

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

**LOK SABHA
UNSTARRED QUESTION NO. 5212
ANSWERED ON 04.04.2022**

**PROPOSAL TO CREATE A POOL OF CERTIFIED TOURIST
FACILITATORS**

5212. SHRI GAUTAM GAMBHIR:

Will the Minister of TOURISM be pleased to state:

- (a) whether the Government is considering any proposals or plan in furtherance of creating a pool of certified tourist facilitators; and**
- (b) if so, the details thereof?**

ANSWER

MINISTER OF TOURISM

(SHRI G. KISHAN REDDY)

(a) to (b): The Ministry of Tourism has launched the Incredible India Tourist Facilitator (IITF) Certification Programme- a digital initiative that aims at creating an Online learning platform with the objective of creating a pool of well trained and professional Tourist Facilitators across the country. The system provides basic, advanced (heritage and adventure), spoken language and refresher courses for candidates. The candidates can pursue these online courses from anywhere and at any time and at their own pace. The online courses can be accessed from different digital devices. On successful completion of the course, he/she will be a professionally certified tourist facilitator who will support tourists by disseminating information, eliciting interest in them about the country and providing experiential tourism. The Programme has been made available online w.e.f. 01.01.2020. This certification

programme has been conducted by Indian Institute of Tourism and Travel Management (IITTM) Gwalior.

Minimum eligibility for the IITFC programme is 10+2 for the candidates in the age group of 18 to 40 and 10th Class for candidates above 40 years of age. Registration fee is Rs. 2000/- which is exempted for candidates belonging to SC/ST community, residents of Ladakh, Jammu & Kashmir and Aspirational Districts declared by NITI Aayog.

Regional Level Guides (RLGs) have also been inducted in the Advance Stage (IITG-Heritage) of this programme and they have been renamed as Incredible India Tourist Guide (IITG) on completion of Refresher Course.

As on 28.03.2022, total number of registration on the portal of IITFC is 11533. Two Batches of Basic IITFC Course have already been conducted and 3071 candidates have been declared successful. Total number of 1549 RLGs have also completed the refresher course conducted by Indian Institute of Tourism and Travel Management (IITTM).
