

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

**LOK SABHA
UNSTARRED QUESTION NO.1461
ANSWERED ON 05.03.2018**

FACILITIES FOR DIFFERENTLY-ABLED TOURISTS

1461. SHRIMATI POONAM MAHAJAN:

Will the Minister of TOURISM be pleased to state:

- (a) whether the Government undertook/proposes to undertake a study of various set of challenges faced by differently-abled tourists in the country, and if so, the detailed findings of the study;**
- (b) whether the government has issued guidelines with respect to improving accessibility in favour of differently-abled tourists especially in prominent destinations of the country; and**
- (c) if so, the details along with the compliance status thereof?**

ANSWER

**MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)
(SHRI K.J. ALPHONS)**

(a): Yes. The Ministry of Tourism conducted a study on “Problems and Prospects of Accessible Tourism in India” in the year 2010.

According to the report, differently-abled tourists have to face many barriers at the time of booking and during the travel. Some of them are as below:

- i. Poor understanding of their specific problem and requirement by the booking staff.**
- ii. Lack of accessible taxis and local transport facilities.**
- iii. Lack of proper information and signages at necessary point and intersection.**
- iv. Lack of affordable and accessible accommodation.**
- v. Lack of accessible public conveniences at destination.**

(b) & (c): The steps taken by the Ministry of Tourism to make tourist destinations friendlier for the differently abled are as below:

- (i) While submitting Detailed Project Report of a project under Swadesh Darshan or PRASHAD (National Mission on Pilgrimage Rejuvenation and Spiritual, Heritage Augmentation Drive) Schemes of the Ministry, State Government/Union Territory Administration has to submit an undertaking in the specified format stating that ‘barrier free environment for differently abled tourists has been incorporated in the design of the built up areas of the project’. In addition to this, it is also specifically mentioned in the sanction order of the project that ‘the executing agency shall put in place the mandatory facilities for barrier free access by physically disabled persons’.**
- (ii) A category of National Tourism Award of ‘Best Maintained and Disabled Friendly Monument’ is in existence to encourage the agencies responsible for maintaining monuments/tourist attractions to create barrier- free environment for the promotion of accessible tourism.**
- (iii) The guidelines for classification/re – classification of Hotels issued by the Ministry of Tourism have provisions for the following:**
 - Specially designed dedicated room with accessible bathroom & specially designed furniture like almirah, audible & visible alarm system and doorbell.**
 - Accessible public restrooms and Ramps with anti-slip floors to allow wheel chair access to public areas and at least one restaurant.**
