

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

**LOK SABHA
UNSTARRED QUESTION NO.122
ANSWERED ON 17.07.2017**

SAFETY AND SECURITY OF FOREIGN TOURISTS

122. SHRI RAOSAHEB DANVE PATIL:

Will the Minister of TOURISM be pleased to state:

- (a) whether the Government has taken any steps to ensure the safety and security of tourists;**
- (b) whether it is a fact that due to the incidents related to safety and security of tourists the number of foreign tourists is on the decline and if so, the details thereof;**
- (c) whether the Government has instituted any structured mechanism to tackle with the offensive incidents against domestic and foreign tourists in several tourists religious places in different States of the country and if so, the details thereof;**
- (d) if not, the reasons therefor; and**
- (e) the details of the funds allocated and utilized for this purpose during the last two years and the current year, year/State-wise and tourist place-wise?**

ANSWER

MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)

(DR. MAHESH SHARMA)

(a): Ministry of Tourism has taken various measures to ensure the safety and security of tourists including foreign tourists. The details are given at Annexure.

(b): No, Madam. The number of foreign tourists arrival (FTAs) in India has shown continuous increase in last three years. The number of FTAs in India during 2014, 2015 and 2016 are as under:

2014	7.68 million
2015	8.03 million
2016	8.80 million

(c): 'Public Order' and 'Police' are State subjects as per the Seventh Schedule of the Constitution of India. As such, the prevention of crime, including crimes against tourists, is the primary responsibility of State Governments/Union Territories.

(d): Does not arise.

(e): At present, Ministry of Tourism does not have any separate scheme to allocate funds for safety and security.

ANNEXURE

STATEMENT IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO.122 ANSWERED ON 17.07.2017 REGARDING SAFETY AND SECURITY OF FOREIGN TOURISTS.

Measures taken by the Ministry of Tourism to ensure the safety and security of tourists including foreign tourists.

- i) The Ministry of Tourism has launched the 24x7 Toll Free Multi-Lingual Tourist Info-Helpline on the toll free number 1800111363 or on a short code 1363 in 12 Languages including 10 international languages and in Hindi & English in February 2016, for domestic and foreign tourists to provide support service in terms of information relating to Travel in India and also offers appropriate guidance to tourists in distress while travelling in India.**
- ii) Ministry of Tourism has launched an initiative of presenting pre-loaded SIM Cards at the Indira Gandhi International Airport, New Delhi and Cochin Airport to foreign tourists arriving in India on e-Visa with the objective of providing instant connectivity.**
- iii) A Welcome card with “Tips to enjoy your stay” is being handed over to foreign tourists on arrival to make the visit of tourists a memorable experience.**
- iv) The State Governments/Union Territory Administrations of Andhra Pradesh, Goa, Karnataka, Kerala, Maharashtra, Himachal Pradesh, Rajasthan, Jammu & Kashmir, Uttar Pradesh, Delhi, Punjab, Madhya Pradesh and Odisha have deployed Tourist Police, in one form or the other.**
- v) The Ministry of Tourism has launched Social Awareness Media Campaigns with the objective of sensitizing stakeholders in the tourism industry as well as the masses and general public about the importance of good conduct and behavior towards tourists and to reinforce the spirit of ‘Atithidevo Bhava’.**
- vi) Ministry of Tourism in the year 2010, has launched code of conduct to be adopted by the Indian travel and tourism industry for Safe and Honourable Tourism with the objectives to encourage tourism activities to be undertaken with respect to basic rights like dignity, safety and freedom from exploitation of both tourists and local residents, in particular women and children.**

- vii) The Ministry of Tourism has issued the Guidelines on Safety and Security of Tourists for State Governments/Union Territories and Tips for Travellers in September 2014 to stress the importance of safety and risk management, assist in identifying best practices and encourage closer cooperation for ensuring a pleasant experience to the tourists. The Guidelines are indicative references that may be useful to the States in sharing or adopting the best practices and design their domestic measures to better protect tourists.**
- viii) The Ministry of Tourism conducts a constant dialogue with State Governments/Union Territory Administrations, various tourism related institutions and stakeholders for drawing up strategies for development and promotion of tourism in the country including safe and honourable Tourism.**
- ix) Ministry of Tourism from time to time issues advisory to various State Governments and UT Administration to ensure safety and security of the tourist.**
