

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

**LOK SABHA
UNSTARRED QUESTION NO.†2662
ANSWERED ON 14.03.2016**

TRAVEL ADVISORY

†2662. SHRI VIJAY KUMAR HANSDAK:

Will the Minister of TOURISM be pleased to state:

- (a) whether some countries including Russia has struck India from the list of safe travel destinations for its citizens recently;**
- (b) if so, the details thereof and the reasons therefor along with its likely impact on the tourism industry in India;**
- (c) whether the Government has taken up the matter with the Russian Government;**
- (d) if so, the details and the outcome thereof; and**
- (e) the other steps taken/being taken by the Government to make India a safer destination for foreign tourists?**

ANSWER

**MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)
(DR. MAHESH SHARMA)**

(a) and (b): No, Madam. Important source markets like USA, Germany, Canada, France, Australia including Russia have not struck India from the list of safe travel destinations for its citizens. However, some countries have advised their citizens to exercise caution while travelling to some parts of India.

As regards the impact on the tourism industry, there is a continuous increase in Foreign Tourist Arrivals (FTAs) in India in the recent past.

The number of FTAs during 2011, 2012, 2013, 2014 and 2015 are as follows:

Year	FTAs
2011	6309222
2012	6577745
2013	6967601
2014	7679099
2015	8027133

(c) and (d): Does not arise.

(e): Details of steps taken/being taken by the Government to make India a safer destination for foreign tourists is placed at Annexure.

ANNEXURE

STATEMENT IN REPLY TO PART (e) OF LOK SABHA UNSTARRED QUESTION NO.†2662 ANSWERED ON 14.03.2016 REGARDING TRAVEL ADVISORY.

In order to ensure the safety and security of tourists including foreign tourists, the Ministry of Tourism has taken the following steps:

- i. The Ministry of Tourism has launched the 24x7 Toll Free Multi-Lingual Tourist Helpline in 12 languages including Hindi & English on 08.02.2016. This service is available on the toll free number 1800111363 or on a short code 1363 and operational 24X 7 (all days) in a year offering a “multi-lingual helpdesk” in the designated languages to provide support service in terms of providing information relating to Travel & Tourism in India to the domestic and International tourists and to assist the callers with advice on action to be taken during times of distress while travelling in India and if need be alert the concerned authorities. The languages handled by the Tourist Helpline include ten International languages besides English and Hindi, namely, Arabic, French, German, Italian, Japanese, Korean, Chinese Portuguese, Russian and Spanish. The calls made by tourists (both international and domestic) while in India will be free of charge.**
- ii. Adoption of code of conduct for Safe and Hon’ble Tourism, which contains a set of guidelines 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.**
- iii. All the Chief Ministers of the State Governments and Administrators of Union Territory Administrations have been asked to take immediate effective steps for ensuring a conducive and friendly environment for all tourists and also request them to publicize the steps being taken/proposed to be taken to increase the sense of security amongst the present/prospective visitors and also to counter the negative publicity, if any.**
- iv. The National Tourism Ministers’ Conference was convened on 18th July, 2013 and 21st August 2014 in New Delhi which**

resolved that the Departments of Tourism of all States and UTs will work for ensuring the safety and security of tourists, especially women. 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.

- v. Grant of Central Financial Assistance to the State Governments of Rajasthan, Uttar Pradesh and Andhra Pradesh for setting up of Tourist Facilitation and Security Organization (TFSO) on a pilot basis.**
- vi. In the wake of some unfortunate incidents happening involving foreign tourists, Ministry of Tourism has posted an advisory on its website www.incredibleindia.org for the safety and security of women tourists.**
- 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. These guidelines were sent to the State Governments/Union Territories and other relevant authorities 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. In addition to these guidelines “Tips to Travellers” are also offered to make the visit of tourists to Incredible India, a memorable experience.**
- viii. Issue of Welcome Card to all international tourists arriving at 9 e-tourist visa designated international airports in the country.**
