

GOVERNMENT OF INDIA
MINISTRY OF TOURISM

RAJYA SABHA
UNSTARRED QUESTION NO.2063
ANSWERED ON 12.12.2024

24X7 TOLL-FREE TOURIST HELPLINE

2063 SHRI BABUBHAI JESANGBHAI DESAI:
DR. MEDHA VISHRAM KULKARNI:

Will the Minister of **TOURISM** be pleased to state:

- (a) whether Government has recently launched a 24x7 toll-free tourist helpline, if so, the date and reason for its launch;
- (b) the total number of calls received on the helpline since its launch;
- (c) whether the call centre provides assistance in all scheduled languages as per the constitution, if not, whether Government intends to start it within a time frame; and
- (d) the measures being taken to improve the efficiency and effectiveness of this multilingual tourist assistance service?

ANSWER

THE MINISTER OF TOURISM

(SHRI GAJENDRA SINGH SHEKHAWAT)

(a) to (d): The Ministry of Tourism launched the 24x7 Toll Free Multi-Lingual Tourist Help Line on 08.02.2016. The languages handled by the Tourist Helpline include ten (10) International languages besides English and Hindi. This service is available on the toll-free number 1800-11-1363 or on a short code 1363 and operational 24X7, 365 days.

The objective of this multi-lingual helpline is to provide support service in terms of providing information relating to travel and tourism in India to the domestic and international tourists and also to advise the callers of action to be taken during the times of need while travelling in India and if required, alert the concerned authorities.

The number of calls received on the Helpline is dynamic in nature. Total number of calls received on the Helpline since its launch is approximately 7.9 lakh.

In order to improve the efficiency and effectiveness of this multilingual tourist assistance service, the manpower involved is provided training at regular intervals and they are updated on recent developments of tourism in India.
