

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

**LOK SABHA
UNSTARRED QUESTION NO.2577
ANSWERED ON 09.03.2026**

CAPACITY BUILDING FOR SERVICE PROVIDERS SCHEME

2577. DR. KALYAN VAIJINATHRAO KALE:

SHRI PRAVEEN PATEL:

SMT. SMITA UDAY WAGH:

SHRI P P CHAUDHARY:

SHRI VIJAY KUMAR DUBEY:

SHRI PRATAP CHANDRA SARANGI:

SHRI SATISH KUMAR GAUTAM:

DR. VINOD KUMAR BIND:

Will the Minister of TOURISM be pleased to state:

- (a) the details of the achievements under the Capacity Building for Service Providers (CBSP) Scheme including the number of individuals trained in tourism and hospitality sectors with emphasis on local communities, women and tribal groups in the country, State/UT-wise, especially in Pali Lok Sabha constituency of Rajasthan;**
- (b) the status of implementation of Paryatan Mitra and Paryatan Didi initiatives, the number of service providers certified and the outcomes of the “Hunar Se Rozgar Tak” programme for youth from underprivileged backgrounds;**
- (c) whether the Government has established partnerships with hospitality institutes and industry stakeholders and assessed employment generation rates among trained beneficiaries;**
- (d) if so, the State/UT-wise details especially for Maharashtra and whether any CBSP training programmes have been conducted or proposed in the Jalgaon Lok Sabha constituency; and**
- (e) whether the Government proposes to expand CBSP coverage to additional tourist destinations and enhance funding, curriculum and placement support and if so, the details thereof?**

ANSWER

THE MINISTER OF TOURISM (SHRI GAJENDRA SINGH SHEKHAWAT)

(a) to (e): The Ministry of Tourism conducts hospitality and tourism related short-term training certificate courses for skilling, up skilling and

re-skilling of trainees of both genders, local communities, tribal areas, etc. across the country under its “Capacity Building for Service Providers (CBSP)”. The scheme is implemented through Government institutes & empanelled private institutes including Indian Institute of Hotel Management, Food Craft Institutes, Indian Culinary Institute, etc. across the country including Rajasthan and Maharashtra.

The Ministry of Tourism has conducted a third party evaluation of the scheme through Quality Council of India in 2025, the evaluation confirms that the CBSP scheme has significantly strengthened India’s tourism and hospitality workforce by training over 1.68 lakh individuals and placing more than 36,000 across multiple segments from FY 2020-21 to 2024-25.

The Ministry of Tourism launched a National responsible tourism initiative by the name of Paryatan Mitra/Paryatan Didi during 2024. Under this, training are imparted to the local service providers such as cab drivers, auto drivers, staff at railway stations, airports, bus stations, hotel staff, restaurant workers, homestay owners, tour guides, police personnel, street vendors, shop keepers, students, etc. including women and marginalised communities. The training basically focuses on creating awareness about the importance of tourism, general cleanliness, safety, sustainability and also on providing tourists the highest standards of hospitality & care. Around 4382 candidates have been trained under this initiative.

Effort are undertaken to enhance the coverage of CBSP scheme by expanding /revising/ the curriculum, adding tourist destination as per the industry need to enhance overall tourist experience and to sustain development of local communities. A statement showing the details of the funding pattern, trainings conducted and placed trainees during the last 3 years including the states of Maharashtra and Rajasthan is annexed.

Further, for achieving the objective of developing professionals of the highest standards of hospitality, service and care, Memorandum of Understanding (MoU) were signed between 21 Central Institute of Hotel Management with 8 leading hospitality groups, these groups included Indian Hotels Company Ltd. IHG Hotels and resorts, Marriott Hotels, Lalit Hotel Group, ITC group of Hotels, Lemon Tree Hotels, Apeejay Surender Park Hotels and Radisson Hotel group.

ANNEXURE

STATEMENT IN REPLY TO PARTS (a) TO (e) OF LOK SABHA UNSTARRED QUESTION NO.2577 ANSWERED ON 09.03.2026 REGARDING CAPACITY BUILDING FOR SERVICE PROVIDERS SCHEME RAISED BY DR. KALYAN VAIJINATHRAO KALE, SHRI PRAVEEN PATEL, SMT. SMITA UDAY WAGH, SHRI P P CHAUDHARY, SHRI VIJAY KUMAR DUBEY, SHRI PRATAP CHANDRA SARANGI, SHRI SATISH KUMAR GAUTAM AND DR. VINOD KUMAR BIND

Details of trained and placed trainees under the scheme of Capacity Building for Service Providers (CBSP) from FY 2023-24 to FY 2025-26 (till 28th February 2026).

Financial Year	Annual Budget (B.E) (in Crore)	No. of persons trained	No. of persons placed
2023-24	35.00	24153	4584
2024-25	34.05	89801	25158*
2025-26	25.00	570*	17*

***Provisional**

Source: Ministry of Tourism
