	1124	36.4	18.2
June	805	1020	1213	26.7	18.9
July	1039	1163	1603	11.9	37.8

Month	FEE from tourism (In US$ Million)			Percentage Change	
	2009*	2010#	2011#	2010/09	2011/10
August	887	992	1264	11.8	27.4
September	793	1015	1208	28.0	19.0
October	977	1175	1424	20.3	21.2
November	1153	1448	1566	25.6	8.1
December	1311	1558	1688	18.8	8.3
Total	**11136**	**14193**	**16564**	**27.5**	**16.7**

*Revised Estimates # Advance Estimates

3
Chapter

Incredible !ndia

WORLD TOURISM SCENARIO AND INDIA'S POSITION IN WORLD

WORLD TOURISM SCENARIO AND INDIA'S POSITION IN WORLD

3.1 WORLD TOURISM TRAFFIC

In 2011, 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 5.0 % during the year 2011, as compared to a growth of 6.6% during 2010 over 2009. The international tourist arrivals during 2011, 2010 and 2009 were 990 million, 943 million and 885 million, respectively. France maintained the top position in terms of arrivals in 2011, followed by USA, China, Spain, Italy, Turkey, UK, Germany, Malaysia and Mexico. These top 10 countries accounted for 44.4 % share of international tourist arrivals in 2011. As regards the regions, the highest tourist arrivals were in Europe, which attracted 509.4 million tourists in 2011, with a positive growth of 6.7 % over 2010, followed by Asia & the Pacific with 218.1 million tourists with 6.4 % growth over 2010, Americas with 157.1 million tourists with growth of 4.2 % over 2010, Middle East with 55.7 million tourists with a decline of 7 % over 2010 and Africa with 49.9 million tourists with growth of 0.3 % over 2010. Table 3.1.1 gives the summary of international tourist arrivals in different regions of the world from 2009 to 2011.

TABLE 3.1.1
INTERNATIONAL TOURIST ARRIVALS WORLDWIDE AND BY REGIONS 2009-2011

(Arrivals in million)

Region	2009	2010	2011
World			
Arrivals	885.0	943.0	990.0
% Annual Change	-3.8	6.6	5.0
Africa			
Arrivals	45.9	49.7	49.9
% Annual Change	3.4	8.5	0.3
% Share in world	5.2	5.3	5.0
Americas			
Arrivals	141.7	150.7	157.1
% Annual Change	-4.4	6.3	4.2
% Share in world	16.0	16.0	15.9
Asia & the Pacific			
Arrivals	181.1	205.0	218.1
% Annual Change	-1.6	13.2	6.4
% Share in world	20.5	21.7	22.0
Europe			
Arrivals	463.5	477.3	509.4
% Annual Change	-5.0	3.0	6.7
% Share in world	52.4	50.6	51.4

Region	2009	2010	2011
Middle East			
Arrivals	52.4	59.9	55.7
% Annual Change	-4.3	14.2	-7.0
% Share in world	5.9	6.4	5.6
India			
Arrivals	5.17	5.78	6.31
% Annual Change	-2.2	11.8	9.2
% Share in world	0.58	0.61	0.64

Source: United Nations World Tourism Organization (UNWTO), Barometer September 2012

International tourist arrivals in the world and India's share as well as rank, during the years 1997-2011, 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 38th in 2011. India's share in international tourist arrivals, increased from 0.40% in 1997, to 0.64% in 2011. During last few years there has been slight improvement in percentage share of India in world.

TABLE 3.1.2
INTERNATIONAL TOURIST ARRIVALS IN WORLD AND INDIA, 1997-2011

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	47th
1999	633.8	3.7	2.48	5.2	0.39	46th
2000	683.3	7.8	2.65	6.7	0.39	50th
2001	683.4	0.2	2.54	-4.2	0.37	51st
2002	703.2	2.9	2.38	-6.0	0.34	54th
2003	691.0	-1.7	2.73	14.3	0.39	51st
2004	762.0	10.3	3.46	26.8	0.45	44th
2005	798.0	5.4	3.92	13.3	0.49	43rd
2006	846.0	5.3	4.45	13.5	0.53	44th
2007	894.0	5.7	5.08	14.3	0.57	41st
2008	917.0	2.6	5.28	4.0	0.58	42nd
2009	885.0	-3.8	5.17	-2.2	0.58	42nd
2010	943.0	6.6	5.78	11.8	0.61	42nd
2011	990.0	5.0	6.31	9.2	0.64	38th

Source: World Tourism Organization and Bureau of Immigration, India

Table 3.1.3 provides the name of countries with tourist arrivals and ranks which are above India in terms of tourist arrivals during 2009, 2010 and 2011. The top 5 countries during 2010 have maintained their respective ranks during 2011. Some countries like Ireland, Turkey, Russian Fed, Hong Kong, Thailand & Bulgaria have marginally improved their ranks in international tourist arrivals, during 2011 as compared to 2010. Saudi Arabia climbed to 16th rank in 2011 from 22nd rank in 2010. However, countries like Ukraine, Canada and Morocco have shown decline in their ranks during 2011 as compared to 2010.

All other countries like Germany, Malaysia, Mexico, Austria, Greece, Netherlands, Hungary etc. retained the same ranks in 2011 as compared to 2010. India improved its rank from 42nd in 2010 to 38th in 2011.

TABLE 3.1.3
COUNTRIES ABOVE INDIA IN TERMS OF TOURIST ARRIVALS, 2009-2011

(Tourist Arrivals in Million)

2009			2010			2011		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
1	France	76.8	1	France	77.6	1	France	81.4
2	United States	55.0	2	United States	59.8	2	United States	62.7
3	Spain	52.2	3	China (Main)	55.7	3	China (Main)	57.6
4	China (Main)	50.9	4	Spain	52.7	4	Spain	56.7
5	Italy	43.2	5	Italy	43.6	5	Italy	46.1
6	United Kingdom	28.2	6	United Kingdom	28.3	6	Turkey	29.3
7	Turkey	25.5	7	Turkey	27.0	7	United Kingdom	29.3
8	Germany	24.2	8	Germany	26.9	8	Germany	28.4
9	Malaysia	23.6	9	Malaysia	24.6	9	Malaysia	24.7
10	Mexico	22.3	10	Mexico	23.3	10	Mexico	23.4
11	Austria	21.4	11	Austria	22.0	11	Austria	23.0
12	Ukraine	20.8	12	Ukraine	21.2	12	Russian Fed	22.7
13	Russian Fed	19.4	13	Russian Fed	20.3	13	Hong Kong (China)	22.3
14	Hong Kong (China)	16.9	14	Hong Kong (China)	20.1	14	Ukraine	21.4
15	Canada	15.7	15	Canada	16.1	15	Thailand	19.2
16	Greece	14.9	16	Thailand	15.9	16	Saudi Arabia	17.5
17	Thailand	14.1	17	Greece	15.0	17	Greece	16.4
18	Egypt	11.9	18	Egypt	14.1	18	Canada	16.0
19	Poland	11.9	19	Poland	12.5	19	Poland	13.4
20	Saudi Arabia	10.9	20	Macao (China)	11.9	20	Macao (China)	12.9

2009			2010			2011		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
21	Macao (China)	10.4	21	Netherlands	10.9	21	Netherlands	11.3
22	Netherlands	9.9	22	Saudi Arabia	10.9	22	Singapore	10.4
23	Hungary	9.1	23	Hungary	9.5	23	Hungary	10.3
24	Czech Rep	8.8	24	Morocco	9.3	24	Croatia	9.9
25	Croatia	8.7	25	Singapore	9.2	25	Korea, Rep of	9.8
26	Denmark	8.5	26	Croatia	9.1	26	Egypt	9.5
27	Morocco	8.3	27	Korea, Rep of	8.8	27	Morocco	9.3
28	Switzerland	8.3	28	Denmark	8.7	28	Czech Rep	8.8
29	Korea, Rep of	7.8	29	Switzerland	8.6	29	Denmark	NA
30	Singapore	7.5	30	Czech Rep	8.6	30	Switzerland	8.5
31	Ireland	7.2	31	Japan	8.6	31	South Africa	8.3
32	South Africa	7.0	32	Syria	8.5	32	UAE	8.1
33	Tunisia	6.9	33	South Africa	8.1	33	Indonesia	7.6
34	UAE	6.8	34	UAE	7.4	34	Belgium	7.5
35	Belgium	6.8	35	Belgium	7.2	35	Portugal	7.4
36	Japan	6.8	36	Indonesia	7.0	36	Ireland	NA
37	Portugal	6.5	37	Tunisia	6.9	37	Bulgaria	6.3
38	Indonesia	6.3	38	Portugal	6.8	38	India	6.3
39	Syria	6.1	39	Ireland	6.5			
40	Bulgaria	5.7	40	Bulgaria	6.0			
41	Australia	5.6	41	Australia	5.9			
42	India	5.2	42	India	5.8			

Source: UNWTO Barometer September 2012 . 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 2009 and 2010. As regards the share of India in the outbound tourist traffic of the countries presented in this table, it was high for the neighbouring countries, namely Sri Lanka (23.8%), Nepal (13.6%) and Mauritius (10.4%). Other countries for which India has a share of more than 1% in the outbound tourist traffic in 2010 were USA (1.5%), UK (1.4%), Australia (2.4%), South Africa (1.1%), New Zealand (1.8%), Fiji (2.3%), Seychelles (3.4%), Thailand(1.4%) & Singapore (1.5%). A comparison of figures in this table clearly shows that even for countries showing high growth in FTAs to India in 2010 over 2009, India's share continues to remain quite low. Therefore, there is still scope for attracting more tourists from these countries. The corresponding figures for 2011 are not yet available.

TABLE 3.2.1

NUMBER OF OUTBOUND TOURISTS OF SOME SELECTED COUNTRIES OF THE WORLD AND PERCENTAGE SHARE OF INDIA, 2009 AND 2010

S. No.	Country	Outbound Departures to India / FTAs in India (in thousand)			No. of Outbound Departures (in thousand)			India's % Share in Outbound Departures	
		2009	2010	% Growth (2010/09)	2009	2010	% Growth (2010/09)	2009	2010
1	2	3	4	5	6	7	8	9	10
1	USA	827	931	12.6	61419	60399	-1.66	1.3	1.5
2	UK	769	759	-1.3	58614	55562	-5.21	1.3	1.4
3	Bangladesh	469	432	-7.9	2254	NA	NA	20.8	-
4	Sri Lanka	240	267	11.3	963	1122	16.51	24.9	23.8
5	Canada	224	242	8.0	26203	28678	9.45	0.9	0.8
6	Germany	192	228	18.8	72300	NA	NA	0.3	-
7	France	196	225	14.8	21281	21609	1.54	0.9	1.0
8	Australia	149	170	14.1	6285	7112	13.16	2.4	2.4
9	Japan	125	168	34.4	15446	16637	7.71	0.8	1.0
10	Russian Fed	95	122	28.4	34276	39323	14.72	0.3	0.3
11	China (Main)	100	120	20.0	47656	57386	20.42	0.2	0.2
12	Singapore	95	107	12.6	6961	7342	5.47	1.4	1.5
13	Nepal	89	104	16.9	589	765	29.88	15.1	13.6
14	Korea, Rep of	70	96	37.1	9494	12488	31.54	0.7	0.8
15	Italy	78	94	20.5	29060	29823	2.63	0.3	0.3
16	Thailand	67	77	14.9	4653	5451	17.15	1.4	1.4
17	Spain	59	73	23.7	12840	12379	-3.59	0.5	0.6
18	Netherlands	65	71	9.2	18408	18430	0.12	0.4	0.4
19	South Africa	44	56	27.3	4424	5165	16.75	1.0	1.1
20	Sweden	43	45	4.7	11699	13042	11.48	0.4	0.3
21	Israel	41	43	4.9	4007	4269	6.54	1.0	1.0
22	Switzerland	38	43	13.2	10453	NA	NA	0.4	-
23	Belgium	35	38	8.6	11123	10170	-8.57	0.3	0.4
24	New Zealand	31	37	19.4	1918	2026	5.63	1.6	1.8
25	Oman	33	35	6.1	1672	NA	NA	2.0	-
26	Austria	28	33	17.9	10121	9882	-2.36	0.3	0.3
27	Indonesia	20	26	30.0	5053	6235	23.39	0.4	0.4
28	Poland	20	25	25.0	6300	7100	12.70	0.3	0.4
29	Finland	25	24	-4.0	5832	6633	13.73	0.4	0.4
30	Taiwan	23	24	4.3	8143	9415	15.62	0.3	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	
		2009	2010	% Growth (2010/09)	2009	2010	% Growth (2010/09)	2009	2010
1	2	3	4	5	6	7	8	9	10
31	Mauritius	19	22	15.8	196	212	8.16	9.7	10.4
32	Saudi Arabia	16	22	37.5	6032	7233	19.91	0.3	0.3
33	Ireland	19	20	5.3	7047	6568	-6.80	0.3	0.3
34	Ukraine	12	16	33.3	15334	17180	12.04	0.1	0.1
35	Turkey	10	15	50.0	10495	11002	4.83	0.1	0.1
36	Brazil	14	15	7.1	4952	5305	7.13	0.3	0.3
37	Colombia	14	15	7.1	2122	2342	10.37	0.7	0.6
38	Chile	3	11	266.7	2895	3348	15.65	0.1	0.3
39	Mexico	8	10	25.0	13942	14395	3.25	0.1	0.1
40	Czech Rep	8	10	25.0	6618	6429	-2.86	0.1	0.2
41	Kazakhstan	7	9	28.6	6267	7232	15.40	0.1	0.1
42	Argentina	6	8	33.3	4981	5307	6.54	0.1	0.2
43	Hungary	5	6	20.0	5672	5297	-6.61	0.1	0.1
44	Romania	5	5	0.0	11723	10905	-6.98	0.0	0.0
45	Uzbekistan	4	5	25.0	1317	1610	22.25	0.3	0.3
46	Jordan	4	5	25.0	2054	2917	42.02	0.2	0.2
47	Syrian Arab Rep	3	4	33.3	5215	6259	20.02	0.1	0.1
48	Slovakia	3	4	33.3	3230	2692	-16.66	0.1	0.1
49	Belarus	3	3	0.0	316	415	31.33	0.9	0.7
50	Croatia	3	3	0.0	2497	1873	-24.99	0.1	0.2
51	Latvia	2	3	50.0	1573	1650	4.90	0.1	0.2
52	Slovenia	2	3	50.0	2586	2874	11.14	0.1	0.1
53	Uganda	2	3	50.0	311	324	4.18	0.6	0.9
54	Bulgaria	2	3	50.0	4993	3676	-26.38	0.0	0.1
55	Lithuania	2	3	50.0	1288	1411	9.55	0.2	0.2
56	Estonia	3	3	0.0	752	955	26.99	0.4	0.3
57	Fiji	2	3	50.0	125	128	2.40	1.6	2.3
58	Iceland	2	2	0.0	259	299	15.44	0.8	0.7
59	Venezuela	2	2	0.0	1651	1477	-10.54	0.1	0.1
60	Zimbabwe	1	2	100.0	631	650	3.01	0.2	0.3
61	Morocco	1	2	100.0	2293	2175	-5.15	0.0	0.1
62	Cambodia	1	2	100.0	340	505	48.53	0.3	0.4
63	Seychelles	1	2	100.0	49	59	20.41	2.0	3.4
64	Hongkong (China)	1	2	100.0	81958	84442	3.03	0.0	0.0

Source: For Columns 6 and 7, UNWTO's Compendium of Tourism Statistics 2012 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$ 1030 billion in 2011, up from US$ 927 billion in 2010. During 2011, all regions posted positive growth with the exception of Middle East (-11.2%). Asia and the Pacific (13.4%) and Europe (13.2%) showed the highest growth.

Table 3.3.1 gives the year-wise receipts from international tourism by regions during the years 2009-2011. During the year 2011, Europe accounted for about 45% of the world's total receipts from international tourism followed by Asia & the Pacific region (28.1%), Americas (19.3%), Middle East (4.5%) and Africa (3.2%).

TABLE 3.3.1
INTERNATIONAL TOURISM RECEIPTS WORLDWIDE AND BY REGIONS, 2009- 2011

(Receipts in Billion US$)

Region	2009	2010	2011*
World			
Receipts	853.0	927.0	1030.0
% Annual Change	-9.4	8.7	11.1
Africa			
Receipts	28.4	30.4	32.6
% Annual Change	-4.9	7.0	7.0
% Share in World	3.3	3.3	3.2
Americas			
Receipts	166.1	180.7	199.1
% Annual Change	-12.1	8.7	10.2
% Share in World	19.5	19.5	19.3
Asia & the Pacific			
Receipts	204.2	255.3	289.4
% Annual Change	-2.6	25.0	13.4
% Share in World	23.9	27.5	28.1
Europe			
Receipts	412.3	409.3	463.4
% Annual Change	-12.9	-0.7	13.2
% Share in World	48.3	44.2	45.0
Middle East			
Receipts	42.2	51.7	45.9
% Annual Change	5.3	22.5	-11.2
% Share in World	4.9	5.6	4.5
India			
Receipts	11.13	14.19**	16.56**
% Annual Change	-5.0	27.5	16.7
% Share in World	1.31	1.53	1.61

*   Provisional
* * Advance estimates of Ministry of Tourism
Source: *UNWTO Tourism Highlights 2012 Edition*

The international tourism receipts worldwide and India's share in them during the years 1997-2011 are given in Table 3.3.2. The share of India in the world tourism receipts has remained between 0.64% and 0.72% during 1997-2002. However, it has been increasing steadily since 2002, and has reached 1.61% during 2011.

It is clear from Table 3.3.2 that international tourism receipts worldwide, which were hardly US$ 442.8 billion in 1997 have reached US$ 1030 billion in 2011, more than double in 14 years time. Whereas, in terms of international tourist arrivals worldwide, the number has grown from 593 million in 1997 to 990 million tourist arrivals in 2011 only.

TABLE 3.3.2
INTERNATIONAL TOURISM RECEIPTS AND INDIA'S SHARE AND RANK, 1997-2011

Year	World Tourism Receipts				Percentage	India's
	Receipts (US$ billion)	Growth Rate	FEE in India (US $ billion)	Growth Rate	Share of India in world	Rank in world
1997	442.8	0.8	2.89	2.0	0.65	-
1998	444.8	0.5	2.95	2.0	0.66	34th
1999	458.2	3.0	3.01	2.1	0.66	35th
2000	475.3	4.3	3.46	15.0	0.72	36th
2001	463.8	-2.4	3.20	-7.6	0.69	36th
2002	481.9	3.9	3.10	-3.0	0.64	37th
2003	529.3	9.8	4.46	43.8	0.84	37th
2004	633.2	19.6	6.17	38.2	0.97	26th
2005	679.6	7.3	7.49	21.4	1.10	22nd
2006	744.0	9.5	8.63	15.2	1.16	22nd
2007	857.0	15.2	10.73	24.3	1.25	22nd
2008	939.0	9.6	11.83	10.3	1.26	22nd
2009	853.0	-9.4	11.13	-5.0	1.31	20th
2010	927.0	8.7	14.19**	27.5	1.53	17[th*]
2011	1030.0	11.1	16.56**	16.7	1.61	17[th*]

*   As per RBI's estimates
**   Advance estimates of Ministry of Tourism
Source: UNWTO Tourism Highlight, 2012 Edition

India's rank has also witnessed improvement from 34th in 1998 to 17th in 2011. In terms of International Tourism Receipts, top 4 positions were occupied by USA, Spain, France and China during the year 2011. During 2011 and 2010 the top 10 countries remained the same.

TABLE 3.3.3
COUNTRIES ABOVE INDIA IN TERMS OF TOURISM RECEIPTS, 2009-2011

2009			2010			2011		
Rank	Nationality	Tourism Receipts (US$ billion)	Rank	Nationality	Tourism Receipts (US$ billion)	Rank	Nationality	Tourism Receipts (US$ billion)*
1	USA	94.2	1	USA	103.5	1	USA	116.3
2	Spain	53.2	2	Spain	52.5	2	Spain	59.9
3	France	49.5	3	France	46.6	3	France	53.4
4	Italy	40.2	4	China(Main)	45.8	4	China (Main)	48.5
5	China (Main)	39.7	5	Italy	38.8	5	Italy	43.0
6	Germany	34.7	6	Germany	34.7	6	Germany	38.8
7	UK	30.1	7	UK	32.4	7	UK	35.9
8	Australia	25.4	8	Australia	29.8	8	Australia	31.5
9	Turkey	21.3	9	Macao (China)	27.8	9	Macao (China)	-
10	Austria	19.4	10	Hong Kong (China)	22.2	10	Hong Kong (China)	27.7
11	Macao (China)	18.1	11	Turkey	20.8	11	Thailand	26.3
12	Hong Kong	16.4	12	Thailand	20.1	12	Turkey	23.0
13	Thailand	16.1	13	Austria	18.6	13	Austria	19.9
14	Malaysia	15.8	14	Malaysia	18.3	14	Malaysia	18.3
15	Greece	14.5	15	Canada	15.7	15	Singapore	18.0
16	Switzerland	14.1	16	Switzerland	15.0	16	Switzerland	17.6
17	Canada	13.7	17	India	14.2**	17	India	17.5**
18	Netherlands	12.4						
19	Mexico	11.5						
20	India	11.1						

Source: *UNWTO Tourism Highlights, 2012 Edition*
*   *Provisional*
**   *As per RBI's estimates*

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

OUTBOUND TOURISM-INDIAN NATIONALS' DEPARTURES FROM INDIA

The total count of Indian nationals' departures to other countries is compiled by the Bureau of Immigration (BOI), from Embarkation cards. The number of Indian nationals' departures from India during 1991 was 1.94 million, which rose to 13.99 million in 2011 with a compound annual growth rate (CAGR) of 10.95 %. The number of Indian nationals' departures from India during 2011 registered a growth of 7.7% over 2010 as compared to 17.4 % growth in 2010 over 2009. The figures of Indian nationals' departures for the years 1991 to 2011, along with percentage change over the previous year, are given in Table 4.1.

TABLE 4.1
NUMBER OF INDIAN NATIONALS' DEPARTURES FROM INDIA, 1991-2011

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

Source: Bureau of Immigration, India

The port-wise number of Indian nationals' departures from India for 2002 &2004 to 2011, are given in Table 4.2. During 2002 & 2004 to 2011, top 3 airports for departures of Indian nationals from India were Mumbai, Delhi and Chennai. During 2011, Mumbai airport registered the highest share (23.34%) followed by Delhi airport (21.51%) and Chennai airport (11.01%). These 3 top airports accounted for 55.86% of the total departures in 2011. During 2010, Mumbai, Delhi and Chennai airports had a percentage share of 23.3%, 20.2% and 11.2% respectively. However, during 2002 the share of these 3 airports were 35.2%, 21.9% and 12.7% respectively and total share of these airports was 69.84%. The share of top 3 airports in overall departures of Indian nationals from India during 2002-2009 was gradually decreasing, while during 2010 & 2011 it had slightly increased.

The share of Top 10 ports in overall departures of Indian nationals from India during 2002-2011 had also gradually decreased from 96.26% in 2002 to 91.58% in 2011. 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, 2002, 2004 - 2011

Port/ Land Check post	Year									% Share in 2011
	2002	2004	2005	2006	2007	2008	2009	2010	2011	
Mumbai (Airport)	1738301	1909773	2152002	2368115	2623707	2734458	2615702	3031822	3264653	23.34
Delhi (Airport)	1084097	1283733	1510735	1764264	1956299	2141600	2117561	2621535	3009762	21.51
Chennai (Airport)	628059	845947	923250	1039973	1211400	1350418	1312197	1450521	1540106	11.01
Cochin (Airport)	259970	427412	497966	591236	773310	915278	968375	1022233	1098333	7.85
Trivandrum (Airport)	299815	345253	403627	474309	578647	619856	642011	751861	677998	4.84
Hyderabad (Airport)	187451	296150	383500	461616	494797	482897	543719	740350	777540	5.56
Calicut (Airport)	227707	333638	382720	454606	526290	735151	791021	904130	970961	6.94
Bengaluru (Airport)	122709	209554	255518	369508	491088	530054	577191	664083	746051	5.33
Kolkata (Airport)	162033	191535	215223	232219	286953	294644	307379	411210	453682	3.24
Ahmedabad (Airport)	45160	80125	110131	95714	170458	225479	262734	296778	275981	1.97
Others	184942	289689	349829	488054	670283	838164	928182	1093478	1178935	8.41
Total	4940244	6212809	7184501	8339614	9783232	10867999	11066072	12988001	13994002	100.00
Top 3	69.84%	65.02%	63.83%	62.09%	59.2%	57.3%	54.63%	54.69%	55.86%	
Top 10	96.26%	95.34%	95.13%	94.15%	93.15%	92.29%	91.61%	91.58%	91.59%	

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 ten years has been taken from UNWTO publications and is presented in Table 4.3. Among the countries for which information were available during 2010, the top 5 destination countries for Indian nationals were Singapore, Kuwait, Thailand, Malaysia & USA. While in 2009, the top 5 destination countries were Kuwait, Singapore, Thailand, Malaysia & USA.

TABLE 4. 3
DESTINATION-WISE NUMBER OF INDIAN NATIONALS' DEPARTURES FROM INDIA, 2001-2010

Country of Destination	Number of Indian Nationals' departures from India									
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
North America										
Canada	54742	55492	57010	68315	77849	87210	101724	110890	107959	127619
USA	269674	257271	272161	308845	344926	406845	567045	598971	549474	650935
Central & South America										
Bahamas	N.A.	N.A.	327	265	285	443	506	605	435	561
Barbados	403	433	373	564	644	629	3090	963	959	1317
Brazil	N.A	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	19456	11361	181829
Cambodia	2271	3785	5286	6597	6938	8690	11454	12467	12461	13542
Cayman Islands	N.A	N.A	N.A.	150	81	140	141	190	171	157
Colombia	913	960	917	1161	1348	1549	1911	2038	2483	2533
Chile	1207	1296	1647	3148	3474	3499	3505	3376	2673	2612
Cuba	2830	2995	4174	2717	3783	3437	1898	2730	2551	3614
Dominican Rep.	N.A.	N.A.	236	249	337	279	663	754	806	848
Ecuador	N.A.	N.A.	N.A	965	780	613	795	1212	1570	2060
Honduras	117	163	207	221	278	343	198	231	295	304
Jamaica	731	530	627	542	457	586	1525	904	1232	1127
Nicaragua	414	423	1153	304	1347	751	245	1552	513	1935
Peru	714	841	956	989	1355	1462	2059	3033	3390	3511
Paraguay	N.A.	N.A.	N.A.	122	157	187	345	300	258	177
Suriname	N.A.	N.A.	N.A.	N.A.	N.A.	326	484	551	454	556
Trinidad & Tobago	1022	962	931	1188	1465	2199	2656	1990	1653	1344
Venezuela	N.A.	N.A.	N.A.	N.A.	1338	1287	845	858	1131	216
Western Europe										
Belgium	12958	22956	17453	19479	19572	21683	33504	53951	34711	40447
Finland	N.A.	N.A.	N.A.	4100	5000	8000	18000	32000	23000	25000
Italy	49131	65839	48807	77134	59056	116951	108941	135517	139094	182552

Country of Destination	Number of Indian Nationals' departures from India									
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Portugal	4114	4970	5066	5447	5496	N.A.	N.A.	N.A.	N.A.	N.A.
Switzerland	72291	80430	84685	N.A.	93472	115055	132396	132107	136322	16599
UK	189000	205000	199000	255000	272000	366745	335892	359237	272754	371000
Eastern Europe										
Armenia	351	470	780	1380	1967	2340	2590	3970	4100	4180
Azerbaijan	N.A.	N.A.	1545	2695	2034	1969	2110	4236	3721	3755
Belarus	N.A.	N.A.	258	113	282	105	229	221	154	73
Bulgaria	2647	2099	2361	2361	2766	3187	3701	4605	4106	3696
Georgia	1590	1861	2200	2853	1335	3088	2355	2712	3674	5863
Hungary	6044	4695	5589	5947	6417	6903	8154	N.A.	N.A.	N.A.
Kazakhstan	3633	4217	4809	5868	6160	7197	9280	9022	N.A.	11949
Kyrgyzstan	358	1590	3171	2080	1211	1030	1277	1038	N.A	1725
Latvia	1153	959	1059	861	832	1450	1017	4329	3737	7147
Moldova, Rep. of	25	6	12	10	30	6	21	4	5	2
Poland	5015	5259	6092	7875	8702	9893	13449	15000	10000	15000
Russia	27576	33546	32954	36755	42184	45795	68044	62163	N.A.	53364
Romania	3529	4773	4024	5864	6033	6632	8088	9364	6662	8861
Slovakia	1515	1437	1305	384	603	443	1229	1380	1290	1495
Tajikistan	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	495	227	254
Turkmenistan	3	36	24	55	1	1	8	N.A.	N.A	N.A
Ukraine	2622	4103	6249	5240	5918	6821	7370	7262	8183	10152
Africa										
Angola	582	653	N.A.	N.A.	1642	1852	3768	5262	9517	8831
Benin	N.A.	N.A.	N.A.	99	1300	1225	898	634	212	707
Botswana	1927	3421	1476	1691	N.A.	2505	1710	N.A.	N.A.	95
Egypt	28498	31834	34941	45313	54141	61301	82481	88811	86698	114248
Eritrea	2231	2549	2580	2420	2985	2895	2973	395	718	730
Ethiopia	3244	3778	4276	4641	7125	7975	8895	10560	N.A.	14607
Guinea	N.A.	N.A.	463	677	900	20769	320	N.A.	N.A.	N.A.
Lesotho	N.A	N.A	N.A	N.A	N.A	318	304	404	256	285
Mauritius	18890	20898	25367	24716	29755	37498	42974	43911	39252	49779
Morocco	2873	3450	3145	3798	4577	4950	6306	6363	6995	7936
Nigeria	15233	17899	21031	24711	25946	28741	49351	54835	57028	57229
Rwanda	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	16721	17111	13085	16178
Reunion	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	418	N.A.	N.A.	N.A
Seychelles	1352	1271	893	1012	981	1132	1110	1241	1616	2671
South Africa	29538	35402	42954	36069	39906	49674	57999	59186	70169	71587

Country of Destination	Number of Indian Nationals' departures from India									
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Swaziland	N.A.	N.A.	N.A.	N.A.	2396	3071	3449	3252	4339	3970
Sierra Leone	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1014
Tanzania, United Republic of	24068	21973	22215	14804	17598	13020	14042	17530	17002	19101
Uganda	4588	5708	6623	9366	10691	11829	12408	16236	13022	16747
Zambia	2531	2907	2863	4059	8658	12658	12432	13934	12932	21414
Zimbabwe	N.A.	N.A.	10424	5476	3623	3316	3990	3911	5446	3571
West Asia										
Bahrain	247358	312975	350996	418767	466849	590198	718415	N.A.	N.A.	N.A.
Israel	12012	9330	8431	12743	19018	20233	24091	29413	23058	40109
Iraq	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	6031	13876	13680
Jordan	15152	23882	17125	25108	27651	28640	34610	41962	34061	50995
Kuwait	270619	314054	363724	413109	477201	560951	653392	673671	733117	751059
Lebanon	7276	8565	9603	11240	11111	10079	8242	10668	13946	16117
Oman	61891	72090	83065	106456	104778	116166	153041	156723	162832	158739
Syria	10688	16689	9560	11936	11875	9830	11490	14619	20984	31056
Saudi Arabia	313131	373636	362609	474467	117101	345431	613347	601922	247075	389116
Turkey	9230	10122	13667	20003	26480	35379	45175	55798	55114	63406
United Arab Emirates	246335	336046	357941	356446	N.A.	N.A.	N.A.	N.A.	N.A.	N.A
Yemen	N.A.	N.A.	N.A.	N.A.	11420	14522	14667	13867	19608	26112
South Asia										
Bangladesh	78090	80415	84704	80469	86231	60516	78568	N.A.	N.A.	N.A.
Maldives	8511	11377	11502	10999	10260	12071	17327	16663	15850	25756
Nepal	63722	65743	86578	89861	95685	88857	88284	84073	91994	108077
Pakistan	58378	2618	7096	19658	59560	70174	48242	54101	42694	N.A.
Sri Lanka	33924	69960	90603	105151	113323	128370	106067	85238	83634	126882
South East Asia										
Brunei	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	3402	3540	2879	4904
Cambodia	2271	3785	5286	6597	6938	8690	11454	12467	12461	13542
Indonesia	37426	39314	32823	41582	58359	94258	123465	155391	156545	159373
Lao Peo. Democratic Rep.	2693	2319	1590	1845	2096	2100	2361	2652	2280	332
Malaysia	143513	183360	145153	172966	225789	279046	422452	550738	589838	690849
Myanmar	5572	5691	6291	8357	7679	7540	7675	7173	8609	9849
Philippines	15391	14826	15644	18221	21034	22703	27341	31135	32817	34581
Singapore	339813	375659	309487	471244	583590	658902	748728	778303	725624	828994

Country of Destination	Number of Indian Nationals' departures from India									
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Thailand	206132	253110	230316	300163	352766	429732	506237	497022	596529	746214
Timor-Leste	N.A.	N.A.	N.A.	N.A.	N.A.	152	202	400	1464	2027
East Asia										
China (Main)	159361	213611	219097	309411	356460	405091	462450	436625	448942	549321
Hong Kong (China)	161752	193705	178130	244364	273487	294079	317510	350674	366646	530910
Japan	40345	45394	47520	53000	58572	62505	67583	67323	58918	66819
Macau (China)	8659	10574	9820	15278	20846	28903	45473	82369	107513	169096
Mongolia	406	347	403	557	420	672	784.	893	952	940
Korea, Republic of	47657	52725	50215	56966	58560	62531	68276	73130	72779	86547
Taiwan (China)	13062	13945	12405	16255	17475	18020	19954	19951	18532	23826
Australia										
Australia	48227	45022	45597	55603	67930	83771	95214	116001	124888	138705
French Polynesia	N.A.	N.A.	N.A.	N.A.	69	116	224	246	289	318
New Zealand	12665	17270	14790	15694	17761	20265	21853	23860	25336	29486
Papua New Guinea	N.A.	N.A	N.A.	630	736	1002	1940	2284	N.A.	2750
Tonga	104	77	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

N.A.: Not Available

Source: Yearbook of Tourism Statistics 2012 Edition, UNWTO

5
Chapter

Atithidevo Bhava

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DOMESTIC TOURISM

DOMESTIC TOURISM

Ministry of Tourism compiles the numbers 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 Cell 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 as also the number of nights spent by them, on monthly basis.

The Ministry of Tourism in recent years has also commissioned State Tourism Surveys in some States to ascertain their number of tourist visits. 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 - 2011
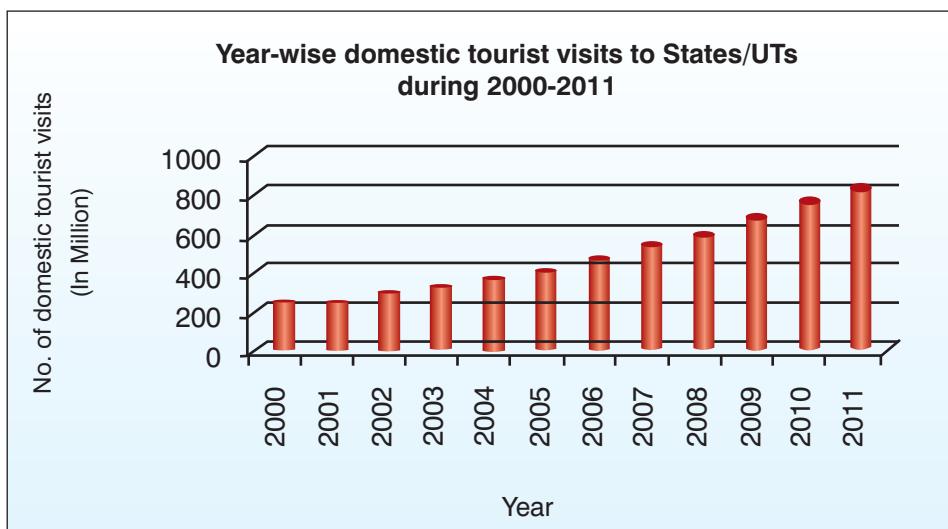
Table 5.1.1 presents the statistics on domestic and foreign tourist visits to various States/UTs during the years 1991 to 2011. There has been a continuous increase in domestic tourist visits, with the compound annual growth rate (CAGR) of domestic tourist visits to all States/UTs from 1991 to 2011 being 14.34%. The foreign tourist visits too have been increasing over the years, though there was a decline in the years 1991, 1998, 2001, 2002 and 2009. The foreign tourist visits to all States/UTs during 1991 to 2011 witnessed a CAGR of 10.07%. The year 2011 witnessed a growth of 13.8 % in domestic tourist visits over the year 2010, which is higher than the growth of 11.8% in the year 2010 over 2009. During 2011, the visits by foreign tourists registered a growth of 8.85% over 2010.

TABLE 5.1.1
DOMESTIC & FOREIGN TOURIST VISITS TO STATES / UTS , 1991 - 2011

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	850856640	19494879	13.8%	8.85%

The following graph depicts that the numbers of domestic tourist visits to States/UTs during last 11 years have been registering an increasing trend.

From the following graph, it is apparent that numbers of foreign tourist visits to States/UTs during last 11 years have also been registering an increasing trend, except for marginal decline in foreign tourist visits in the years 2001, 2002 and 2009.

Year-wise foreign tourist visits to States/UTs during 2000-2011
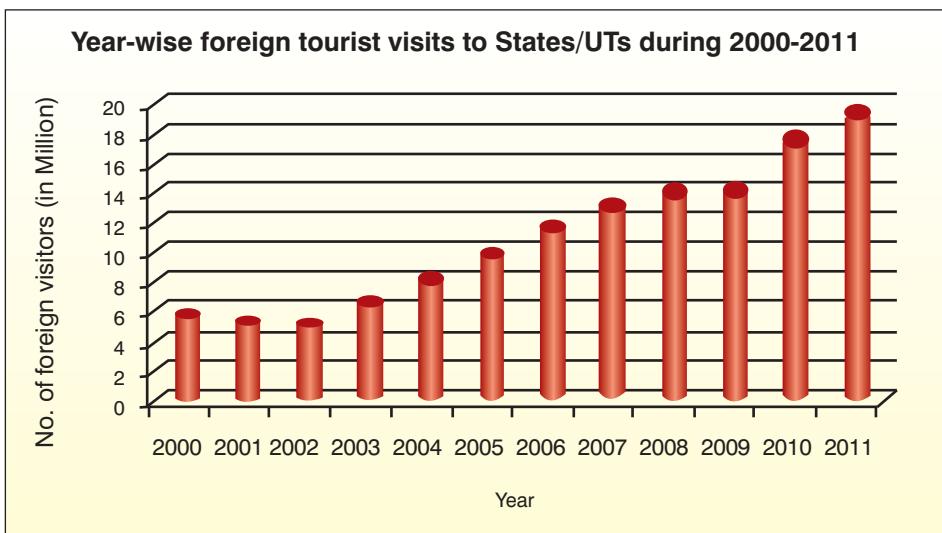
Table 5.1.2 gives the number of domestic and foreign tourist visits to different States/UTs during the years 2010 and 2011. Most of the States/UTs have generally observed increase in the number of domestic and foreign tourist visits during 2011. The States/UTs which recorded decline in domestic tourist visits in 2011 over 2010 were Andhra Pradesh, Bihar, Dadra & Nagar Haveli, Haryana, Sikkim and Uttarakhand. The States / UTs which experienced decline in foreign tourist visits during 2011 over 2010 were Andhra Pradesh, Chandigarh, Dadra & Nagar Haveli, Daman & Diu, Lakshadweep, Maharashtra, Mizoram and Uttarakhand.

TABLE 5.1.2
STATE/UT-WISE DOMESTIC AND FOREIGN TOURIST VISITS, 2010- 2011

S. No.	State/ UT	2010		2011		% Growth (2011/10)	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar Islands	180781	14615	202221	15814	11.86	8.20
2	Andhra Pradesh	155789584	322825	153119816	264563	-1.71	-18.05
3	Arunachal Pradesh	227857	3395	233227	4753	2.36	40.00
4	Assam	4050924	15157	4339485	16400	7.12	8.20
5	Bihar	18491804	635722	18397490	972487	-0.51	52.97
6	Chandigarh	905450	39333	909904	37181	0.49	-5.47
7	Chhattisgarh*	566298	1586	644425	1726	13.80	8.83
8	Dadra & Nagar Haveli	495575	1698	422265	1412	-14.79	-16.84
9	Daman & Diu	774166	5139	832906	4484	7.59	-12.75
10	Delhi **	13558353	1893650	15428865	2159925	13.80	14.06
11	Goa	2201752	441053	2225002	445935	1.06	1.11
12	Gujarat	18861296	130739	21017478	166042	11.43	27.00

S. No.	State/ UT	2010		2011		% Growth (2011/10)	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
13	Haryana	6915269	106433	5988062	130435	-13.41	22.55
14	Himachal Pradesh (R)d	12811986	453616	14604888	484518	13.99	6.81
15	Jammu & Kashmir	9973189	48099	13071531	71593	31.07	48.85
16	Jharkhand	6885273	15695	10796286	72467	56.80	361.72
17	Karnataka	38202077	380995	84107390	574005	120.16	50.66
18	Kerala	8595075	659265	9381455	732985	9.15	11.18
19	Lakshadweep	7705	1512	9424	567	22.31	-62.50
20	Madhya Pradesh	38079595	250430	44119820	269559	15.86	7.64
21	Maharashtra **	48465492	5083126	55333467	4815421	14.17	-5.27
22	Manipur	114062	389	134505	578	17.92	48.59
23	Meghalaya	652756	4177	667504	4803	2.26	14.99
24	Mizoram	57292	731	62174	658	8.52	-9.99
25	Nagaland	21094	1132	25391	2080	20.37	83.75
26	Odisha	7591615	50432	8271257	60722	8.95	20.40
27	Puducherry	835872	50964	897896	52298	7.42	2.62
28	Punjab	10583509	137122	16416638	150958	55.12	10.09
29	Rajasthan	25543877	1278523	27137323	1351974	6.24	5.74
30	Sikkim	700011	20757	552453	23602	-21.08	13.71
31	Tamil Nadu (R)df	119188187	2804504	137512991	3373870	15.37	20.30
32	Tripura	342273	5212	359515	6046	5.04	16.00
33	Uttar Pradesh (R)f	144754977	1732707	155430364	1887095	7.37	8.91
34	Uttarakhand	30206030	127258	25946254	124653	-14.10	-2.05
35	West Bengal	21072324	1192187	22256968	1213270	5.62	1.77
	Total	**747703380**	**17910178**	**850856640**	**19494879**	**13.80**	**8.85**

Source: State / Union Territory Tourism Departments.

Note: (i)   *Figures for Chhattisgarh have been estimated using All India Growth Rate.

(ii)   ** Data adjusted using the information available with Ministry of Tourism.

(iii)   (R) d: Data for domestic tourist visits for 2010 revised

(iv)   (R) f: Data for foreign tourist visits for 2010 revised

Table 5.1.3 provides the percentage shares and ranks of various States/UTs in domestic and foreign tourist visits during 2011. The top 5 States in domestic tourist visits in 2011 were Uttar Pradesh (155.4 million), Andhra Pradesh (153.1 million), Tamil Nadu (137.5 million), Karnataka (84.1 million) and Maharashtra (55.3 million) with their respective shares being 18.3%, 18.0%, 16.2%, 9.9 % and 6.5 %. These 5 States accounted for about 68.9% of the total domestic tourist visits in the country. In respect of foreign tourist visits in 2011, the

top 5 States/UTs were Maharashtra (4.8 million), Tamil Nadu (3.4 million), Delhi (2.2 million), Uttar Pradesh (1.9 million) and Rajasthan (1.4 million) with their respective shares being 24.7%, 17.3%, 11.1%, 9.7% and 6.9% These 5 States/UTs accounted for about 69.7% of the total foreign tourist visits to the States/UTs in the country.

TABLE: 5.1.3
PERCENTAGE SHARE AND RANK OF DIFFERENT STATES/UTs IN DOMESTIC AND FOREIGN TOURIST VISITS, 2011

S.No.	State/ UT	Tourist Visits (Numbers)		Percentage Share		Rank	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar Islands	202221	15814	0.02	0.08	31	25
2	Andhra Pradesh	153119816	264563	18.00	1.36	2	13
3	Arunachal Pradesh	233227	4753	0.03	0.02	30	28
4	Assam	4339485	16400	0.51	0.08	20	24
5	Bihar	18397490	972487	2.16	4.99	11	7
6	Chandigarh	909904	37181	0.11	0.19	22	22
7	Chhattisgarh*	644425	1726	0.08	0.01	26	31
8	Dadra & Nagar Haveli	422265	1412	0.05	0.01	28	32
9	Daman & Diu	832906	4484	0.10	0.02	24	29
10	Delhi **	15428865	2159925	1.81	11.08	13	3
11	Goa	2225002	445935	0.26	2.29	21	11
12	Gujarat	21017478	166042	2.47	0.85	10	14
13	Haryana	5988062	130435	0.70	0.67	19	16
14	Himachal Pradesh	14604888	484518	1.72	2.49	14	10
15	Jammu & Kashmir	13071531	71593	1.54	0.37	15	19
16	Jharkhand	10796286	72467	1.27	0.37	16	18
17	Karnataka	84107390	574005	9.89	2.94	4	9
18	Kerala	9381455	732985	1.10	3.76	17	8
19	Lakshadweep	9424	567	0.00	0.00	35	35
20	Madhya Pradesh	44119820	269559	5.19	1.38	6	12
21	Maharashtra **	55333467	4815421	6.50	24.70	5	1
22	Manipur	134505	578	0.02	0.00	32	34
23	Meghalaya	667504	4803	0.08	0.03	25	27
24	Mizoram	62174	658	0.01	0.01	33	33
25	Nagaland	25391	2080	0.00	0.01	34	30
26	Odisha	8271257	60722	0.97	0.31	18	20
27	Puducherry	897896	52298	0.11	0.27	23	21
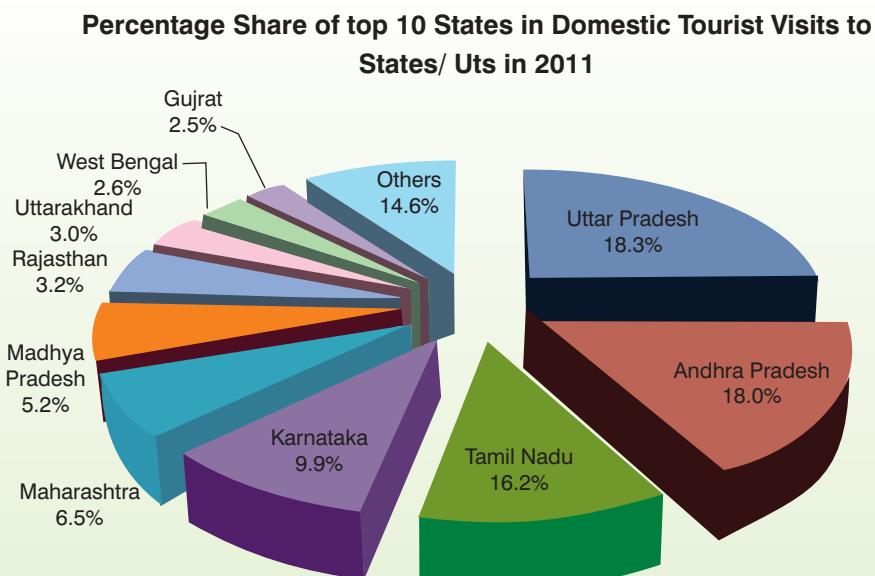
S.No.	State/ UT	Tourist Visits (Numbers)		Percentage Share		Rank	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
28	Punjab	16416638	150958	1.93	0.77	12	15
29	Rajasthan	27137323	1351974	3.19	6.94	7	5
30	Sikkim	552453	23602	0.06	0.12	27	23
31	Tamil Nadu	137512991	3373870	16.16	17.31	3	2
32	Tripura	359515	6046	0.04	0.03	29	26
33	Uttar Pradesh	155430364	1887095	18.27	9.68	1	4
34	Uttarakhand	25946254	124653	3.05	0.64	8	17
35	West Bengal	22256968	1213270	2.62	6.22	9	6
	Total	**850856640**	**19494879**	**100.00**	**100.00**		

Source: State / Union Territory Tourism Departments.
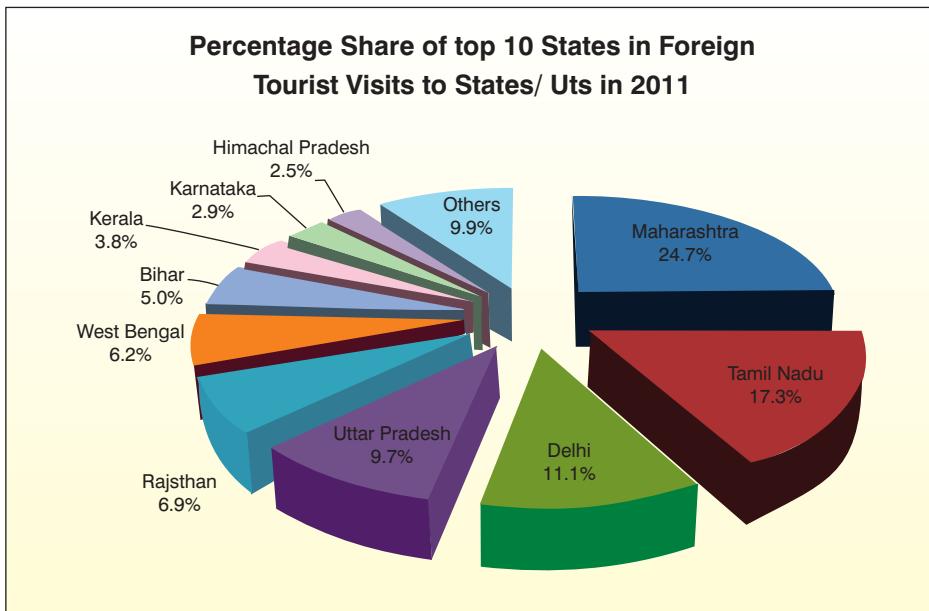
Note: (i) *Figures for Chhattisgarh have been estimated using All India Growth Rate.

(ii) ** Data adjusted using the information available with Ministry of Tourism.

The top 10 States/UTs in terms of domestic tourist visits during 2011 were the same as in 2010, 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 2011.

Percentage Share of top 10 States in Domestic Tourist Visits to States/ Uts in 2011

Gujrat 2.5%
West Bengal 2.6%
Uttarakhand 3.0%
Rajasthan 3.2%
Madhya Pradesh 5.2%
Maharashtra 6.5%
Karnataka 9.9%
Tamil Nadu 16.2%
Andhra Pradesh 18.0%
Uttar Pradesh 18.3%
Others 14.6%

The top 10 States/UTs in terms of foreign tourist visits during 2011 were mostly the same as in 2010, with marginal changes in relative ranks of States except that the State Karnataka has replaced Goa. The following graph shows the percentage share of top 10 States/UTs in terms of foreign tourist visits in 2011.

Percentage Share of top 10 States in Foreign Tourist Visits to States/ Uts in 2011

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 the 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 2011.

Table 5.2.2 gives the list of 10 most popular monuments in terms of number of visitors, in 2011. Among all the monuments, Taj Mahal, Agra (4.65 million) was the most visited monument in 2011 for domestic visitors followed by Qutub Minar, Delhi (2.98 Million) and Red Fort, Delhi (2.62 Million). In respect of foreign visitors also Taj Mahal, Agra (0.67 million) was the most visited monument, in 2011, followed by Qutub Minar, Delhi (0.33 Million) and Agra Fort, Agra (0.31 Million) Table 5.2.3 presents the data on number of visitors to different monuments
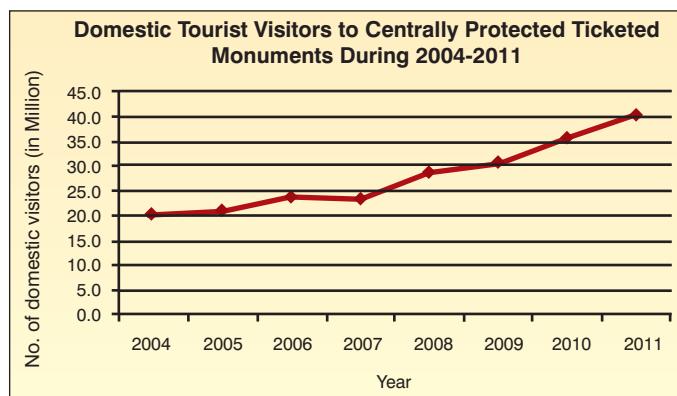
during 2009, 2010 and 2011. While the number of domestic visitors to centrally protected ticketed monuments increased by 13.3 % in 2011 over 2010, for foreign visitors, there was a decline of 1.7 %.
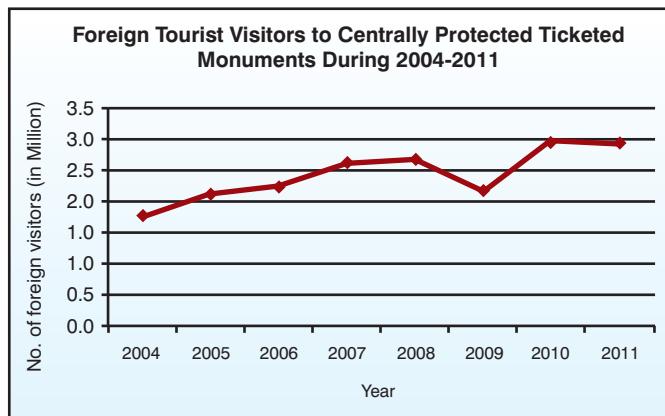
TABLE 5.2.1
VISITORS TO CENTRALLY PROTECTED TICKETED MONUMENTS, 1996-2011

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

Source: - Archaeological Survey of India (ASI)

The following graphs indicate that the numbers of domestic and foreign 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.

Domestic Tourist Visitors to Centrally Protected Ticketed Monuments During 2004-2011

Foreign Tourist Visitors to Centrally Protected Ticketed Monuments During 2004-2011

10 Most popular Centrally Protected Ticketed Monuments for Domestic Visitors in 2011			10 Most popular Centrally Protected Ticketed Monuments for Foreign Visitors in 2011		
Rank	Name of Monument	No. of Domestic visitors	Rank	Name of Monument	No. of Foreign visitors
1	Taj Mahal, Agra	4646203	1	Taj Mahal, Agra	668903
2	Qutub Minar, Delhi	2980415	2	Qutub Minar, Delhi	331557
3	Red Fort, Delhi	2615976	3	Agra Fort, Agra	306097
4	Sun Temple, Konark	2225087	4	Humayun's Tomb, Delhi	253967
5	Agra Fort, Agra	1605432	5	Fatehpur Sikri, Agra	229091
6	Golconda Fort, Hyderabad	1483333	6	Red Fort, Delhi	160425
7	Charminar, Hyderabad	1440998	7	Mattancherry Palace Museum, Kochi	130847
8	Ellora Caves, Aurangabad	1308262	8	Western Group of Temples, Khajuraho	97356
9	Bibi-Ka-Maqbara, Aurangabad	1215998	9	Group of monuments, Mamallapuram	74187
10	Gol-Gumbaz, Bijapur	1125985	10	Excavated Remains at Sarnath (UP)	71249

Source: Archaeological Survey of India (ASI)

S. No.	Name of the Monument	2009		2010		2011	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
I	**Agra Circle**						
1	Taj Mahal	2585560	491554	4087968	621183	4646203	668903
2	Agra Fort	1398890	314116	1417641	381479	1605432	306097

S. No.	Name of the Monument	2009 Domestic	2009 Foreign	2010 Domestic	2010 Foreign	2011 Domestic	2011 Foreign
3	Fatehpur Sikri	294316	159672	315420	210450	422450	229091
4	Akbar's Tomb, Sikandra Agra	300213	35761	409368	52600	443553	57852
5	Mariam's Tomb, Agra	9937	117	18056	236	23880	234
6	Itimad-ud-Daula, Agra	63974	33677	79208	55920	117401	62625
7	Ram Bagh, Agra	27461	162	31689	322	41820	307
8	Mehtab Bagh, Agra	26902	5250	59075	10890	98291	22214
	Total	**4707253**	**1040309**	**6418425**	**1333080**	**7399030**	**1347323**
II	**Aurangabad Circle**						
9	Ajanta Caves	346018	22964	389572	28192	412473	28576
10	Ellora Caves	738841	18946	1187432	32540	1308262	33023
11	Pandaulena Caves, Pathardi	107321	810	138531	1034	169035	1121
12	Daulatabad Fort	396250	6049	550423	8860	631117	9137
13	Bibi-Ka-Maqbara,Aurangabad	1020559	12626	1100088	14619	1215998	14640
14	Aurangabad Caves	36263	1416	45369	2157	49502	2362
	Total	**2645252**	**62811**	**3411415**	**87402**	**3786387**	**88859**
III	**Mumbai Circle**						
15	Elephanta caves, Gharapuri, Mumbai	298533	20287	304185	25718	371122	19959
16	Kanheri Caves, Mumbai (Suburban)	107491	2971	154717	3956	177860	4418
17	Shaniwarwada, Pune	377184	5393	527212	5541	628206	6965
18	Aga Khan Palace, Pune	83717	7240	96851	8505	105072	9866
19	Caves, Temple & Inscriptions, Junnar	323655	238	396176	70	376882	140
20	Karla Caves, Karla	110720	1420	202703	3145	208100	2559
21	Caves, Temples & Inscription, Bhaja	24324	699	44908	1122	47107	1011
22	Raigad Fort	169911	143	186928	166	184235	194
23	Hirakota Old Fort, Alibagh	56951	72	44908	1122	58808	212
24	Old Fort Sholapur	25434	1	186928	166	16373	16
	Total	**1577920**	**38464**	**2145516**	**49511**	**2173765**	**45340**
IV	**Bengaluru Circle**						
25	World Heritage Site, Hampi,	408844	30489	475123	34433	473338	36334
26	Daria Daaulat Bagh, Srirangapatnam	768542	35892	873099	25937	929777	26132
27	Keshava Temple, Somnathpura	165725	10674	180920	181078	148343	6277

S.	Name of the Monument	2009		2010		2011	
No.		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
28	Tipu Sultan Palace, Bengaluru	113575	4181	132197	6211	213525	11959
29	Chitradurga Fort, Chitradurga	255897	111	325539	560	348398	565
30	Bellary Fort, Bellary	7221	14	6140	20	5403	67
31	Vitthala Temple Venkatatapuram	260052	12153	-	-	--	--
32	Zanana Enclosures, Kamalapur	222070	17883	-	-	-	--
	Total	**2201926**	**111397**	**1993018**	**248239**	**2118784**	**81334**
V	**Bhopal Circle**						
33	Western Group of Temples, Khajuraho	228503	65860	234950	90721	253544	97356
34	The Place Situated, Burhanpur	67053	130	51791	197	50607	165
35	Buddhist Caves	22744	35	23092	23	21800	12
36	Royal Complex, Mandu	240032	2623	274772	2556	266739	2402
37	Rani Roopmati Pavilion, Mandu	250532	2161	306805	2146	287490	2020
38	Hoshang Shah's Tomb, Mandu	137299	2255	172135	2269	163670	2066
39	Bhojshala and Kamal Maula's Mosque	14393	0	14645	0	12162	0
40	Buddhist Monuments , Sanchi	167460	5409	196211	6775	207960	6800
41	Gwalior Fort, Gwalior	200314	12674	219740	14423	259705	14766
	Total	**1328330**	**91147**	**1494141**	**119110**	**1523677**	**125587**
VI	**Bhubaneswar Circle**						
42	Sun Temple, Konark	1738696	7913	1929690	7954	2225087	8762
43	Raja Rani Temple, Bhubaneswar	26552	1575	27312	1769	30753	2103
44	Udaigiri & Khandagiri Caves	359840	2962	405274	2977	474445	3574
45	Excavated Site, Ratnagiri	22386	376	28827	453	24453	495
46	Excavated Site, Lalitagiri	9847	244	12921	285	13925	420
	Total	**2157321**	**13070**	**2404024**	**13438**	**2768663**	**15354**
VII	**Chandigarh Circle**						
47	Sheikh Chilli's Tomb Thanesar	135029	151	109208	121	100939	118
48	Suraj Kund, Faridabad	36698	63	28164	77	34776	90
	Total	**171727**	**214**	**137372**	**198**	**135715**	**208**
VIII	**Chennai Circle**						
49	Group of Monuments, Mamallapuram	951015	62874	987576	69758	1022579	74187
50	Rajgiri & Krishnagiri Fort, Gingee	171714	3447	166620	3517	171639	3926

S. No.	Name of the Monument	2009 Domestic	2009 Foreign	2010 Domestic	2010 Foreign	2011 Domestic	2011 Foreign
51	Fort on Rock Dindigul	39596	138	34153	169	35879	113
52	Muvar Koil, Kodumbalur	454	22	516	39	2574	141
53	Rock Cut-Jaina Temple, Sittannavasal	13687	207	17930	293	27581	402
54	Natural Cavern, Eladipattanam, Sittannavasal	13646	74	14048	100	26063	96
55	Thirumayam Fort	57949	807	67999	1105	46240	855
56	St. George Fort, Chennai	27217	6719	0	0	0	0
	Total	**1275278**	**74288**	**1288842**	**74981**	**1332555**	**79720**
IX	**Delhi Circle**						
57	Jantar Mantar	308867	8567	340492	11446	469802	14605
58	Rahim Khane-Khanam Tomb	8781	97	8217	720	13117	222
59	Purana Quila	621968	8127	517200	9205	726034	25742
60	Sultan Ghari's Tomb	241	0	332	100	350	0
61	Tughluqabad Fort	23212	1449	24339	1429	39638	1678
62	Kotla Feroz Shah	55148	594	46260	527	66921	867
63	Safadarjung Tomb	48219	5139	52385	7058	71751	6487
64	Red Fort	2371112	126946	2262810	142029	2615976	160425
65	Humayun's Tomb	295726	183042	355629	228914	522458	253967
66	Qutub Minar	2151677	221623	2498907	288180	2980415	331557
	Total	**5884951**	**555584**	**6106571**	**689608**	**7506462**	**795550**
X	**Dharwad Circle**						
67	Durga Temple complex, Aihole	188853	4272	210234	4483	235250	4806
68	Caves at Badami	355600	5423	396943	7093	450956	7085
69	Group of Monuments (WH), Pattadakal	242060	4861	290406	5540	333698	5969
70	Gol-Gumbaz, Bijapur	955598	2901	1011341	2794	1125985	2804
71	Ibrahim Rouza, Bijapur	160541	2113	186763	2142	240281	2079
72	Temple & Sculpture Shed, Lakkundi	12307	150	11425	204	14040	172
	Total	**1914959**	**19720**	**2107112**	**22256**	**2400210**	**22915**
XI	**Guwahati Circle**						
73	Ahom Raja's Palace, Garhgaon	35030	76	47200	107	50096	77
74	Karanghar Palace, Joysagar	119174	384	173609	479	169019	482
75	Ranghar Pavillion, Joysagar	53161	289	70933	421	63364	350
76	Vishnudol, Joysagar	7909	538	12645	27	15111	42

S. No.	Name of the Monument	2009 Domestic	2009 Foreign	2010 Domestic	2010 Foreign	2011 Domestic	2011 Foreign
77	Group of Maidams, Cheraideo	25433	23	36597	18	40839	20
	Total	**240707**	**1310**	**340984**	**1052**	**338429**	**971**
XII	**Hyderabad Circle**						
78	Golconda Fort, Hyderabad	1222409	15731	1373170	18637	1483333	19466
79	Charminar,Hyderabad	1317737	11321	1509556	12636	1440998	13388
80	Raja Mahal & Rani Mahal Chandragiri	83430	133	114310	158	177236	126
81	Ruined Buddhist Stupa & Remains Amaravati	15197	300	18755	360	18070	144
82	Reconstructed Monuments at Nagarjunakonda Hilltop	76960	562	139397	840	140469	585
83	Group of Buddhist monuments, Guntupalli	20228	27	21901	19	20045	12
84	Four storied Rock-cut Hindu Temple, Undavalli	38532	374	42827	417	67465	382
85	Warangal Fort, Warangal	151675	298	96991	324	107753	304
	Total	**2926168**	**28746**	**3316907**	**33391**	**3455369**	**34407**
XIII	**Jaipur Circle**						
86	Deeg Palaces, Deeg	26477	1398	40634	1145	33265	1292
87	Kumbhalgarh Fort	135892	16165	145540	18726	165227	18106
88	Chittaurgarh Fort	345801	17195	455158	19223	489832	20393
	Total	**508170**	**34758**	**641332**	**39094**	**688324**	**39791**
XIV	**Kolkata Circle**						
89	Kooch Bihar Palace	341380	47	402684	48	388126	73
90	Hazarduari Palace Museum Murshidabad	617215	407	616782	583	680059	690
91	Bishnupur Group of Temples	92578	560	78037	638	196094	560
	Total	**1051173**	**1014**	**1097503**	**1269**	**1264279**	**1323**
XV	**Lucknow Circle**						
92	Rani Jhansi Mahal, Jhansi	5902	53	10098	100	20306	75
93	Monument of Shravasti, Sahet-Mahet	66706	3218	79729	3621	143357	8204
94	Rani Jhansi Kila, Jhansi	122804	794	172156	743	273200	746
95	Residency, Lucknow	132255	1346	165421	1775	275922	2404
	Total	**327667**	**5411**	**427404**	**6239**	**712785**	**11429**

S. No.	Name of the Monument	2009 Domestic	2009 Foreign	2010 Domestic	2010 Foreign	2011 Domestic	2011 Foreign
XVI	**Patna Circle**						
96	Site of Mayuran Palace, Kumarhar, Patna	90489	599	85659	660	103098	827
97	Ancient Remains, Vaishali	93872	6200	93752	6346	128215	7566
98	Sarnath Excavated Site	199179	51079	224891	60341	323560	71249
99	Jaunpur Fort	114663	149	136679	109	159507	152
100	Man Singh Observatory, Varanasi	4857	170	5100	422	5878	448
101	Nalanda Excavated Site	350889	13078	421033	66544	485582	21404
102	Shershah Suri's Tomb	150903	179	166865	248	215787	332
103	Lord Cornwallis Tomb, Gazipur	9015	112	15491	4	20613	12
104	Excavated Site Vikramshila, Antichak	31710	131	36087	304	50966	4664
	Total	**1045577**	**71697**	**1185557**	**134978**	**1493206**	**106654**
XVII	**Raipur Circle**						
105	Laxman Temple,Sirpur	35966	51	42671	50	37643	65
	Total	**35966**	**51**	**42671**	**50**	**37643**	**65**
XVIII	**Thrissur Circle**						
106	Bekal Fort Pallikkare	59408	120	263009	497	301265	598
107	Mattancherry Palace Museum Kochi	58517	33598	223004	128753	219908	130847
	Total	**117925**	**33718**	**486013**	**129250**	**521173**	**131445**
XIX	**Vadodara Circle**						
108	Sun Temple Modhera	192709	2136	219657	2486	293598	3185
109	Rani-ki-Vav, Patan	213480	1938	228908	2300	270210	2680
110	Champaner -Pavagadh Archaeological Park	99965	1185	79538	1972	92853	2016
111	Buddhist Caves, Junagadh	50467	658	51585	817	53262	874
112	Ashokan Rock Edict, Junagadh	45129	440	39022	491	35630	536
113	Baba Pyare and Khapra Kodiya Caves, Junagarh	233	3	227	12	229	13
	Total	**601983**	**6360**	**618937**	**8078**	**745782**	**9304**

S.		2009		2010		2011	
No.	Name of the Monument	Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
XX	**Srinagar Circle**						
114	Ram Nagar Palace, Ramnagar	2579	1	2524	1	3363	0
115	Group of Temple, Kiramchi	1424	0	2255	1	2611	0
116	Avantiswami Temple Avantipur, Distt. Pulwama	7786	31	7848	31	17339	83
117	Leh Palace, leh	4810	3950	12415	4769	7300	7377
	Total	**16599**	**3982**	**25042**	**4802**	**30613**	**7460**
XXI	**Shimla Mini Circle**						
118	Kangra Fort, Kangra	53036	968	64234	1376	81423	2168
119	Rock Cut Caves, Masrur	14215	363	17222	773	20207	858
	Total	**67251**	**1331**	**81456**	**2149**	**101630**	**3026**
	Grand Total	**30804103**	**2195382**	**35770242**	**2998175**	**40534481**	**2948065**

Source: Archaeological Survey of India (ASI)

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APPROVED HOTELS

APPROVED HOTELS

6.1   APPROVED HOTELS

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

The category-wise details regarding the number of hotels and hotel rooms available during the years 2009 and 2010 are presented below:-

TABLE 6.1.1
NUMBER OF APPROVED HOTELS AND AVAILABILITY OF HOTEL ROOMS
DURING 2009 AND 2010

Category of Hotels	No. of Hotels		No. of Rooms	
	As on 31.12.2009	As on 31.12.2010	As on 31.12.2009	As on 31.12.2010
One Star	55	67	2755	2537
Two Star	220	307	6539	8446
Three Star	511	869	23164	36585
Four Star	125	157	8652	12059
Five Star	98	149	11822	17144
Five Star Deluxe	109	153	23113	34187
Apartment Hotels	7	8	566	756
Time Share Resorts	1	1	62	62
Heritage Hotels	88	146	2545	3879
Silver Bed & Breakfast Establishment	357	469	1115	1540
Guest House	1	1	40	40
Unclassified	257	156	12411	580
Total	**1829**	**2483**	**92784**	**117815**

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. Maharashtra having the highest number (21255) of hotel rooms followed by Delhi (13715) and Kerala (13562) emerged as the leading states amongst others.

TABLE 6.2.1
DISTRIBUTION OF HOTELS AND HOTEL ROOMS IN INDIA, 2010
(AS ON 31.12.2010)

S. No.	States/UTs	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Hotel	Herit Age	Unclassi fied	Silver & Gold B&B	Guest House	Total
1	**Andhra Pradesh**													
	No. of Hotels	5	7	8	106	10	2	-	-	-	-	-	-	138
	No. of Rooms	1021	991	863	6137	262	49	-	-	-	-	-	-	9323
2	**Arunachal Pradesh**													
	No. of Hotels	0	0	0	0	0	0	0	0	0	0	0	0	0
	No. of Rooms	0	0	0	0	0	0	0	0	0	0	0	0	0
3	**Andaman & Nicobar**													
	No. of Hotels	-	1	1	2		1	-	-	-	-	-	-	5
	No. of Rooms	-	45	45	48		13	-	-	-	-	-	-	151
4	**Assam**													
	No. of Hotels	-	-	2	-	8	-	-	-	20	-	2	-	32
	No. of Rooms	-	-	148	-	225	-	-	-	720	-	6	-	1099
5	**Bihar**													
	No. of Hotels	-	-	4	4	-	-	-	-	-	-	-	-	8
	No. of Rooms	-	-	214	196	-	-	-	-	-	-	-	-	410
6	**Chandigarh**													
	No. of Hotels	-	1		4	1	-	-	-	-	-	-	-	6
	No. of Rooms	-	155		92	12	-	-	-	-	-	-	-	259
7	**Chhattisgarh**													
	No. of Hotels	-	-	-	1	1	-	-	-	-	-	-	-	2
	No. of Rooms	-	-	-	31	13	-	-	-	-	-	-	-	44
8	**D&N Haveli**													
	No. of Hotels	-	-	2	4	-	-	-	-	-	-	-	-	6
	No. of Rooms	-	-	194	173	-	-	-	-	-	-	-	-	367
9	**Daman & Diu**													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	42	-	-	-	-	-	-	-	-	42
10	**Delhi**													
	No. of Hotels	31	6	14	18	9	8	1	-	-	-	201	-	288
	No. of Rooms	9999	860	1134	570	308	196	52	-	-	-	596	-	13715
11	**Goa**													
	No. of Hotels	21	13	4	13	13	1	-	-	1	-	2	-	68
	No. of Rooms	3572	1662	480	847	737	26	-	-	24	-	9	-	7357
12	**Gujarat**													
	No. of Hotels		9	5	30	9	1	-	-	6	-	-	-	60
	No. of Rooms		742	279	1521	461	10	-	-	114	-	-	-	3127

S. No.	States/UTs	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Hotel	Herit Age	Unclassi fied	Silver & Gold B&B	Guest House	Total
13	**Haryana**													
	No. of Hotels	5	2	12	48	3	1	-	-	-	156	-	-	227
	No. of Rooms	851	212	1080	2816	60	136	-	-	-	580	-	-	5735
14	**Himachal Pradesh**													
	No. of Hotels	3	3	1	7	5	-	-	-	9	-	7	-	35
	No. of Rooms	137	213	41	207	135	-	-	-	341	-	22	-	1096
15	**Jammu & Kashmir**													
	No. of Hotels	-	-	1	3	-	-	-	-	2	-	-	-	6
	No. of Rooms	-	-	44	190	-	-	-	-	237	-	-	-	471
16	**Jharkhand**													
	No. of Hotels	-	-	1	4	1	-	-	-	-	-	-	-	6
	No. of Rooms	-	-	25	148	28	-	-	-	-	-	-	-	201
17	**Kerala**													
	No. of Hotels	4	14	31	305	98	8	1	-	22	-	1	-	484
	No. of Rooms	512	1184	1793	7480	1888	273	58	-	372	-	2	-	13562
18	**Karnataka**													
	No. of Hotels	9	10	4	34	6	7	2	1	3	-	4	-	80
	No. of Rooms	1480	1474	351	1946	332	384	250	62	121	-	8	-	6408
19	**Lakshadweep**													
	No. of Hotels	0	0	0	0	0	0	0	0	0	0	0	0	0
	No. of Rooms	0	0	0	0	0	0	0	0	0	0	0	0	0
20	**Maharashtra**													
	No. of Hotels	32	30	27	55	38	8	3	-	1	-	21	-	215
	No. of Rooms	10417	3626	2210	3009	1274	249	352	-	31	-	87	-	21255
21	**Manipur**													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	59	-	-	-	-	-	-	-	-	59
22	**Meghalaya**													
	No. of Hotels	-	-	2	-	-	-	-	-	-	-	-	-	2
	No. of Rooms	-	-	100	-	-	-	-	-	-	-	-	-	100
23	**Mizoram**													
	No. of Hotels	0	0	0	0	0	0	0	0	0	0	0	0	0
	No. of Rooms	0	0	0	0	0	0	0	0	0	0	0	0	0
24	**Madhya Pradesh**													
	No. of Hotels	3	6	1	32	4	2	-	-	7	-	1	-	56
	No. of Rooms	231	500	52	1551	120	118	-	-	266	-	2	-	2840
25	**Nagaland**													
	No. of Hotels	-	-	-	-	-	1	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	-	-	19	-	-	-	-	-	-	19
26	**Odisha**													
	No. of Hotels	2	-	3	6	2	3	-	-	-	-	-	-	16
	No. of Rooms	123	-	179	386	61	102	-	-	-	-	-	-	851

S. No.	States/UTs	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Hotel	Herit Age	Unclassi fied	Silver & Gold B&B	Guest House	Total
27	**Puducherry**													
	No. of Hotels	-	-	-	-	-	-	-	-	2	-	1		3
	No. of Rooms	-	-	-	-	-	-	-	-	32	-	1		33
28	**Punjab**													
	No. of Hotels	2	2	7	55	44	2	-	-	-	-	-	-	112
	No. of Rooms	365	178	358	1588	717	29	-	-	-	-	-	-	3235
29	**Rajasthan**													
	No. of Hotels	13	18	3	30	16	1	-	-	59	-	50	-	190
	No. of Rooms	1461	1685	138	1528	639	19	-	-	1962	-	151	-	7583
30	**Sikkim**													
	No. of Hotels	1	1		5	8	-	-	-	1	-	-	-	16
	No. of Rooms	63	58		117	130	-	-	-	25	-	-	-	393
31	**Tamil Nadu**													
	No. of Hotels	7	10	12	37	14	18	-	-	5	-	-	1	104
	No. of Rooms	1264	1291	1525	2459	554	804	-	-	123	-	-	40	8060
32	**Tripura**													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	101	-	-	-	-	-	-	-	-	101
33	**Uttar Pradesh**													
	No. of Hotels	9	13	5	35	6	2	1	-	2	-	167	-	240
	No. of Rooms	1371	1919	270	1321	240	76	44	-	65	-	618	-	5924
34	**Uttarakhand**													
	No. of Hotels	-	-	2	17	6	1	-	-	4	-	11	-	41
	No. of Rooms	-	-	125	869	115	34	-	-	110	-	36	-	1289
35	**West Bengal**													
	No. of Hotels	6	3	5	11	5	-	-	-	2	-	1	-	33
	No. of Rooms	1320	349	411	433	135	-	-	-	56	-	2	-	2706
	G.Total													
	No. of Hotels	**153**	**149**	**157**	**869**	**307**	**67**	**8**	**1**	**146**	**156**	**469**	**1**	**2483**
	No. of Rooms	**34187**	**17144**	**12059**	**36585**	**8446**	**2537**	**756**	**62**	**3879**	**580**	**1540**	**40**	**117815**

Source: Administrative Records of Hotels maintained by Ministry of Tourism

6.3   INDIAN HOTEL INDUSTRY SURVEY 2010-11

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 2010-11 (April-March), FHRAI received information from 1318 members.

Based on FHRAI's 2010 -11 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, variation was quite low 1.1 in 1-Star & 2-Star categories and 2.1 in 5-Star Deluxe category.

■ 78.4% of the employees were trained highest being 87.7% under 4-Star category and lowest 73.6% under 2-Star category.

■ Share of tourist is the highest from UK being 14.1%. USA and Other countries dominate the overall visitations with a share of 11.7% and 11.2% respectively.

■ Share of tourists from UK and USA was the highest in the 2-Star and above category hotels.

■ Share of tourists from UK & France was the highest in Heritage category hotels.

■ Share of domestic guests was 74.0% for all the hotels taken together. However, share of foreign guests was higher in 5-Star Deluxe (52.9%) and Heritage (59.3%).

■ Leisure tourists constituted about 40.0% of the total guests and the remaining 60.0% 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 3.4 days, it was 2.8 days for domestic guests.

■ Average stay of business and leisure guests was 3.0 days and 2.3 days respectively.

Composition		5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit-age	Others	All-India Average
TABLE 6.3.1 TYPICAL ROOM PROFILE OF HOTELS, 2010-11 BY CATEGORY OF HOTELS										
Number of Responses		47	66	103	473	295	97	45	193	1318
No. of Air-Conditioned Rooms	Single	43.4	24.0	12.7	4.6	3.0	1.5	1.4	1.5	6.4
	Double	136.0	99.2	65.5	41.7	23.6	14.9	21.4	19.3	39.8
	Suites	20.6	10.2	9.4	5.4	3.3	1.6	6.2	2.4	5.3
No. of Non-Air-Conditioned Rooms	Single	0.0	0.0	0.3	0.7	1.3	1.6	0.3	0.6	0.8
	Double	0.0	1.9	3.7	4.3	6.9	7.2	5.5	7.8	5.3
	Suites	0.0	0.1	1.2	0.5	0.7	0.3	1.2	0.6	0.6
Total Average Rooms		199.9	135.5	92.7	57.2	38.9	27.0	36.0	32.3	58.2

Source: Indian Hotel Industry Survey 2010-2011, FHRAI

■ 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), 2010-11 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		46	57	91	419	266	88	39	135	1144
No. of Managers	Male	50.9	26.9	15.3	6.7	2.8	1.9	4.9	2.4	8.3
	Female	13.9	5.8	2.7	0.9	0.5	0.3	0.5	0.2	1.5
No. of Supervisors	Male	53.2	30.8	19.1	9.5	4.0	2.7	7.4	3.2	10.4
	Female	9.5	5.0	3.1	1.4	0.7	0.4	0.6	0.4	1.7
No. of Staff	Male	250.2	151.5	114.0	62.6	32.0	19.7	47.1	25.3	63.2
	Female	33.1	17.6	10.9	7.0	3.2	3.0	3.6	1.9	7.0
Consolidated number of Employees (all categories)		410.8	237.5	165.1	88.0	43.1	27.9	63.9	33.4	92.0
Avg. Employees/Room		2.1	1.7	1.8	1.5	1.1	1.1	1.8	1.1	1.6

Source: Indian Hotel Industry Survey 2010-2011, FHRAI

TABLE 6.3.3
AVERAGE PERCENTAGE OF TRAINED EMPLOYEES PER HOTEL, 2010-11
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	38	52	80	293	151	52	29	53	751
No. of Managers	91.7	85.8	91.0	86.0	87.2	93.9	90.2	86.1	87.8
No. of Supervisors	85.1	78.5	86.0	81.4	75.0	83.3	84.7	82.6	81.0
No. of Staff	74.1	67.2	86.0	64.0	58.7	68.8	67.0	64.6	66.5
Total Average Trained Employees *	83.6	77.2	87.7	77.1	73.6	82.0	80.6	77.8	78.4
Total Average Un- Trained Employees	16.4	22.9	12.3	22.9	26.4	18.0	19.4	22.2	21.6

* Trained Employees include 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 2010-2011, FHRAI

TABLE 6.3.4
DISTRIBUTION OF HOTEL GUESTS BY COUNTRY OF ORIGIN, 2010-11

(in percentage)

Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit-age	Others	All- India Average
Number of Responses	29	44	51	188	95	21	25	10	463
ASEAN *	4.6	3.9	4.0	6.1	5.1	16.7	0.4	3.0	5.5
Australia	3.1	2.9	4.3	3.4	3.4	4.1	4.4	1.1	3.5
Canada	2.9	1.7	4.2	4.1	5.2	3.9	3.4	6.6	4.1
Caribbean	1.3	0.5	2.9	1.3	0.5	1.9	0.2	0.9	1.2
China	2.7	3.4	5.0	6.0	4.5	4.6	1.5	0.8	4.7
France	3.2	4.2	4.8	5.1	4.8	4.3	15.1	5.8	5.3
Germany	6.0	6.6	7.3	7.4	5.4	5.5	13.2	6.7	7.0
Japan	4.3	6.1	5.9	5.6	3.2	2.5	1.7	6.9	4.8
Middle East	2.6	2.7	5.2	4.6	5.5	8.1	1.1	2.2	4.5
Other European	8.6	14.2	9.8	9.1	11.4	5.0	13.2	4.9	10.0
Russia	6.3	7.6	4.2	4.3	3.4	3.5	1.6	6.0	4.4
SAARC **	3.1	3.4	5.3	5.1	9.0	8.9	1.4	11.7	5.8
South Africa	1.9	1.6	2.8	2.8	1.4	5.1	0.6	3.0	2.3
UK	16.0	14.3	10.6	12.5	16.8	9.4	21.3	21.7	14.1
USA	18.2	10.8	11.0	12.0	11.4	8.7	9.1	12.6	11.7
Other	15.3	16.3	12.9	10.7	9.1	7.8	11.8	6.1	11.2
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 2010-2011, FHRAI

TABLE 6.3.5
ANALYSIS OF HOTEL GUESTS, 2010-11 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	57	91	373	233	67	35	62	962
Domestic Guests (%)	47.1	54.5	70.1	76.8	82.2	79.1	40.7	85.3	74.0
Foreign Guests (%)	52.9	45.5	29.9	23.2	17.8	19.3	59.3	14.7	26.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Business Guests(%)	67.5	55.5	66.2	60.6	59.5	63.1	24.4	58.0	60.0
Total Leisure Guests (%)	32.5	44.5	33.8	38.3	40.5	36.9	75.6	42.0	40.0
Total	100.0	100.0	100.0	100.0	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)	3.2	4.3	3.1	3.7	2.9	2.1	3.1	3.0	3.4
Avg. Stay of Domestic Guests (Days)	2.1	2.3	2.6	3.1	2.7	2.1	2.4	2.8	2.8
Avg. Stay of Business Guests (Days)	2.1	2.3	2.1	3.9	2.6	2.0	1.7	2.8	3.0
Avg. Stay of leisure Guests (Days)	2.4	2.3	1.9	2.5	2.3	2.3	2.2	2.1	2.3
Repeat Guests(%)	4.0	32.7	41.3	47.4	46.8	47.4	24.9	52.9	45.1

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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, domestic tour operators and adventure tour operators in the country, as per the prescribed guidelines (Appendices- VI to X). As on 31st December 2011, 504 inbound tour operators, 338 travel agents, 166 tourist transport operators, 71 domestic tour operators and 30 adventure tour operators were registered with the Ministry. The State-wise distributions of these units are given in Table 7.1.1. Out of 504 recognized inbound tour operators in the country, 272 are from Delhi, followed by 37 from Maharashtra and 29 from Haryana. 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 30 registered adventure tour operators, 17 are from Delhi followed by 4 from Jammu & Kashmir, 3 each from Tamil Nadu and Himachal Pradesh.

TABLE 7.1.1

STATE-WISE NUMBER OF RECOGNIZED INBOUND TOUR OPERATORS, TRAVEL AGENCIES, TOURIST TRANSPORT OPERATORS, ADVENTURE TOUR OPERATORS & DOMESTIC TOUR OPERATORS AS ON 31ST DECEMBER, 2011

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	10	2	0	2
3.	Arunachal Pradesh	0	0	0	0	0
4.	Assam	7	1	0	0	3
5.	Bihar	2	2	0	0	1
6.	Chandigarh	0	2	2	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	272	122	74	17	29
11.	Goa	11	4	0	0	0
12.	Gujarat	7	10	1	0	0
13.	Haryana	29	4	2	2	4
14.	Himachal Pradesh	0	0	0	3	1
15.	Jammu & Kashmir	6	1	0	4	1

S. No.	State/UT	Inbound Tour Operators	Travel Agents	Tourist Transport Operators	Adventure Tour Operators	Domestic Tour Operators
16.	Jharkhand	0	1	0	0	0
17.	Karnataka	11	17	10	0	5
18.	Kerala	27	11	23	0	5
19.	Lakshadweep	0	0	0	0	0
20.	Madhya Pradesh	2	3	0	0	0
21.	Maharashtra	37	65	17	0	10
22.	Manipur	0	2	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	7	1	2	0	0
27.	Puducherry	0	2	1	0	0
28.	Punjab	1	12	3	0	0
29.	Rajasthan	24	4	2	0	0
30.	Sikkim	11	0	0	0	0
31.	Tamil Nadu	22	31	19	3	3
32.	Tripura	0	0	0	0	0
33.	Uttar Pradesh	14	15	4	0	1
34.	Uttarakhand	1	1	0	0	0
35.	West Bengal	7	14	4	1	6
	Total	504	338	166	30	71

8

Chapter

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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) 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 students enrolled and passed out in various Courses in last 3 classes.

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

S.No	Year	Courses Name	Gwalior Passed/ Enrolled	Bhubaneswar Passed/ Enrolled	New Delhi Passed/ Enrolled
1	2008-10	PGDM (Travel & Tourism)	63/69	61/69	-
		PGDM (International Business)	60/69	18/26	-
		PGDM (Services)	63/69	-	-
		PBDM(Tourism & Lesiure)	-	-	57/66
2	2009-11	PGDM (Travel & Tourism)	82/93	77/79	-
		PGDM (International Business)	72/92	21/30	-
		PGDM (Services)	80/93	-	-
		PGDM (Tourism & Lesiure)	-	-	77/93
3	2010-12	PGDM (Travel & Tourism)	81/93	73/89	-
		PGDM (International Business)	79/87	-	-
		PGDM (Services)	68/87	-	-
		PGDM (Tourism & Lesiure)	-	-	72/93

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 Society 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, 17 State Govt. sponsored institutes, 15 Private IHMs 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 are 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 2009-10
1.	M.Sc. in Hospitality Administration	2 Years	IHM- Delhi (Pusa)
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, Kolkata, Delhi (Pusa), Guwahati
4.	Craftsmanship Course in Food Production	1 ½ Years	**Central IHMs-** Bhopal, Bhubaneswar, Mumbai, Kolkata, Chennai, Goa, Shimla, Gwalior, Delhi (Pusa), Guwahati, Thiruvananthapuram, Shillong, Hyderabad **State IHMs-** Gangtok, Tiruchirapalli, Hamirpur **Private IHMs-** Hyderabad (Sri Shakti- College)
5.	Craftsmanship Course in Food & Beverage Service	24 weeks	**Central IHMs-** Mumbai, Kolkata, Chennai, Goa, Gwalior, Hyderabad, Bhubaneswar **FCI-** Aligarh **SIHM-** Tiruchirapalli, Dadar & Nagar Haveli, Silvassa, Tirupati, Puducherry, SSC-Hyderabad
6.	Diploma in Food Production	1 ½ Years	**Central IHMs-** Chennai, Chandigarh (AIHM), Hajipur, Jaipur, Shillong, Srinagar, Gurdaspur, Lucknow, Thiruvananthapuram. **State IHMs-** CIHM-Chandigarh, Faridabad, Dehradun, Gangtok, Jodhpur, Panipat, Puducherry, Kurukshetra, Bodhgaya, Bathinda, Kozhikode, Tiruchirapalli.

S.No	Courses	Duration	Institute where course offered in 2009-10
			Private IHMs- Chitkara (Rajpura), CT-Jalandhar, Desh Bhagat (Pb.) **FCIs-** Ajmer, Aligarh, Darjeeling, Udaipur, Balangir, Nagaon
7.	Diploma in Food & Beverage Service	1 ½ Years	**Central IHMs-** Delhi (Pusa), Hajipur, Jaipur, Shimla, Gurdaspur, Srinagar **State IHMs-** CIHM-Chandigarh, Panipat, Puducherry, Gangtok, Jodhpur, Faridabad, Dehradun, Kurukshetra, Bathinda, Bodhgaya, Hamirpir (Shimla) **FCIs-** Ajmer, Aligarh, Balangir, Darjeeling, Udaipur, Nagaon
8.	Diploma in Front Office	1 ½ Years	**Central IHMs-** Jaipur, Srinagar **State IHMs-** CIHM-Chandigarh, Jodhpur **FCIs-** Ajmer, Balangir, Darjeeling, Udaipur, Nagaon
9.	Diploma in House Keeping	1 ½ Years	**Central IHMs-** Jaipur, Srinagar **State IHMs-** CIHM-Chandigarh, Jodhpur **FCIs-** Ajmer, Aligarh, Balangir, Udaipur, Nagaon
10.	Diploma in Bakery & Confectionery	1 ½ Years	**Central IHMs-** Delhi (Pusa) **State IHMs-** CIHM-Chandigarh, Tiruchirapalli **FCIs-** Aligarh **Pvt. IHMs-** Chitkara (Rajpura)

TABLE 8.2.2
NUMBER OF STUDENTS ON ROLL IN EACH COURSE AND PASS OUT
IN THE YEAR 2010-11

S.No.	Courses	On Roll 2010-11	Pass Out 2010-11
1.	M.Sc in Hospitality Administration	05	05
2.	B.Sc in Hospitality & Hotel Administration	4161	4096
3.	Post Graduate Diploma in Accommodation Operation and Management	75	56
4.	Craftsmanship Certificate Course in Food Production	559	263
5.	Craftsmanship Certificate Course in F&B Service		
	First Batch	145	102
	Second Batch	27	21
6.	Diploma in Food Production	764	709
7.	Diploma in F&B Service	541	527
8.	Diploma in Front Office Operation	190	183
9.	Diploma in House Keeping Operation	76	70
10.	Diploma in Bakery & Confectionery	102	97

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PLAN OUTLAYS

PLAN OUTLAYS

9.1 ANNUAL PLAN OUTLAYS AND FINANCIAL ASSISTANCE PROVIDED TO STATES

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

(i)   Tourism Product/Infrastructure Development

(ii)   Human Resource Development

(iii)   Promotion and Marketing

(iv)   Market Research 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 State Governments/UT Administrations 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 2012-13. Table 9.1.2 gives Scheme-wise outlay of Ministry of Tourism for the Eleventh Five Year Plan (2007-2012). Table 9.1.3 gives Scheme-wise proposed outlay of Ministry of Tourism for the Twelfth Five Year Plan (2012-2017). Table 9.1.4 gives the number of tourism projects and amount sanctioned by Ministry of Tourism to various State Governments/UT Administrations during the Eleventh Five Year Plan period.

TABLE 9.1.1
SCHEME-WISE ANNUAL PLAN OUTLAY OF MINISTRY OF TOURISM FOR 2012-13

(₹ In Crore)

S. No.	Name of Schemes	Annual Plan Outlay for 2012-13
1.	Product / Infrastructure Development for Destinations and Circuits	575.00
2.	Externally Aided Projects	2.00
3.	Assistance to IHMs/FCIs/IITTM/NIWS	110.00
4.	Capacity Building for Service Providers	50.00
5.	Overseas Promotion and Publicity including Market Development Assistance	267.00
6.	Domestic Promotion and Publicity including Hospitality	90.00
7.	Incentives to Accommodation Infrastructure	10.00

S. No.	Name of Schemes	Annual Plan Outlay for 2012-13
8.	Computerization and Information Technology	15.00
9.	Market Research including 20 years Perspective Plan	20.00
10.	Assistance for Large Revenue Generating Projects	40.00
11.	Creation of Land Bank for Hotels	1.00
12.	Assistance to Central Agencies for Tourism Infrastructure Development	30.00
	Total	**1210.00**

TABLE 9.1.2
SCHEME-WISE PLAN OUTLAY OF MINISTRY OF TOURISM FOR THE ELEVENTH & TWELFTH FIVE YEAR PLANS

(₹ In Crore)

S. No.	Name of Scheme/Programme	11th Five Years Plan Outlay	12th Plan (2012-17) Proposed
A	**Central Sector Schemes (CS)**		
1.	Computerization and Information Technology	121.00	150.00
2.	Domestic Promotion and Publicity including Hospitality	426.00	810.00
3.	Overseas Promotion and Publicity including Market Development Assistance	1010.00	1717.00
4.	Externally Aided Projects (Buddhist Centres)	37.00	20.00
5.	UNDP Endogenous Projects	2.00	
6.	Assistance for Large Revenue Generating Projects	200.00	320.00
7.	Construction of Building of IISM at Gulmarg (J&K)	13.00	
8.	Equity contribution to ITDC	73.00	
9.	Creation of Land Bank for Hotels	14.00	40.00
10.	Assistance to Central Agencies for Tourism Infrastructure Development	25.00	297.73
11.	Assistance to IHMs/FCIs/IITTM/NIWS	495.00	855.00
12.	Capacity Building for Service Providers	95.00	600.00
13.	Market Research including 20 Years Perspective Plan	29.00	200.00
14.	Incentives to Accommodation Infrastructure	235.00	535.00
B	**Centrally Sponsored Schemes (CSS)**		
15.	Product/Infrastructure Development for Destinations and Circuits	2381.00	9654.00
	TOTAL	**5156.00**	**15189.73**

TABLE 9.1.3

(₹ In Crore)

S.No.	Organization/Schemes	Annual Plan Proposed Outlay for the years					
		2012-13	2013-14	2014-15	2015-16	2016-17	Total
I	Externally Aided Projects	2.00	5.00	5.00	5.00	3.00	20.00
II	Assistance to IHMs/ FCIs/ IITTM/ NIWS	110.00	150.00	175.00	200.00	220.00	855.00
III	Capacity Building for Service Providers	50.00	100.00	125.00	150.00	175.00	600.00
IV	Overseas Promotion and Publicity including Market Development Assistance	267.00	300.00	350.00	400.00	400.00	1717.00
V	Domestic Promotion and Publicity including Hospitality	90.00	120.00	150.00	200.00	250.00	810.00
VI	Incentives to Accommodation Infrastructure	10.00	75.00	100.00	150.00	200.00	535.00
VII	Computerization and Information Technology	15.00	50.00	40.00	30.00	15.00	150.00
VIII	Market Research including 20 Years Perspective Plan	20.00	30.00	50.00	50.00	50.00	200.00
IX	Assistance for Large Revenue Generating Projects	40.00	50.00	60.00	70.00	100.00	320.00
X	Creation of Land bank for Hotels	1.00	10.00	10.00	10.00	9.00	40.00
XI	Allocation for ITDC	0.00	0.00	0.00	0.00	0.00	0.00
XII	Assistance to Central Agencies for Tourism infrastructure development	30.00	53.79	61.62	72.65	79.67	297.73
XIII	Product/ Infrastructure Development for Destination and Circuits of which Existing	575.00	800.00	1520.00	2550.00	4200.00	9645.00
	(a) Destination/Circuits	575.00	300.00	400.00	500.00	600.00	2375.00
	(b) 28 Mega Tourism Circuits	0.00	400.00	900.00	1800.00	3300.00	6400.00
	(c) 70 Rural Tourism Clusters	0.00	100.00	220.00	250.00	300.00	870.00
	Grand Total	1210.00	1743.79	2646.62	3887.65	5701.67	15189.73

(₹. In Crore)

S.No.	State	2007-08		2008-09		2009-10		2010-11		2011-12		Grand Total	
		No.	Amt.	No.	Amt.	No.	Amt.	No.	Amt.	No.	Amt.	No.	Amt.
1	Andhra Pradesh	9	26.29	8	109.89	13	37.29	10	20.38	12	50.77	52	244.62
2	Arunachal Pradesh	11	43.30	13	31.47	14	36.54	13	32.26	11	30.68	62	174.25
3	Andaman & Nicobar	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
4	Assam	6	17.47	4	21.08	7	22.76	4	23.55	5	11.08	26	95.94
5	Bihar	4	21.95	10	25.05	3	6.99	1	3.60	0	0.00	18	57.59
6	Chandigarh	2	0.20	5	7.99	5	11.51	5	11.04	2	0.25	19	30.99
7	Chhattisgarh	5	12.94	1	11.34	0	0.00	4	20.95	1	0.35	11	45.58
8	Dadra & Nagar Haveli	0	0.00	3	0.24	0	0.00	0	0.00	0	0.00	3	0.24
9	Daman & Diu	0	0.00	1	0.12	0	0.00	0	0.00	0	0.00	1	0.12
10	Delhi	8	20.76	1	0.15	9	44.91	5	9.75	4	2.72	27	78.29
11	Goa	0	0.00	2	43.14	2	17.00	3	12.78	1	4.98	8	77.90
12	Gujarat	5	5.81	7	21.33	1	7.33	1	0.14	3	51.75	17	86.36
13	Haryana	10	22.50	7	36.70	6	12.37	6	27.41	6	0.80	35	99.78
14	Himachal Pradesh	12	34.81	10	34.58	6	23.95	12	34.98	5	0.47	45	128.79
15	Jammu and Kashmir	33	70.60	28	43.42	31	49.75	20	56.17	33	171.23	145	391.17
16	Jharkhand	7	11.31	0	0.00	3	0.25	5	7.56	6	48.15	21	67.27
17	Kerala	11	41.24	12	42.68	7	12.98	3	42.87	7	23.76	40	163.53
18	Karnataka	6	24.79	4	42.73	13	42.42	2	8.59	6	21.95	31	140.48
19	Lakshadweep	1	7.82	0	0.00	0	0.00	0	0.00	0	0.00	1	7.82
20	Maharashtra	7	22.79	3	41.10	2	5.01	3	11.30	8	82.76	23	162.96
21	Manipur	5	11.11	9	29.44	9	27.14	8	39.40	5	30.73	36	137.82
22	Meghalaya	2	6.74	7	17.14	7	14.73	9	22.53	3	0.50	28	61.64
23	Mizoram	6	26.93	4	3.18	7	24.06	9	11.51	7	13.91	33	79.59
24	Madhya Pradesh	16	39.51	11	31.41	11	60.99	13	30.85	8	40.43	59	203.19
25	Nagaland	22	32.41	11	25.40	13	24.60	10	29.10	19	65.45	75	176.96
26	Odisha	13	30.87	6	41.15	9	23.69	6	20.29	6	11.95	40	127.95
27	Puducherry	6	16.10	4	2.52	3	5.57	3	50.26	4	0.30	20	74.75
28	Punjab	2	15.98	5	24.93	3	9.48	4	11.91	2	4.39	16	66.69

S.No.	State	2007-08		2008-09		2009-10		2010-11		2011-12		Grand Total	
		No.	Amt.	No.	Amt.	No.	Amt.	No.	Amt.	No.	Amt.	No.	Amt.
29	Rajasthan	2	15.54	9	44.31	7	19.74	7	31.32	3	14.50	28	125.41
30	Sikkim	25	55.91	20	66.78	19	42.36	14	23.48	8	25.15	86	213.68
31	Tamil Nadu	11	27.61	16	36.14	10	16.28	6	60.00	6	20.75	49	160.78
32	Tripura	11	11.11	6	3.61	13	20.67	12	40.73	6	15.44	48	91.56
33	Uttar Pradesh	7	29.24	6	38.40	6	21.90	14	27.85	11	51.00	44	168.39
34	Uttarakhand	6	21.01	2	44.68	1	0.55	8	29.78	14	102.66	31	198.68
35	West Bengal	12	32.41	10	37.94	7	28.37	8	22.02	11	28.80	48	149.54
	GRAND TOTAL	283	757.06	245	960.04	247	671.19	228	774.36	223	927.66	1226	4090.31

Above table 9.1.4 Includes Projects relating to Product/Infrastructure Development for Destinations and Circuits (PIDDC), Human Resource Development (HRD), Fairs and Festivals and Rural Tourism (A&RT)

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SURVEYS AND STUDIES

Competitiveness of Tourism Sector in India with selected countries in the world

Introduction:

Tourism is a vital element for many countries like France, Egypt, Greece, Lebanon, Israel, the United Kingdom, Spain, Italy, Mauritius, The Bahamas and Thailand. It contributes in a major way to a country's economy nowadays. It brings in large amount of income in payment for goods and services available, it also creates opportunities for employment in the service industries associated with tourism.

Tourism in India accounts for a substantial percent of the GDP, and is a large earner of foreign exchange for the country. Despite its tremendous potential India fails to be one of the 20 top destinations in the world; in fact it doesn't even make to the top 10 destination ranking in Asia Pacific region.

The Ministry of Tourism, Government of India has consistently been working on improving India as a prime destination for tourists. In order to improve India's position in the tourism industry in the world, this study was recommended by the Performance Management Division and was incorporated as a target in the Result Framework Document of the Ministry of Tourism for the year 2011 – 12.

Objective:

The objective of the study was to assess the competitiveness of the tourism sector in India with respect to 6 similarly placed (China, Indonesia, Republic of Korea, Malaysia, Singapore, Thailand) and 4 developed countries (France, Turkey, United States of America, United Kingdom) of the world and provide suitable and necessary recommendations for improving India's competitiveness as compared to these countries.

For this study the Tourism sector comprised of the following establishments:

a. Hotels- Classified and Unclassified,
b. Bed & Breakfast Units and Home stays,
c. Restaurants and
d. Tour operators and travel agents.

The competitiveness of the Tourism sector was judged with respect to the following aspects:

I. **Economic :**
   a. Investment
      i.   Plan Allocation of National Tourism Administrations.
      ii. Public and Private Sector Investment in Tourism Sector.
   b. Macro-economic Policy
      i.   Specific Government Policies directed towards promotion of Tourism (if any, specific to hospitality) sector in the select countries.

    ii. Assessment of the Government mandate to make the sector competitive: Incentives/Policies directed specifically for Hotel, Restaurants and Travel & Trade sector in these countries.

II. Marketing:

  a. Branding

    i. Promotional activities/ strategies being undertaken by the Government & Private sector in these countries.

    ii. Specific Campaigns on the lines of "Incredible India" being undertaken by other countries.

  b. Price

    i. Cost comparison of similar category of facilities of various countries with India,

    ii. Various on season and off season promotional activities being taken up and features offered,

    iii.

  c. Market Share

    i. Share of Tourist Arrivals in the World.

    ii. Growth of the sector over the years in these countries.

III. Quality (To be obtained through a feedback survey):

  a. Visitor Satisfaction

  b. Safety

  c. Quality of Experience

  d. Image of the Countries amongst visitors. (To be obtained through a feedback survey)

  e. Assess the quality of services and preference of customers in other countries vis-à-vis India.

IV. Others

  a. Training/HR Investments being incurred on training of human resource, courses being offered, etc.

  b. Innovation in any field to be covered in this study

Methodology:

The inputs received from the primary research (i.e. feedback survey) and the qualitative judgment made through secondary research contributed to understand the competitiveness of tourism sector in India.

I. Primary Research

Coverage: The primary study was administered in the form of face to face interviews across five metro cities of Bengaluru, Chennai, Delhi, Kolkata and Mumbai.

Sampling:

a. International and Outbound Indian Travelers (with experience of multi country travel)
At each metro a total of 100 International and 50 Outbound Indian Travelers were interviewed.

b. Tour operators and Travel agents

A total of 50 Tour operators and travel agents i.e. 10 per metro city were interviewed for the purpose of the study.

Approach: In the feedback survey, apart from the general questions (related to socio and demographic profile), questions were asked regarding the reasons for visiting different countries and the level of importance accorded by tourists to 19 attributes on a five point scale. The satisfaction levels experienced in respect of these 19 attributes were also asked.

The 19 attributes covered in the primary survey were:

Accommodation Facilities, International Flight Connectivity, Availability of Quality Restaurants, Airport infrastructure, Road standards, Internal transport facilities, Signage, Local diseases, Quality and price of food, Protest/strikes, Social restrictions, Festivals and Socio cultural events, Crowds, Beggars and middlemen, Hygiene and cleanliness, Crime rate, Pollution level, Taxes in the tourism sector, Visa facilities.

Calculation of scores: Based on the importance and satisfaction ratings of travelers, the consolidated satisfaction score for each country was calculated.

II. Secondary Research

Extensive secondary research was carried out for the 10 countries (6 similarly placed and 4 developed) and India.

Sources of Information: Sources of Information for the secondary research included published reports of leading databases like UN-WTO Reports, WTTC Reports, Euro monitor, World Travel Monitor, Statistical Bureaus of respective countries, IMF Reports and Census Data. Other sources of information were journals, magazines and publications of the Travel Industry, Data of National Tourism Administrations of respective countries, etc.

Approach: The competitiveness of tourism sector has been evaluated by the macro parameters related to economic, marketing, policy aspects, etc.

These macro parameters in some cases have been broken down into micro parameters. For example, infrastructure will have micro parameters like accommodation facilities, roads, transport facilities, airport, flight connectivity, restaurants, etc.

Calculation of scores: For each country scores of macro level say (a1, a2, a3,..., an) have been given on the basis of the consultant's judgment based on the secondary sources of information.

The scores a1, a2, a3... an ranged from 1 to 5, where (1 – Very Poor, 2 – Poor, 3 – Average, 4 – Good, 5 – Excellent)

The competitiveness (secondary research) as a summation of performance of the selected factors for each country has been calculated as follows:

Competitiveness of Country A =

Σ (performance a1 + performance a2 + …. + performance an)
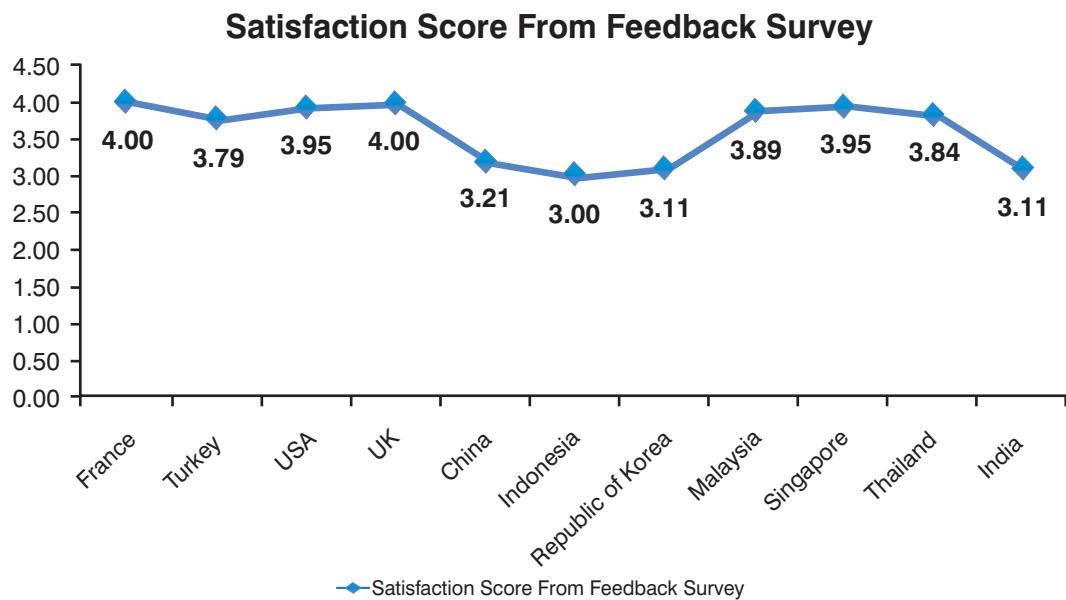
III. Calculation of the aggregate scores:

The aggregate scores have been calculated for each country by taking the average of the primary and secondary scores to arrive at competitiveness.

Findings and Conclusions:

I.   Primary Research / Feedback Survey:

The satisfaction score for the countries are given in the following graph.

Satisfaction Score From Feedback Survey

Please note the Satisfaction Score Scale: 1 – Poor, 2 – Below Expectations, 3 – Satisfied, 4 – good, 5 – Excellent.

From the feedback survey, France and United Kingdom were the two countries, which travelers found most satisfying and Indonesia was the least satisfying of the 11 countries. India is at par with Republic of Korea in terms of visitor satisfaction and is placed just above Indonesia, which has been least satisfying to travelers. India's closest competitor in almost all sectors – China is placed higher than India with regards to visitor satisfaction. Emerging tourism markets of Malaysia, Thailand and Singapore have satisfied visitors more than India.

The findings from the feedback survey of travelers is a cause of concern for India as despite having better tourism products than many emerging tourism markets, India is considered low in terms of providing an enriching experience to international travelers. Reasons for lower visitor satisfaction, as cited by travelers themselves are primarily cleanliness, infrastructure,

road condition, disorganized tourism offerings, pollution, population and crowds, menace of beggars, visa, crime, etc. Safety is another area where India scores lower than other popular tourist destinations.

II. Secondary Research:
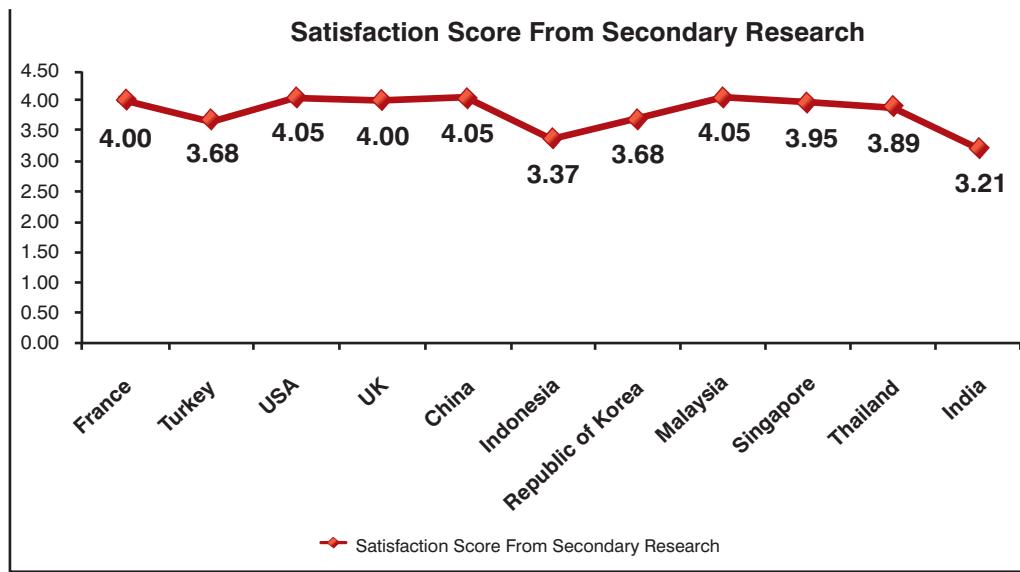
The secondary research has given more definite pointers as to where India is ahead of the other 10 countries and the areas where India needs to improve upon to increase tourist flow to the potential that India possesses.

In terms of Tourism Policy, India needs to improve upon greatly by organizing the tourism sector so that the growth in all the segments of the tourism sector is cohesive and complimentary. Currently all the emerging tourism centric countries' tourism policy is very definite and involves all stakeholders interests and most importantly is very organized with the aim being to develop tourism in a very comprehensive way, such that tourists are bound to visit. The countries where tourism is already developed like France, UK, USA, are more inclined in sustaining their tourism and hence developing more products and promotional campaigns to attract tourists for repeat visits. In India, however the scenario is opposite, since tourism infrastructure is still developing but more efforts are not put into diversifying tourism products.

In terms of providing visa to travelers in a smooth and functional way, India is behind emerging tourism destinations like Thailand, Malaysia, Singapore, and Turkey but ahead than USA, UK, etc. The emerging tourism destinations offer visa-on-entry facilities to a host of nations, from which tourist traffic to the country is high, making the tourism experience of travelers very smooth and hassle free. India provides the same facility to a handful of countries. In case of USA, UK, the visa process is lengthy and very demanding, but since these countries are already developed economically and in the tourism sphere also, the visa process doesn't deter travelers from visiting these countries. The visa application form for India is also a very lengthy one and not available online, which again creates an obstacle for tourists planning their trips to India.

In terms of promotional campaigns, tourism infrastructure and environment, India has a lot to improve upon as all the countries with which India is being compared to, fare well and are further improving themselves on the same parameters. In terms of taxes imposed on tourists, India is again behind most nations but ahead of United Kingdom where in, rate to taxation is much higher than that of India, making United Kingdom an expensive tourism destination. Law and order situation in India is not perfect but better than that of some specific areas of Thailand, UK and USA since thefts and racism occur at specific pockets of these countries.
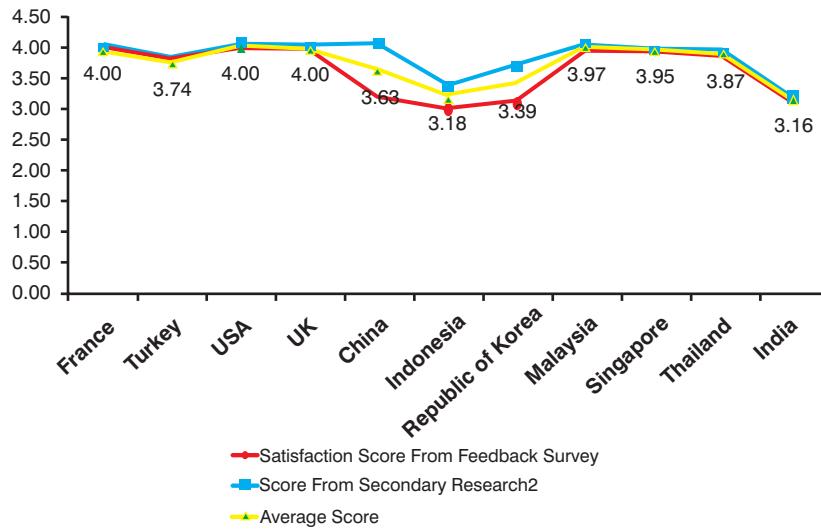
Overall, the secondary research findings for the countries along with India are presented in the following graph:

Satisfaction Score From Secondary Research

USA, China and Malaysia are the highest scorers followed by France, UK and Singapore. India and Indonesia are the two countries which have to improve upon their tourism sector.

III. Consolidated scores:

Combining the primary and secondary research scores for each of the countries, the consolidated score of each of the countries are as follows:

France, USA and UK are the top most countries in the tourism sector out of the 11 countries chosen for comparison and India, Indonesia and Republic of Korea are the countries which have scope for improvement.

The emerging tourist destinations of Malaysia, Singapore, Thailand and Turkey score less than the already developed tourism destinations of France, USA and UK.

Recommendations:

In tourism development planning, investment, product development, quality of services and safety go hand in hand.

The Action Plan should focus on:

I. Governance – Organization & Cooperation:

   a. Formation of a Tourism Development Board at the National Level comprising all major players in all sectors of the industry. The board should be accorded with executive powers for decision making in order to ensure effective implementation of public and private sector initiatives and activities.

   b. The approach in promoting tourism products / activities should be reviewed with the aim of moving to a future "destination" approach involving expanded tourism flagship products, clusters & appealing to a range of markets & segments.

   c. Increase in planned funding for proposed product development at state and national levels.

   d. Encourage active participation of the private players in regional planning and program implementation to meet diverse demands of tourism demands.

II. Product Development & Access:

   a. Tourism planning and product development go hand in hand. A long term phase-wise intensive approach is recommended to support market-led innovations that are integrated and inclusive.

   b. Development of sites and destinations beyond the present gamut of marketed sites to give a focus to development, identifying zonal / regional clusters as potential 'target destinations'.

   c. Identification of flagship projects and clusters for zonal / regional development through state and private sector investment.

   d. To establish and promote network of zonal / regional destinations, visitor information programs, guides, brochures and information centers should be developed with appropriate signage and information to link destinations and facilities.

III. Market Evaluation and Strategy:

   a. Extensive market research to judge and gauge tourist satisfaction and desired destination attributes can give better understanding of overall 'competitiveness' of a destination. Research should be conducted as a continuous program through consumer and trade surveys with tourists, tour operators, travel agents, airlines, etc., to identify trends in major markets and segments in these markets. The research should cover motivational, attitudinal and behavioral facets to augment the tourism industry.

b. The promotional campaigns and advertising should include trade and consumer directed public relations. Familiarization trips, workshops, incentive and technological support to tour operators and travel agents.

c. Consumer marketing program is to be based on direct, intensive reach programs through social media and networking sites. Tourism website should be extensive, user-friendly and informative. Extending the range of audio-visual matter over multi-media advertising campaigns.

d. Competitive pricing of products keeping in view the changing global market trends and trends in emerging developing markets.

IV. Human Resource Development:

a. It is recommended that training, capacity building and sensitization specific to different categories of service providers should be carried out as part of 'tourism awareness programs'.

b. Special efforts should be made to reach out to the local communities through awareness campaigns and workshops to better inform local bodies, parents, teachers, citizen's groups and individuals seeking gainful employment.

c. Revitalization of communities and higher stakeholder engagement & involvement of local communities to share the role of destination management and sustainability of destinations in the long run.

STUDY TO ASSESS THE REQUIREMENT OF MANPOWER IN HOSPITALITY AND TRAVEL TRADE SECTOR

Introduction:

Tourism industry's contribution to Indian economy is immense. Travel and tourism industry is already a large contributor to foreign exchange earnings for India. Tourism industry provides employment to millions of people in India both directly and indirectly through its linkage with other sectors of the economy.

For policy purposes it is essential to estimate the requirement of manpower in hospitality and travel trade sector, so that necessary steps can be taken to bridge the gap between demand and supply of manpower.

Objective:

a. Manpower / workforce requirement in 2010 and forecast for 2012, 2017 and 2022 in each region of India, in different categories of establishments with its de-segregation into functional domain, level of operation and level of training.

Functional domains:

  i.   Food production
  ii. Food and beverages services
  iii. Front office operation
  iv. Housekeeping, and
  v.   Ancillary services

Level of operation (only for functional domains (i) to (iv)):

  i.   Managerial (i.e. the level of supervisor or above)
  ii. Non-Managerial

Level of training (only for functional domains (i) to (iv)):

  i.   Formally trained (training period 6 weeks or more)
  ii. Trained on the job (training period 6 weeks or more)
  iii. Untrained

b. Likely supply of manpower/ workforce in the years 2009-10, 2011-12, 2016-17 and 2021-22 in various categories mentioned, as per the existing and already planned human resource development infrastructure in the country.

c. Estimated gap between the demand and supply of the manpower / workforce.

Approach:

This study was based on an extensive primary field survey, analysis of secondary data as well as expert interviews.

I. Secondary data

Sources:

The following sources of secondary data were used for the study:

a. Ministry of Tourism; Regional offices of India Tourism & State tourism offices
b. FHRAI; Regional hotel associations; Local hotel associations

c. Hospitality and tour & travel related journals
d. All India Council for Technical Education; Directorate of Education
e. Local bodies like - Municipal corporations and police stations
f. Local market associations; Local telephone directories
g. Yellow pages and directories
h. Economic census 2005

II. Primary field survey

Coverage:

a. Cities:

The primary field survey was carried out in 37 important tourist destinations selected on the on the basis of their tourist traffic and number of hotels.

b. Categories of establishments:

i. Classified Hotels,
ii. Unclassified Hotels & other accommodation units,
iii. Restaurants of different types, including dhabas,
iv. Wellness units catering primarily to tourists,
v. Medical units catering primarily to foreign tourists,
vi. Tour operators and travel agencies, including e-portals relating to tourism

Sampling:

a. A random sample survey of establishments (Accommodation units, eating outlets, wellness units, medial units, tour operators and travel agencies) was carried out in the selected cities. This has been done in such a way that all categories & geographical regions get adequate representation.

b. A census of all government owned institutes and a random sample survey of privately owned institutes (Hotel Management and Travel & Tour Institutes) was carried out in the selected cities.

Sample Size:

Survey Segment	Sample size
Star category & heritage hotels	400
Unclassified hotels	1000
Restaurants	2000
Medical/ wellness establishments	30
Travel & Tour Operators	250
Hotel Management and Travel & Tour Institutes	150
Total	**3830**

National and state highways were also scanned to determine the number of accommodation units and eating outlets. In case of both national and state highways, a stretch of 100 km was covered in each region.

Method of inquiry:

The method of inquiry comprised face to face personal interviews with the HR Managers of the establishments, Principals of the Training Institutes and Concerned officers in Ministry of Tourism, State Tourism offices, regional/local hotel associations, etc.

Methodology:

The step-wise estimation methodology is summarized as follows:

I. Estimation of tourist traffic and projections based on the growth in recent years.

II. Estimation of the number of hospitality units based on the administrative records and physical scanning.

III. Estimation of growth in hospitality units, in recent years, for future projection of number of hospitality units.

IV. Assessment of the annual demand for manpower based on the employment pattern, recruitment of fresh graduates and attrition of existing employees.

V. Assessment of supply of skilled manpower based on the current and planned training infrastructure as well as supply side attrition (students of hospitality institutes not joining the hospitality sector.

The different activities and the information areas for the above steps are mentioned in the following table:

Objective	Activity	Information Areas
Estimation of tourists	Analysis & tourist statistics for the years 2005 – 09	Tourist growth Forecast of tourists in each geographic region
Estimation of number of hospitality units	Counting of units from published sources – Yellow pages, trade directories & government records Comparison with physical scans	Number of accommodation units, restaurants, travel & tour and medical wellness units
Estimation of growth in hospitality units	Analysis of the data from various secondary sources which include the previous study on Assessment of manpower requirement.	Growth in hospitality units
Assessment of demand for manpower	Sample survey of hospitality units	Employment intensity Hiring & attrition pattern Profile of employees
Assessment of current and planned training infrastructure	Sample survey of training institutes	Size of graduating class Placement pattern Profile of teaching faculty

Findings:

The key findings of this study are as follows:

I.   Establishments in the Hospitality Sector

There are more than 56,000 hotels and 75,000 motels in India, with almost 95% in the unclassified category. The number of eating outlets (with more than 10 chairs each) is just over a 100,000 as of March, 2010.

Both North and West India have larger number of hotels. The Western region has the maximum number of eating outlets.

In addition, there are almost 8000 travel and tour firms and more than 1250 medical & wellness units.

II.   Trend in Rooms Availability & Other Establishments

The number of rooms in accommodation units has almost doubled, from a little over 13.5 lakhs in 2002 to more than 27 lakhs, as of March 2010. This is due to a steep increase in the number of motels on highways as well as unclassified hotels within city limits. Travel and tour units have increased from almost 6000 to over 8000 as of March, 2010.

III.   Employment Intensity Norms

There are 204 employees per 100 rooms in hotels in the four star upwards category and approx. 152 per 100 rooms in the smaller 1 – 3 star hotels. The unclassified accommodation units have 61 employees for every 100 rooms.

Eating outlets have 31 employees for every 100 chairs while the travel & tour firms employ on an average 14 each.

Each of the medical & wellness units employ on an average 54 people.

IV.   Employment in the Hospitality Sector

The employment statistics include permanent, temporary as well as employees of third party vendors to whom services have been outsourced. Total employment has risen to almost 39 lakhs in March, 2010, an increase of almost 50% in the last 8 years.

Employment in all accommodation units and motels has more than doubled, from a little over 8.5 lakhs in 2002 to more than 18.5 lakhs, as of March 2010. Employment in eating outlets as well as travel and tour firms has registered a marginal increase and has reached 18.7 lakhs and 96,000 respectively, in March, 2010.

Employment in accommodation units in the North is the highest, followed by Western region. The largest number of eating outlets happens to be in the West.

Medical & wellness units now employ nearly 68,000.

V.   Employment Pattern

Housekeeping followed by F&B and front office, together account for 68% of the workforce in the hotels industry. Administration and security are the other large functions by employment.

In restaurants and other eating outlets F&B service closely followed by the kitchen account for close to 70% of all employees.

In travel & tour firms, tours and ticketing functions employ half the total workforce, followed by accounts and administration.

Only half of the employees in the key functional domains were reported to have been formally trained in both hotels and the travel trade while in restaurants & other eating outlets, this

proportion fell further to 35%.

Managerial staff account for only 16% of the employee strength in key functions of both hotels and restaurants. This was reported to be higher in travel trade and stood at 21%

VI.   Employment Forecast

The total employment is likely to increase to 76 lakhs by March, 2022. Accommodation units will have the largest number of employees at over 44 lakhs, followed by eating outlets at 24 lakhs. Medical wellness is also likely to become a substantial employer, with a little over 600,000.

Growth in employment in travel trade is likely to be marginal; total number of employees will remain at just over 119,000.

VII.   Annual Manpower Demand

Gross annual demand of employees in the hospitality sector has crossed 500,000 in 2009 – 10 and is likely to grow to almost 920,000 in 2021 – 22.

Currently, eating outlets account for half of this annual demand. However, by 2022, the annual demand for people in hotels will surpass that in eating outlets.

Annual demand of employees at the entry level in travel trade touched 14,000 while it stood at over 6000 in medical & wellness units.

A bulk of the annual demand for manpower, at more than 240,000, comes from the Western region. This is because of the higher number of eating outlets in the region and also, because of the quicker growth expected in the accommodation units.

VIII.   Training Institutes in Hospitality Sector

This research has estimated a total of 337 training institutes (March 2010) in the hospitality sector. This includes 38 government owned hotel management and food craft institutes and almost 200 others which are either affiliated to a university or approved by the AICTE. In addition, there are about 101 travel & tour institutes offering courses related to ticketing and tourism.

Western region has a lower number of institutes.

Almost 63000 students completed various courses from the different institutes in the year 2010. Of this, nearly 22,000 graduated with hotel and tour & travel management degrees.

Almost 61% of all the graduating students were placed in hotels. Only 11% joined restaurants and almost 28% were placed outside hotels and restaurants.

A sizeable proportion of the teaching faculty comprises visiting staff. The teaching faculty appears to be less experienced. There will be a need to reinforce the teaching staff strength as the training infrastructure grows.

IX.   Demand – Supply Gap in Manpower for Hospitality Sector (as per the normal growth pattern)

There is already a gap of nearly 478,000 between manpower demand and supply in 2009 - 10. This has arisen because of the following reasons:

a.   Training infrastructure has not kept pace

b.   Substantial growth of hotels and thus, demand for manpower

c.   Significant attrition rate

The gap between demand and supply of non-managerial manpower is likely to be huge in case corrective steps are not taken. In addition, there is already a shortfall of almost 62,000 hotel management graduates in this sector.

Annual Supply – Demand Gap in manpower (in Lakhs)			
Segments	**2011 – 12**	**2016 – 17**	**2021 – 22**
Total	**5.13**	**6.35**	**8.64**
Managerial	0.62	0.78	1.09
Non-Managerial	4.51	5.58	7.55

X.   Demand – Supply Gap in Manpower for Hospitality Sector (as per target growth)

Ministry of Tourism has fixed the following target for growth of tourism sector for the next few years.

a.   Increase India's share of International Tourist arrivals to at least 1 % by end of 12th Plan; this requires an annual growth of around 12% during 2011- 2016.

b.   Provide adequate facilities for domestic tourism to sustain the growth of about 12% (witnessed in recent years) during 12th Plan (2011 to 2016).

The annual supply – demand gap in manpower (as per the target growth) is as follows:

Annual Supply – Demand Gap in manpower (in Lakhs) as per target growth at 100% skilled level.			
Segments	**2011 – 12**	**2016 – 17**	**2021 – 22**
Total	**5.32**	**7.54**	**10.74**
Managerial	0.64	0.95	1.41
Non-Managerial	4.68	6.59	9.33

Recommendations: (for bridging the gap in demand and supply of manpower)

In view of the rapid rise in tourism, training infrastructure has to be augmented. Otherwise, the gap that already exists between demand and supply of manpower in the hospitality sector will increase.

A larger number of food craft institutes are needed at the regional level. Infrastructure of IHMs should be enhanced to handle larger batches of students.

While both degree and food craft courses are needed across India, the western region in India needs particular attention to meet the demand from a large population of restaurants and expected rapid growth in hotels.

Short-term certificate courses of 3 – 6 months can be used to bridge the yawning gap in manpower demand and supply for restaurants. HSR scheme should be leveraged here; its awareness in the industry should be enhanced.

Simultaneously, students will have to be attracted to meet the increasing demand. An awareness campaign is needed to build the attractiveness of the hospitality sector.

Formal training is required to produce both managerial and non-managerial personnel. Travel trade does not need any increase in training infrastructure while the following functions in hotels and restaurants need urgent attention:

a.   Food & beverage (service & kitchen including multiple cuisines)

b.   Housekeeping, Hotel administration & Security

c.   New functions such as management of spa and night clubs

Hotel management training needs reinforcement at different levels. Some of the important measures that can be taken are as follows:

a.   Proper selection of students on the basis of written test, personality and aptitude to prevent attrition at a later stage

b.   Focus on grooming and communication skills needs to be brought in

c.   Practical exposure through on the job training during the course

d.   Exposure to foreign languages needs to be introduced

e.   Standardization and monitoring of curricula in private institutions

Use of the Study:

Various recommendations of the study were utilized by the Working Group on Tourism Sector for the 12th Five Year Plan for formulating the strategies for skill development in tourism sector in the country.

11
Chapter

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

The Tourism Finance Corporation of India (TFCI) was set up to meet the finance requirements of tourism industry in the country. The amount of loans sanctioned and disbursed by TFCI to various categories of tourism industries during 2011-12 with comparative figures for last two years are given in Table 11.1.1

Table 11.2.2 gives project-wise and purpose-wise classification of financial assistance sanctioned during 2011-12.

TABLE 11.1.1 ASSISTANCE SANCTIONED AND DISBURSED BY TFCI, DURING 2009-10, 2010-11 AND 2011-12			
Operations	**2009-10** (₹ in Lakh)	**2010-11** (₹ in Lakh)	**2011-12** (₹ in Lakh)
Assistance Sanctioned			
Rupee Loan	52127	67105	71880
Leasing	Nil	Nil	Nil
Subscription to Equity /Preference Share/			
Mutual fund/Debenture	4909	6711	6118
Guarantee	Nil	Nil	Nil
Total	**57036**	**73816**	**77998**
Assistance Disbursed			
Rupee Loan	24419	31164	50206
Leasing	Nil	Nil	Nil
Subscription to Equity/ Preference Share			
Mutual Fund/Debenture	4909	6711	6118
Guarantee	Nil	Nil	Nil
Total	**29328**	**37875**	**56324**

TABLE 11.1.2

PROJECT-WISE AND PURPOSE- WISE CLASSIFICATION OF FINANCIAL
ASSISTANCE SANCTIONED DURING 2011-12

(₹ 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	12600	0	0	0	0	3	9500	6	22100
	75	134875	16	17876	15	6808	19	30777	125	190336
4 Star Hotel	2	8800	0	0	0	0	0	0	2	8800
	41	50746	6	7457	5	1995	4	1590	56	61788
3 Star Hotel	3	8700	0	0	0	0	1	3000	4	11700
	245	130892	22	12587	11	3743	36	21277	314	168499
2 Star Hotel	2	3740	0	0	0	0	0	0	2	3740
	23	9138	1	388	1	090	2	323	27	9939
Heritage Hotel	0	0	0	0	0	0	0	0	0	0
	17	3764	3	1030	2	425	2	586	24	5805
Unclassified Hotel	0	0	0	0	0	0	0	0	0	0
	2	1210	0	0	1	024	1	056	4	1290
Amusement/ Park/ Shopping complex- cum- Ent. Centre/ Water Park/Multiplex/ Activity Centre/ Integrated	2	4040	0	0	0	0	0	0	2	4040
	33	28683	3	190	0	0	3	1267	39	30140
Restaurant	0	0	0	0	0	0	1	1500	1	1500
	16	5544	3	1835	3	109	2	1805	24	9293
Tourist Cars/Coaches	0	0	0	0	0	0	1	5000	1	5000
	2	241	3	1326	2	600	1	5000	8	7167
RTDC/Palace on Wheels	0	0	0	0	0	0	0	0	0	0
	2	2150	0	0	1	1000	1	500	4	3650
Others	0	0	0	0	1	5000	3	10000	4	15000
	32	36585	3	3600	3	5273	7	13829	45	59287
Infrastructure Projects	0	0	0	0	0	0	0	0	0	0
	2	6300	1	3000	0	0	2	4500	5	13800
Total	12	37880	0	0	1	5000	9	29000	22	71880
	490	410128	61	49289	44	20067	80	81510	675	560994

Source: *Tourism Finance Corporation of India Ltd.*
Normal-Current Year (2011-12)
Highlighted-Cumulative

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APPENDICES

GUIDELINES FOR PROJECT APPROVAL AND CLASSIFICATION OF TIME SHARE RESORTS(TSRs)

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:

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 Rs.
5-Star	15,000
4-Star	12,000
3-Star	8,000

9. The promoters must forward regular progress reports for each quarter failing which the project approval would be considered withdrawn.

10. All documents must be valid at the time of application and a Gazetted officer or Notary must duly certify copies furnished to the 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/TAAI/IHM/RD/local Indiatourism office/Member Secretary will constitute the other members of the Committee.

    (b) The Chairman and any 3 members will constitute a quorum.

    (c) The minutes will be approved by the Chairman (HRACC).

    (d) In case of any dissatisfaction with the decision of HRACC, the TSR may appeal to Secretary (T), Government of India for review and 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. (10) 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 duries, 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 furnished)

   (c) Whether the required land use permit for the conversion into hotel on it have been obtained. (If so, a copy of certificate from the concerned local authorities should be furnished).

   (d) Distance from Railway Station:

   (e) Distance from Airport:

   (f) Distance from main shopping Centres:
7. Details of the Hotel Project (a copy fo 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 centrres 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 IITTM/ 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 it environs are not pollution prone, crowded, noisy, unhygienic etc.

iii) A land use permission certificate from the concerned state/ local authority certifying that it is permissible to construct a convention centre on the site selected. Blue prints of the sketch plans of the project duly approved by the State authority and signed by the architect and the promoter should be furnished.

iv) Ownership deed of the land.

v) Urban land ceiling certificate, if applicable.

vi) Approval of International Airport Authority of India/ Director General of Civil Aviation if the project is near an airport.

vii) Name and Business antecedents of the promoters.

viii) Proposed ownership structure, giving full details as to whether the new undertaking will be owned by individual(s) or a firm or a company.

ix) Estimated cost of the project and the manner in which it is proposed to raise the funds to meet the required investments.

x) The Ministry has prescribed some regulatory conditions to be adhered to by promoters or approved convention centre projects. The promoter should furnish the acceptance of these regulatory conditions in the prescribed form. The regulatory conditions and the form of there acceptance have also been appended.

REGULATORY CONDITIONS FOR APPROVAL OF CONVENTION CENTRE PROJECT

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

1) Documents relating to its legal status i.e. if the company is incorporated under the companies act, a copy of its memorandum and articles of association, if it is partnership firm, a copy of the partnership deed and the certificate of registration under the partnership act; if it is a proprietory 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 orientele the promoter will be eligible for grant of loan from Central/ State Financial Institutions and priority in the procurement of building material, telephone and telex connections etc. however, this approval should not in any way be construed as an assurance for the grant of these facilities since this would fall within the jurisdiction of the concerned authorities and the rules prescribed for the purpose.

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

1) The Convention Centre must immediately inform this Ministry the date from which it becomes functional, and apply for approval within 3 months thereafter.

2) The Convention Centre will submit the following information to the 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) Proprietory 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.

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

(2) 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 Aprtment 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 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 Appartment 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 then 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	1	1 1/2		Half bath toilet and wash basin.
Number of dedicated (private) bath rooms 2	2	2 1/2		
Number of dedicated (private) bath rooms 3	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 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.

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

Criteria	Max Marks	Score	Comments
Hygiene	8		Pot & Dish Washing 2 Drinking water 2 Staff facillities1 Pest control 2 Garbage disposal 1
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 / Homestay 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 / Homestay 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/ re-classification. No requests will be entertained beyond this period.

16. Ministry of Tourism, Government of India reserves the right to modify the guidelines/ terms and conditions from time to time.

17. The rate of taxes for property, electricity and water to be paid for classified IIB&B / Homestay Establishments will be those prescribed by the appropriate authorities.

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

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

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

1. Regional Director (North), Indiatourism, 88 Janpath, New Delhi - 110001.Tel: 011-23320005/8, 23320005, 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, Minisry of Tourism, Paryatan Bhawan, IInd 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).	M	M		
	All rooms should be clean, airy, pest free, without dampness and with outside window/ventilation. with outside window/ventilation.				
4	Minimum floor area in sq. ft. for each room.				
	Plains	120	200		
	Hills	120	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 sewarage 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 **recognition** shall be addressed to the Additional Director General, Ministry of Tourism, Transport Bhawan, No.1, Parliament Street, New Delhi-110 001.

4. The recognition as an approved TA shall be granted by the Ministry of Tourism, Government of India, New Delhi initially, for five years, based on the **Inspection Report** / **Recommendations** of a Committee comprising the **concerned Regional Director (RD) and a member of Travel Agents Association of India (TAAI).**

5. The application for **renewal** / **extension** shall be addressed to the Regional Director of the concerned region as per the following addresses:-

    a)   The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: 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:, 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

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:

सत्यमेव जयते

Incredible !ndia

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

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and 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 :..

सत्यमेव जयते

अतुल्य ! भारत

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

मैं / हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु–सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ / करते हैं और अपनी वचनबद्धता दोहराता हूँ / दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्द्वारा 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, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

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

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

d) Names of focal points.

12. List of Directors / Partners or name of the Proprietor.

13. Details of office premises, whether located in commercial or residential area, office space in sq. ft. (the minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level) and accessibility to toilet and reception area.

14. 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 **recognition** shall be addressed to the Additional Director General, Ministry of Tourism (MOT), Transport Bhawan, 1, Parliament Street, New Delhi - 110 001.

4. The **recognition** as an approved ITO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report / Recommendations of a Committee comprising the concerned Regional Director (RD) and a member of Indian Association of Tour Operators (IATO).**

5. The application for **renewal** / **extension** shall be addressed to the Regional Director of the concerned region as per the following addresses:-

    a) The Regional Director (East), India Tourism, "Embassy",4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: 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

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.

(xi)   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:-

<div style="text-align:center">

Particulars of the Inbound Tour Operator (ITO) concerned

</div>

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 ....

<div align="right">

Signature

Name of Proprietor/Partner/Managing Director

Rubber Stamp

</div>

Place:

Date:

Incredible !ndia

सत्यमेव जयते

| 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 :...

सत्यमेव जयते

अतुल्य ! भारत

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

मैं / हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु–सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ / करते हैं और अपनी वचनबद्धता दोहराता हूँ / दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्द्वारा 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, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

    d)   Name of focal points.

11.   List of Directors/Partners or name of the Proprietor.

12.   Details of office premises, whether located in commercial or residential area, exact office space in sq. ft. (at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are located above 1000 meters from sea level) and accessibility to toilet and reception area.

13.   Certificate of Statutory Chartered Accountant on original letter head in support of turnover in foreign exchange from inbound tour operations only during the last financial / calendar year which should not be less than ₹25.00 Lakh in case of Inbound Tour Operator from rest of India and ₹5.00 lakh from the North – Eastern Region, remote and rural areas. However, for the North – Eastern Region, the firm's turn – over in Rupee earnings would be treated as Foreign Exchange earnings, provided there is documentary evidence that such earnings are from inbound tour operations only. This could be certified by the firm's Statutory Auditor.

14.   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 **recognition** shall be addressed to the Additional Director General, Transport Bhawan, No.1, Parliament Street, New Delhi-110 001.

4. The **recognition** as an approved 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).**

5. The application for **renewal** / **extension** shall be addressed to the RD of the concerned region as per the following addresses:-

    a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: indtour6100@dataone.in

    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

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 **Rs. 25.00 lakh** for rest of India and **Rs. 10.00 lakh** for the North – Eastern region, remote & rural areas duly supported by a Certificate issued by 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.   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 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: ....

   <u>Total number of staff:</u>

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:

***

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 :...

अतुल्य ! भारत

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

मैं / हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु–सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ / करते हैं और अपनी वचनबद्धता दोहराता हूँ / दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्द्वारा 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 safaris of various kinds, etc. In addition to that he may also make arrangements for transport, accommodation, etc.

3. The application for **approval** shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C – 1 Hutments, Dalhousie Road, New Delhi – 110 011, Tel No. 011 2301 2805, Fax No. 011 2301 9476, Email ID: sanjay.singh1@nic.in.

4. The application for **renewal** / **extension** shall be addressed to the Regional Director of the concerned region as per the following addresses:-

    a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: indtour6100@dataone.in

    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: 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 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, IITTM and any institution approved by AICTE or should be trained from reputed specialized Institutes in Private / Public Sector. The owner of the firm would be included as one of the qualified employees. Either, the Owner / Director himself or their Operations - Chief employed should be well qualified in the activity the adventure operator wants to pursue, which is determined by

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

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

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

(vi) The Agency must clearly indicate its specialization of activities or activity it wishes to pursue as business like trekking, water sports, aero sports, scuba diving, Safaris etc.

(vii) The operator must have his own Adventure equipment as well as specialized trained staff.

(viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the ATOs should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by ATOs.

(ix) The field staff members of the party must be qualified for the activity or must have minimum of five years of practical experience. The staff member must obtain an Adventure certificate from the specialized organizations like IMF (for Mountaineering/trekking) & NIWS Goa (for Water Sports/Aero sports, etc.).

(x) Field members of the company must be qualified in First - Aid / C.P.R by Red Cross or equivalent body or Certificate Course conducted by the Adventure Tour Operators Association of India.

(xi) The party must sign an undertaking for adherence to sustainable ecological practice and protection of environment in keeping with guidelines for eco-tourism and safety and security guidelines of Ministry of Tourism/Adventure Tour Operator Association of India.

(xii) It would be recommended to distribute a copy of the Eco - Tourism guidelines to each client.

(xiii) The agency must maintain in its office premises all the maps and reference material concerning the particular activities it desires to pursue as business.

(xiii) The party must have printed brochure or website clearly describing its i) present activities (ii) Its area of operation (iii) its commitment to follow Eco - Tourism guidelines.

(xiv) The firm should clearly indicate the area of specialization in all their promotional and display material.

(xv) Principles of Eco Tourism as being espoused by ATOAL Membership of PATA Green Leaf are optional.

(xvi) ATO should have filed Income Tax Return for the current assessment year.

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

19.   It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval / renewal or extension of recognition given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.

20.   The decision of MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in their discretion refuse to recognize / renew or extend any firm or withdraw / withhold recognition / renewal or extension already granted with the approval of the Competent Authority at any time.   Before such a decision is taken, necessary Show Cause Notice would be issued and the reply considered on merit. Termination would be done only after careful consideration and generally as a last resort. Reasons for withdrawal would be mentioned in the Show Cause Notice and final order. In special circumstances such as threat to the security of the State detailed reasons may be withheld.

GUIDELINES FOR SAFETY AND RESCUE IN ADVENTURE SPORTS

INTRODUCTION:

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

GENERAL GUIDELINES FOR ALL ADVENTURE SPORTS

2.1 Every group of persons taking part in adventure sports must be accompanied by a person designated as a "leader".

2.2 "Leaders" must possess appropriate qualification and skills as indicated in relevant chapters of this document.

2.3 Every person joining a group engaged in adventure sports must receive an introductory training and leaders should be satisfied that they have acquired the skills necessary to participate.

2.4 Leaders should have a first aid certification and must be competent to impart first aid training in the use of stretchers.

2.5 Leaders should be familiar with search procedures and should brief all group members in these procedures.

2.6 All group members must be familiar with the use of radios where these are being used.

2.7 Leaders should be familiar with helicopter operations, know how to approach a helicopter and procedures for being winched up and down.

2.8 Leaders should be proficient in the use of maps and compasses in any weather by day or night.

2.9 Leaders should be satisfied that all members are medically fit to take part in the adventure sports.

2.10 Leaders should satisfy themselves that equipment to be used meets all the safety norms for each adventure sport; all inspections have been carried out as recommended by the manufacturer and is fit for use.

2.11 Under no circumstances should the capacity rated by the manufacturer of adventure sports equipment be exceeded, any unauthorized modifications except

as additional safety measures be carried out or sub standard material used.

2.12   Information regarding nature of activity, area of operation, period of activity, possible hazards, persons to be contacted in an emergency and list of members should be given to the concerned safety and rescue committees.

2.13   Suitable hand held devices with graded distress signal capabilities should be made available to adventure tourist groups at suitable prices when available in India.

2.14   A qualified Doctor should be available on call

2.15   Communication facilities such as Mobile Telephone / Walkie - Talkie etc. should be available.

GUIDELINES FOR WATER SPORTS

3.1   All leaders or guides must possess a valid certificate or license from a recognized institution or association. They should have an adequate experience in the concerned sport.

3.2   All leaders and guides must be good swimmers and should be well trained in water rescue techniques, first-aid & CPR (Cardio pulmonary resuscitation).

3.3   A rescue craft should always be in sight or in radio contact of the persons or group engaged in water sports. The rescue craft could be powered or un - powered according to requirements of the sport but it must have a first aid kit, spare life jackets and throw lines/rescue bags. For river sports, a minimum of two crafts (i.e. two rafts or a raft and one/two safety/rescue kayaks is a must.

3.4   All participants should wear suitable buoyancy aids and where necessary protective headgear. Helmets are a must for river sports.

3.5   In water sports, where there is a possibility of being thrown in the water, all participants should be swimmers.

3.6   All equipment should be inspected by a competent person or the manufacturer once every season or six months, whichever is less.

3.7   A log book should be maintained for each craft, which should be a record of usage, inspection, repairs and modifications. A river logbook must be maintained be maintained for river rafting operations.

3.8   All craft which are away from the base of operations should carry a first-aid kit, emergency equipment and repair kit. They should, where appropriate, carry navigational equipment.

3.9   All craft should display of the list of minimum equipment and accessories as recommended by the manufacturer.

3.10   The capacity rating of the craft should be prominently displayed so as to be visible to the users along with a warning of potential hazards.

3.11   No person should be allowed to participate under the influence of illicit drugs or alcohol.

3.12   Incidents and accidents should be immediately reported to the concerned safety committee.

3.13   Medical concerns: Those suffering from any serious medical conditions such as a weak heart, epilepsy, back / spinal problems (such as slip disc) & expecting mothers should not be allowed to participate in river sports/adventure sports such as scuba diving etc.

3.14   Age limit: The age limit for water sports should be prominently displayed in all literature and also base of operations. For river sports, the age limit is: 14 years & above for all sections, 10 years and above on float trips (grade II). Based on the river section/conditions, this can be relaxed by 1 or 2 years by the trip leader.

3.15   A liability waiver should be signed by the client prior to the river trip. This should clearly mention the inherent risks involved in the sport.

3.16   For river sports, life jackets must be on at all times while on the river. The life-jackets must be fastened properly and have a minimum buoyancy of 8-9 kgs. Appropriate life-jackets should be used. Inflatable life-jackets should not be used on the river.

GUIDELINES FOR AERO SPORTS

4.1   All aero sports must be carried out under an instructor or guide holding a valid license or certificate from a recognized institution, club or association.

4.2   All pilots and parachutists must be medically examined and certified fit to participate in aero sports.

4.3   Passengers should be medically fit and briefed on emergency procedures.

4.4   All aero sports should be undertaken only in day light hours.

4.5   Clearance in powered flying, such as micro light and powered hang gliders should be obtained from the concerned air traffic control while flying in controlled airspace. In uncontrolled areas, a responsible person should be available on ground to give take-off and landing clearances.

4.6   For un - powered flying, such as hang gliding and paragliding a launch master should be present at the take off site and a landing area safety officer at the landing zone.

4.7   First aid equipment along with suitable trained person should be available at all times.

4.8   All pilots, passengers and parachutists must wear protective helmets.

4.9   All aero sports activity must be undertaken when sky is clear of clouds; the surface is in sight and with visibility at least one nautical mile.

4.10   No person should be allowed to participate in aero sports under the influence of drugs and alcohol.

4.11   Rules for avoiding collision:

(For these rules micro light, powered hang gliders etc. may be read as aircraft)

(1)   No aircraft shall be flown in such a way as to create a danger of collision.

(2)   Formation flying is not recommended.

(3)   All aircraft must avoid passing under, over or in front of another aircraft unless well clear of it.

(4)   The lower aircraft always have right of way, except for aircraft in any emergency.

(5)   When two aircraft approach each other head on, they should turn on their right.

(6)   Overtaking is not allowed under any circumstances.

4.12   All aircraft, parachutes and airborne equipment must be inspected and certified fit by a competent person on a daily basis.

4.13   Log books should be maintained for all aircraft, parachutes and airborne equipment which would record its usage, inspections, modifications and repairs.

4.14   Repairs and modifications of airborne aero sports equipment must be carried out with the approval of the manufacturer.

4.15   All clubs, associations, government and other bodies offering aero sports facilities must maintain a manual of operation which should be available at the site of the aero sports activity and a copy should be sent to the concerned safety committee for review.   This manual should contain standard operating procedures, list of mandatory checks of equipment, details and specifications of equipment and emergency procedures.

GUIDELINES FOR MOUNTAINEERING AND TREKKING

5.1   All members of mountaineering expeditions should be adequately qualified for taking part in the sport. Basic course certificate issued by National Mountaineering Institutes should be considered adequate for this purpose.

5.2   Leaders of mountaineering expeditions should possess adequate qualifications approved by Indian Mountaineering Foundation.

5.3   Members of mountaineering expeditions and trekking groups should be physically fit.

5.4   Equipment used for mountaineering and trekking should be UAAI certified or approved by the Indian Mountaineering Foundation.

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

FORMATION OF SAFETY AND RESCUE COMMITTEE

6.1   In addition to having an element of risk, adventure sports are usually undertaken in remote areas, often inaccessible by road. In order to minimize the risks it must be ensured that adequate safety measures are adopted by all agencies conducting adventure sports especially where tourists are involved. Rescue arrangements also have to be speedily put into operation to minimize loss of life and limb in the event of mishaps.

6.2   The formation, therefore, of state level committees for safety and rescue of tourists, is essential. The committees should be able to oversee implementation of safety measures and co-ordinate rescue efforts.

6.3   The safety and rescue committee should function as a nodal agency for all adventure activities in the state. It should draw its members from the various executive departments such as departments of Tourism, Sports, Police and military authorities and representatives from ATOAL.

6.4   Similar committee should be formed at the District level under the district administration.

URGENT SAFETY NOTICES

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

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

> Self attested Passport size photograph of Managing Director / Managing 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: ....

   <u>Total number of staff:</u>

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……………......……Date ……..............Amount …..........................

For Branch office(s) please mention:

Demand Draft No.(s)………......……Date ……..............Amount …............................

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

UNDERTAKING

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

Signatory

Official rubber stamp

Date:

Place:

सत्यमेव जयते

Incredible !ndia

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and 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:……………………………………………………………………

सत्यमेव जयते

अतुल्य ! भारत

मैं / हम हमारी समृद्ध और प्राचीन सभयता 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 प्रवृति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्द्वारा 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 हॅ / 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, IITTM, any institution approved by AICTE or should be trained from reputed specialized Institutes in Private / Public Sector. The owner of the firm would be included as one of the qualified employees. Either, the Owner / Director himself or their Operations - Chief employed should be well qualified in the activity the adventure operator wants to pursue, which is determined by certification by any national or international institute in the activity or minimum of eight years of practical experience.

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

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

d) Names of focal points.

12. List of Directors/Partners or name of the Proprietor.

13. Details of office premises, whether located in commercial or residential area, office space in sq. ft. (The minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level) and accessibility to toilet and reception area.

14. Certificate of Statutory Auditor of the firm on original letter head in support of turnover 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, accomm-odation, sight seeing, entertainment and other tourism related services for domestic tourists.

3. The application for **recognition** shall be addressed to the Additional Director General, Ministry of Tourism, Transport Bhawan, 1, Parliament Street, New Delhi- 110 001.

4. The **recognition** as an approved 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).**

5. The application for **renewal**/**extension** shall be addressed to the RD of the concerned region as per the following addresses:-

    a)   The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: indtour6100@dataone.in

    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

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, IITTM 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.

xi) 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.   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.

14.   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.

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 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: ....

    <u>Total number of staff:</u>

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:

सत्यमेव जयते

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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 :...

अतुल्य!भारत

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

मैं ⁄ हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु–सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ ⁄ करते हैं और अपनी वचनबद्धता दोहराता हूँ ⁄ दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्द्वारा 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/calendar 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	Thiruvanathapuram

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

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 IITTM 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 IITTM 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 aceiling of Rs.475 lakhs for the setting up of an FCI. The cost thereof, if it exceeds the ceiling, shall be met by the State Government/UT Administration concerned. However, quantum of assistance for the setting up of an FCI created by the Central Government shall not be subject to this ceiling.

iii) Assistance to a new FCI proposed by the State Govt. / UT Administration shall be utilized subject to further ceilings of Rs. 375 lakhs on construction and Rs. 100 lakhs on purchase of equipments.

iv) Assistance may cover expenditure on such items as campus development, teaching

block, administrative block, kitchens, laboratories, library, hostels, mess, canteens, auditorium, seminar halls, basic recreational facilities, staff quarters, purchase of equipments and on any other incidental though indispensable item.

II Existing FCIs

i) Expansion of an existing Institute/including hostels to provide not only for a felt infrastructural inadequacy but also to up-grade the existing one.

ii) For replacing equipments which are 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.

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

I.   In the 9th Plan assistance was provided in the following fields:-

   (1) Construction of budget accommodation.

   (2) Tourist complexes.

   (3) Wayside amenities.

   (4) Tourist Reception Centre.

   (5) Refurbishment of monuments.

   (6) Special tourism projects.

   (7) Adventure and sports facilities.

   (8) Sound and Light shows and illumination of monuments.

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

   (1) Integrated Development of Tourist Circuits

   (2) Product/Infrastructure and Destination Development.

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

   A) Major destinations and circuits development

   B) Rural Tourism infrastructure development

A.   Major destinations and circuits development

3.   The focus under this revised scheme will be on the improvement of existing product and developing new tourism products to the world standard. It will also focus on Integrated Infrastructure Development of the tourist sites. These tourist sites/destinations would be carefully selected based on its tourism potential. The aim would be to provide all infrastructure facilities required by the tourists within such destinations and circuits. Master Planning of these destinations and circuits will be undertaken so as to develop them in an integrated holistic manner. The aim will be convergence of resources and expertise through coordinated action with State Governments/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 Centresxii. Improvement of municipal services directly related to Tourism

xii. Other work/activities directly related to tourism.

10. **Release of Funds:** The funds would be released to the implementing agency as indicated in Para 6 above in three instalments for identified destination and circuit amounting to ₹ 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.

REVISED SCHEME OF ASSISTANCE FOR LARGE REVENUE GENERATING PROJECTS

1. **Preamble:** It is recognized that the development of tourism infrastructure projects requires very large investment that may not be possible out of the budgetary resources of the Government of India alone. In order to remove these shortcomings and to bring in private sector, corporate and institutional resources as well as techno-managerial efficiencies, it is proposed to promote large revenue generating projects for development of tourism infrastructure.

2. **Scope of the Scheme:** Large revenue generating project, which can be admissible for assistance under this scheme, should be a project, which is also a tourist attraction, or used by tourists and generates revenue through a levy of fee or user charges on the visitors. Projects like Tourist trains, Cruise vessels, Cruise Terminals, Convention Centres, Golf Courses open for both domestic and international tourists, Health and Rejuvenation facilities and last mile connectivity to tourist destinations (air and cruise including heli tourism) etc. would qualify for assistance. However, this is only an illustrative list and Ministry of Tourism will examine all such cases critically and will have the final say on whether or not the project under consideration has a tourism impact. Hotel & Restaurant component will not be eligible for assistance under the scheme either on a stand-alone basis or as an integral part of some other project However, catering facility (not open for general public) as integral part of the project to meet the in house needs could be eligible for assistance. Procurement of vehicles and sports facilities like stadiums will also not be eligible for assistance under the scheme.

3. **Promoters of Project:** The projects promoted by Public Sector undertakings, Agencies, or Autonomous Bodies of Central/State Governments as well as projects promoted by private sector/PPP Projects recommended by the State Governments/UT Administrations will be eligible for assistance.

4. **Eligibility for assistance:** Justification for providing assistance/subsidy. would be ascertained on the basis of feasibility study/DPR at the stage of consideration of the project by the Competent Authority. The projects selected for assistance under this scheme would not be eligible for subsidy from other schemes of Central Government or State Governments. Similarly, the projects which have already availed subsidy/financial assistance from any other scheme of the Central or State Govt., would not be eligible for Government of India assistance under this scheme.

5. **Requirement of a Special Purpose Vehicle (SPV):** A SPV would have to be set up by the implementing partners in case a private party is promoting the project on its own or in PPP mode, prior to the consideration of their project under this scheme. However, where the promoter of the project is a State PSU, Agency, Autonomous Body or Central Govt. PSU, Agency or Autonomous Body, a separate SPV need not be required. In both the cases, a separate Project Management Group would be required and separate accounts would be maintained for the project. The Project Management Group, where SPV has to be set up will consist of , (i) MD/CEO of the SPV (ii) Project Director/Manager (iii) Finance Director (iv) A representative of the State Govt. to be nominated by them. In the other cases, the Project Management Group will consist of (i) MD/CEO of State PSUs/Central PSUs/Statutory Body, (ii) State Tourism Secretary(where State Govt. is directly involved), (iii) Project Director/Manager (iv) Finance Director of the Central/State PSU/Statutory Body or the Director-Finance Department of State Government.

6. **Appraisal/Feasibility Report:** All project proposals under this scheme must be accompanied by project appraisal carried out by an independent public financial institution. The public financial institution should clearly state that the project is financially viable. In case of private sector/PPP projects the financial institutions should also indicate their willingness to provide loan for the project. In case the promoter wants to take loan from another financial institution/bank, their appraisal and a letter from them clearly indicating willingness to grant loan for the project should be enclosed with the proposal. Grant-in-aid for preparation of DPR would be admissible at 50% of the actual cost subject to a maximum of Rs.25 lakh per project. No Grant-in-aid would be admissible for preparation of Feasibility Report. Public financial institutions, in this case, will include a public financial institution under Section 4A of the Companies Act, 1956 and any institution notified by the Government as authorized to discharge the functions of a public financial institution under this Scheme. Anyone of these institutions could also fund the large revenue generating projects admissible under the scheme.

7. **Norms for funding:** The amount of assistance under the scheme would be released to Public Sector Undertakings, Agencies or Autonomous Bodies of Central/State Governments if the project is promoted by them. In case of private sector / PPP project, the assistance would be released to SPV through the financial institutions. The quantum of subsidy for Private Sector/PPP projects will be determined through a competitive bidding process undertaken by the concerned State Governments/UT Administrations. Specific reasons will be required to be brought on record in case competitive bidding process is not adopted for determining the quantum of subsidy. In

such cases a High Level Committee constituted by the Ministry of Tourism will recommend the exemption from competitive bidding process as well as quantum of subsidy. There should be a minimum loan component of 25% in the case of private sector/ PPP projects. The subsidy under the scheme will have a cap of ₹ 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.

REVISED 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 d eclaration 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

(i) 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.

ii) 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:

Date:

Signature &

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:

Date:

Signature &

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:

Date:

Signature &

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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DEFINITIONS

DEFINITIONS

ARRIVALS:

The data presented in this publication refer to the number of arrivals of tourists/visitors and not to the number of persons. An individual who makes multiple trips to the country is counted each time as a new arrival. This is also true in the case of Indian nationals going abroad.

FOREIGN VISITORS:

A Foreign visitor is any person visiting the country on a foreign passport whose main purpose of visit is other than the exercise of an activity remunerated from within the country or establishment of residence in the country.

This definition covers two segments of visitors: "Tourists" and "Same Day Visitors".

FOREIGN TOURIST:

A foreign tourist is a person visiting India on a foreign passport, staying at least twenty four hours in the country, the purpose of whose journey can be classified under one of the following headings:

(i)   Leisure (recreation, holiday, health, study, religion and sport);

(ii)   Business, family mission, meeting.

The following are not regarded as 'foreign tourists':

(i)   Persons arriving with or without a contract, to take up an occupation or engage in activities remunerated from within the country;

(ii)   Persons coming to establish residence in the country;

(iii)   "Same Day Visitors" i.e. temporary visitors staying less than twenty four hours in the country (including travelers on cruises).

EXCURSIONIST:

A visitor in accordance with the foregoing definition and staying less than 24 hours in the country is treated as "Same Day Visitor" or "Excursionist".

CRUISE PASSENGER:

A visitor, as defined above, who arrives in the country aboard a cruise ship and does not spend a night at an accommodation establishment in the country is treated as a cruise passenger.

PORTS:

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

REGIONS: The regional classification of countries, used for the presentation of data in the publication, is as follows:

1) Africa comprises the continent of Africa including, Egypt and the adjoining islands.

2) Australasia includes Australia, New Zealand, Fiji and the Pacific Island groups like French Polynesia, Papua New Guinea, New Caledonia etc.

3) East Asia comprises China, Hongkong, Japan, Korea, Macau, etc.

4) West Asia comprises countries in the Middle East including Turkey, Cyprus and Persian Gulf countries excluding Iran.

5) South Asia includes Iran, Afghanistan, Sri Lanka, Maldives and countries of the Indian sub continent.

6) South East Asia comprises countries of Indo-China including Myanmar & ASEAN countries.

7) North America includes Canada and the USA.

8) Central and South America comprises countries in the Central and South America, and the Caribbean Islands.

9) Eastern Europe comprises all the countries of former Soviet Union, Yugoslavia, Czech, Slovakia, Hungary, Poland, etc.

10) Western Europe includes all the countries of Europe excluding East European countries, Turkey and Cyprus.

DOMESTIC TOURIST:

A domestic tourist is a person who travels within the country to a place other than his usual place of residence and stays at hotels or other accommodation establishments run on commercial basis or in dharamshalas/sarais/musafirkhanas/agrashalas/choultries etc. for a duration of not less than 24 hours or one night and for not more than 12 months at a time for any of the following purposes:-

i) Pleasure (holiday, leisure, sports, etc.);

ii) Pilgrimage , religious and social functions;

iii) Business conferences and meetings; and

iv) Study and health.

The following are not regarded as domestic tourists:

(i) Persons arriving with or without a contract to take up an occupation or engage in activities remunerated from within the State/Centre.

(ii) Persons coming to establish more or less permanent residence in the State/Centre.

(iii)   Persons visiting their hometowns or native places on leave or a short visit for meeting relations and friends, attending social and religious functions etc. and staying in their own homes or with relatives and friends and not using any sight -seeing facilities.

(iv)   Foreigners resident in India.

INDIAN NATIONALS GOING ABROAD:

Any person going abroad with an Indian passport is regarded as an Indian national going abroad irrespective of the purpose and the destination.

TRAVEL RECEIPTS/FOREIGN EXCHANGE EARNINGS FROM TOURISM:

These are receipts of the country as a result of consumption expenditure, i.e. payments made for goods and services acquired, by foreign visitors in the economy out of foreign currency brought by them.

ACCOMMODATION ESTABLISHMENTS:

Places in which rooms are provided to tourists for stay, and classified as hotels, tourist bungalows, travelers' lodges, youth hostels, etc.

APPROVED HOTELS:

Hotels which conform to certain laid down standards on physical features, standards of facilities and other services are approved by the Tourism Departments of Central and State Governments and are known as approved hotels. These are graded variously as five star deluxe, five star, four star, etc.

OCCUPANCY RATE:

The occupancy rate refers to the ratio between available capacity (in terms of rooms or beds) and the extent to which it is used. Occupancy is worked out on the basis of number of rooms occupied by both domestic and international tourists.

2.   INTERNATIONAL DEFINITIONS

TOURISM: The activities of persons traveling to and in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes.

DOMESTIC TOURISM: Residents of a given country traveling only within that country.

INBOUND TOURISM: In relation to a given country non-residents traveling to that country.

OUTBOUND TOURISM: In relation to a given country, residents traveling another country.

INTERNAL TOURISM: Domestic and Inbound Tourism.

NATIONAL TOURISM: Domestic and Out bound Tourism.

INTERNATIONAL TOURISM: Inbound and Outbound Tourism.

VISITORS: All type of travelers engaged in tourism are described as Visitors, and as such the term represents the basic concept for the whole system of tourism statistics.

INTERNATIONAL VISITORS : Any person who travels to a country other than that in which is his/her usual residence, but outside his/her usual environment, for a period not exceeding 12 months and whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited.

INTERNATIONAL VISITORS INCLUDE:

- Tourists (overnight visitors): Visitors who stay at least one night in a collective of private accommodation in the country visited.

- Same Day Visitors: Visitors who do not spend a night in a collective or private accommodation in the country visited. This definition includes passengers of cruise ships who return to the ship every night to sleep on board even though the ship remains in port for several days. Also included in this group are, by extension, owners or passengers of Yachts, and passengers on a group tour accommodated in a train.

- Domestic Visitors: Any person residing in a country who travels to a place within the country, outside his/her usual environment for a period not exceeding 12 months, and whose main purpose of visit is other than the exercise of an activity remunerated from within the place visited.

DOMESTIC VISITORS INCLUDE:

- Tourists (overnight visitors): Visitors who stay at least one night in a collective or private accommodation in the place visited.

- Same Day Visitors: Visitors who do not spend one night in a collective or private accommodation in the place visited.

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