

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

**LOK SABHA
UNSTARRED QUESTION NO.824
ANSWERED ON 23.07.2018**

FLEECING OF TOURISTS

**824. SHRIMATI KIRRON KHER:
PROF. CHINTAMANI MALVIYA:**

Will the Minister of TOURISM be pleased to state:

- (a) whether complaints have been received regarding fleecing, cheating and other crimes with both domestic and foreign tourists in the country;**
- (b) if so, the details thereof along with the number of incidents of fleecing, cheating and other crimes reported against domestic and foreign tourists during each of the last three years and the current year, State/UT-wise;**
- (c) the details of the steps taken/being taken by the Government to ensure safety of both domestic and foreign tourists particularly of women tourists; and**
- (d) whether the Government is considering to constitute a special tourist Police force, tourist guides etc. at national level for the safety of tourists and if so, the details thereof?**

ANSWER

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

(a) and (b): The 'Public Order' and 'Police' are State subjects as per the Seventh Schedule of the Constitution of India. As such, registration of fleecing, cheating and other crimes against tourists, both domestic and foreign, is the primary responsibility of the State Governments/Union Territories. The Ministry of Tourism does not compile data on crime against foreign and domestic tourists as such. However, any such incident which comes to the knowledge of Ministry of Tourism as a part of CPGRAM, is taken up with the appropriate authority.

(c) and (d): The Ministry of Tourism has taken following steps in order to ensure safety and security of tourists, including foreign tourists:

- (i) The 'Athithidevo Bhava' Social Awareness campaigns have been introduced by the Ministry of Tourism with the objective of sensitising stakeholders and the general public about various social awareness themes.**
- (ii) An advisory has been posted on the Ministry of Tourism website www.incredibleindia.org indicating that India remains safe destination for international Tourists including women tourists.**
- (iii) The Stakeholders have identified focal points in their respective organizations to implement the 'Code of Conduct for Safe & Honourable Tourism'.**
- (iv) The Ministry of Tourism has launched the 24x7 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.**
- (v) 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.**
- (vi) 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 on the importance of safety and risk management, assist in identifying best practices and encourage closer cooperation for ensuring a pleasant experience to the tourists.**
- (vii) The Security of tourists is a State Government subject, however, the Ministry of Tourism in consultation with the State Governments/UT Administrations had proposed to set up Tourist Police at prominent tourist spots. The State Governments/UT 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. The Ministry of Tourism has written a letter to the Chief Secretaries of States/UTs regarding setting up of 'Tourist Police' in remaining States on 11th July 2018 as tourist safety is of prime importance.

- (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 Administrations to ensure safety and security of the tourist.**
