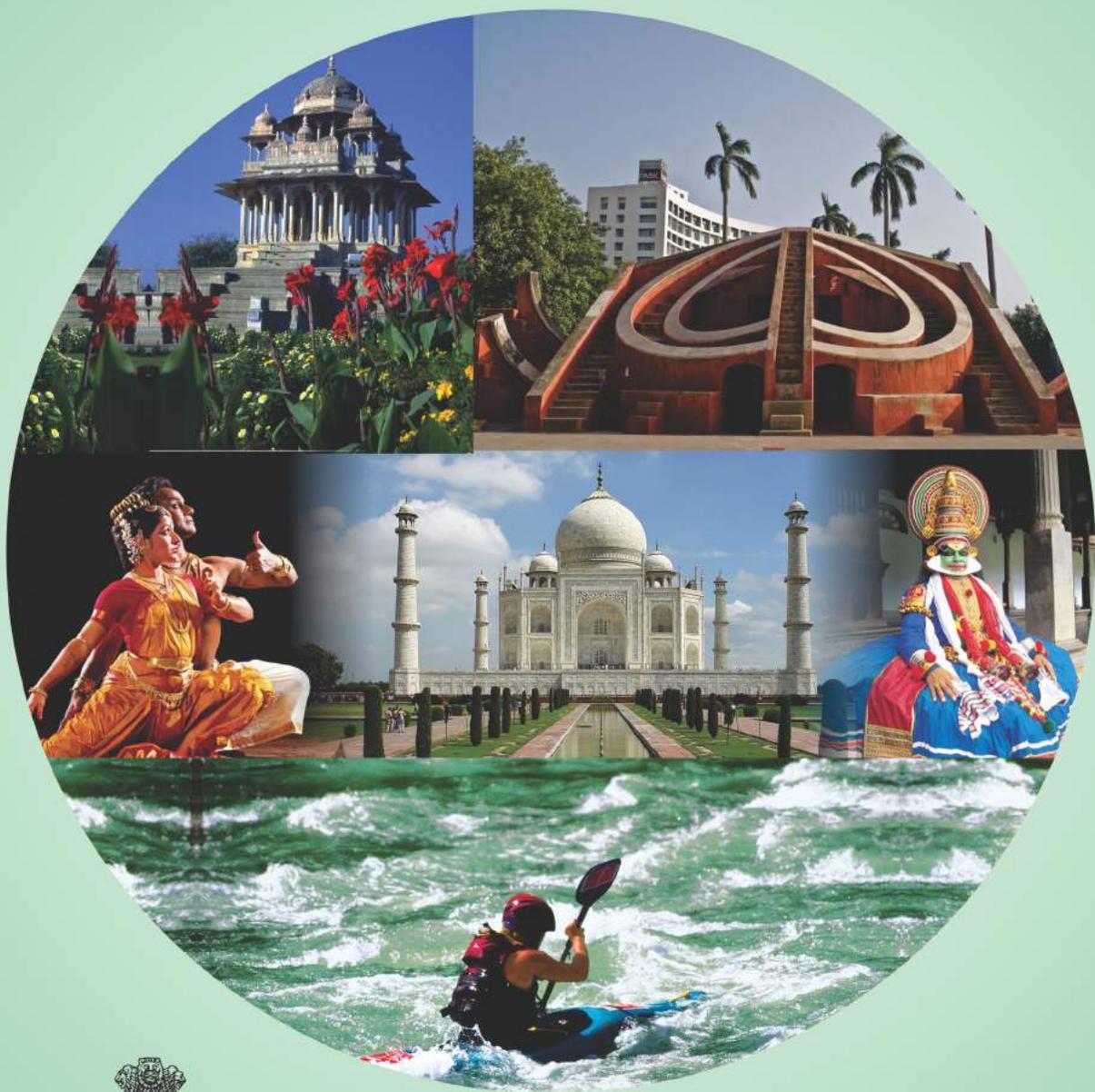


# INDIA TOURISM STATISTICS

## भारतीय पर्यटक आंकड़े 2014



Ministry of Tourism  
Government of India

Atithidevo Bhava  
Incredible India

# **INDIA TOURISM STATISTICS 2014**



सत्यमेव जयते

**Government of India  
Ministry of Tourism  
Market Research Division**





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## FOREWORD

It is a universally accepted fact that reliable and latest statistics is an integral part of any organization for formulation of its policies and programmes and no fresh emphasis is required for its importance in the case of development of tourism in the county also.

I have great pleasure in releasing "**India Tourism Statistics 2014**". The Ministry of Tourism has been presenting tourism related data on a regular basis and this is the 57<sup>th</sup> in the series of such publications. The present publication contains data on Foreign Tourist Arrivals (FTAs), Foreign Exchange Earnings (FEEs) from tourism, domestic tourism, hotels, travel trade and training institutions in the field of travel & tourism besides sharing relevant details on Cleanliness Index of the cities under the Chapter on Surveys & Studies. Relevant guidelines of various schemes of the Ministry of Tourism have also been included as Appendix to this publication for wider dissemination of the same.

During 2014, India witnessed an impressive growth rate of 10.2% in Foreign Tourist Arrivals as compared to a modest growth rate of 4.2% observed in International Tourist Arrivals worldwide. Further, India occupies 15<sup>th</sup> rank globally in the world's tourism receipts (in US \$), with a share of 1.62%. Moreover, India stands at 7<sup>th</sup> position in tourism receipts within Asia & the Pacific Region. On the domestic front also a double digit growth of about 13% was observed across the country in terms of Domestic Tourists visits.

I am sure that the comprehensive information contained in this publication will be useful for all concerned with the travel and tourism industry, including policy makers, administrators and researchers. Suggestions for improvement in the content and coverage of the publication are always welcomed.

This publication has been prepared by the officers of the Market Research Division of Ministry of Tourism based on the information available from Bureau of Immigration (BOI), States/ Union Territories, Archaeological Survey of India, UNWTO, etc. The entire team of Market Research Division under the guidance of Dr. Ravi Kant Bhatnagar, ADG deserves the highest appreciation for their hard work and dedication.

  
Vinod Zutshi



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# 1

## CHAPTER



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**IMPORTANT STATISTICS ON TOURISM**



# IMPORTANT STATISTICS ON TOURISM, 2014

## (I) INDIA

<b>1.</b>	<b>Number of Foreign Tourist Arrivals in India ( million)</b>	7.68
	Annual Growth Rate	10.2%
<b>2.</b>	<b>Foreign Tourist Arrivals by Mode of Transport (Percentage)</b>	
	i) Air	86.1%
	ii) Land	13.5%
	iii) Sea	0.4%
<b>3.</b>	<b>Foreign Tourist Arrivals by Port of Entry (Numbers in million and Percentage share)</b>	
	i) Delhi (Airport)	2.32 (30.2%)
	ii) Mumbai (Airport)	1.46 (19.0%)
	iii) Chennai (Airport)	0.68 (8.8%)
	iv) Bengaluru (Airport)	0.48 (6.3%)
	v) Hyderabad (Airport)	0.24 (3.1%)
	vi) Kolkata (Airport)	0.23 (3.0%)
	vii) Others	2.27(29.6%)
	viii) All Ports	7.68 (100.0%)
<b>4.</b>	<b>Foreign Tourist Arrivals From Top 15 Markets (Numbers in million and Percentage share)</b>	
	i) U.S.A.	1.119 (14.57%)
	ii) Bangladesh	0.943 (12.27%)
	iii) U.K.	0.839 (10.92%)
	iv) Sri Lanka	0.302 (3.93%)
	v) Russian Federation	0.270 (3.51%)
	vi) Canada	0.268 (3.50%)
	vii) Malaysia	0.262 (3.41%)
	viii) France	0.246 (3.20%)
	ix) Australia	0.240 (3.12%)
	x) Germany	0.239 (3.11%)

**(I) INDIA**

xj) Japan	0.220 (2.86%)
xii) China (Main)	0.181 (2.36%)
xiii) Singapore	0.151 (1.96%)
xiv) Nepal	0.126 (1.65%)
xv) Thailand	0.121 (1.58%)
Share of top 10 countries	4.727 (61.56%)
Share of top 15 countries	5.526 (71.97%)
<b>5. Foreign Exchange Earnings from Tourism #</b>	
i) In INR terms (1 crore = 10 million)	1,23,320 Crore
Annual Growth Rate	14.5%
ii) In US\$ terms billion (#)	US \$ 20.24
Annual Growth Rate	9.7%
<b>6. No. of Indian Nationals Departures from India (million)</b>	18.33
Annual Growth Rate	10.3%
<b>7. Number of Domestic Tourist Visits (million)</b>	1290.12
Annual Growth Rate	12.9%
<b>8. Approved Hotels as on 31<sup>st</sup> December 2014 (PR)</b>	
i) Number of Hotels	1233
ii) Number of Rooms	79567
<b>9. Travel Trade as on 31st December 2014</b>	
i) Number of Approved Inbound Tour Operators	464
ii) Number of Approved Travel Agencies	270
iii) Number of Approved Tourist Transport Operators	125
iv) Number of Approved Domestic Tour Operators	87
v) Number of Approved Adventure Tour Operators	31

**(II) WORLD**

1. Number of International Tourist Arrivals (million)	1133(P)
Annual Growth Rate	4.2%
2. International Tourism Receipts (US\$ billion)	1249(P)
Annual Growth Rate	4.3%

### (III) ASIA PACIFIC REGION

1.	Number of International Tourist Arrivals (million)	264.0 (P)
	Annual Growth Rate	5.7%
2.	International Tourism Receipts (US\$ billion)	377.6 (P)
	Annual Growth Rate	4.8%

### (IV) INDIA'S POSITION IN WORLD

1.	Share of India in International Tourist Arrivals	0.68%
2.	India's rank in World Tourist Arrivals	41
3.	Share of India in International Tourism Receipts	1.62%
4.	India's rank in World Tourism Receipts (As per RBI's estimate)	15

### (V) INDIA'S POSITION IN ASIA PACIFIC REGION

1.	Share of India in Tourist Arrivals	2.91%
2.	India's rank in Tourist Arrivals	12
3.	Share of India in Tourism Receipts	5.37%
4.	India's rank in Tourism Receipts (As per RBI's estimate)	7

(P) Provisional # Advance Estimates

(PR) Provisionally Revised

### (VI) IMPORTANT HIGHLIGHTS OF INDIAN TOURISM

- The number of Foreign Tourist Arrivals (FTAs) in India during 2014 increased to 7.68 million as compared to 6.97 million in 2013. The growth rate in FTAs during 2014 over 2013 was 10.2% as compared to 5.9% during 2013 over 2012. The double digit growth of 10.2% in 2014 for India was better than the growth rate of 4.2% for the International Tourist Arrivals around the world in 2014.
- The share of India in international tourist arrivals in 2014 was 0.68%. India accounted for 2.91% of tourist arrivals in Asia Pacific Region in 2014, with the rank of 12.
- About 86.1% of the FTAs entered India through air routes followed by 13.5% by land routes and 0.4% by sea routes. Delhi and Mumbai airports accounted for about 49.2% of the total FTAs in India. The top 15 source markets for FTAs in India in 2014 were USA, Bangladesh, UK, Sri Lanka, Russian Fed., Canada, Malaysia, France, Australia,

Germany, Japan, China (Main), Singapore, Nepal and Thailand. These 15 countries accounted for about 71.97% of total FTAs in India in 2014.

- Tourism continues to play an important role as a foreign exchange earner for the country. In 2014, foreign exchange earnings (FEE) from tourism were US \$ 20.24 billion as compared to US \$ 18.45 billion in 2013, registering a growth of 9.7%.
- Number of domestic tourist visits in India during 2014 was 1290.12 million (P) as compared to 1142.53 million in 2013, with a growth rate of 12.9%.
- Number of Indian national departures from India during 2014 was 18.33 million as compared to 16.63 million in 2013, registering a growth rate of 10.3%.

# 2

## CHAPTER



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**INBOUND TOURISM- FOREIGN TOURIST  
ARRIVALS IN INDIA**



# INBOUND TOURISM- FOREIGN TOURIST ARRIVALS IN INDIA

## 2.1 FOREIGN TOURIST ARRIVALS IN INDIA

Data regarding the number of Foreign Tourist Arrivals (FTAs) and related aspects have been compiled and are presented in the present chapter. The FTAs in India continued to grow from 1.28 million in 1981 to 1.68 million in 1991, 2.54 million in 2001, to reach 7.68 million in 2014. During the year 2014, FTAs in India registered a double digit growth of 10.2% over 2013. The Compound Annual Growth Rate (CAGR) in FTAs in India during 2001 to 2014 was 8.9%. Table 2.1.1 gives the number of FTAs in India for the years 1981 to 2014 along with the corresponding growth rate over previous year.

**TABLE 2.1.1**  
**FOREIGN TOURIST ARRIVALS (FTAs) IN INDIA, 1981-2014**

Year	FTAs in India	Annual Growth (%)
1981	1279210	2.0
1982	1288162	0.7
1983	1304976	1.3
1984	1193752	-8.5
1985	1259384	5.5
1986	1451076	15.2
1987	1484290	2.3
1988	1590661	7.2
1989	1736093	9.1
1990	1707158	-1.7
1991	1677508	-1.7
1992	1867651	11.3
1993	1764830	-5.5
1994	1886433	6.9
1995	2123683	12.6
1996	2287860	7.7
1997	2374094	3.8
1998	2358629	-0.7
1999	2481928	5.2

Year	FTAs in India	Annual Growth (%)
2000	2649378	6.7
2001	2537282	-4.2
2002	2384364	-6.0
2003	2726214	14.3
2004	3457477	26.8
2005	3918610	13.3
2006	4447167	13.5
2007	5081504	14.3
2008	5282603	4.0
2009	5167699	-2.2
2010	5775692	11.8
2011	6309222	9.2
2012	6577745	4.3
2013	6967601	5.9
2014	7679099	10.2

Source: Bureau of Immigration, India

The growth in FTAs in India during the eighties & nineties did not follow any consistent pattern. While the years, viz. 1986, 1992, 1995, 2003 to 2007, 2010 and 2014 saw double-digit positive growth, there was negative growth in the years 1984, 1990, 1991, 1993, 1998, 2001, 2002 and 2009.

The country-wise details of FTAs in India during 2012 to 2014 are given in Table 2.1.2. The FTAs from USA during 2012, 2013 and 2014 were the highest with the percentage share of 15.81%, 15.58% and 14.57%, respectively. The growth rate in FTAs in India in 2014 as compared to 2013 was highest for Bangladesh (79.6%) followed by Myanmar (56.5%), Maldives (43.7%), Oman (42.2%), Yemen (36.7%) and Sudan (35.5%). FTAs from Saudi Arabia, Bahrain, Vietnam and Portugal also recorded a growth of more than 20% in 2014 as compared to 2013. Some of the countries for which significant decline in FTAs were observed during the same period include Nigeria (18.0%) followed by Pakistan (13.7%), Denmark (13.2%), Finland (11.5%), Norway (8.3%), Ukraine (8.0%), Sweden (7.9%), Switzerland (6.2%), Austria (5.8%), Argentina (5.8%), Rep. of Korea (5.1%), Germany (5.1%), Indonesia (4.5%), South Africa (3.1%), Turkey (2.9%), Netherlands (2.6%), Italy (2.5%), Czech Rep (2.4%) and Belgium (1.7%).

The top 10 countries for FTAs in India during 2014 are USA, Bangladesh, UK, Sri Lanka, Russian Fed., Canada, Malaysia, France, Australia and Germany.

**TABLE 2.1.2**  
**NATIONALITY-WISE FOREIGN TOURIST ARRIVALS IN INDIA, 2012-2014**

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2012	2013	2014	2012	2013	2014	2013/12	2014/13
<b>North America</b>								
Canada	256021	255222	268485	3.89	3.66	3.50	-0.3	5.2
U.S.A	1039947	1085309	1118983	15.81	15.58	14.57	4.4	3.1
<b>Total</b>	<b>1295968</b>	<b>1340531</b>	<b>1387468</b>	<b>19.70</b>	<b>19.24</b>	<b>18.07</b>	<b>3.4</b>	<b>3.5</b>
<b>Central and South America</b>								
Argentina	9831	10325	9731	0.15	0.15	0.13	5.0	-5.8
Brazil	18440	18551	19563	0.28	0.27	0.25	0.6	5.5
Mexico	11254	13074	13978	0.17	0.19	0.18	16.2	6.9
Others	24174	26486	26654	0.37	0.38	0.35	9.6	0.6
<b>Total</b>	<b>63699</b>	<b>68436</b>	<b>69926</b>	<b>0.97</b>	<b>0.98</b>	<b>0.91</b>	<b>7.4</b>	<b>2.2</b>
<b>Western Europe</b>								
Austria	38585	36465	34360	0.59	0.52	0.45	-5.5	-5.8
Belgium	42604	38091	37441	0.65	0.55	0.49	-10.6	-1.7
Denmark	33084	30842	26775	0.50	0.44	0.35	-6.8	-13.2
Finland	22416	21212	18765	0.34	0.30	0.24	-5.4	-11.5
France	240674	248379	246101	3.66	3.56	3.20	3.2	-0.9
Germany	254783	252003	239106	3.87	3.62	3.11	-1.1	-5.1
Greece	7493	7983	8300	0.11	0.11	0.11	6.5	4.0
Ireland	24546	27174	28978	0.37	0.39	0.38	10.7	6.6
Italy	98743	93951	91589	1.50	1.35	1.19	-4.9	-2.5
Netherlands	74800	69547	67747	1.14	1.00	0.88	-7.0	-2.6
Norway	23569	21462	19690	0.36	0.31	0.26	-8.9	-8.3
Portugal	24670	29612	36156	0.38	0.42	0.47	20.0	22.1
Spain	67044	62079	66463	1.02	0.89	0.87	-7.4	7.1
Sweden	51058	48826	44948	0.78	0.70	0.59	-4.4	-7.9
Switzerland	48388	48821	45773	0.74	0.70	0.60	0.9	-6.2
U.K.	788170	809444	838860	11.98	11.62	10.92	2.7	3.6
Others	12439	9975	9528	0.19	0.14	0.12	-19.8	-4.5
<b>Total</b>	<b>1853066</b>	<b>1855866</b>	<b>1860580</b>	<b>28.17</b>	<b>26.64</b>	<b>24.23</b>	<b>0.2</b>	<b>0.3</b>
<b>Eastern Europe</b>								
Czech Rep.	11129	10121	9878	0.17	0.15	0.13	-9.1	-2.4
Hungary	6507	6614	6867	0.10	0.09	0.09	1.6	3.8
Kazakhstan	11653	14680	16736	0.18	0.21	0.22	26.0	14.0
Poland	25030	23785	25205	0.38	0.34	0.33	-5.0	6.0

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2012	2013	2014	2012	2013	2014	2013/12	2014/13
Russian Fed.	177526	259120	269832	2.70	3.72	3.51	46.0	4.1
Ukraine	29033	31826	29281	0.44	0.46	0.38	9.6	-8.0
Others	51808	58937	64479	0.79	0.85	0.84	13.8	.9.4
<b>Total</b>	<b>312686</b>	<b>405083</b>	<b>422278</b>	<b>4.75</b>	<b>5.84</b>	<b>5.50</b>	<b>29.5</b>	<b>4.2</b>
<b>Africa</b>								
Egypt	10571	15062	16715	0.16	0.22	0.22	42.5	11.0
Kenya	34037	40484	46158	0.52	0.58	0.60	18.9	14.0
Mauritius	25013	27418	27945	0.38	0.39	0.36	9.6	1.9
Nigeria	36762	34522	28314	0.56	0.50	0.37	-6.1	-18.0
South Africa	50161	58023	56246	0.76	0.83	0.73	15.7	-3.1
Sudan	9626	8778	11896	0.15	0.13	0.15	-8.8	35.5
Tanzania	21862	23345	26284	0.33	0.34	0.34	6.8	12.6
Others	73396	67639	67196	1.12	0.97	0.88	-7.8	-0.7
<b>Total</b>	<b>261428</b>	<b>275271</b>	<b>280754</b>	<b>3.97</b>	<b>3.95</b>	<b>0.36</b>	<b>5.3</b>	<b>2.0</b>
<b>West Asia</b>								
Bahrain	10045	10531	13136	0.15	0.15	0.17	4.8	24.7
Iraq	38826	41218	48321	0.59	0.59	0.63	6.2	17.2
Israel	47649	48737	49312	0.72	0.70	0.64	2.3	1.2
Oman	49759	62252	88512	0.76	0.89	1.15	25.1	42.2
Saudi Arabia	32127	42892	55487	0.49	0.62	0.72	33.5	29.4
Turkey	22986	25022	24294	0.35	0.36	0.32	8.9	-2.9
U.A.E.	41664	51513	59332	0.63	0.74	0.77	23.6	15.2
Yemen Arab Rep.	18654	25019	34207	0.28	0.36	0.45	34.1	36.7
Others	29286	35929	41077	0.45	0.52	0.53	22.7	14.3
<b>Total</b>	<b>290996</b>	<b>343113</b>	<b>413678</b>	<b>4.42</b>	<b>4.92</b>	<b>5.39</b>	<b>17.9</b>	<b>20.6</b>
<b>South Asia</b>								
Afghanistan	95231	111370	115569	1.45	1.60	1.50	16.9	3.8
Iran	40973	30527	31222	0.62	0.44	0.41	-25.5	2.3
Maldives	50428	45270	65052	0.77	0.65	0.85	-10.2	43.7
Nepal	125375	113790	126416	1.91	1.63	1.65	-9.2	11.1
Pakistan	59846	111794	96434	0.91	1.60	1.26	86.8	-13.7
Bangladesh	487397	524923	942562	7.41	7.53	12.27	7.7	79.6
Sri Lanka	296983	262345	301601	4.51	3.77	3.93	-11.7	15.0
Bhutan	15266	15016	16001	0.23	0.22	0.21	-1.6	6.6
<b>Total</b>	<b>1171499</b>	<b>1215035</b>	<b>1694857</b>	<b>17.81</b>	<b>17.44</b>	<b>22.07</b>	<b>3.7</b>	<b>39.5</b>
<b>South East Asia</b>								
Indonesia	29559	33747	32215	0.45	0.48	0.42	14.2	-4.5

Country of Nationality	No. of Arrivals			Percentage Share			Percentage Change	
	2012	2013	2014	2012	2013	2014	2013/12	2014/13
Malaysia	195853	242649	262026	2.98	3.48	3.41	23.9	8.0
Myanmar	30588	34916	54631	0.47	0.50	0.71	14.1	56.5
Philippines	33323	42224	43240	0.51	0.61	0.56	26.7	2.4
Singapore	131452	143025	150731	2.00	2.05	1.96	8.8	5.4
Thailand	105141	117136	121362	1.60	1.68	1.58	11.4	3.6
Vietnam	11332	12312	15132	0.17	0.18	0.20	8.6	22.9
Others	3666	4045	6468	0.06	0.06	0.08	10.3	59.9
<b>Total</b>	<b>540914</b>	<b>630054</b>	<b>685805</b>	<b>8.22</b>	<b>9.04</b>	<b>8.93</b>	<b>16.5</b>	<b>8.8</b>
<b>East Asia</b>								
China(Main)	168952	174712	181020	2.57	2.51	2.36	3.4	3.6
China(Taiwan)	31639	35491	35857	0.48	0.51	0.47	12.2	1.0
Japan	220015	220283	219516	3.34	3.16	2.86	0.1	-0.3
Rep.of Korea	109469	112619	106870	1.66	1.62	1.39	2.9	-5.1
Others	5547	4200	3529	0.08	0.06	0.05	-24.3	-16.0
<b>Total</b>	<b>535622</b>	<b>547305</b>	<b>546792</b>	<b>8.14</b>	<b>7.85</b>	<b>7.12</b>	<b>2.2</b>	<b>-0.1</b>
<b>Australasia</b>								
Australia	202105	218967	239762	3.07	3.14	3.12	8.3	9.5
New Zealand	38917	40801	42864	0.59	0.59	0.56	4.8	5.1
<b>Others</b>	<b>3489</b>	<b>3806</b>	<b>3668</b>	<b>0.05</b>	<b>0.05</b>	<b>0.05</b>	<b>9.1</b>	<b>-3.6</b>
<b>Total</b>	<b>244511</b>	<b>263574</b>	<b>286294</b>	<b>3.72</b>	<b>3.78</b>	<b>3.73</b>	<b>7.8</b>	<b>8.6</b>
<b>Not Classified elsewhere</b>	<b>7356</b>	<b>23333</b>	<b>30667</b>	<b>0.11</b>	<b>0.33</b>	<b>0.40</b>	<b>217.2</b>	<b>31.4</b>
<b>Grand Total</b>	<b>6577745</b>	<b>6967601</b>	<b>7679099</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>5.9</b>	<b>10.2</b>

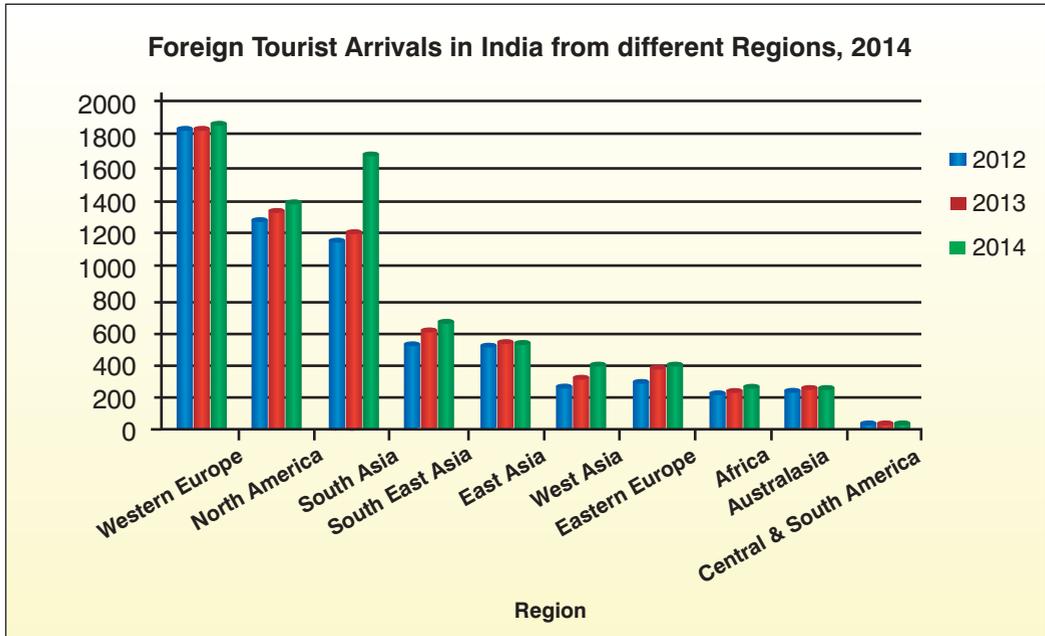
Source: Bureau of Immigration, India

## 2.2 FTAs IN INDIA FROM DIFFERENT REGIONS

FTAs in India from different regions of the World during last three years are given in Table 2.2.1. It can be observed clearly that the FTAs in India have been increasing from all regions, except, East Asia showing a decline of 0.1% during the year 2014. The growth was maximum from South Asia (39.5%), followed by West Asia (20.6%), South East Asia (8.8%), Australasia (8.6%), Eastern Europe (4.2%), North America (3.5%), Central and South America (2.2%), Africa (2.0%) and Western Europe (0.3%).

The percentage share in FTAs in India during 2014 was the highest for Western Europe (24.23%) followed by South Asia (22.07%), North America (18.07%), South East Asia (8.93%), East Asia (7.12%), Eastern Europe (5.50%), West Asia (5.39%), Australasia (3.73%), Africa (3.66%) and Central & South America (0.91%). The arrivals in India from Western Europe were also the highest during the years 2013 and 2012.

The graph below gives the trends in FTAs in India during the last three years from all the regions.



**TABLE 2.2.1**  
**FTAs IN INDIA FROM DIFFERENT REGIONS OF THE WORLD, 2012-2014**

Region/Country	No. of Arrivals			Proportion to the Total			Percentage Change	
	2012	2013	2014	2012	2013	2014	2013/12	2014/13
Western Europe	1853066	1855866	1860580	28.17	26.64	24.23	0.2	0.3
North America	1295968	1340531	1387468	19.70	19.24	18.07	3.4	3.5
South Asia	1171499	1215035	1694857	17.81	17.44	22.07	3.7	39.5
South East Asia	540914	630054	685805	8.22	9.04	8.93	16.5	8.8
East Asia	535622	547305	546792	8.14	7.85	7.12	2.2	-0.1
West Asia	290996	343113	413678	4.42	4.92	5.39	17.9	20.6
Eastern Europe	312686	405083	422278	4.75	5.81	5.50	29.5	4.2
Africa	261428	275271	280754	3.97	3.95	3.66	5.3	2.0
Australasia	244511	263574	286294	3.72	3.78	3.73	7.8	8.6
Central & South America	63699	68436	69926	0.97	0.98	0.91	7.4	2.2
Not Classified elsewhere	7356	23333	30667	0.11	0.33	0.40	217.2	31.4
<b>Total FTAs in India</b>	<b>6577745</b>	<b>6967601</b>	<b>7679099</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>	<b>5.9</b>	<b>10.2</b>

Source:-Bureau of Immigration, India

## 2.3 SEASONALITY IN FOREIGN TOURIST ARRIVALS IN INDIA

Weather conditions at different tourist destinations are one of the important determinants of tourist arrivals. In the past, seasonal variations have been observed in FTAs to India.

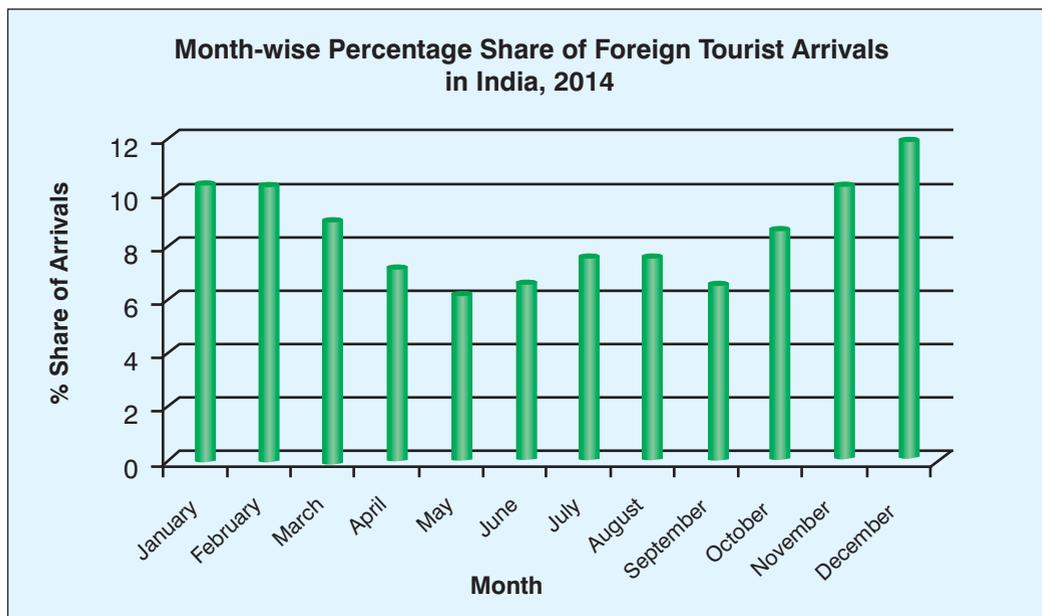
Table 2.3.1 gives the month-wise FTAs in India during 2014 as well as comparative figures for 2013 and 2012. During the year 2014, December has been the peak month for FTAs in India followed by November, January, February, March and October. August, July, April, September, June and May have been the lean months. The shares of April, May, June, July, August, September and October in FTAs during 2014 has increased as compared to 2013.

**TABLE 2.3.1**  
**MONTH-WISE NUMBER & PERCENTAGE SHARE OF FTAs IN INDIA DURING**  
**2012-2014**

Month	Foreign Tourist Arrivals(Nos.)			Growth rate in FTAs		Percentage Share		
	2012	2013	2014	2013/12	2014/13	2012	2013	2014
January	681002	720321	757786	5.8	5.2	10.35	10.34	9.87
February	681193	688569	755678	1.1	9.7	10.36	9.88	9.84
March	606456	639530	690441	5.5	8.0	9.22	9.18	8.99
April	447581	450580	535321	0.7	18.8	6.80	6.47	6.97
May	374476	417453	465043	11.5	11.4	5.69	5.99	6.06
June	433390	451223	502028	4.1	11.3	6.59	6.48	6.54
July	485808	506427	568871	4.2	12.3	7.39	7.27	7.40
August	445632	486338	575750	9.1	18.4	6.77	6.98	7.50
September	411562	453561	509142	10.2	12.3	6.26	6.51	6.63
October	556488	598095	668398	7.5	11.8	8.46	8.58	8.70
November	701185	733923	765497	4.7	4.3	10.66	10.53	9.97
December	752972	821581	885144	9.1	7.7	11.45	11.79	11.53
<b>Total</b>	<b>6577745</b>	<b>6967601</b>	<b>7679099</b>	<b>5.9</b>	<b>10.2</b>	<b>100</b>	<b>100</b>	<b>100</b>

Source: Bureau of Immigration, India

The following graph clearly shows that the maximum FTAs in India were in October-December and January-March during 2014. This is generally consistent with the pattern in 2012 and 2013 also.



The peak and lean months for arrivals of tourists from top 15 source markets for India during 2014 are presented in Table 2.3.2. For 6 countries, namely USA, UK, Canada, Australia, China (Main) and Singapore, December was the peak month. For Malaysia November was peak month. Peak months for other countries were February (France, Germany, Japan & Thailand), August (Sri Lanka), October (Bangladesh), January (Russian Fed.) and September (Nepal). Peak month for each of these countries accounted for more than 9.5% of the FTAs.

**TABLE 2.3.2  
LEAN AND PEAK MONTHS OF FTAs IN INDIA FROM  
TOP 15 COUNTRIES DURING, 2014**

S. No.	Nationality	Lean Month (% Share)	Peak Month (% Share)
1	United States	September (5.4%)	December (13.9%)
2	Bangladesh	January (6.0%)	October (10.3%)
3	United Kingdom	June (4.3%)	December (12.1%)
4	Sri Lanka	June (6.4%)	August (13.0%)
5	Russian Fed.	June (1.3%)	January (17.2%)
6	Canada	May (4.4%)	December (15.9%)
7	Malaysia	April (5.7%)	November (11.1%)
8	France	May (4.8%)	February (11.6%)
9	Australia	May (4.6%)	December (17.6%)

S. No.	Nationality	Lean Month (% Share)	Peak Month (% Share)
10	Germany	June (4.7%)	February (11.5%)
11	Japan	May (6.1%)	February (9.5%)
12	China(Main)	June (6.1%)	December (11.0%)
13	Singapore	April (6.5%)	December (12.4%)
14	Nepal	May (6.2%)	September (12.2%)
15	Thailand	June (3.9%)	February (14.3%)

Source: Bureau of Immigration, India

Table 2.3.3 depicts that the number of FTAs in India in 2014 was the highest (30.2%) during the winter season (October- December) and lowest (19.6%) during the summer season (April-June). The arrivals during the two quarters of January-March and October-December comprised (58.9%) of the total arrivals in 2014. The corresponding figure for 2012 and 2013 was 60.4% and 60.3%, respectively. This decreasing trend in percentage share of 1<sup>st</sup> and 4<sup>th</sup> quarter reveals that FTAs in India is increasing even during 2<sup>nd</sup> and 3<sup>rd</sup> quarter which considered as lean period.

**TABLE 2.3.3**  
**FTAs IN INDIA ACCORDING TO MODE OF QUARTER, 1999-2014**

Year	Quarter-wise Share (%)				
	Arrivals	1 <sup>st</sup> Quarter (Jan-Mar)	2 <sup>nd</sup> Quarter (Apr-June)	3 <sup>rd</sup> Quarter (July-Sep)	4 <sup>th</sup> Quarter (Oct-Dec)
1999	2481928	30.4	18.0	21.6	30.0
2000	2649378	29.0	18.1	21.3	31.6
2001	2537282	31.3	20.2	23.0	25.5
2002	2384364	28.8	18.4	21.1	31.7
2003	2726214	27.7	17.6	22.8	31.9
2004	3457477	27.8	18.3	21.8	32.1
2005	3918610	28.3	18.4	21.4	31.9
2006	4447167	28.5	19.2	20.9	31.4
2007	5081504	29.7	18.4	20.9	31.0
2008	5282603	30.9	19.5	21.7	27.9
2009	5167699	27.2	19.3	21.8	31.7
2010	5775692	28.3	18.8	21.8	31.1
2011	6309222	28.3	19.6	20.9	31.2
2012	6577745	29.8	19.1	20.5	30.6
2013	6967601	29.4	18.9	20.8	30.9
2014	7679099	28.7	19.6	21.5	30.2

Source: Bureau of Immigration, India

**TABLE 2.3.4**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO QUARTER, 2014**

Country of Nationality	Quarter-wise Share (%)				
	Arrivals (in numbers)	1 <sup>st</sup> Quarter (Jan-Mar)	2 <sup>nd</sup> Quarter (Apr-June)	3 <sup>rd</sup> Quarter (July-Sep)	4 <sup>th</sup> Quarter (Oct-Dec)
<b>North America</b>					
Canada	268485	33.1	14.5	15.7	36.7
USA	1118983	25.7	22.0	20.6	31.7
<b>Total</b>	<b>1387468</b>	<b>27.1</b>	<b>22.6</b>	<b>19.7</b>	<b>32.6</b>
<b>Central &amp; South America</b>					
Argentina	9731	46.8	15.6	13.9	23.7
Brazil	19563	31.0	18.8	18.7	31.5
Mexico	13978	23.6	20.3	26.5	29.6
Others	26654	29.2	21.4	21.7	27.7
<b>Total</b>	<b>69926</b>	<b>31.0</b>	<b>19.7</b>	<b>20.7</b>	<b>28.6</b>
<b>Western Europe</b>					
Austria	34360	33.1	17.1	20.5	29.3
Belgium	37441	28.8	18.5	22.4	30.3
Denmark	26775	40.0	16.0	16.2	27.8
Finland	18765	38.6	17.5	13.5	30.4
France	246101	32.3	17.8	22.4	27.5
Germany	239106	32.1	17.6	19.9	30.4
Greece	8300	28.9	18.4	22.7	30.0
Ireland	28978	26.1	23.7	21.6	28.6
Italy	91589	30.2	16.4	23.6	29.8
Netherlands	67747	29.2	18.7	22.8	29.3
Norway	19690	34.7	18.4	17.5	29.4
Portugal	36156	25.5	19.9	20.5	34.1
Spain	66463	21.3	17.6	35.1	26.0
Sweden	44948	37.5	14.0	12.4	36.1
Switzerland	45773	30.6	17.4	19.9	32.1
UK	838860	32.3	16.8	20.1	30.8
Others	9528	31.3	17.7	23.7	27.3
<b>Total</b>	<b>1860580</b>	<b>31.7</b>	<b>17.2</b>	<b>21.0</b>	<b>30.1</b>
<b>Eastern Europe</b>					
Czech Rep.	9878	28.4	18.1	22.9	30.6
Kazakhstan	16736	49.7	10.0	9.7	30.6
Poland	25205	36.4	13.4	17.0	33.2
Russian Fed.	269832	49.2	9.8	5.1	35.9
Ukraine	29281	45.0	12.1	11.0	31.9
Others	71346	33.3	17.3	18.3	31.1
<b>Total</b>	<b>422278</b>	<b>44.9</b>	<b>11.8</b>	<b>9.0</b>	<b>34.3</b>
<b>Africa</b>					
Egypt	16715	25.3	21.4	26.2	27.1
Kenya	46158	25.4	19.7	20.7	34.2
Mauritius	27945	26.5	23.4	22.0	28.1
Nigeria	28314	27.4	22.5	27.3	22.8
South Africa	56246	27.3	18.0	17.4	37.3
Sudan	11896	21.9	24.5	27.8	25.8
Tanzania	26284	26.0	21.3	21.2	31.5

Country of Nationality	Quarter-wise Share (%)				
	Arrivals (in numbers)	1 <sup>st</sup> Quarter (Jan-Mar)	2 <sup>nd</sup> Quarter (Apr-June)	3 <sup>rd</sup> Quarter (July-Sep)	4 <sup>th</sup> Quarter (Oct-Dec)
Others	67196	27.6	21.0	25.3	26.1
<b>Total</b>	<b>280754</b>	<b>26.5</b>	<b>20.8</b>	<b>22.7</b>	<b>30.0</b>
<b>West Asia</b>					
Bahrain	13136	24.0	20.4	32.8	22.8
Iraq	48321	23.2	24.8	27.0	25.0
Israel	49312	27.7	18.7	27.1	26.5
Oman	88512	25.0	26.5	26.1	22.4
Saudi Arabia	55487	23.9	23.0	33.5	19.6
Turkey	24294	28.5	20.8	22.1	28.6
UAE	59332	18.7	21.1	38.1	22.1
Yemen	34207	24.1	22.3	23.7	29.9
Others	41077	27.9	22.1	25.0	25.0
<b>Total</b>	<b>413678</b>	<b>24.4</b>	<b>22.9</b>	<b>28.7</b>	<b>24.0</b>
<b>South Asia</b>					
Afghanistan	115569	34.2	20.0	20.3	25.5
Iran	31222	40.2	15.0	22.4	22.4
Maldives	65052	21.9	24.8	18.9	34.4
Nepal	126416	24.6	20.7	29.4	25.3
Pakistan	96434	24.4	23.9	21.4	30.3
Bangladesh	942562	22.1	23.9	26.1	27.9
Sri Lanka	301601	28.1	20.2	27.9	23.8
Bhutan	16001	26.6	19.6	26.4	27.4
<b>Total</b>	<b>1694857</b>	<b>24.7</b>	<b>22.5</b>	<b>25.7</b>	<b>27.1</b>
<b>South East Asia</b>					
Indonesia	32215	26.3	21.1	23.0	29.6
Malaysia	262026	26.7	20.4	22.6	30.3
Myanmar	54631	34.3	13.6	8.1	44.0
Philippines	43240	25.4	23.0	23.0	28.6
Singapore	150731	23.8	23.2	21.6	31.4
Thailand	121362	37.2	15.6	12.5	34.7
Vietnam	15132	26.2	13.5	18.9	41.4
Others	6468	20.4	8.6	10.2	60.8
<b>Total</b>	<b>685805</b>	<b>28.4</b>	<b>19.6</b>	<b>19.3</b>	<b>32.7</b>
<b>East Asia</b>					
China (Main)	181020	28.3	19.8	22.4	29.5
China (Taiwan)	35857	29.7	16.8	22.7	30.8
Japan	219516	28.0	19.7	25.1	27.2
Rep. of Korea	106870	32.1	19.1	22.6	26.2
Others	3529	26.5	17.4	21.3	34.8
<b>Total</b>	<b>546792</b>	<b>29.0</b>	<b>19.5</b>	<b>23.5</b>	<b>28.0</b>
<b>Australasia</b>					
Australia	239762	25.2	17.1	18.4	39.3
New Zealand	42864	25.5	16.3	18.3	39.9
Others	3668	33.6	17.4	19.8	29.2
<b>Total</b>	<b>286294</b>	<b>25.3</b>	<b>17.0</b>	<b>18.4</b>	<b>39.3</b>
<b>Not Classified elsewhere</b>	<b>30667</b>	<b>26.6</b>	<b>27.4</b>	<b>23.7</b>	<b>22.3</b>
<b>Grand Total</b>	<b>7679099</b>	<b>28.7</b>	<b>19.6</b>	<b>21.5</b>	<b>30.2</b>

Source:-Bureau of Immigration, India

Though more visitors come to India in the first and fourth quarters, there is regional variation in the arrivals from West Asia. In UAE, 2<sup>nd</sup> and 3<sup>rd</sup> quarter together contributed about 59.2% in the total FTAs during the year.

## 2.4 MODE OF TRAVEL OF FTAs IN INDIA

Travel by 'air' has been found to be the most preferred mode of transport. In 2014, out of the 7.68 million foreign tourist arrivals in India, majority (86.1%) arrived by air, followed by land (13.5%) and sea (0.4%). The corresponding figures for 2013 were 91.0%, 8.5% and 0.5%, respectively. Arrivals through land routes comprised tourists mainly from Bangladesh and Pakistan.

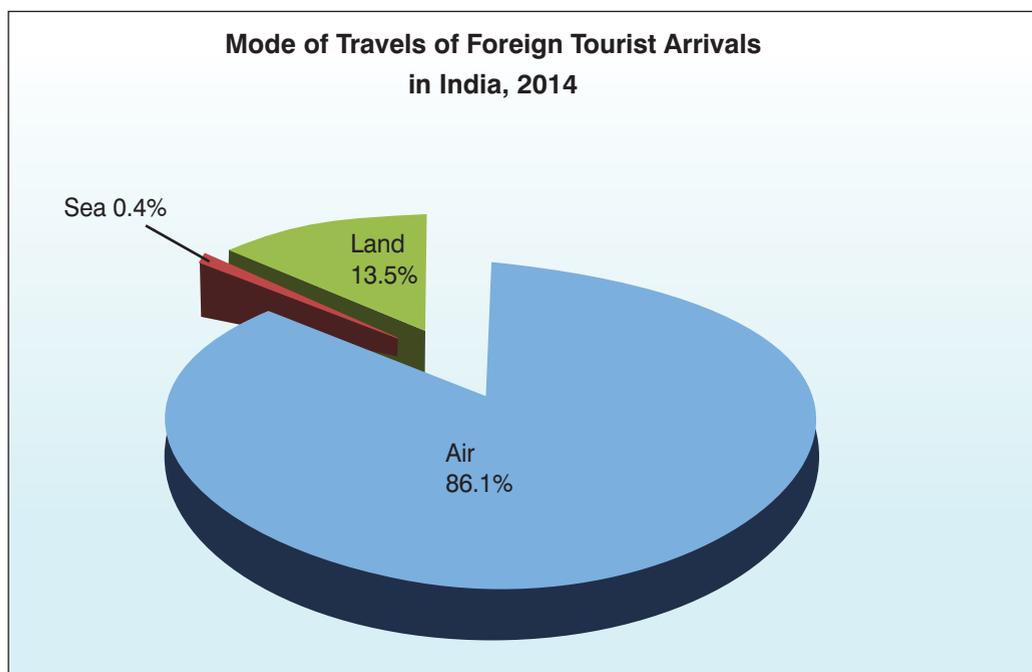


Table 2.4.1 shows the FTAs in India via air, land and sea routes during 1996-2014. Air travel has been the most preferred mode of travel for the FTAs over the years, accounting for above 80% share in each year during this period. During last four years from 2010 onwards, the percentage of FTAs travelling to India by air has remained more than 90%. However, during 2014 this percentage of FTAs travelling to India by air reduced to 86.1%. The share of arrivals through land check-post has been above 10% during 2001 to 2008. Arrivals through sea routes remain less than 1% from 1996 to 2014. However, they were 1.0% in 2009.

**TABLE 2.4.1**  
**FTAs IN INDIA ACCORDING TO MODE OF TRAVEL, 1996-2014**

Year	Arrivals	% Distribution by mode of travel		
		Air	Sea	Land
1996	2287860	98.5	0.1	1.4
1997	2374094	98.5	0.0	1.5
1998	2358629	98.5	0.0	1.5
1999	2481928	98.4	0.0	1.6
2000	2649378	98.5	0.0	1.5
2001	2537282	87.1	0.9	12.0
2002	2384364	81.9	0.6	17.5
2003	2726214	83.1	0.5	16.4
2004	3457477	85.6	0.5	13.9
2005	3918610	86.5	0.4	13.1
2006	4447167	87.1	0.6	12.3
2007	5081504	88.4	0.6	11.0
2008	5282603	89.1	0.7	10.2
2009	5167699	89.8	1.0	9.2
2010	5775692	91.8	0.7	7.5
2011	6309222	92.0	0.8	7.2
2012	6577745	91.7	0.7	7.6
2013	6967601	91.0	0.5	8.5
2014	7679099	86.1	0.4	13.5

Source: Bureau of Immigration, India

The table 2.4.2 gives the shares of FTAs in India through air, sea and land in 2014 for various regions and prominent countries. The mode of travel was predominantly air for all regions accounting for more than 86.1% of share in 2014. For South Asia, particularly for Bangladesh and Pakistan have been pre-dominantly through land, which have been 85.6% and 84.8%, respectively. The countries from which significant arrivals were through the sea-route were Philippines (18.8%), Vietnam (4.4%), Greece (4.1%), Indonesia (2.8%), Myanmar (2.0%), Turkey (1.8%) and Bhutan (1.0%).

**TABLE 2.4.2**  
**NATIONALITY-WISE FTAs IN INDIA DURING, 2014 ACCORDING TO**  
**MODE OF TRAVEL**

Country of Nationality	Arrivals (in Numbers)	% Share in total arrivals from the country		
		Air	Sea	Land
<b>North America</b>				
Canada	268485	99.2	0.1	0.7
USA	1118983	99.5	0.1	0.4
<b>Total</b>	<b>1387468</b>	<b>99.5</b>	<b>0.1</b>	<b>0.4</b>
<b>Central &amp; South America</b>				
Argentina	9731	97.9	0.0	2.1
Brazil	19563	98.7	0.2	1.1

Country of Nationality	Arrivals (in Numbers)	% Share in total arrivals from the country		
		Air	Sea	Land
Mexico	13978	99.1	0.2	0.7
Others	26654	97.6	0.6	1.8
<b>Total</b>	<b>69926</b>	<b>98.3</b>	<b>0.3</b>	<b>1.4</b>
<b>Western Europe</b>				
Austria	34360	99.0	0.1	0.9
Belgium	37441	99.2	0.0	0.8
Denmark	26775	99.1	0.3	0.6
Finland	18765	99.1	0.1	0.8
France	246101	99.2	0.1	0.7
Germany	239106	99.0	0.2	0.8
Greece	8300	94.8	4.1	1.1
Ireland	28978	99.3	0.1	0.6
Italy	91589	99.2	0.1	0.7
Netherlands	67747	99.0	0.2	0.8
Norway	19690	98.7	0.7	0.6
Portugal	36156	99.7	0.1	0.2
Spain	66463	98.7	0.1	1.2
Sweden	44948	99.2	0.1	0.7
Switzerland	45773	99.2	0.1	0.7
UK	838860	99.5	0.2	0.3
Others	9528	98.9	0.4	0.7
<b>Total</b>	<b>1860580</b>	<b>99.3</b>	<b>0.2</b>	<b>0.5</b>
<b>Eastern Europe</b>				
Czech Rep.	9878	97.3	0.0	2.7
Kazakhstan	16736	99.7	0.0	0.3
Poland	25205	97.3	0.8	1.9
Russian Fed.	269832	99.3	0.4	0.3
Ukraine	29281	93.4	0.6	0.6
Others	71346	98.0	1.0	1.0
<b>Total</b>	<b>422278</b>	<b>98.5</b>	<b>0.9</b>	<b>0.6</b>
<b>Africa</b>				
Egypt	16715	99.1	0.8	0.1
Kenya	46158	99.8	0.1	0.1
Mauritius	27945	99.5	0.1	0.4
Nigeria	28314	99.9	0.0	0.1
South Africa	56246	99.1	0.1	0.8
Sudan	11896	99.8	0.2	0.0

Country of Nationality	Arrivals (in Numbers)	% Share in total arrivals from the country		
		Air	Sea	Land
Tanzania	26284	99.6	0.2	0.2
Others	67196	99.4	0.2	0.4
<b>Total</b>	<b>280754</b>	<b>99.5</b>	<b>0.2</b>	<b>0.3</b>
<b>West Asia</b>				
Bahrain	13136	97.9	0.0	2.1
Iraq	48321	100.0	0.0	0.0
Israel	49312	97.8	0.0	2.2
Oman	88512	100.0	0.0	0.0
Saudi Arabia	55487	100.0	0.0	0.0
Turkey	24294	97.6	1.8	0.6
UAE	59332	99.9	0.1	0.0
Yemen	34207	99.8	0.0	0.2
Others	41077	99.0	0.9	0.1
<b>Total</b>	<b>413678</b>	<b>99.4</b>	<b>0.2</b>	<b>0.4</b>
<b>South Asia</b>				
Afghanistan	115569	100.0	0.0	0.0
Iran	31222	99.5	0.4	0.1
Maldives	65052	99.9	0.0	0.1
Nepal	126416	93.9	0.0	6.1
Pakistan	96434	15.1	0.1	84.8
Bangladesh	942562	14.3	0.1	85.6
Sri Lanka	301601	89.3	0.2	10.5
Bhutan	16001	88.0	1.0	11.0
<b>Total</b>	<b>1694857</b>	<b>45.0</b>	<b>0.1</b>	<b>54.9</b>
<b>South East Asia</b>				
Indonesia	32215	94.3	2.8	2.9
Malaysia	262026	99.1	0.1	0.8
Myanmar	54631	59.9	2.0	38.1
Philippines	43240	81.1	18.8	0.1
Singapore	150731	99.6	0.1	0.3
Thailand	121362	79.2	0.9	19.9
Vietnam	15132	74.3	4.4	21.3
Others	6468	71.1	0.2	28.7
<b>Total</b>	<b>685805</b>	<b>90.4</b>	<b>1.8</b>	<b>7.8</b>
<b>East Asia</b>				
China (Main)	181020	96.9	0.1	2.1
China (Taiwan)	35857	94.1	0.1	5.8

Country of Nationality	Arrivals (in Numbers)	% Share in total arrivals from the country		
		Air	Sea	Land
Japan	219516	98.8	0.1	1.1
Rep. of Korea	106870	95.5	0.3	4.2
Others	3529	97.2	0.3	2.5
<b>Total</b>	<b>546792</b>	<b>97.2</b>	<b>0.4</b>	<b>2.4</b>
Australasia				
Australia	239762	99.1	0.1	0.8
New Zealand	42864	99.1	0.2	0.7
Others	3668	97.0	1.3	1.7
<b>Total</b>	<b>286294</b>	<b>99.0</b>	<b>0.2</b>	<b>0.8</b>
<b>Not Classified elsewhere</b>	<b>30667</b>	<b>84.1</b>	<b>0.5</b>	<b>15.4</b>
<b>Grand Total</b>	<b>7679099</b>	<b>86.1</b>	<b>0.4</b>	<b>13.5</b>

Source: Bureau of Immigration, India

## 2.5 PORT OF ENTRY OF FTAs IN INDIA

During 2014, the Delhi Airport had registered maximum number of FTAs in India i.e. 30.2% followed by Mumbai airport (19.0%), Chennai airport (8.8%), Bengaluru airport (6.3%), Hyderabad (3.1%) and Kolkata airport (3.0%). The corresponding figures for Delhi, Mumbai, Chennai, Bengaluru and Kolkata airports in 2013 were 33.0%, 19.8%, 9.8%, 6.5% and 3.6%, respectively. The 5 metro airports, i.e. Delhi, Mumbai, Chennai, Kolkata, and Bengaluru accounted for 67.3% of total FTAs in India in 2014, as compared to 72.7% in 2013.

Table 2.5.1 gives the percentage of FTAs in India in 5 major airports during 1996-2014. Delhi airport remained on the top position in terms of FTAs followed by Mumbai airport.

**TABLE 2.5.1**  
**FTAs IN INDIA THROUGH MAJOR PORTS, 1996-2014**

Year	Arrivals	Part-wise Distribution (%)					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Others
1996	2287860	29.3	2.9	11.3	35.1	-	21.4
1997	2374094	33.6	3.4	13.1	39.7	-	10.2
1998	2358629	33.4	3.4	12.7	39.9	-	10.6
1999	2481928	33.5	3.4	13.6	38.6	-	10.9
2000	2649378	34.0	3.5	13.8	38.2	-	10.5

Year	Arrivals	Part-wise Distribution (%)					
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Others
2001	2537282	26.7	4.4	12.0	33.7	-	23.2
2002	2384364	25.4	3.9	11.5	28.6	-	30.6
2003	2726214	24.1	3.7	10.5	30.8	-	30.9
2004	3457477	25.1	3.3	10.3	32.2	-	29.1
2005	3918610	24.4	3.0	9.9	31.8	-	30.9
2006	4447167	23.3	2.8	9.8	32.0	-	32.1
2007	5081504	23.8	3.0	10.3	31.4	-	31.5
2008	5282603	21.4	3.1	11.3	31.8	6.0	26.4
2009	5167699	21.5	3.6	10.7	32.2	6.3	25.7
2010	5775692	20.5	3.7	10.7	34.4	6.5	24.2
2011	6309222	19.7	3.7	10.8	35.8	6.3	23.7
2012	6577745	19.2	3.4	10.8	35.7	6.3	24.6
2013	6967601	19.8	3.6	9.8	33.0	6.5	27.3
2014	7679099	19.0	3.0	8.8	30.2	6.3	32.7

Source: Bureau of Immigration, India

The details of nationality-wise FTAs at major airports of India in 2014 are given in Table 2.5.2. During 2014, Mumbai was the major port of entry for the tourists from Africa and West Asia, which account for 48.9% and 36.4%, respectively of the total FTAs from these regions. Chennai was the major port of entry for the tourists from South East Asia accounting for 18.0% of the FTAs from these regions. For rest of the regions, Delhi was the major port of entry for FTAs. For South Asia, majority of arrivals were from land check posts, mainly from Pakistan and Bangladesh.

**TABLE 2.5.2**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO MAJOR**  
**PORT OF DISEMBARKATION, 2014**

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others
<b>North America</b>								
Canada	268485	21.1	1.3	6.0	53.5	4.4	2.8	10.9
USA	1118983	25.8	2.0	8.3	31.1	10.2	8.9	13.7
Total	1387468	24.9	1.8	7.9	35.4	9.1	7.7	13.2
<b>Central &amp; South America</b>								
Argentina	9731	18.7	3.0	4.1	57.1	5.7	1.5	9.9
Brazil	19563	22.0	2.6	5.6	49.0	10.1	2.8	7.9

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others
Mexico	13978	14.7	2.1	6.1	62.8	5.7	1.9	6.7
Others	26654	22.2	3.2	5.1	52.7	5.5	2.2	9.1
<b>Total</b>	<b>69926</b>	<b>20.2</b>	<b>2.8</b>	<b>5.3</b>	<b>54.3</b>	<b>6.8</b>	<b>2.2</b>	<b>8.4</b>
<b>Western Europe</b>								
Austria	34360	14.6	1.7	6.2	54.7	6.3	1	15.5
Belgium	37441	35.1	1.3	7.1	42.9	5.0	1.5	7.1
Denmark	26775	22.3	1.8	10.9	37.6	10.0	1.5	15.9
Finland	18765	15.5	1.0	5.0	56.9	5.3	0.8	15.5
France	246101	19.6	1.2	20.2	42.9	8.9	0.9	6.3
Germany	239106	21.5	2.2	9.0	40.2	11.8	1.2	14.1
Greece	8300	21.4	2.9	6.5	36.3	7.3	4.1	21.5
Ireland	28978	20.5	4.1	7.3	28.1	9.9	4.5	25.6
Italy	91589	19.7	2.8	9.3	48.7	6.5	1.5	11.5
Netherlands	67747	25.1	1.9	5.7	49.7	9.5	2.2	5.9
Norway	19690	17.5	1.1	6.8	58.0	5.2	1.6	9.8
Portugal	36156	47.0	0.6	2.2	21.8	2.0	0.7	25.7
Spain	66463	20.7	2.5	5.4	55.7	5.8	1.4	8.5
Sweden	44948	23.3	2.1	5.4	37.8	10.4	1.7	19.3
Switzerland	45773	26.9	1.9	7.9	40.7	6.5	1.4	14.7
UK	838860	29.6	2.0	5.4	29.8	5.6	2.5	25.1
Others	9528	18.3	4.3	6.4	49.5	6.3	1.8	13.4
<b>Total</b>	<b>1860580</b>	<b>25.6</b>	<b>2.0</b>	<b>8.2</b>	<b>37.3</b>	<b>7.2</b>	<b>1.9</b>	<b>17.8</b>
<b>Eastern Europe</b>								
Czech Rep.	9878	22.8	3.5	6.6	48.3	6.3	1.4	11.1
Kazakhstan	16736	1.2	0.2	1.3	49.6	0.7	0.2	46.8
Poland	25205	26.2	2.7	5.4	43.5	6.5	1.5	14.2
Russian Fed.	269832	2.8	0.5	1.6	18.0	1.3	0.4	75.4
Ukraine	29281	10.3	1.1	3.7	25.0	2.6	0.8	56.5
Others	71346	11.6	1.6	3.7	55.4	3.5	0.9	23.3
<b>Total</b>	<b>422278</b>	<b>6.6</b>	<b>0.9</b>	<b>2.4</b>	<b>28.3</b>	<b>2.2</b>	<b>0.6</b>	<b>59.0</b>
<b>Africa</b>								
Egypt	16715	38.0	2.6	6.7	22.2	5.0	6.1	19.4
Kenya	46158	58.2	0.6	2.4	15.0	2.1	1.6	20.1
Mauritius	27945	46.9	0.7	8.2	33.2	8.5	0.5	2.0
Nigeria	28314	34.2	0.3	7.8	43.0	9.5	2.7	2.5
South Africa	56246	61.1	1.6	4.7	20.2	4.5	1.8	6.1
Sudan	11896	34.3	0.5	13.5	12.1	15.4	16.6	7.6

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others
Tanzania	26284	49.8	0.3	7.1	14.1	10.1	5.2	13.4
Others	67196	44.7	1.0	7.1	29.1	4.8	4.8	8.5
<b>Total</b>	<b>280754</b>	<b>48.9</b>	<b>1.0</b>	<b>6.3</b>	<b>24.4</b>	<b>6.0</b>	<b>3.7</b>	<b>9.7</b>
<b>West Asia</b>								
Bahrain	13136	33.4	0.7	8.8	11.2	6.0	12.4	27.5
Iraq	48321	13.1	0.1	3.2	68.4	7.5	6.6	1.1
Israel	49312	57.8	0.6	1.4	29.7	2.7	0.2	7.6
Oman	88512	36.7	0.0	15.6	4.6	0.3	11.5	31.3
Saudi Arabia	55487	24.1	0.2	3.8	13.8	10.1	6.3	41.7
Turkey	24294	36.9	0.6	3.2	47.2	2.2	1.6	8.3
UAE	59332	41.5	0.3	1.7	3.9	12.2	24.8	15.6
Yemen	34207	63.1	0.4	1.6	7.6	13.5	9.8	4.0
Others	41077	24.4	1.6	5.7	27.3	11.7	5.7	23.6
<b>Total</b>	<b>413678</b>	<b>36.4</b>	<b>0.4</b>	<b>5.8</b>	<b>21.4</b>	<b>8.0</b>	<b>9.5</b>	<b>18.5</b>
<b>South Asia</b>								
Afghanistan	115569	0.4	0.1	0.0	99.0	0.1	0.1	0.3
Iran	31222	34.8	0.6	1.4	38.3	13.5	2.5	8.9
Maldives	65052	1.4	0.0	4.9	1.4	15.3	0.0	77.0
Nepal	126416	8.8	4.3	0.9	74.7	0.6	0.2	10.5
Pakistan	96434	8.6	0.0	0.5	5.8	0.0	0.0	85.1
Bangladesh	942562	0.7	10.8	0.8	1.9	0.0	0.0	85.8
Sri Lanka	301601	9.3	0.1	43.8	6.1	10.6	0.1	30.0
Bhutan	16001	3.0	26.3	0.9	47.0	0.2	0.0	22.6
<b>Total</b>	<b>1694857</b>	<b>3.9</b>	<b>6.6</b>	<b>8.6</b>	<b>16.0</b>	<b>2.8</b>	<b>0.1</b>	<b>62.0</b>
<b>South East Asia</b>								
Indonesia	32215	25.7	5.2	8.6	34.3	9.0	4.0	13.2
Malaysia	262026	10.1	2.0	25.3	15.1	6.5	2.3	38.7
Myanmar	54631	2.4	7.4	4.6	5.2	0.5	0.4	79.5
Philippines	43240	22.0	3.2	10.7	19.3	6.8	5.0	33.0
Singapore	150731	20.4	2.2	28.0	21.9	7.3	2.2	18.0
Thailand	121362	10.1	20.8	3.6	27.8	4.6	0.8	32.3
Vietnam	15132	11.3	13.3	4.1	24.2	6.0	2.2	38.9
Others	6468	5.3	9.6	3.2	37.0	4.6	1.5	38.8
<b>Total</b>	<b>685805</b>	<b>13.2</b>	<b>6.3</b>	<b>18.0</b>	<b>19.6</b>	<b>6.0</b>	<b>2.1</b>	<b>34.8</b>
<b>East Asia</b>								
China (Main)	181020	17.8	6.7	7.7	51.5	8.4	2.7	5.2
China (Taiwan)	35857	12.2	3.2	8.6	52.1	9.2	1.8	12.9

Country of Nationality	Arrivals (in numbers)	Port-wise Distribution (%)						
		Mumbai Airport	Kolkata Airport	Chennai Airport	Delhi Airport	Bengaluru Airport	Hyderabad Airport	Others
Japan	219516	12.9	3.0	9.0	61.8	8.6	1.2	3.5
Rep. of Korea	106870	18.2	3.9	18.1	43.1	6.2	1.9	8.6
Others	3529	10.5	1.1	1.8	61.8	11.7	0.4	12.7
<b>Total</b>	<b>546792</b>	<b>15.5</b>	<b>4.4</b>	<b>10.3</b>	<b>54.1</b>	<b>8.1</b>	<b>1.8</b>	<b>5.8</b>
<b>Australasia</b>								
Australia	239762	17.9	3.9	10.0	37.4	8.6	5.8	16.4
New Zealand	42864	27.5	3.6	7.7	36.9	6.2	5.8	12.3
Others	3668	32.5	2.9	4.0	45.4	5.6	2.4	7.2
<b>Total</b>	<b>286294</b>	<b>19.5</b>	<b>3.8</b>	<b>9.5</b>	<b>37.4</b>	<b>8.2</b>	<b>5.8</b>	<b>15.8</b>
Not Classified elsewhere	30667	16.1	3.3	11.8	37.4	5.5	1.8	24.1
<b>Grand Total</b>	<b>7679099</b>	<b>19.0</b>	<b>3.0</b>	<b>8.8</b>	<b>30.2</b>	<b>6.3</b>	<b>3.1</b>	<b>29.6</b>

Source: Bureau of Immigration, India

## 2.6. GENDER DISTRIBUTION OF FTAs IN INDIA

During the year 2014, the gender-wise distribution of FTAs comprises of 59.0% males and 41.0% females. The male-female break-up of FTAs in 2013 was 58.8% and 41.2%, respectively.



Table 2.6.1 gives the gender-wise distribution of FTAs in India during 1996-2014. Percentage of arrivals not reporting their gender was quite high in 2001 and 2002 but it gradually decreased from 2005 and in 2008 it was noticeably low at 0.1. From 2009 onwards the reporting of sex wise break-up of the FTAs has been 100%.

**TABLE 2.6.1**  
**FTAs IN INDIA ACCORDING TO GENDER, 1996-2014**

Year	Arrivals	Gender-wise Distribution (%)		
		Male	Female	Not Reported
1996	2287860	65.3	34.7	0.0
1997	2374094	61.5	38.5	0.0
1998	2358629	65.4	34.6	0.0
1999	2481928	69.5	30.5	0.0
2000	2649378	61.9	38.1	0.0
2001	2537282	41.1	24.5	34.4
2002	2384364	50.2	27.5	22.3
2003	2726214	55.7	32.1	12.2
2004	3457477	54.9	33.9	11.2
2005	3918610	52.5	33.1	14.4
2006	4447167	57.1	36.2	6.7
2007	5081504	59.9	39.6	0.5
2008	5282603	60.5	39.4	0.1
2009	5167699	59.6	40.4	0.0
2010	5775692	59.3	40.7	0.0
2011	6309222	59.4	40.6	0.0
2012	6577745	58.7	41.3	0.0
2013	6967901	58.8	41.2	0.0
2014	7679099	59.0	41.0	0.0

Source: Bureau of Immigration, India

The details of country-wise classification of FTAs in India according to gender during 2014 are given in Table 2.6.2. While the proportion of female for most of the countries is in the range of 30% to 50%, for some countries like Afghanistan, Bangladesh, Egypt, Iraq, Japan, Saudi Arabia, Sudan and Yemen, it was substantially low (less than 30%) in 2014. On the other hand, females outnumbered the males in FTAs in India from Ukraine (50.1%), UAE (50.8%), Vietnam (51.6%), Argentina (53.8%), Mauritius (54.7%), Myanmar (54.7%), Thailand (55.9%), Russian Fed. (57.2%) and Kazakhstan (60.3%) during 2014.

**TABLE 2.6.2**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO GENDER, 2014**

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
<b>North America</b>			
Canada	268485	53.7	46.3
USA	1118983	55.9	44.1
<b>Total</b>	<b>1387468</b>	<b>55.5</b>	<b>44.5</b>
<b>Central &amp; South America</b>			
Argentina	9731	46.2	53.8
Brazil	19563	53.7	46.3
Mexico	13978	50.8	49.2
Others	26654	52.2	47.8
<b>Total</b>	<b>69926</b>	<b>51.5</b>	<b>48.5</b>
<b>Western Europe</b>			
Austria	34360	57.2	42.8
Belgium	37441	60.2	39.8
Denmark	26775	57.1	42.9
Finland	18765	55.0	45.0
France	246101	54.1	45.9
Germany	239106	60.3	39.7
Greece	8300	65.5	34.5
Ireland	28978	54.5	45.5
Italy	91589	63.3	36.7
Netherlands	67747	61.4	38.6
Norway	19690	55.2	44.8
Portugal	36156	65.8	34.2
Spain	66463	54.1	45.9
Sweden	44948	54.9	45.1
Switzerland	45773	54.5	45.5
UK	838860	56.0	44.0
Others	9528	52.6	47.4
<b>Total</b>	<b>1860580</b>	<b>57.0</b>	<b>43.0</b>
<b>Eastern Europe</b>			
Czech Rep.	9878	63.8	36.2

Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
Kazakhstan	16736	39.7	60.3
Poland	25205	51.7	48.3
Russian Fed.	269832	42.8	57.2
Ukraine	29281	49.9	50.1
Others	71346	48.3	51.7
<b>Total</b>	<b>422278</b>	<b>45.1</b>	<b>54.9</b>
<b>Africa</b>			
Egypt	16715	70.5	29.5
Kenya	46158	55.9	44.1
Mauritius	27945	45.3	54.7
Nigeria	28314	60.5	39.5
South Africa	56246	52.6	47.4
Sudan	11896	82.2	17.8
Tanzania	26284	53.5	46.5
Others	67196	53.7	46.3
<b>Total</b>	<b>280754</b>	<b>55.8</b>	<b>44.2</b>
<b>West Asia</b>			
Bahrain	13136	65.5	34.5
Iraq	48321	70.9	29.1
Israel	49312	62.5	37.5
Oman	88512	63.4	36.6
Saudi Arabia	55487	79.8	20.2
Turkey	24294	55.7	44.3
UAE	59332	49.2	50.8
Yemen	34207	70.3	29.7
Others	41077	70.2	29.8
<b>Total</b>	<b>413678</b>	<b>65.2</b>	<b>34.8</b>
<b>South Asia</b>			
Afghanistan	115569	73.9	26.1
Iran	31222	53.3	46.7
Maldives	65052	52.1	47.9
Nepal	126416	68.1	31.9
Pakistan	96434	56.0	44.0
Bangladesh	942562	73.0	27.0

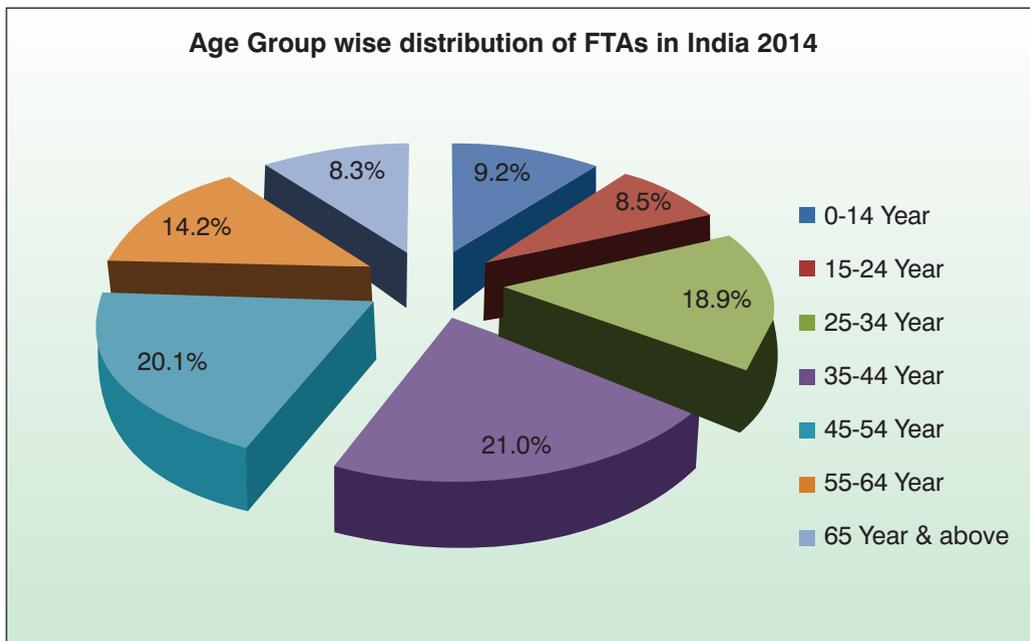
Country of Nationality	Arrivals (in Numbers)	Gender-wise Distribution (%)	
		Male	Female
Sri Lanka	301601	57.1	42.9
Bhutan	16001	59.9	40.1
<b>Total</b>	<b>1694857</b>	<b>67.6</b>	<b>32.4</b>
<b>South East Asia</b>			
Indonesia	32215	59.0	41.0
Malaysia	262026	53.2	46.8
Myanmar	54631	45.3	54.7
Philippines	43240	53.2	46.8
Singapore	150731	59.4	40.6
Thailand	121362	44.1	55.9
Vietnam	15132	48.4	51.6
Others	6468	49.8	50.2
<b>Total</b>	<b>685805</b>	<b>52.5</b>	<b>47.5</b>
<b>East Asia</b>			
China (Main)	181020	63.4	36.6
China (Taiwan)	35857	50.3	49.7
Japan	219516	71.2	28.8
Rep. of Korea	106870	64.6	35.4
Others	3529	49.3	50.7
<b>Total</b>	<b>546792</b>	<b>65.8</b>	<b>34.2</b>
<b>Australasia</b>			
Australia	239762	57.9	42.1
New Zealand	42864	55.8	44.2
Others	3668	55.1	44.9
<b>Total</b>	<b>286294</b>	<b>57.5</b>	<b>42.5</b>
<b>Not Classified elsewhere</b>	<b>30667</b>	<b>65.2</b>	<b>34.8</b>
<b>Grand Total</b>	<b>7679099</b>	<b>59.0</b>	<b>41.0</b>

Source: Bureau of Immigration, India

## 2.7 AGE-WISE DISTRIBUTION OF FTAs IN INDIA

Table 2.7.1 gives the percentage distribution of FTAs in India according to age groups during 1996-2014. The proportion of FTAs in different age groups has not changed much in the last few years.

In 2014, the highest numbers of FTAs in India were from 35-44 years age group (21%), followed by the age groups of 45-54 years (20.1%) and 25-34 years (18.9%). The lowest number of FTAs during the same period occurred in the age-group of 65 & above (8.3%).



**TABLE 2.7.1  
FTAs IN INDIA ACCORDING TO AGE- GROUP, 1996 - 2014**

Year	FTAs	% Distribution by Age- Group (in years)							Not Reported
		0-14	15-24	25-34	35-44	45-54	55-64	65 & above	
1996	2287860	12.6	9.1	21.7	26.8	18.3	8.8	2.7	-
1997	2374094	9.9	10.1	23.4	26.9	18.9	8.2	2.0	0.6
1998	2358629	5.0	16.8	23.8	26.0	18.2	8.3	1.9	-
1999	2481928	3.1	14.0	23.4	27.5	20.8	9.2	2.0	-
2000	2649378	3.9	11.4	22.6	27.0	23.1	9.9	2.1	-
2001	2537282	7.0	10.8	20.1	21.1	19.4	11.9	6.7	3.0

Year	FTAs	% Distribution by Age- Group (in years)							
		0-14	15-24	25-34	35-44	45-54	55-64	65 & above	Not Reported
2002	2384364	9.2	10.0	19.4	21.6	19.4	11.5	7.7	1.2
2003	2726214	7.2	10.0	19.5	21.6	19.4	11.5	7.7	3.1
2004	3457477	8.5	9.8	18.8	21.3	19.4	12.8	8.2	0.2
2005	3918610	8.6	9.6	18.8	21.3	19.5	13.0	8.7	0.5
2006	4447167	9.6	8.7	18.3	21.4	19.6	13.5	7.0	1.9
2007	5081504	9.2	8.6	18.0	21.0	19.6	13.9	7.5	2.2
2008	5282603	7.5	7.1	15.2	17.1	16.1	11.9	6.5	18.6
2009	5167699	9.1	7.9	17.9	20.3	19.6	14.7	8.5	2.0
2010	5775692	10.0	8.3	17.4	21.1	19.9	13.8	9.5	0.0
2011	6309222	10.5	7.9	16.6	21.2	19.7	13.7	10.5	0.0
2012	6577745	11.0	8.0	16.5	21.0	19.8	13.9	9.9	0.0
2013	6967601	9.5	8.7	19.1	21.0	20.0	14.0	7.7	0.0
2014	7679099	9.2	8.5	18.9	21.0	20.1	14.0	8.3	0.0

Source: Bureau of Immigration, India

The details of country-wise distribution of FTAs in India according to age-groups during 2014 are given in Table 2.7.2. It may be seen that the proportion of FTAs in India for the age group 25-34 years has been the highest from East Asia, West Asia, Africa, Eastern Europe and Central and South America whereas for Australasia, South Asia and South East Asia it was the age-group 35-44 years. The percentage share of the age-group of 45-54 has been highest for North America and Western Europe.

**TABLE 2.7.2**  
**NATIONALITY-WISE FTAs IN INDIA ACCORDING TO AGE-GROUP, 2014**

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
<b>North America</b>								
Canada	268485	15.2	6.9	11.7	17.0	18.2	15.6	15.4
USA	1118983	19.8	6.7	10.1	17.4	20.5	15.0	10.5
<b>Total</b>	<b>1387468</b>	<b>18.9</b>	<b>6.7</b>	<b>10.4</b>	<b>17.3</b>	<b>20.3</b>	<b>15.2</b>	<b>11.2</b>
<b>Central &amp; South America</b>								
Argentina	9731	1.6	5.5	26.6	19.3	17.6	17.5	11.9
Brazil	19563	2.5	6.7	27.3	23.4	19.1	15.0	6.0
Mexico	13978	2.7	8.7	25.1	22.5	17.9	15.7	7.4

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
Others	26654	4.3	7.7	27.8	20.2	19.0	14.1	6.9
<b>Total</b>	<b>69926</b>	<b>3.1</b>	<b>7.3</b>	<b>26.9</b>	<b>21.4</b>	<b>18.6</b>	<b>15.2</b>	<b>7.5</b>
<b>Western Europe</b>								
Austria	34360	4.8	7.6	16.0	19.5	25.7	17.3	9.1
Belgium	37441	6.6	8.2	14.7	19.3	24.6	17.9	8.7
Denmark	26775	5.3	10.9	12.8	20.4	24.3	15.8	10.5
Finland	18765	4.3	6.3	16.3	23.8	25.1	16.4	7.8
France	246101	5.9	7.6	15.6	18.4	20.7	18.7	13.1
Germany	239106	4.1	6.4	16.7	19.1	28.6	16.4	8.7
Greece	8300	1.7	3.3	21.1	25.1	24.8	17.5	6.5
Ireland	28978	16.7	6.4	17.9	26.0	18.6	10.1	4.3
Italy	91589	3.5	5.0	16.4	23.4	24.8	17.2	9.7
Netherlands	67747	4.6	6.6	15.2	21.1	27.1	17.4	8.0
Norway	19690	7.1	12.5	14.4	17.0	21.4	17.6	10.0
Portugal	36156	6.8	8.1	21.7	24.1	18.3	13.4	7.6
Spain	66463	3.0	6.3	23.8	26.5	19.8	14.2	6.4
Sweden	44948	6.4	9.3	15.8	18.7	23.2	16.9	9.7
Switzerland	45773	3.8	7.1	15.4	17.2	25.3	20.1	11.1
UK	838860	10.7	6.0	12.7	19.6	20.7	17.6	12.7
Others	9528	2.3	7.5	25.6	19.4	18.5	19.0	7.7
<b>Total</b>	<b>1860580</b>	<b>7.6</b>	<b>6.6</b>	<b>14.9</b>	<b>20.0</b>	<b>22.5</b>	<b>17.3</b>	<b>11.1</b>
<b>Eastern Europe</b>								
Czech Rep	9878	2.9	5.3	27.4	29.4	19.1	11.5	4.4
Kazakhstan	16736	9.3	10.7	29.4	20.5	16.9	10.4	2.8
Poland	25205	2.5	5.4	32.0	25.6	15.8	13.9	4.8
Russian Fed.	269832	5.4	8.8	35.6	21.2	17.0	9.7	2.3
Ukraine	29281	3.0	9.4	36.5	23.7	16.7	8.7	2.0
Others	71346	3.5	6.9	33.2	24.9	17.2	11.1	3.2
<b>Total</b>	<b>422278</b>	<b>4.9</b>	<b>8.3</b>	<b>34.6</b>	<b>22.4</b>	<b>16.8</b>	<b>10.3</b>	<b>2.7</b>
<b>Africa</b>								
Egypt	16715	2.5	8.6	37.0	26.7	16.3	7.2	1.7
Kenya	46158	7.4	10.2	22.4	20.2	18.5	13.6	7.7
Mauritius	27945	5.6	7.9	15.8	23.2	23.2	16.8	7.5

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
Nigeria	28314	4.4	9.6	25.3	26.8	20.3	9.9	3.7
South Africa	56246	6.9	7.9	15.9	22.4	21.5	16.8	8.6
Sudan	11896	5.6	25.8	26.4	17.8	11.3	10.9	2.2
Tanzania	26284	7.5	12.6	16.3	20.9	19.9	14.6	8.2
Others	67196	4.5	13.0	31.4	22.0	16.1	9.5	3.5
<b>Total</b>	<b>280754</b>	<b>5.7</b>	<b>10.9</b>	<b>23.6</b>	<b>22.4</b>	<b>18.8</b>	<b>12.7</b>	<b>5.9</b>
<b>West Asia</b>								
Bahrain	13136	9.9	14.4	19.8	15.5	18.1	15.2	7.1
Iraq	48321	8.3	10.1	20.1	21.4	19.7	14.3	6.1
Israel	49312	3.2	16.0	22.9	17.6	15.4	16.2	8.7
Oman	88512	10.2	9.9	26.0	21.1	15.0	11.1	6.7
Saud Arabia	55487	9.0	10.1	23.6	23.2	20.3	9.6	4.2
Turkey	24294	1.3	5.4	42.7	25.4	14.4	8.2	2.6
UAE	59332	16.7	13.6	19.1	15.8	14.7	13.0	7.1
Yemen	34207	7.7	19.4	21.9	19.2	16.0	10.3	5.5
Others	41077	5.1	9.3	29.0	21.9	18.7	11.5	4.5
<b>Total</b>	<b>413678</b>	<b>8.7</b>	<b>11.8</b>	<b>24.3</b>	<b>20.2</b>	<b>16.8</b>	<b>12.1</b>	<b>6.1</b>
<b>South Asia</b>								
Afghanistan	115569	10.6	22.1	29.0	16.6	11.1	7.2	3.4
Iran	31222	5.9	10.2	29.0	20.7	16.9	12.2	5.1
Maldives	65052	13.2	11.2	21.8	19.7	17.3	9.9	6.9
Nepal	126416	3.8	17.1	28.3	23.4	16.5	7.7	3.2
Pakistan	96434	16.5	13.9	15.6	15.5	16.2	12.4	9.9
Bangladesh	942562	7.0	7.9	22.7	26.1	20.5	11.5	4.3
Sri Lanka	301601	5.4	7.9	15.0	19.9	20.7	18.8	12.3
Bhutan	16001	3.7	15.6	30.8	23.9	15.8	6.9	3.3
<b>Total</b>	<b>1694857</b>	<b>7.5</b>	<b>10.2</b>	<b>21.8</b>	<b>23.1</b>	<b>19.1</b>	<b>12.3</b>	<b>6.0</b>
<b>South East Asia</b>								
Indonesia	32215	3.1	6.6	24.5	29.3	20.6	11.5	4.4
Malaysia	262026	7.9	11.5	19.0	21.0	19.3	14.8	6.5
Myanmar	54631	1.3	4.5	12.7	16.7	21.7	24.5	18.6
Philippines	43240	2.4	5.5	40.6	27.5	16.4	6.5	1.1
Singapore	150731	8.0	7.7	15.2	23.2	25.3	14.8	5.8

Country of Nationality	Arrivals (in numbers)	Distribution by Age-Group (%)						
		0-14 Year	15-24 Year	25-34 Year	35-44 Year	45-54 Year	55-64 Year	65 Year & above
Thailand	121362	3.4	6.5	19.0	21.9	21.7	17.9	9.6
Vietnam	15132	1.3	6.1	24.2	23.2	17.5	18.4	9.3
Others	6468	1.0	6.7	24.8	16.3	11.9	19.7	19.6
<b>Total</b>	<b>685805</b>	<b>5.9</b>	<b>8.5</b>	<b>19.3</b>	<b>22.1</b>	<b>21.1</b>	<b>15.6</b>	<b>7.5</b>
<b>East Asia</b>								
China (Main)	181020	1.3	6.8	39.3	26.3	16.1	7.2	3.0
China (Taiwan)	35857	1.3	5.6	21.9	25.5	23.6	16.7	5.4
Japan	219516	3.2	4.8	18.3	24.1	25.2	15.1	9.3
Rep. of Korea	106870	4.6	9.2	21.0	25.5	23.1	13.0	3.6
Others	3529	4.0	15.2	28.0	21.5	16.0	10.6	4.7
<b>Total</b>	<b>546792</b>	<b>2.7</b>	<b>6.4</b>	<b>26.1</b>	<b>25.3</b>	<b>21.6</b>	<b>12.1</b>	<b>5.8</b>
<b>Australasia</b>								
Australia	239762	17.2	7.3	19.4	21.0	16.6	12.3	6.2
New Zealand	42864	15.0	8.8	14.1	19.2	21.4	15.1	6.4
Others	3668	4.9	7.9	20.9	20.9	20.8	16.8	8.0
<b>Total</b>	<b>286294</b>	<b>16.7</b>	<b>7.5</b>	<b>18.6</b>	<b>20.8</b>	<b>17.4</b>	<b>12.8</b>	<b>6.2</b>
<b>Not Classified elsewhere</b>	<b>30667</b>	<b>4.5</b>	<b>5.4</b>	<b>22.9</b>	<b>25.6</b>	<b>20.0</b>	<b>13.3</b>	<b>8.3</b>
<b>Grand Total</b>	<b>7679099</b>	<b>9.2</b>	<b>8.5</b>	<b>18.9</b>	<b>21.0</b>	<b>20.1</b>	<b>14.0</b>	<b>8.3</b>

Source: Bureau of Immigration, India

## 2.8 FTAs BY VISA TYPE IN INDIA

Earlier Ministry of Tourism used to publish the data of Nationality-wise FTAs by purpose of visit based on the information recorded in disembarkation card. Since the practice of filling-up the disembarkation card has been discontinued, the data on purpose of visit is also henceforth discontinued. Now onwards the Ministry of Tourism will publish data of Visa Type by Nationality instead of purpose of visit data. Accordingly, information on percentage distribution of the FTAs by the Visa Type has been prepared and presented below in Table 2.8.1. About 58.3% of FTAs in India during 2014 came through Tourist Visa followed by Overseas Citizen of India (16.7%), Business Visa (14.9%), Medical Visa (2.4%), and Student Visa (1.2%).

**TABLE 2.8.1**  
**Nationality-wise FTAs in India by Visa Type, 2014**

Country of Nationality	FTAs (Numbers)	Tourist Visa	OCI@	Business Visa	Medical Visa*	Student Visa#	Others
<b>North America</b>							
Canada	268485	56.4	30.3	5.3	0.1	0.2	7.7
USA	1118983	36.2	46.5	12.2	0.1	0.3	4.7
<b>Total</b>	<b>1387468</b>	<b>41.0</b>	<b>42.6</b>	<b>10.6</b>	<b>0.1</b>	<b>0.3</b>	<b>5.4</b>
<b>Central &amp; South America</b>							
Argentina	9731	82.7	0.4	11.0	0.1	0.4	5.4
Brazil	19563	65.5	0.9	24.8	0.3	0.8	7.7
Mexico	13978	74.0	0.8	17.3	0.0	1.2	6.7
Others	26654	67.5	6.9	14.9	0.2	1.7	8.8
<b>Total</b>	<b>69926</b>	<b>70.5</b>	<b>2.9</b>	<b>17.7</b>	<b>0.2</b>	<b>1.1</b>	<b>7.6</b>
<b>Western Europe</b>							
Austria	34360	56.1	16.0	23.3	0.0	0.4	4.2
Belgium	37441	49.3	19.3	23.9	0.0	0.5	7.0
Denmark	26775	54.2	2.2	34.9	0.1	0.7	7.9
Finland	18765	54.8	4.2	34.6	0.1	0.4	5.9
France	246101	65.3	10.4	17.3	0.0	0.9	6.1
Germany	239106	52.9	7.1	31.3	0.0	0.5	8.2
Greece	8300	58.4	0.9	22.3	0.0	0.3	18.1
Ireland	28978	42.4	29.0	23.5	0.3	0.1	4.7
Italy	91589	57.8	5.6	29.7	0.0	0.5	6.4
Netherlands	67747	48.1	9.5	34.0	0.0	0.6	7.8
Norway	19690	58.1	12.4	20.2	0.2	0.8	8.3
Portugal	36156	70.5	1.9	18.2	0.1	0.8	8.5
Spain	66463	29.0	61.0	5.6	0.0	0.2	4.2
Sweden	44948	71.2	5.0	18.9	0.0	0.5	4.4
Switzerland	45773	59.4	5.9	28.1	0.1	0.4	6.1
UK	838860	65.6	9.5	20.4	0.0	0.5	4.0
Others	9528	43.0	37.3	13.8	0.1	0.1	5.7
<b>Total</b>	<b>1860580</b>	<b>50.8</b>	<b>23.0</b>	<b>19.6</b>	<b>0.1</b>	<b>0.3</b>	<b>6.2</b>

Country of Nationality	FTAs (Numbers)	Tourist Visa	OCI @	Business Visa	Medical Visa*	Student Visa#	Others
<b>Eastern Europe</b>							
Czech Rep	9878	59.0	0.1	29.8	0.0	0.5	10.6
Kazakhstan	16736	88.6	0.0	4.0	1.4	1.2	4.8
Poland	25205	63.8	0.2	17.8	9.5	1.8	6.9
Russian Fed.	269832	74.0	0.9	18.3	0.1	0.5	6.2
Ukraine	29281	92.4	0.1	4.9	0.0	0.2	2.4
Others	71346	83.1	0.1	7.8	0.1	0.5	8.4
<b>Total</b>	<b>422278</b>	<b>85.3</b>	<b>0.1</b>	<b>8.5</b>	<b>1.5</b>	<b>0.5</b>	<b>4.1</b>
<b>Africa</b>							
Egypt	16715	29.7	0.1	46.4	0.6	5.4	17.8
Kenya	46158	28.8	39.5	5.3	13.2	2.4	10.8
Mauritius	27945	80.1	3.0	5.6	5.0	3.6	2.7
Nigeria	28314	7.6	0.1	18.7	49.6	9.8	14.2
South Africa	56246	34.2	7.4	14.8	19.2	13.8	10.6
Sudan	11896	66.4	9.4	15.1	0.3	0.6	8.2
Tanzania	26284	96.5	0.2	1.7	0.3	0.1	1.2
Others	67196	23.6	0.9	23.3	12.9	31.3	8.0
<b>Total</b>	<b>280754</b>	<b>52.5</b>	<b>8.9</b>	<b>12.0</b>	<b>12.2</b>	<b>6.3</b>	<b>8.1</b>
<b>West Asia</b>							
Bahrain	13136	72.6	12.4	3.1	3.6	3.6	4.7
Iraq	48321	10.3	0.0	1.6	13.0	48.3	26.8
Israel	49312	61.1	1.7	32.9	0.2	0.2	3.9
Oman	88512	90.0	0.0	1.5	6.8	0.6	1.1
Saud Arabia	55487	67.2	0.5	20.0	0.8	2.6	8.9
Turkey	24294	86.7	0.3	3.7	3.0	1.1	5.2
UAE	59332	40.6	0.1	44.8	0.1	0.9	13.5
Yemen	34207	54.9	0.0	30.5	1.2	7.6	5.8
Others	41077	48.7	1.0	4.4	28.3	14.0	3.6
<b>Total</b>	<b>413678</b>	<b>71.4</b>	<b>1.1</b>	<b>12.1</b>	<b>7.0</b>	<b>3.9</b>	<b>4.5</b>
<b>South Asia</b>							
Afghanistan	115569	42.0	0.0	3.8	34.2	16.4	3.6
Bangladesh	942562	88.0	0.0	3.6	7.1	0.6	0.7

Country of Nationality	FTAs (Numbers)	Tourist Visa	OCI @	Business Visa	Medical Visa*	Student Visa#	Others
Bhutan	16001	96.4	0.0	0.0	3.6	0.0	0.0
Iran	31222	78.4	4.4	4.1	0.2	8.3	4.6
Maldives	65052	0.1	0.4	5.3	56.2	24.2	13.8
Nepal	126416	77.6	3.1	5.1	1.0	7.1	6.1
Pakistan	96434	0.3	0.0	6.3	5.2	0.1	88.1
Sri Lanka	301601	66.2	9.4	19.0	0.8	0.9	3.7
<b>Total</b>	<b>1694857</b>	<b>75.9</b>	<b>2.2</b>	<b>7.2</b>	<b>6.3</b>	<b>1.3</b>	<b>7.1</b>
<b>South East Asia</b>							
Indonesia	32215	58.3	3.1	23.4	0.5	0.9	13.8
Malaysia	262026	85.5	0.4	7.7	0.1	3.4	2.9
Myanmar	54631	89.5	0.0	4.2	2.3	1.7	2.3
Philippines	43240	76.8	0.6	5.5	3.2	5.4	8.5
Singapore	150731	29.4	1.8	35.3	0.3	0.4	32.8
Thailand	121362	42.2	34.7	19.9	0.0	0.1	3.1
Vietnam	15132	77.4	7.7	8.1	0.0	3.5	3.3
Others	6468	73.1	0.1	15.1	0.0	3.4	8.3
<b>Total</b>	<b>685805</b>	<b>72.0</b>	<b>8.9</b>	<b>11.7</b>	<b>0.4</b>	<b>2.4</b>	<b>4.6</b>
<b>East Asia</b>							
China (Main)	181020	37.0	2.0	55.2	0.0	0.5	5.3
China (Taiwan)	35857	38.6	0.0	44.3	0.0	3.8	13.3
Japan	219516	37.7	0.1	41.7	0.0	0.2	20.3
Rep. of Korea	106870	45.7	1.4	2.1	15.5	23.9	11.4
Others	3529	66.6	0.2	27.0	0.0	0.3	5.9
<b>Total</b>	<b>546792</b>	<b>39.7</b>	<b>0.7</b>	<b>45.6</b>	<b>0.1</b>	<b>1.1</b>	<b>12.8</b>
<b>Australasia</b>							
Australia	239762	38.9	47.2	10.2	0.2	0.1	3.4
New Zealand	42864	39.5	44.8	9.3	0.1	0.2	6.1
Others	3668	49.9	2.4	5.9	25.5	8.1	8.2
<b>Total</b>	<b>286294</b>	<b>39.1</b>	<b>46.5</b>	<b>10.1</b>	<b>0.4</b>	<b>0.2</b>	<b>3.7</b>
<b>Not Classified elsewhere</b>	<b>30667</b>	<b>52.0</b>	<b>9.1</b>	<b>6.6</b>	<b>0.5</b>	<b>2.5</b>	<b>29.3</b>
<b>Grand Total</b>	<b>7679099</b>	<b>58.3</b>	<b>16.7</b>	<b>14.9</b>	<b>2.4</b>	<b>1.2</b>	<b>6.5</b>

\*: Includes Medical Attendant

#: Includes Research or training Visa, Research Visa, Student Visa Transfer

Source: Bureau of Immigration, India

OCI @ : Overseas citizen of India

## 2.9 TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA

Table 2.9.1 gives the percentage shares and ranks of top 15 source countries for India during 2013 and 2014. The top 15 tourist generating countries for India during 2014 were mostly the same as those during 2013. There amongst them have been minor changes in the rankings of some countries in 2014. FTAs in India from United States of America (USA) were the highest (14.57%) during 2014, followed by Bangladesh (12.27%), United Kingdom (10.92%), Sri Lanka (3.93 %), Russian Fed. (3.51%), Canada (3.50%), Malaysia (3.41%), France (3.20%), Australia (3.12%), Germany (3.11%), Japan (2.86%), China (Main) (2.36%), Singapore (1.96%), Nepal (1.65%) and Thailand (1.58%).

The share of FTAs from top 15 countries during the year 2014 was 71.97% as compared to 70.72% in 2013.

**TABLE 2.9.1**  
**TOP 15 SOURCE COUNTRIES FOR FTAs IN INDIA DURING 2013 & 2014**

Country	2013			2014			
	Rank	FTAs	% Share	Country	Rank	FTAs	% Share
USA	1	1085309	15.58	USA	1	1118983	14.57
UK	2	809444	11.62	Bangladesh	2	942562	12.27
Bangladesh	3	524923	7.53	UK	3	838860	10.92
Sri Lanka	4	262345	3.77	Sri Lanka	4	301601	3.93
Russian Fed.	5	259120	3.72	Russian Fed.	5	269832	3.51
Canada	6	255222	3.66	Canada	6	268485	3.50
Germany	7	252003	3.62	Malaysia	7	262026	3.41
France	8	248379	3.56	France	8	246101	3.20
Malaysia	9	242649	3.48	Australia	9	239762	3.12
Japan	10	220283	3.16	Germany	10	239106	3.11
Australia	11	218967	3.14	Japan	11	219516	2.86
China(Main)	12	174712	2.51	China(Main)	12	181020	2.36

2013				2014			
Country	Rank	FTAs	% Share	Country	Rank	FTAs % Share	
Singapore	13	143025	2.05	Singapore	13	150731	1.96
Thailand	14	117136	1.68	Nepal	14	126416	1.65
Nepal	15	113790	1.63	Thailand	15	121362	1.58
<b>Total of top 15 Countries</b>		<b>4927307</b>	<b>70.72</b>	<b>Total of top 15 Countries</b>		<b>5526363</b>	<b>71.97</b>
Others		2040294	29.28	Others		2152736	28.03
<b>Grand Total</b>		<b>6967601</b>	<b>100.00</b>	<b>Grand Total</b>		<b>7679099</b>	<b>100.00</b>

Source: Bureau of Immigration, India

The FTAs from the top 15 source countries for the years 1981 to 2014 are given in Table 2.9.2. The share of these 15 countries in total FTAs in India shows a generally increasing trend from 1981. This share, which was 49.6% in 1981, increased to 70.72% in 2013 and 71.97% in 2014.

**TABLE 2.9.2**  
**FTAs IN INDIA DURING 1981 - 2014 FOR TOP 15 SOURCE COUNTRIES OF 2014**

Year	USA	Bangladesh	UK	Sri Lanka	Russian Fed.*	Canada	Malaysia	France
	1	2	3	4	5	6	7	8
1981	82052	192509	116684	75842	N.A.	25358	26458	57272
1982	86806	205410	120772	76143	N.A.	25991	26552	59267
1983	95847	213832	136823	81716	N.A.	29857	25796	50158
1984	95651	247543	124205	75449	N.A.	25135	22993	47148
1985	95920	272350	119544	69063	N.A.	29022	23265	44091
1986	125364	204260	160685	75631	N.A.	39837	26209	65948
1987	134876	185296	166590	74351	N.A.	37677	28480	64432
1988	122888	200617	200509	70640	N.A.	37498	29635	69799
1989	134314	213451	229496	67680	N.A.	40306	33120	78001
1990	125303	225566	235151	68400	N.A.	41046	34278	79496
1991	117332	251260	212052	70088	32432	36142	30617	69346
1992	152288	246589	244263	71935	39409	43386	35201	74304
1993	158159	277565	274168	76898	48644	47800	35334	70694
1994	176482	282271	300696	89009	49684	56441	40762	73088

Year	USA	Bangladesh	UK	Sri Lanka	Russian Fed.*	Canada	Malaysia	France
	1	2	3	4	5	6	7	8
1995	203343	318474	334827	114157	27145	63821	50039	82349
1996	228829	322355	360686	107351	22037	74031	53370	93325
1997	244239	355371	370567	122080	18243	78570	60401	91423
1998	244687	339757	376513	118292	29493	80111	47496	97898
1999	251926	414359	345085	120072	34620	82892	52613	85891
2000	348292	414437	432644	129193	34814	84013	60513	100022
2001	329147	431312	405472	112813	15154	88600	57869	102434
2002	348182	435867	387846	108008	18643	93598	63748	78194
2003	410803	454611	430917	109098	26948	107671	70750	97654
2004	526120	477446	555907	128711	47077	135884	84390	131824
2005	611165	456371	651803	136400	56446	157643	96276	152258
2006	696739	484401	734240	154813	62203	176567	107286	175345
2007	799062	480240	796191	204084	75543	208214	112741	204827
2008	804933	541884	776530	218805	91095	222364	115794	207802
2009	827140	468899	769251	239995	94945	224069	135343	196462
2010	931292	431962	759494	266515	122048	242372	179077	225232
2011	980688	463543	798249	305853	144312	259017	208196	231423
2012	1039947	487397	788170	296983	177526	256021	195853	240674
2013	1085309	524923	809444	262345	259120	255222	242649	248379
2014	1118983	942562	838860	301601	269832	268485	262026	246101
<b>CAGR (%) (1981- 2014)</b>	8.24	4.93	6.16	4.27	9.65	7.41	7.20	4.52

CAGR: Compound annual growth rate

\* Russian Fed. CAGR is for the period from 1991-2014.

**TABLE 2.9.2 ( Contd.)**  
**FTAs IN INDIA DURING 1981 - 2014 FOR TOP 15 SOURCE COUNTRIES OF 2014**

Year	Australia	Germany	Japan	China (Main)	Singapore	Nepal	Thailand*
	9	10	11	12	13	14	15
1981	20940	55471	29032	1371	17950	11851	N.A.
1982	23395	50885	29103	2107	19026	12115	N.A.
1983	23436	52120	26662	1716	21252	12001	N.A.
1984	24546	48930	29566	1386	19204	13401	N.A.
1985	22047	45738	30573	2247	18485	15883	N.A.
1986	33264	64811	36402	1533	24189	13957	N.A.
1987	32883	72300	46240	1705	26380	16965	N.A.
1988	31462	77543	49244	2099	27565	19715	N.A.
1989	30443	78812	58707	2727	29377	19116	N.A.
1990	30076	71374	59122	3089	32570	20614	N.A.
1991	22700	72019	46655	3476	28363	21834	N.A.
1992	26646	84422	60137	4778	35039	25244	N.A.
1993	28795	83340	49616	5157	40223	28048	N.A.
1994	33142	85352	63398	5833	44157	34732	N.A.
1995	36150	89040	76042	5111	48632	34562	N.A.
1996	48755	99853	99018	5613	47136	43426	N.A.
1997	50647	105979	99729	7369	52004	43155	N.A.
1998	57807	93993	89565	4312	54328	38199	N.A.
1999	73041	85033	73373	6487	53310	25859	N.A.
2000	53995	83881	98159	14420	46612	38801	N.A.
2001	52691	80011	80634	13901	42824	41135	18623
2002	50743	64891	59709	15422	44306	37136	19649
2003	58730	76868	77996	21152	48368	42771	25754
2004	81608	116679	96851	34100	60710	51534	33442
2005	96258	120243	103082	44897	68666	77024	41978
2006	109867	156808	119292	62330	82574	91552	46623

Year	Australia	Germany	Japan	China (Main)	Singapore	Nepal	Thailand*
	9	10	11	12	13	14	15
2007	135925	184195	145538	88103	92908	83037	50037
2008	146209	204344	145352	98093	97851	78133	58065
2009	149074	191616	124756	100209	95328	88785	67309
2010	169647	227720	168019	119530	107487	104374	76617
2011	192592	240235	193525	142218	119022	119131	92404
2012	202105	254783	220015	168952	131452	125375	105141
2013	218967	252003	220283	174712	143025	113790	117136
2014	239762	239106	219516	181020	150731	126416	121362
<b>CAGR (%) (1981-2014)</b>	7.67	5.53	6.32	15.95	6.66	7.44	15.51

Source: Bureau of Immigration, India

CAGR: Compound annual growth rate

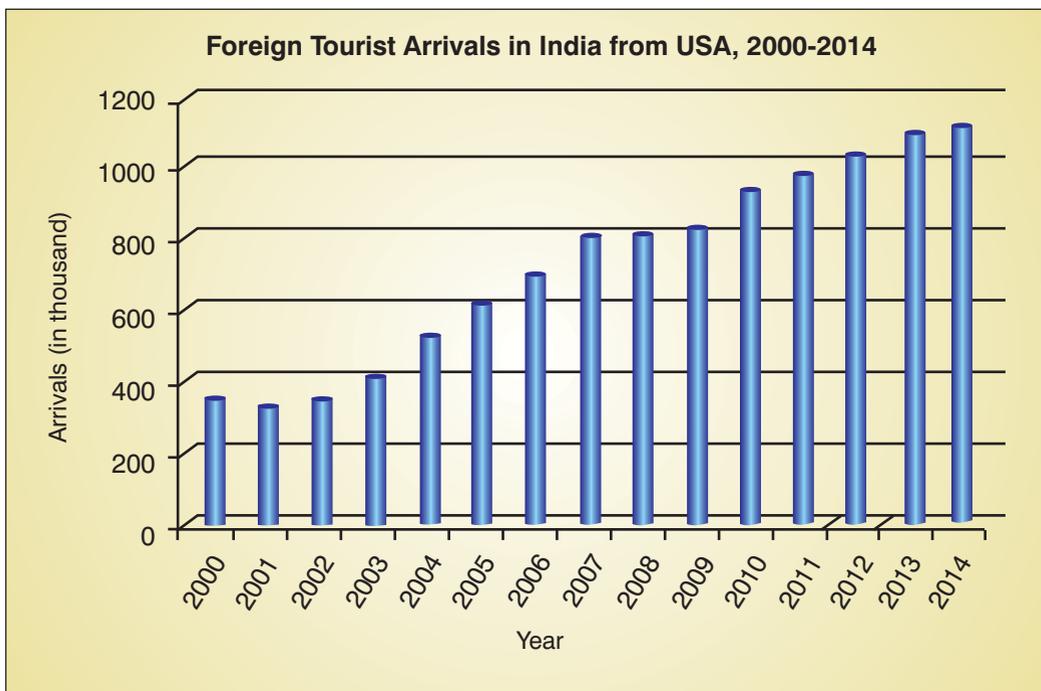
\*Thailand CAGR is for the period from 2001 - 2014 .

The details of FTAs from top 15 source countries for 2014 are discussed in the following paragraphs.

### i. UNITED STATES OF AMERICA

United States of America maintained its position as the largest market for India during 2014. The arrivals grew from 82052 in 1981 to 1118983 in 2014 at a CAGR of 8.2 %. The share of USA in the total FTAs in India decreased marginally to 14.57% during 2014 as compared to 15.58 % during 2013. The following graph shows the yearly trend in the tourist arrivals from USA during 2000-2014.

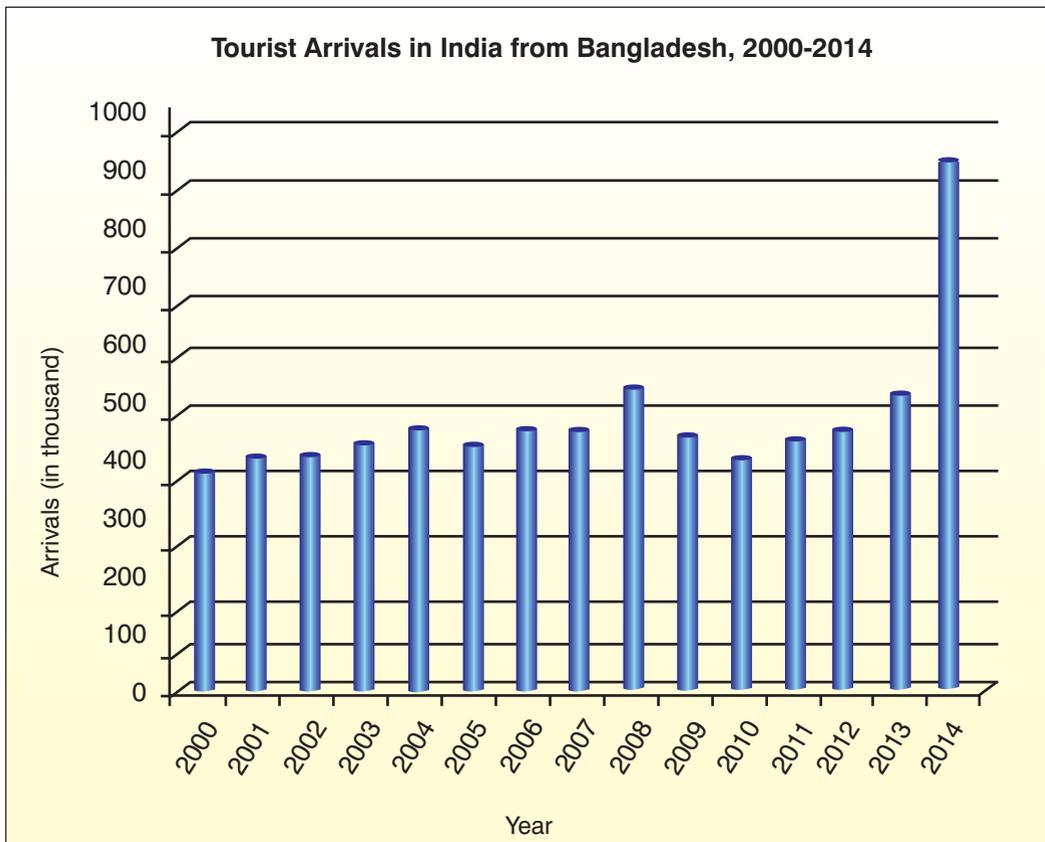
During 2014, 99.5% of the tourists from USA came by air, 0.4% by land and 0.1% by Sea. So far as port of disembarkation is concerned, 31.1% disembarked at Delhi airport followed by Mumbai airport (25.8%), Bengaluru airport (10.2%), Hyderabad airport (8.9%), Chennai airport (8.3%) and Kolkata airport (2.0%). While 55.9% of the arrivals were male, 44.1% were female. The dominant age-groups among them were 45-54 years (20.5%) followed by the 35-44 years (17.4%) and 55-64 years (15.0%) The highest number of tourists arrived in the 4<sup>th</sup> quarter of the year i.e. October to December (31.7%), followed by Jan-March (25.7%). Among tourist from USA highest came to India under the category of OCI (46.5%) followed by tourists visa (36.2%) and business visa (12.2%).



## ii. BANGLADESH

The Bangladesh has been the second largest amongst tourist generating markets for India in the year 2014. The arrivals from Bangladesh grew to 942562 in 2014 from 192509 during 1981, with a CAGR of 4.9%. The following graph shows the yearly trends in the tourist arrivals from Bangladesh during 2000-2014.

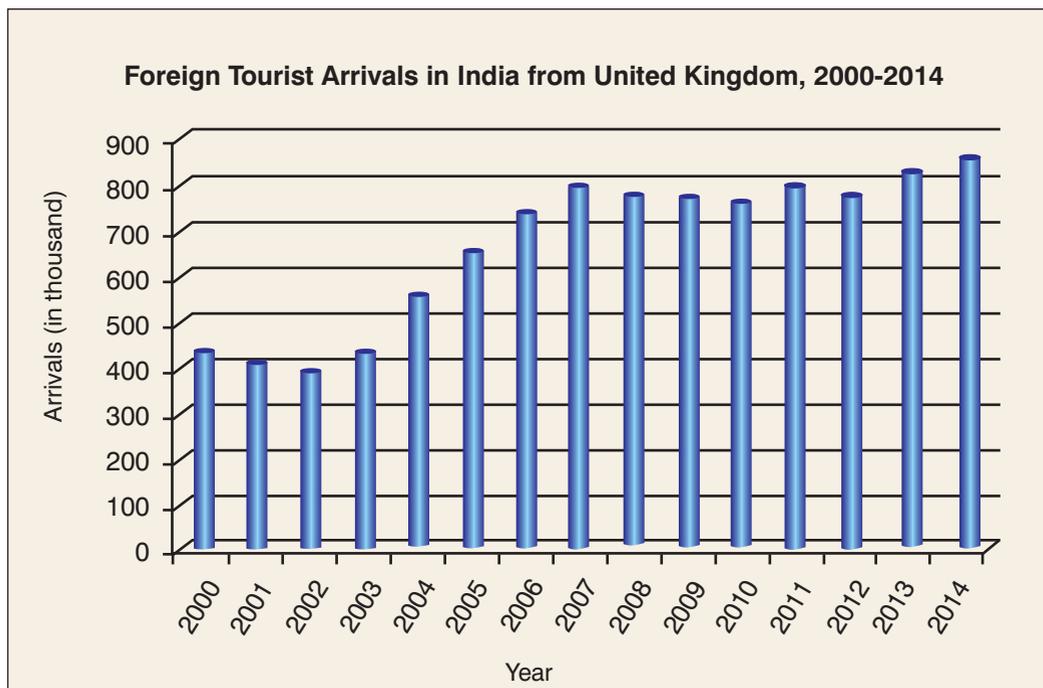
The most preferred mode of travel for nationals from Bangladesh in 2014 was land (85.6%), followed by air route (14.3%). During 2014, out of total arrivals from Bangladesh, 73.0% were male and 27.0% were female. The dominant age group was 35-44 years with 26.1% tourists, followed by the age groups 25-34 years (22.7%) and 45-54 years (20.5%). Arrivals were maximum during the 4th quarter October-December (27.9%) followed by the 3rd quarter July-September (26.1%). Among tourist from Bangladesh the highest came to India under the visa category Tourist Visa (88.0%) followed by Medical visa (7.1%) and business visa (3.6%).



### iii. UNITED KINGDOM

The United Kingdom has been the third largest amongst tourist generating markets for India in the year 2014. The arrivals grew from 116684 in 1981 to 838860 in 2014 at a CAGR of 6.2%. The share of UK in the total FTAs in India decreased marginally to about 10.92% during 2014 as compared to 11.62% during 2013. The graph regarding tourist arrivals from United Kingdom during 2000-2014, shows that while the growth in arrivals from 2000 to 2003 was low, it was substantial during 2003 to 2007. The arrivals showed marginal decline during 2008 to 2010, it was followed by positive growths in 2011, 2013 and 2014.

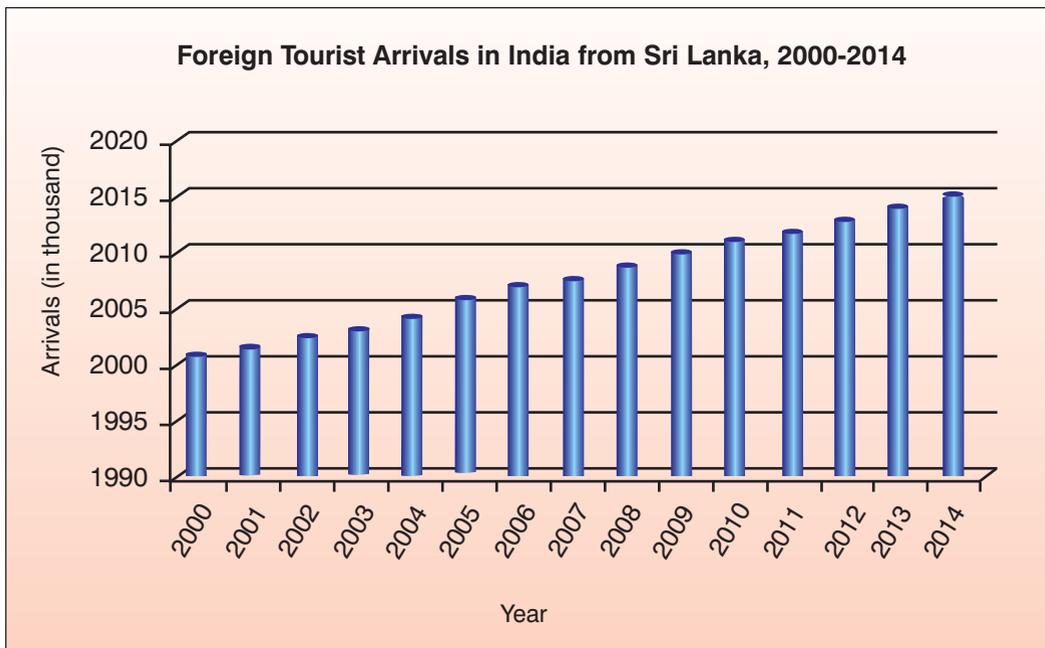
During the year 2014, majority of UK nationals travelled to India by air (99.5%) followed by land route (0.3%) and sea route (0.2%). As far as port of disembarkation is concerned, maximum numbers disembarked at Delhi airport (29.8%), Disembarkations at other major ports were as follows: Mumbai airport (29.6%), Bengaluru airport (5.6%), Chennai airport (5.4%), Hyderabad airport (2.5%) and Kolkata airport (2.0%). Of the total U.K. nationals who arrived in India, 56.0% were male and 44.0% were female. The most predominant age group in the FTAs was 45-54 years with 20.7% of the tourists, followed by the age groups 35-44 years and 55-64 years with 19.6% and 17.6% tourists, respectively. The highest number of arrivals was recorded during the quarter January to March (32.3%), followed closely by the quarter October to December (30.8%). Among tourist from UK the highest came to India under the category Tourist Visa (65.6%) followed by Business visa (20.4%) and OCI (9.5%).



#### iv. SRILANKA

Sri Lanka has been placed at fourth position among the top 15 tourist generating countries for India with 3.93% of the total tourist arrivals during 2014. Arrivals from Sri Lanka, which were 75842 in 1981, grew up to 301601 in 2014 at a CAGR of 4.3%. The following graph shows the yearly trend in the tourist arrivals from Sri Lanka during 2000-2014. While there was no uniform pattern in arrivals from Sri Lanka during 1998-2003, the arrivals continuously increased during 2003 to 2011. There was a positive growth in the tourist arrivals from Sri Lanka during 2014.

The peak quarter for Sri Lankan tourists visiting India during 2014 was January-March (28.1%), followed by July-September (27.9%). During 2014, the highest number of tourists (89.3%) arrived by air followed by land (10.5%) and sea (0.2%). As far as port of disembarkation is concerned, maximum arrivals from Sri Lanka disembarked at Chennai airport (43.8%), followed by Bengaluru (10.6%), Mumbai (9.3%), Delhi (6.1%), and Kolkata airport (0.1%). Out of the total Sri Lankan nationals who visited India during 2014, majority were male (57.1%) and remaining (42.9%) were female. The dominant age-group was 45-54 years (20.7%), followed by the age group 35-44 years (19.9%) and 55-64 years (18.8%). Among tourists from Sri Lanka, the highest came to India under the category Tourist visa (66.2%) followed by business visa (19.0%) and OCI (9.4%)



## v. RUSSIAN FEDERATION

Russian Federation occupied fifth position in terms of tourist arrivals in India with 3.51% share during 2014. It got a place among the top 15 source markets for the first time in 2008. The FTAs from Russia were 32432 in 1991. It increased to 269832 in 2014 with a CAGR of 9.7% since 1991. The following graph exhibits the tourist arrivals from Russian Federation during 2000-2014. From 2001 onwards, an increasing trend has been observed in FTAs from Russian Federation.

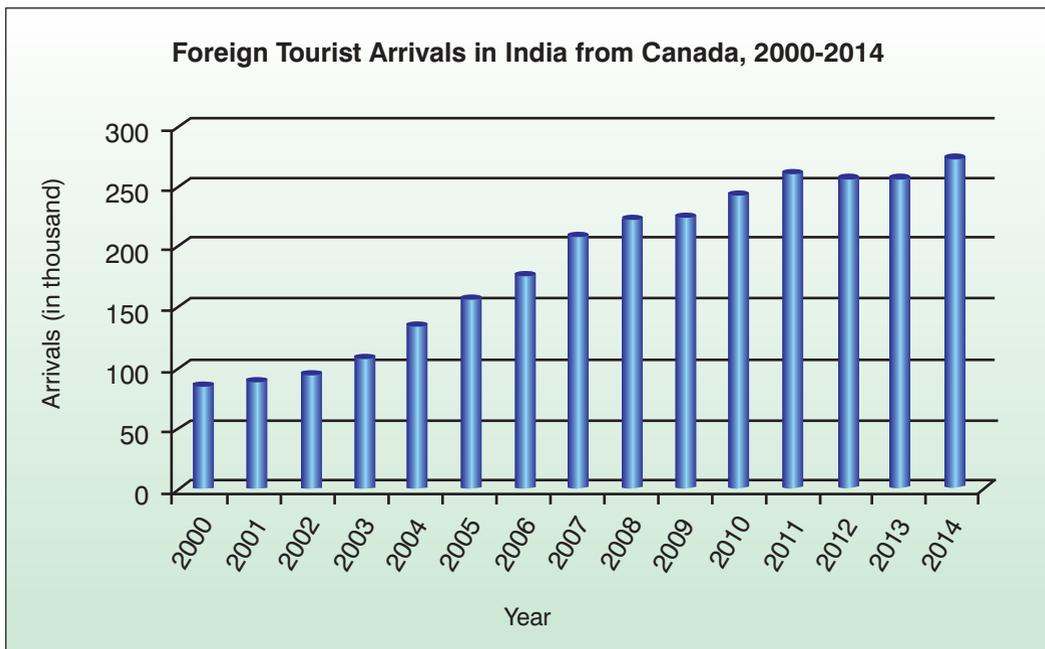
The predominant mode of travel for Russians was air accounting for 99.3% of tourists, followed by sea (0.4%) and land (0.3%). Of the total arrivals from Russian Federation during 2014, majority (57.2%) were female. The dominant age group was 25-34 years, accounting for 35.6% of tourists followed by 35-44 years age-group (21.2%). The peak quarter for tourists from Russian Federation during 2014 was January-March (49.2%) followed by October-December (35.9%). Among tourist from Russian Fed. the highest came to India under the category tourism visa (74.0%) followed by business visa (18.3%) and OCI (0.9%)



## vi. CANADA

Canada occupied sixth position in 2014 among top tourist generating countries for India. The arrivals from this country have risen to 268485 in 2014 from 25358 in 1981 at a CAGR of 7.4%. The share of Canada in the total FTAs in India decreased marginally to about 3.50% during 2014 as compared to 3.66 during 2013.

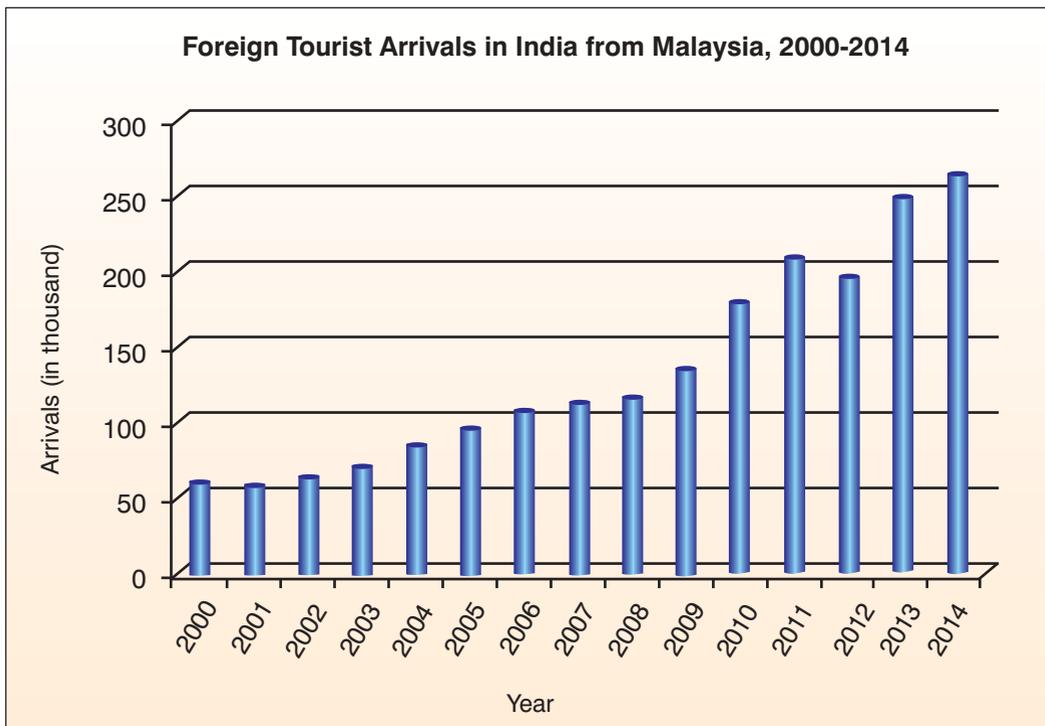
Among 268485 Canadian nationals who visited India during 2014, 99.2 % travelled by air and 0.7 % travelled by land. As far as port of disembarkation is concerned, 53.5% disembarked at Delhi airport, followed by 21.1% at Mumbai, 6.0% at Bengaluru, 4.4% at Chennai, 2.8% at Hyderabad and 1.3% at Kolkata airport. Of the total arrivals, 53.7% were male and 46.3 % were female. The predominant age-group was 45-54 years (18.2%) followed by the age group 35-44 years (17.0%) and 55-64 years (15.6%). The quarter October-December accounted for 36.7% of the arrivals, followed by the quarter January-March with 33.1% during the year 2014. Among tourist from Canada, the highest came to India under the category Tourist Visa (56.4%) followed by OCI (30.3%) and business Visa (5.3%)



## vii. MALAYSIA

During 2014, Malaysia occupied the seventh position among tourist generating countries for India with a share of 3.41%. During 2013, it had occupied 9th position among tourist generating countries for India. The tourist traffic from Malaysia increased from 26458 in 1981 to 262026 in 2014, with a CAGR of 7.2%.

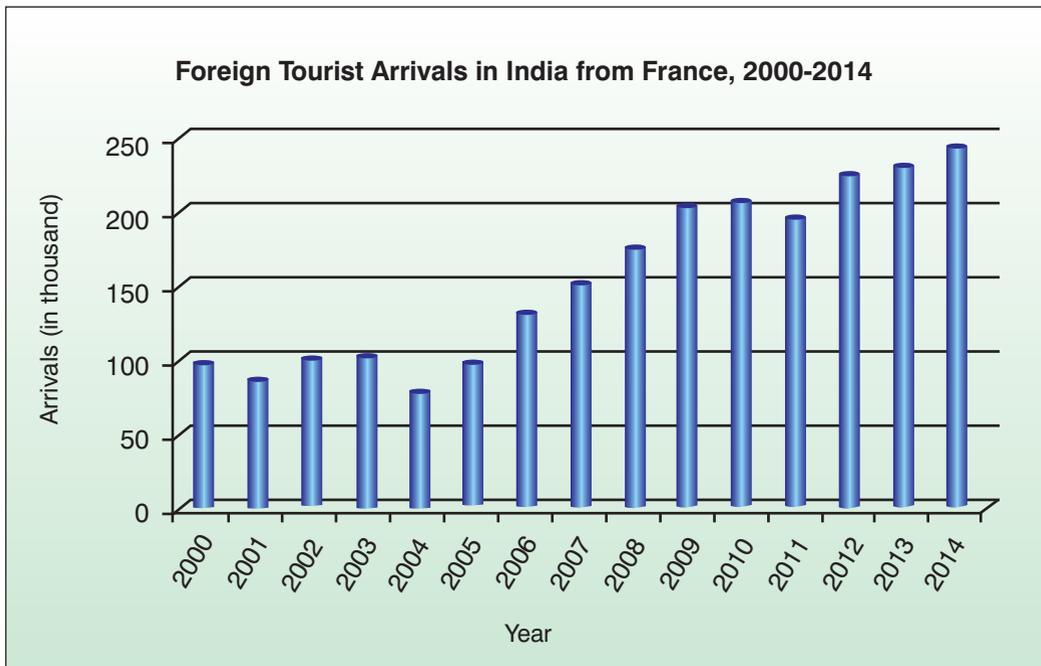
Air was the predominant mode of travel for Malaysian tourists with 99.1% arrivals during 2014. As far as port of disembarkation is concerned, the maximum number of Malaysian tourists disembarked at Chennai airport (25.3%), followed by Delhi (15.1%), Mumbai (10.1%), Bengaluru (6.5%) and Kolkata (2.0%). During 2014, 53.2% of FTAs from Malaysia in India were male. The dominant age-group of the arrivals were 35-44 years with 21.0% of tourists followed by 45-54 years (19.3%) and 25-34 years (19.0%). The peak quarter of visit for Malaysians during 2014 was October-December (30.3%) followed by Jan-Mar (26.7%). Among tourist from Malaysia, the highest came to India under the category tourist visa (85.5%) followed by business visa (7.7%) and student visa (3.4%).



## viii. FRANCE

During the year 2014, France occupied the eighth position among the top tourist generating countries for India and contributed 3.20 % of the total FTAs in India. The arrivals grew from 57272 in 1981 to 246101 in 2014 at a CAGR of 4.5%. The following graph shows that there has been an increasing trend in tourist arrivals from France from 2002, except for the year 2009 and 2014.

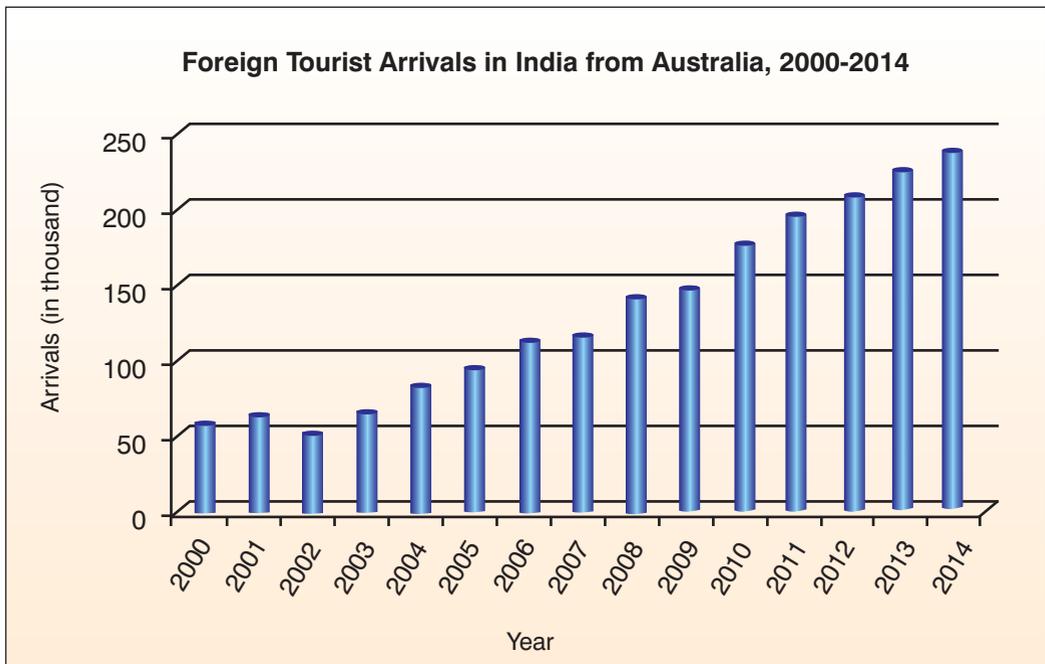
During 2014, 99.2% of the arrivals from France visited India by air, 0.7% by land route and 0.1% by sea route. As far as port of disembarkation is concerned, 42.9% disembarked at Delhi airport followed by Chennai (20.2%), Mumbai (19.6%), Bengaluru (8.9%) and Kolkata (1.2%). Of the total French arrivals, 54.1% were male and 45.9% were female. The age groups 45-54 years accounted for maximum arrivals (20.7%) closely followed by age group 55-64 years (18.7%) and age group 35-44 years (18.4%). During 2014, the quarters January-March and October – December were the most popular for the French tourists, accounting for 32.3% and 27.5% of the arrivals, respectively. Among tourists from France, the highest came to India under the category Tourist Visa (65.5%) followed by business visa (17.3%) and OCI (10.4%).



## ix. AUSTRALIA

During the year 2014, Australia occupied the Ninth position among the top tourist generating countries for India and contributed 3.12 % of the total FTAs in India. The tourist traffic from Australia during 1981 was 20940 which increased to 239762 in 2014, showing a CAGR of 7.7 %. The following graph shows that the tourist arrivals from Australia during 2000-2014.

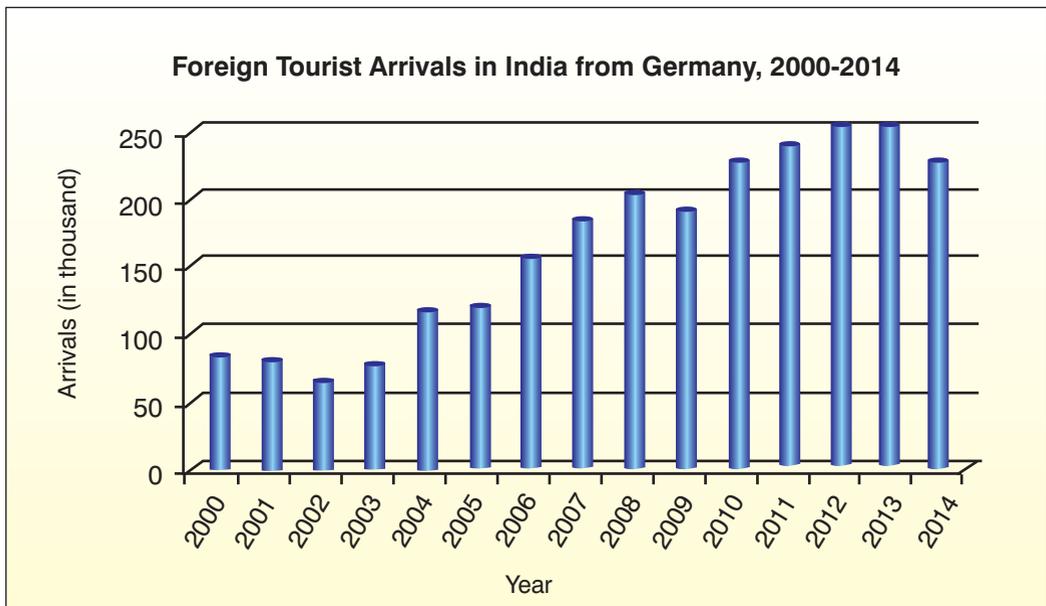
Air was the predominant mode of travel for Australian tourists accounting for 99.1% of the total arrivals during 2014. As far as port of disembarkation is concerned, the maximum tourists disembarked at Delhi airport (37.4%), followed by Mumbai (17.9%), Chennai (10.0%) and Bengaluru (8.6%). During 2014, majority of the tourists (57.9%) from Australia were male. The age group 35-44 years with 21.0% of tourists dominated the arrivals, followed by 25-34 years (19.4%). The peak quarter of visit by Australians during 2014 was October- December (39.3%) followed by the quarter January-March (25.2%). Among tourists from Australia, the highest came to India under the category OCI (47.2%) followed by Tourist visa (38.9%) and business visa (10.21%).



## x. GERMANY

During the year 2014, Germany slipped to tenth rank from its seventh rank in 2013 among the top tourist generating countries for India and contributed 3.11 % of the total FTAs in India. The arrivals grew from 55471 in 1981 to 239106 in 2014 at a CAGR of 4.5%. The following graph shows that while the tourist arrivals from Germany had declined during 2000-2002, continuous increase was observed during 2003 to 2008. After a decline in 2009, tourist arrivals in India from Germany again showed an increasing trend during 2010, 2011, 2012 & 2013. A decline, however, was observed for tourist arrivals during 2014.

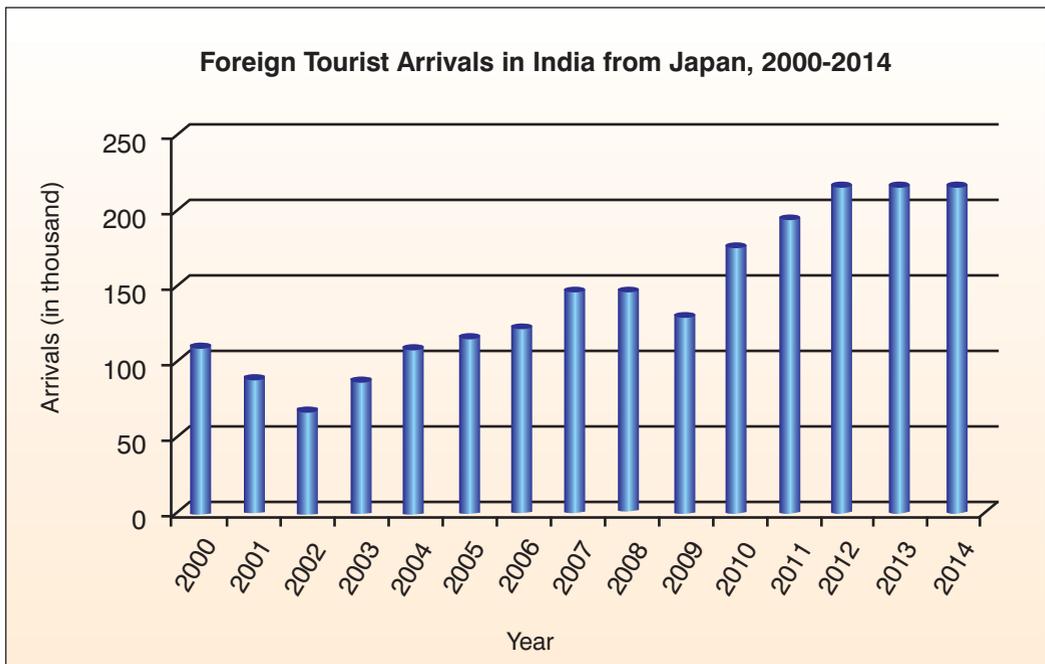
The most preferred mode of travel to India by the German tourists during 2014 was air (99.0%), followed by land (0.8%) and Sea (0.2%). As far as port of disembarkation is concerned, (40.2%) disembarked at Delhi airport followed by Mumbai (21.5%), Bengaluru (11.8%), Chennai (9.0%), Kolkata (2.2%) and Hyderabad (1.2%) airports. Of the total German national arrivals in India during 2014, 60.3% were male and 39.7% were female. The age group 45-54 years dominated the arrivals (28.6%) followed by 35-44 years (19.1 %) and 25-34 years (16.7%). The peak quarter of arrivals of German nationals during 2014 was Jan- Mar (32.1%) followed by October - December (30.4%). Among tourists from Germany, the highest came to India under the category Tourist Visa (65.5%) followed by business visa (17.3%) and OCI (10.4%).



## xi. JAPAN

Japan is one of the most important tourist generating markets for India in the East Asia and it contributed 2.86% to the total FTAs in India during 2014. During 2014, Japan occupied eleventh position among tourist generating countries of the world. The arrivals from Japan grew from 29032 in 1981 to 219516 in 2014 at a CAGR of 6.3 %. The following graph shows the tourist arrivals from Japan during 2000-2014.

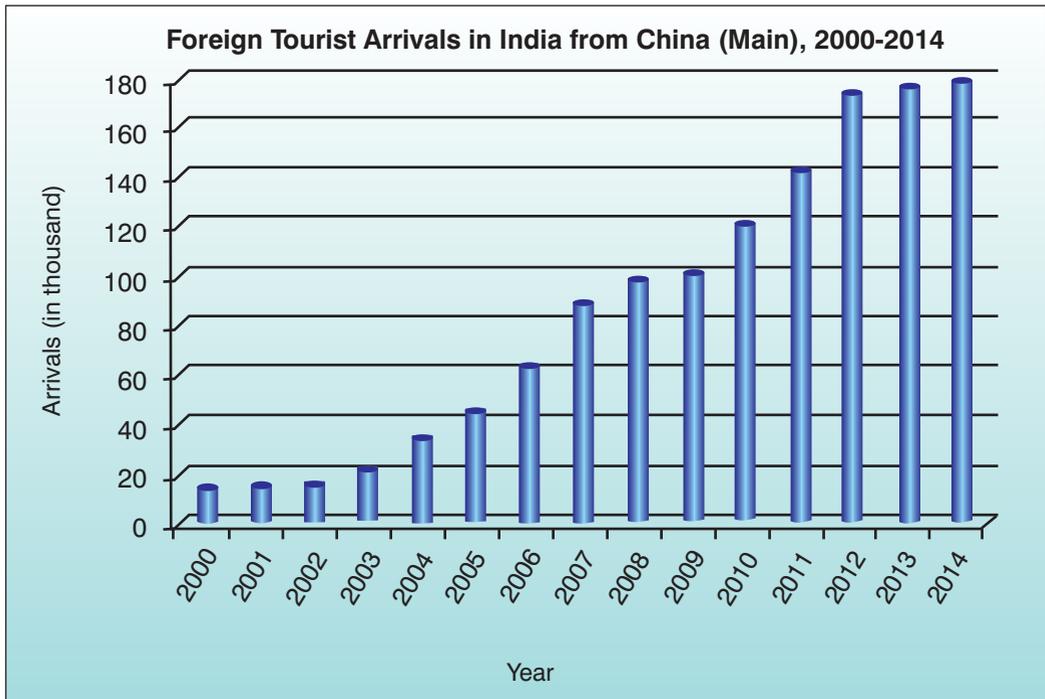
During the year 2014, 98.8% of tourists from Japan visited India by air, 1.1% land and 0.1% by sea routes. As far as port of disembarkation is concerned, 61.8% disembarked at Delhi airport followed by Mumbai (12.9%), Chennai (9.0%) and Bengaluru (8.6%). Of the total Japanese nationals who arrived in India, majority of 71.2% were male and 28.8% were female. The dominant age-group of Japanese tourists was 45-54 years contributing about 25.2% of tourist arrivals followed by the age group 35-44 years (24.1%) and 25-34 years (18.3%). The maximum number of tourists arrived in the quarter Jan-Mar (28.0%) followed by October - December (27.2%). Among tourists from Japan, the highest came to India under the category business visa (41.7%) followed by Tourist Visa (37.7%) and OCI (0.1%).



## xii. CHINA (MAIN)

During the year 2014, China (Main) occupied twelfth position among the tourist generating markets in India, with 2.36% share in total arrivals. During 2013 also it had occupied the same position. The arrivals from China (Main) were merely 1371 in 1981 but have grown to 181020 in 2014 at a CAGR of 16.0%. The following graph shows the trend in the tourist arrivals from China (Main) from 2000 to 2014.

Air travel with 96.9% of the arrivals was the predominant mode of travel from China (Main) during 2014 followed by land routes (2.1%) and sea routes (0.1%). Maximum tourists disembarked at Delhi airport (51.5%), followed by Mumbai (17.8%), Bengaluru (8.4%) and Chennai (7.7%) The peak quarter for arrivals from China (Main) in 2014 was October-December (29.5%), followed by Jan-March (28.3%). Of the total arrivals from China (Main) during 2014, majority were male (63.4%). The dominant age group in 2014 was 25-34 years contributing about 39.3% of tourists followed by the age-group 35-44 years (26.3%). Among tourists from China (Main), the highest came to India under the category Tourist (37.0%) followed by business visa (55.2%) and OCI (2.0%).



### xiii SINGAPORE

During the year 2014, Singapore occupied thirteenth position among the tourist generating markets in India, with 1.96% share in total arrivals. The arrivals from Singapore grew from 17950 in 1981 to 150731 in 2014 at a CAGR of 6.7%. The following graph shows tourist arrival trend from Singapore during 2000 to 2014.

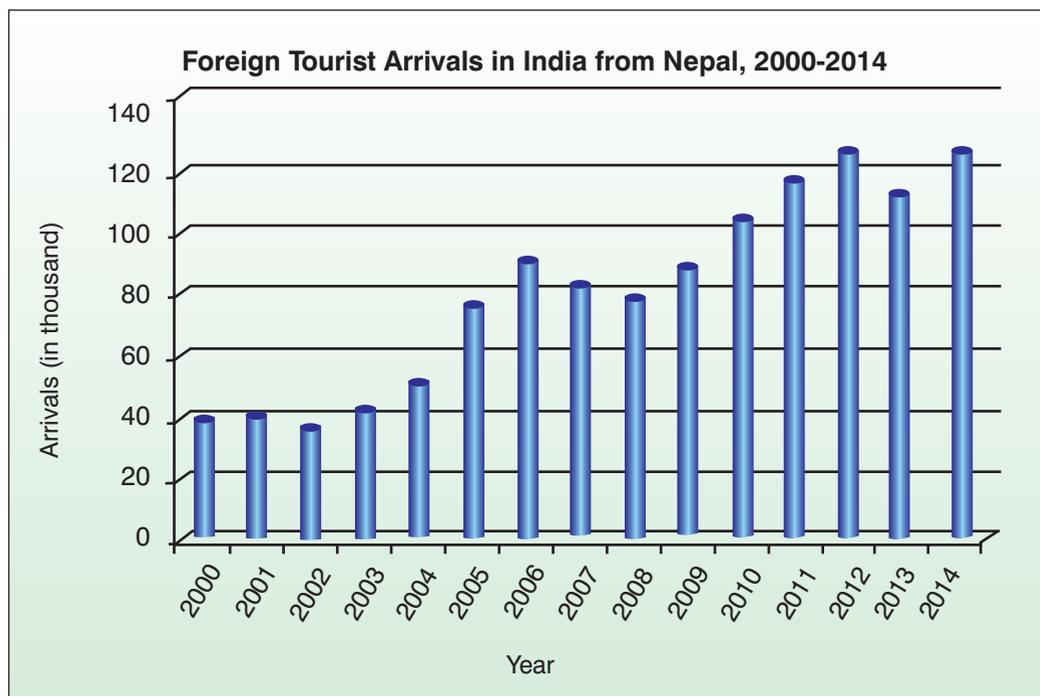
The predominant mode of travel for tourists from Singapore was air with 99.6% arrivals followed by land route with (0.3%) arrivals. Maximum tourists disembarked at Chennai airport (28.0%) followed by Delhi (21.9%), Mumbai (20.4%) and Bengaluru (7.3%). Of the total arrivals from Singapore during 2014, majority (59.4%) were male. The age-group which dominated the arrivals during 2014 was 45-54 years, accounting for (25.3%) of arrivals, followed by the age-group 35-44 years (23.2%). The peak quarter of arrivals from Singapore during 2014 was October- December (31.4%) followed by Jan-March (23.8%). Among tourists from Singapore, the highest came to India under the category Business Visa (35.3%) followed by Tourist visa (29.4%) and OCI (1.8%).



#### xiv. NEPAL

During 2014, Nepal improved its position to fifteenth rank from its fourteenth rank in 2013 among top 15 tourist generating markets for India, with 1.65% of the total share of arrivals. The arrivals from Nepal grew from 11851 in 1981 to 126416 in 2014 at a CAGR of 7.4%. The following graph shows the tourist arrivals from Nepal during 1999 to 2014. It can be seen that there is no consistent trend in arrivals from Nepal during the years 1999-2008. The four years from 2009-2012 showed an increasing trend, however, there was a decline in tourist arrivals in 2013. There was a positive growth in the tourist arrivals from Nepal during, 2014.

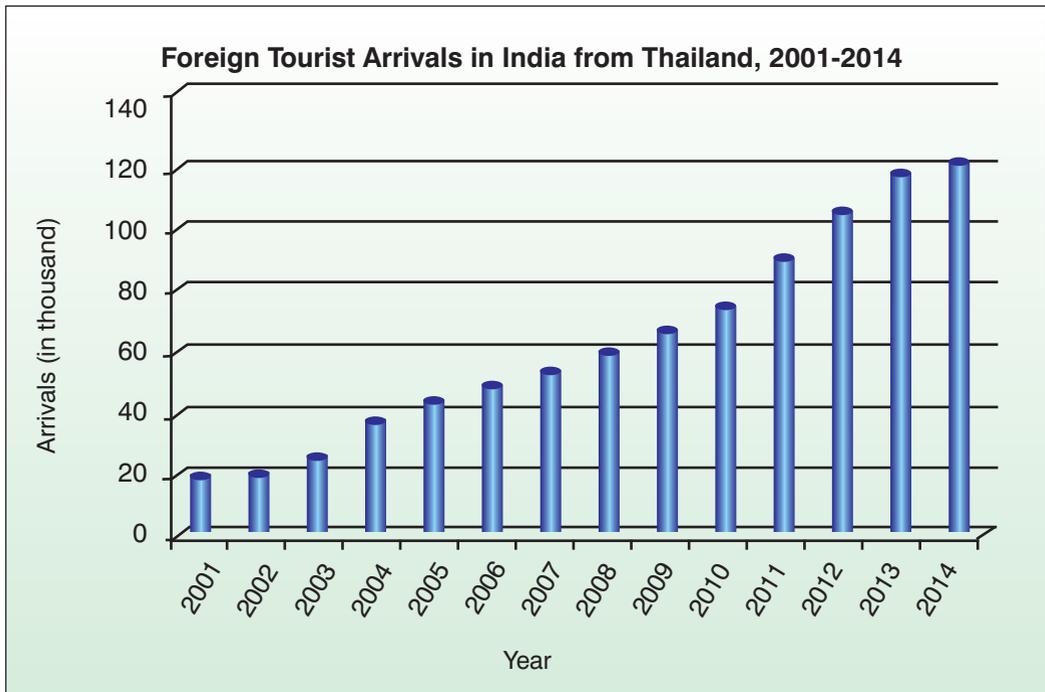
The predominant mode of travel for Nepalese tourists was air which accounted for 93.9% followed by land route (6.1%). During 2014, the maximum tourists disembarked at Delhi airport (74.7%), followed by Mumbai (8.8%), Kolkata (4.3%), Chennai (0.9%) and Bengaluru (0.6%). During 2014, majority of the arrivals (68.1%) were male. The age-group which dominated the arrivals during 2014 was 25-34 years (28.3%) followed by 35-44 years (23.4%). The peak quarter for arrivals was July-September (29.4%) followed by October-December (25.3%). Among tourists from Nepal, the highest came to India under the category Tourist Visa (77.6%) followed by business visa (5.1%) and OCI (3.1%).



## xv. Thailand

In 2014, Thailand slipped to 15<sup>th</sup> rank from its 14<sup>th</sup> rank in 2013 among the top tourist generating countries for India and contributed 1.58% of the total FTAs in India. The arrivals from Thailand grew from 18623 in 2001 to 121362 in 2014 at a CAGR of 15.5%. The following graph shows the trend in tourist arrivals from Thailand during 2001 to 2014.

During 2014, 79.2% of the tourists from Thailand came by air, 19.9% by land and 0.9% by Sea. During 2014, the maximum tourists disembarked at Delhi airport (27.8%), followed by Kolkata (20.8%), Mumbai (10.1%), Bengaluru (4.6%), Chennai (3.6%) and Hyderabad (0.8%). During 2014, majority of the arrivals (55.9%) were female. The age-group which dominated the arrivals during 2014 was the age-group 35-44 years (21.9%) followed by 45-54 (21.7%). The peak quarter for arrivals was January-March (37.2%) followed by October-December (34.7%). Among tourists from Thailand, the highest came to India under the category Tourist Visa (92.2%) followed by OCI (34.7%) and Business Visa (19.9%).



## 2.10 FOREIGN EXCHANGE EARNINGS (FEEs) FROM TOURISM IN INDIA

For the FEE's, Tourism is the most important sector in the country. As per the monthly estimates prepared by Ministry of Tourism, FEEs from tourism in India in 2014 in ₹ terms were ₹123320 crore as compared to ₹107671 crore in 2013 registering a growth of 14.5 % in 2014 over 2013. In US \$ terms, FEEs from tourism in 2014 were US\$20.236 billion as compared to US\$18.445 billion in 2013 with a growth rate of 9.7%. The FEEs from tourism in India, in ₹ terms and US\$ terms, during 1991-2014 are given in Table 2.10.1.

**TABLE 2.10.1**  
**FOREIGN EXCHANGE EARNINGS FROM TOURISM IN INDIA**  
**DURING, 1991-2014**

Year	FEEs in ₹ terms		FEEs in US\$ terms	
	₹ Crore	% Change over previous year	US \$ Million	% Change over previous year
1991	4318	-	1861	-
1992	5951	37.8	2126	14.2
1993	6611	11.1	2124	-0.1
1994	7129	7.8	2272	7.0
1995	8430	18.2	2583	13.7
1996	10046	19.2	2832	9.6
1997	10511	4.6	2889	2.0
1998	12150	15.6	2948	2.0
1999	12951	6.6	3009	2.1
2000	15626	20.6	3460	15.0
2001	15083	-3.5	3198	-7.6
2002	15064	-0.1	3103	-3.0
2003	20729	37.6	4463	43.8
2004	27944	34.8	6170	38.2
2005	33123	18.5	7493	21.4
2006	39025	17.8	8634	15.2
2007	44360	13.7	10729	24.3
2008	51294	15.6	11832	10.3
2009	53700	4.5	11136	-3.7
2010	64889	20.8	14193	27.5
2011	77591	19.6	16564	16.7
2012#	94487	21.8	17737	7.1
2013# <sup>2</sup>	107671	14.0	18445	4.0
2014# <sup>2</sup>	123320	14.5	20236	9.7

#<sup>2</sup> Revised estimates (based on final FTA received from BOI).

The month-wise FEEs from tourism and corresponding percentage change over previous years during 2011-2014 in ₹ terms and US\$ terms are given in Tables 2.10.2 and 2.10.3, respectively

**TABLE 2.10.2**  
**MONTH-WISE FEES FROM TOURISM ( IN ₹CRORE) IN INDIA DURING, 2012- 2014**

Month	FEES from Tourism (In ₹ crore)			Percentage Change	
	2012#	2013# <sup>2</sup>	2014# <sup>2</sup>	2013/12	2014/13
January	8,623	10,785	11,664	25.1%	8.2%
February	8,502	10,255	11,510	20.6%	12.2%
March	7,843	9,545	10,479	21.7%	9.8%
April	6,745	7,226	9,179	7.1%	27.0%
May	5,562	6,627	7,936	19.1%	19.8%
June	6,485	7,149	8,366	10.2%	17.0%
July	8,389	8,620	10,284	2.8%	19.3%
August	7,260	8,351	10,385	15.0%	24.4%
September	6,652	7,811	9,057	17.4%	16.0%
October	8,154	8,645	10,041	6.0%	16.1%
November	9,723	10,663	11,431	9.7%	7.2%
December	10,549	11,994	12,988	13.7%	8.3%
<b>Total</b>	<b>94,487</b>	<b>1,07,671</b>	<b>1,23,320</b>	<b>14.0%</b>	<b>14.5%</b>

#<sup>2</sup> Revised estimates (based on final FTA received from BOI).

**TABLE 2.10.3**  
**MONTH-WISE FEES FROM TOURISM (IN US\$ BILLION) IN INDIA DURING, 2012 -2014**

Month	FEES from Tourism (In US\$ billion)			Percentage Change	
	2012#	2013# <sup>2</sup>	2014# <sup>2</sup>	2013/12	2014/13
January	1.681	1.984	1.880	18.0%	-5.2%
February	1.729	1.906	1.849	10.2%	-3.0%
March	1.559	1.755	1.716	12.6%	-2.2%
April	1.305	1.329	1.520	1.8%	14.4%
May	1.023	1.207	1.337	18.0%	10.8%
June	1.158	1.227	1.470	6.0%	19.8%
July	1.512	1.442	1.712	-4.6%	18.7%

Month	FEEs from Tourism (In US\$ billion)			Percentage Change	
	2012#	2013# <sup>2</sup>	2014# <sup>2</sup>	2013/12	2014/13
August	1.306	1.328	1.706	1.7%	28.5%
September	1.219	1.224	1.488	0.4%	21.6%
October	1.538	1.404	1.636	-8.7%	16.5%
November	1.776	1.703	1.853	-4.1%	8.8%
December	1.931	1.936	2.069	0.3%	6.9%
<b>Total</b>	<b>17.737</b>	<b>18.445</b>	<b>20.236</b>	<b>4.0%</b>	<b>9.7%</b>

#<sup>2</sup> Revised estimates (based on final FTA received from BOI).



# 3

## CHAPTER



Atithidevo Bhava  
Incredible India

**WORLD TOURISM SCENARIO AND INDIA'S  
POSITION IN WORLD**



# WORLD TOURISM SCENARIO AND INDIA'S POSITION IN WORLD

## 3.1 WORLD TOURISM TRAFFIC

In 2014, world tourism continued to rebound from the setbacks of 2008-2009, suffered due to the global financial crisis and economic recession. International tourist arrivals worldwide registered a growth of 4.2 % during the year 2014, as compared to a growth of 4.6% during 2013 over 2012. The international tourist arrivals during 2014, 2013 and 2012 were 1133 million, 1087 million and 1039 million, respectively. France maintained the top position in terms of arrivals in 2014, followed by USA, Spain, China, Italy, Turkey, Germany, UK, Russia and Mexico. These top 10 countries accounted for 43.5% share of international tourist arrivals in 2014. As regards the regions, the highest tourist arrivals were in Europe, which attracted 580.6 million tourists in 2014, with a positive growth of 2.4% over 2013, followed by Asia & the Pacific with 264.0 million tourists with 5.7% growth over 2013, Americas with 181.6 million tourists with growth of 8.4% over 2013, Africa with 55.0 million tourists with growth of 1.9% over 2013 and Middle East with 51.8 million tourists with a growth of 6.1% over 2013. Table 3.1.1 gives the summary of international tourist arrivals in different regions of the world from 2012 -2014.

**TABLE 3.1.1**  
**INTERNATIONAL TOURIST ARRIVALS WORLDWIDE AND**  
**BY REGIONS, 2012-2014**

(Arrivals in million)

Region	2012	2013	2014*
<b>World</b>			
Arrivals	1039.0	1087.0	1133.0
% Annual Change	4.5	4.6	4.2
<b>Africa</b>			
Arrivals	51.6	54.0	55.0
% Annual Change	4.9	4.7	1.9
% Share in world	5.0	5.0	4.9
<b>Americas</b>			
Arrivals	162.5	167.5	181.6
% Annual Change	4.5	3.1	8.4
% Share in world	15.6	15.4	16.0
<b>Asia &amp; the Pacific</b>			
Arrivals	233.6	249.7	264.0
% Annual Change	7.0	6.9	5.7
% Share in world	22.5	23.0	23.3
<b>Europe</b>			
Arrivals	540.9	566.9	580.6
% Annual Change	3.9	4.8	2.4
% Share in world	52.1	52.2	51.2

(Arrivals in million)

Region	2012	2013	2014*
<b>Middle East</b>			
Arrivals	50.3	48.8	51.8
% Annual Change	1.6	-3.0	6.1
% Share in world	4.8	4.5	4.6
<b>India</b>			
Arrivals	6.58	6.97	7.68
% Annual Change	4.3	5.9	10.2
% Share in world	0.63	0.64	0.68

\*: Provisional Source: UNWTO World Tourism Barometer, October 2015

International tourist arrivals in the world and India's share as well as rank, during the years 1998-2014, are given in Table 3.1.2. India's rank in international tourist arrivals was 47<sup>th</sup> in 1998 and declined to 54<sup>th</sup> in 2002, however, since then, it has gradually improved to 41<sup>st</sup> in 2014. India's share in international tourist arrivals, increased from 0.39% in 1998 to 0.68% in 2014.

**TABLE 3.1.2**  
**INTERNATIONAL TOURIST ARRIVALS IN WORLD AND INDIA, 1998-2014**

Year	World		India			
	Number (in million)	% Change	Number (in million)	% Change	% Share of India	Rank of India
1998	611.0	3.0	2.36	-0.7	0.39	47 <sup>th</sup>
1999	633.8	3.7	2.48	5.2	0.39	46 <sup>th</sup>
2000	683.3	7.8	2.65	6.7	0.39	50 <sup>th</sup>
2001	683.4	0.0	2.54	-4.2	0.37	51 <sup>st</sup>
2002	703.2	2.9	2.38	-6.0	0.34	54 <sup>th</sup>
2003	691.0	-1.7	2.73	14.3	0.39	51 <sup>st</sup>
2004	762.0	10.3	3.46	26.8	0.45	44 <sup>th</sup>
2005	798.0	4.7	3.92	13.3	0.49	43 <sup>rd</sup>
2006	846.0	6.0	4.45	13.5	0.53	44 <sup>th</sup>
2007	894.0	5.7	5.08	14.3	0.57	41 <sup>st</sup>
2008	917.0	2.6	5.28	4.0	0.58	41 <sup>st</sup>
2009	883.0	-3.7	5.17	-2.2	0.59	41 <sup>st</sup>
2010	948.0	7.4	5.78	11.8	0.61	42 <sup>nd</sup>
2011	994.0	4.9	6.31	9.2	0.63	38 <sup>th</sup>
2012	1039.0	4.5	6.58	4.3	0.63	41 <sup>st</sup>
2013	1087.0	4.6	6.97	5.9	0.64	41 <sup>st</sup>
2014	1133.0*	4.2	7.68	10.2	0.68	41 <sup>st</sup>

Source: World Tourism Organization and Bureau of Immigration, India

\*Provisional

Table 3.1.3 provides the name of countries with tourist arrivals and ranks which are above India in terms of tourist arrivals during 2012, 2013 and 2014. Among top 10 countries in respect of tourist arrivals in 2013, 9 countries maintained their respective ranks in 2014 also. Some countries like Mexico, Hong Kong (China), Greece, Denmark, Saudi Arabia, Macao (China), Korea (ROK), Japan, Hungary, Taiwan (pr. of China) and Portugal have marginally improved their ranks in international tourist arrivals, during 2014 as compared to 2013. However, countries like Malaysia, Thailand, Ukraine, Singapore, Croatia, UAE, Sweden and South Africa have shown decline in their ranks during 2014 as compared to 2013.

All other countries like France, United States, Spain, China, Italy, Turkey, Germany, UK, Russia, Austria, Canada, Poland, Netherlands, Czech Republic, Morocco, UAE, Egypt, Indonesia, Switzerland, Ireland, Belgium, Vietnam and India retained the same ranks in 2014 as compared to 2013.

**TABLE 3.1.3**  
**COUNTRIES ABOVE INDIA IN TERMS OF TOURIST ARRIVALS, 2012-2014**

(Tourist Arrivals in Million)

2012			2013			2014*		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
1	France	82.0	1	France	83.6	1	France	83.8
2	United States	66.7	2	United States	70.0	2	United States	74.8
3	China (Main)	57.7	3	Spain	60.7	3	Spain	65.0
4	Spain	57.5	4	China (Main)	55.7	4	China (Main)	55.6
5	Italy	46.4	5	Italy	47.7	5	Italy	48.6
6	Turkey	35.7	6	Turkey	37.8	6	Turkey	39.8
7	Germany	30.4	7	Germany	31.5	7	Germany	33.0
8	United Kingdom	29.3	8	United Kingdom	31.1	8	United Kingdom	32.6
9	Russian Fed	25.7	9	Russian Fed	28.4	9	Russian Fed	29.8
10	Malaysia	25.0	10	Thailand	26.5	10	Mexico	29.3
11	Austria	24.2	11	Hongkong (China)	25.7	11	Hongkong (China)	27.8
12	Hongkong (China)	23.8	12	Malaysia	25.7	12	Malaysia	27.4
13	Mexico	23.4	13	Austria	24.8	13	Austria	25.3
14	Ukraine	23.0	14	Ukraine	24.7	14	Thailand	24.8
15	Thailand	22.4	15	Mexico	24.2	15	Greece	22.0
16	Saudi Arabia	16.3	16	Greece	17.9	16	Saudi Arabia	18.3
17	Canada	16.3	17	Canada	16.1	17	Canada	16.5
18	Greece	15.5	18	Saudi Arabia	15.8	18	Poland	16.0
19	Poland	14.8	19	Poland	15.8	19	Macao (China)	14.6
20	Macao (China)	13.6	20	Macao (China)	14.3	20	Korea of Republic	14.2

(Tourist Arrivals in Million)

2012			2013			2014		
Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals	Rank	Nationality	Tourist Arrivals
21	Sweden	12.4	21	Netherlands	12.8	21	Netherlands	13.9
22	Netherlands	12.2	22	Korea of Republic	12.2	22	Japan	13.4
23	Egypt	11.2	23	Singapore	11.9	23	Ukraine	12.7
24	Korea of Republic	11.1	24	Sweden	11.1	24	Hungary	12.1
25	Singapore	11.1	25	Croatia	10.9	25	Singapore	11.9
26	Hungary	10.4	26	Hungary	10.7	26	Croatia	11.6
27	Croatia	10.4	27	Japan	10.4	27	Sweden	10.8
28	Czech Rep	10.1	28	Czech Rep	10.3	28	Czech Rep	10.6
29	Morocco	9.4	29	Morocco	10.0	29	Morocco	10.3
30	South Africa	9.2	30	UAE	10.0	30	Denmark	NA
31	UAE	9.0	31	South Africa	9.5	31	UAE	10.0
32	Switzerland	8.6	32	Egypt	9.2	32	Taiwan	9.9
33	Japan	8.4	33	Switzerland	9.0	33	Egypt	9.6
34	Denmark	8.4	34	Indonesia	8.8	34	South Africa	9.5
35	Indonesia	8.0	35	Denmark	8.6	35	Indonesia	9.4
36	Portugal	7.7	36	Portugal	8.3	36	Portugal	9.3
37	Ireland	7.6	37	Ireland	8.3	37	Switzerland	9.2
38	Belgium	7.6	38	Taiwan	8.0	38	Ireland	8.8
39	Taiwan	7.3	39	Belgium	7.7	39	Belgium	7.9
40	Vietnam	6.8	40	Vietnam	7.6	40	Vietnam	7.9
41	India	6.6	41	India	7.0	41	India	7.7

NA: Not Available

Source: UNWTO Barometer October 2015.

### 3.2 OUTBOUND TOURISM

Table 3.2.1 gives the summary of number of outbound departures and the percentage shares of India in outbound departures of some countries of the world for the year 2012 and 2013. The corresponding figures for 2014 are not yet available. As regards the share of India in the outbound tourist traffic of the countries presented in this table, it was high for the neighboring countries, namely Bangladesh (36.0%), Sri Lanka (20.8%), Nepal (11.6%), Tajikistan (11.2%) and Mauritius (11.0%). Other countries for which India has a share of more than 1% in the outbound tourist traffic in 2013 were Seychelles (3.7%), Australia (2.5%), Thailand (2.0%), Oman (2.0%), New Zealand (1.9%), USA (1.8%), Singapore (1.7%), UK(1.4%), Japan (1.3%) Belarus (1.2%) and South Africa (1.1%). Countries like China, Russian Fed, Maldives, Ukraine, Korea Rep of, Belgium, Kazakhstan etc have registered a significant growth in the number of their outbound departures in 2013 over 2012 but India's share out of them has not been very significant.

**TABLE 3.2.1**  
**NUMBER OF OUTBOUND DEPARTURES OF SOME SELECTED COUNTRIES OF THE**  
**WORLD AND PERCENTAGE SHARE OF INDIA, 2012 AND 2013**

S. No.	Country	Outbound Departures India i.e. FTAs in India (in thousand)			No. of Outbound Departures (in thousand)			India's % Share in Outbound Departures	
		2012	2013	% Growth (2013/12)	2012	2013	% Growth (2013/12)	2012	2013
1	2	3	4	5	6	7	8	9	10
1	USA	1040	1085	4.4	60723	61569	1.4	1.7	1.8
2	Uk	788	809	2.7	56538	58510	3.5	1.4	1.4
3	Bangladesh	487	525	7.8	2273	1460	-35.8	21.4	36.0
4	Sri Lanka	297	262	-11.7	1269	1262	-0.6	23.4	20.8
5	Russian Fed	178	259	45.6	47813	54069	13.1	0.4	0.5
6	Canada	256	255	-0.3	32276	32977	2.2	0.8	0.8
7	Germany	255	252	-1.2	NA	NA	NA	NA	NA
8	France	341	248	-27.2	25450	26243	3.1	1.3	0.9
9	Japan	220	220	0.1	18491	17473	-5.5	1.2	1.3
10	Australia	202	219	8.4	8212	8768	6.8	2.5	2.5
11	China	169	175	3.4	83183	98185	18.0	0.2	0.2
12	Singapore	131	143	9.2	8048	8647	7.4	1.6	1.7
13	Thailand	105	117	11.6	5721	5970	4.4	1.8	2.0
14	Nepal	125	114	-9.0	862	983	14.0	14.5	11.6
15	Korea Rep of	109	113	3.7	13737	14846	8.1	0.8	0.8
16	Italy	99	94	-5.1	28810	27798	-3.5	0.3	0.3
17	Netherlands	75	70	-7.3	18628	18094	-2.9	0.4	0.4
18	Oman	50	62	24.5	2911	3153	8.3	1.7	2.0
19	Spain	67	62	-7.3	12185	11246	-7.7	0.5	0.6
20	South Africa	50	58	16.0	5031	5168	2.7	1.0	1.1
21	Sweden	51	49	-4.3	15548	15917	2.4	0.3	0.3
22	Switzerland	48	49	1.7	12098	12403	2.5	0.4	0.4
23	Israel	48	49	1.5	4349	4757	9.4	1.1	1.0
24	Maldives	50	45	-10.0	31721	38014	19.8	0.2	0.1
25	Saudi Arabia	32	43	34.0	18671	19154	2.6	0.2	0.2
26	Philippines	33	42	28.0	NA	NA	NA	NA	NA
27	New Zealand	39	41	4.6	2169	2193	1.1	1.8	1.9
28	Belgium	43	38	-11.4	9576	10818	13.0	0.4	0.4
29	Austria	39	36	-6.5	10960	10671	-2.6	0.4	0.3
30	Taiwan	32	35	10.9	10240	11053	7.9	0.3	0.3
31	Indonesia	30	34	12.5	7454	7973	7.0	0.4	0.4
32	Ukraine	29	32	9.7	21433	23761	10.9	0.1	0.1
33	Denmark	33	31	-6.5	7843	6977	-11.0	0.4	0.4
34	Mauritius	25	27	9.7	237	250	5.5	10.5	11
35	Ireland	25	27	8.7	6600	6579	-0.3	0.4	0.4
36	Turkey	23	25	8.8	5803	7526	29.7	0.4	0.3
37	Poland	25	24	-4.9	9300	10050	8.1	0.3	0.2
38	Finland	22	21	-3.6	9055	8562	-5.4	0.2	0.2
39	Brazil	18	19	3.1	8466	8666	2.4	0.2	0.2
40	Egypt	11	15	36.9	5678	5782	1.8	0.2	0.3

S. No.	Country	Outbound Departures to India i.e./ FTAs in India (in thousand)			No. of Outbound Departures (in thousand)			India's % Share in Outbound Departures	
		2012	2013	% Growth (2013/12)	2012	2013	% Growth (2013/12)	2012	2013
1	2	3	4	5	6	7	8	9	10
41	Kazakhstan	12	15	22.3	8875	9931	11.9	0.1	0.1
42	Mexico	11	13	18.9	15581	15911	2.1	0.1	0.1
43	Argentina	10	10	3.2	7266	7544	3.8	0.1	0.1
44	Czech Rep	11	10	-8.0	5419	5304	-2.1	0.2	0.2
45	Belarus	6	8	37.3	493	708	43.6	1.2	1.2
46	Greece	7	8	14.0	4681	4594	-1.9	0.1	0.2
47	Jordan	7	8	11.3	1780	1744	-2.0	0.4	0.4
48	Romania	6	7	17.1	11149	11364	1.9	0.1	0.1
49	Hungary	7	7	-5.5	4881	4871	-0.2	0.1	0.1
50	Morocco	3	6	98.1	2316	2194	-5.3	0.1	0.3
51	Colombia	4	5	25.9	3165	3605	13.9	0.1	0.1
52	Chile	5	5	-5.7	2837	2999	5.7	0.2	0.2
53	Slovakia	4	4	2.2	2689	2129	-20.8	0.1	0.2
54	Uganda	4	4	-3.6	382	378	-1.0	1.0	1.0
55	Tunisia	3	4	22.4	NA	NA	NA	NA	NA
56	Bulgaria	4	4	-12.5	3758	3930	4.6	0.1	0.1
57	Lithuania	3	3	16.4	1708	1764	3.3	0.2	0.2
58	Estonia	3	3	15.6	1147	1166	1.7	0.3	0.3
59	Croatia	3	3	5.0	2680	2927	9.2	0.1	0.1
60	Fiji	3	3	-4.5	132	0	-100.0	2.3	NA
61	Latvia	3	3	-4.9	NA	NA	NA	NA	NA
62	Zimbabwe	3	2	-18.6	720	757	5.1	0.4	0.3
63	Venezuela	2	2	17.5	1734	1931	11.4	0.1	0.1
64	Algeria	2	2	13.5	1911	NA	NA	0.1	NA
65	Cambodia	2	2	11.9	792	872	10.1	0.3	0.3
66	Kyrgyzstan	1	2	110.3	1326	1401	5.7	0.1	0.2
67	Seychelles	2	2	1.5	54	55	1.9	3.7	3.7
68	Peru	2	2	-2.8	2296	2364	3.0	0.1	0.1
69	Tajikistan	2	2	-15.8	15	15	0.0	13.3	11.2
70	Uruguay	1	2	56.3	1816	2281	25.6	0.1	0.1
71	Iceland	2	1	-30.9	358	365	2.0	0.6	0.4
72	Azerbaijan	1	1	30.8	2829	3306	16.9	0.0	0.0
73	Panama	1	1	21.8	447	619	38.5	0.2	0.2
74	Georgia	1	1	10.7	2734	3220	17.8	0.0	0.0
75	Cyprus	1	1	7.3	0	0	0.0	NA	NA
76	Ecuador	1	1	-0.7	1022	1138	11.4	0.1	0.1
77	Costa Rica	1	1	-18.3	773	790	2.2	0.1	0.1
78	Malta	1	1	-27.2	331	363	9.7	0.3	0.2
79	Armenia	1	1	-30.7	965	1083	12.2	0.1	0.1
80	Swaziland	2	1	-67.0	1397	1573	12.6	0.1	0.0
81	Rep of Moldova	1	1	-37.5	146	157	7.5	0.7	0.4
82	Guatemala	1	1	-44.7	793	834	5.2	0.1	0.1
83	Hongkong China	2	0	NA	85276	84414	-1.0	0.0	0.0
84	Slovenia	3	0	NA	2474	2612	5.6	0.1	0.0

Source: For Columns 6 and 7, UNWTO's Compendium of Tourism Statistics 2015 Edition and for Columns 3 and 4, Bureau of Immigration, Govt. of India

### 3.3 INTERNATIONAL TOURISM RECEIPTS

Table 3.3.1 gives the year-wise receipts from international tourism by regions during the years 2012-2014. During the year 2014, Europe accounted for about (41.0%) of the world's total receipts from international tourism followed by Asia & the Pacific region (30.2%), Americas (21.9%), Middle East (3.9%) and Africa (2.9%).

**TABLE 3.3.1**  
**INTERNATIONAL TOURISM RECEIPTS WORLDWIDE AND BY REGIONS, 2012- 2014**

(Receipts in Billion US\$)

Region	2012	2013	2014*
<b>World</b>			
Receipts	1117	1198	1249
% Annual Change	7.2	7.3	4.3
<b>Africa</b>			
Receipts	35.1	35.8	36.6
% Annual Change	7.3	2.0	2.2
% Share in World	3.1	3.0	2.9
<b>Americas</b>			
Receipts	249.4	264.0	274.1
% Annual Change	26.0	5.9	3.8
% Share in World	22.3	22.0	21.9
<b>Asia &amp; the Pacific</b>			
Receipts	329.4	360.2	377.6
% Annual Change	10.3	9.4	4.8
% Share in World	29.5	30.1	30.2
<b>Europe</b>			
Receipts	455.0	492.8	512.3
% Annual Change	-2.5	8.3	4.0
% Share in World	40.7	41.1	41.0
<b>Middle East</b>			
Receipts	47.7	45.2	48.8
% Annual Change	2.8	-5.2	8.0
% Share in World	4.3	3.8	3.9
<b>India</b>			
Receipts	17.7	18.4	20.2
% Annual Change	6.9	4.0	9.8
% Share in World	1.58	1.54	1.62

\*: Source: UNWTO World Tourism Barometer October 2015

The international tourism receipts worldwide and India's share in them during the years 1998-2014 are given in Table 3.3.2. The share of India in the world tourism receipts has remained between 0.66% and 0.73% during 1998-2000. However, it has been increasing since 2002 and has reached 1.62% during 2014.

It is clear from Table 3.3.2 that international tourism receipts worldwide, which were hardly US\$ 444.8 billion in 1998, have reached US\$ 1249 billion in 2014, more than double in 15 years time. Whereas, in terms of international tourist arrivals worldwide, the number has grown from 611 million in 1998 to 1133 million tourist arrivals in 2014 only.

**TABLE 3.3.2**  
**INTERNATIONAL TOURISM RECEIPTS, INDIA'S SHARE AND RANK, 1998-2014**

Year	World Tourism Receipts				Percentage Share of India in world	India's Rank in world
	Receipts (US\$ billion)	Growth Rate	FEEs in India (US \$ billion)	Growth Rate		
1998	444.8	0.5	2.95	2.0	0.66	34 <sup>th</sup>
1999	458.2	3.0	3.01	2.1	0.66	35 <sup>th</sup>
2000	475.3	3.7	3.46	15.0	0.73	36 <sup>th</sup>
2001	463.8	-2.4	3.20	-7.6	0.69	36 <sup>th</sup>
2002	481.9	3.9	3.10	-3.0	0.64	37 <sup>th</sup>
2003	529.3	9.8	4.46	43.8	0.84	37 <sup>th</sup>
2004	633.2	19.6	6.17	38.2	0.97	26 <sup>th</sup>
2005	679.6	7.3	7.49	21.4	1.10	22 <sup>nd</sup>
2006	744.0	9.5	8.63	15.2	1.16	22 <sup>nd</sup>
2007	857.0	15.2	10.73	24.3	1.25	22 <sup>nd</sup>
2008	939.0	9.6	11.83	10.3	1.26	22 <sup>nd</sup>
2009	853.0	-9.2	11.13	-5.9	1.31	20 <sup>th</sup>
2010	931.0	9.1	14.19#	27.5	1.52	18 <sup>th</sup>
2011	1042.0	12.0	16.56#	16.7	1.59	18 <sup>th</sup>
2012	1117.0	7.2	17.74#	6.9	1.58	16 <sup>th</sup>
2013	1198.0	7.3	18.44#	4.0	1.54	16 <sup>th</sup>
2014	1249.0 (P)	4.3	20.24#	9.8	1.62	15 <sup>th</sup>

# Advance estimates of Ministry of Tourism, (P) Provisional  
Source: UNWTO World Tourism Barometer October 2015

India's rank has also witnessed improvement from 34<sup>th</sup> in 1998 to 15<sup>th</sup> in 2014. It is clear from Table 3.3.3 that, in terms of International Tourism Receipts, top 5 positions were occupied by USA, Spain, France, China and Macao (China) during the year 2014. During 2014 and 2013 the top 10 countries remained the same.

**TABLE 3.3.3**  
**COUNTRIES ABOVE INDIA IN TERMS OF TOURISM RECEIPTS, 2012-2014**

2012			2013			2014		
Rank	Nationality	Tourism Receipts (US\$ billion)	Rank	Nationality	Tourism Receipts (US\$ billion)	Rank	Nationality	Tourism Receipts (US\$ billion)
1	USA	161.6	1	USA	172.9	1	USA	177.2
2	Spain	58.2	2	Spain	62.6	2	Spain	65.1
3	France	53.6	3	France	56.6	3	France	57.4
4	China	50.0	4	Macao (China)	51.8	4	China	56.9
5	Macao (China)	43.9	5	China	51.7	5	Macao (China)	50.8
6	Italy	41.2	6	Italy	43.9	6	UK	46.6
7	Germany	38.1	7	Thailand	41.8	7	Italy	45.5
8	UK	36.6	8	UK	41.3	8	Germany	43.3
9	Thailand	33.9	9	Germany	41.3	9	Thailand	38.4
10	Hong Kong (China)	33.1	10	Hong Kong (China)	38.9	10	Hong Kong (China)	38.4
11	Australia	31.9	11	Australia	31.3	11	Australia	31.9
12	Turkey	25.3	12	Turkey	28.0	12	Turkey	29.6
13	Malaysia	20.2	13	Malaysia	21.5	13	Malaysia	22.6
14	Austria	18.9	14	Austria	20.2	14	Austria	20.8
15	Singapore	18.0	15	Singapore	19.3	15	India	20.2**
16	India	17.7**	16	India	18.4**			

Source: UNWTO Barometer October 2015

\*\* As per RBI's estimates



# 4

## CHAPTER



Atithidevo Bhava  
Incredible India

**OUTBOUND TOURISM-INDIAN NATIONALS'  
DEPARTURES FROM INDIA**



## OUTBOUND TOURISM-INDIAN NATIONALS' DEPARTURES FROM INDIA

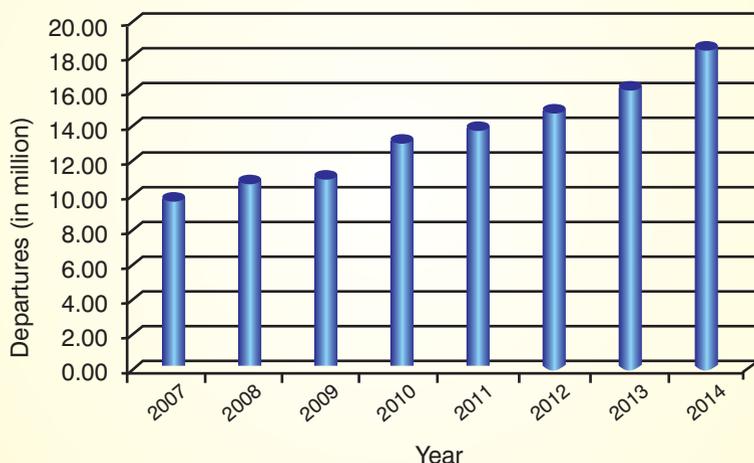
The number of Indian nationals' departures from India during 1991 was 1.94 million which rose to 18.33 million in 2014 with a compound annual growth rate (CAGR) of 10.25%. The number of Indian nationals' departures from India during 2014 registered a growth of 10.3% over 2013 as compared to 11.4% growth in 2013 over 2012. The figures of Indian nationals' departures for the years 1991 to 2014, as compiled by the Bureau of Immigration (BOI) from Embarkation cards, along with percentage change over the previous year, are given in Table 4.1. 1

**TABLE 4.1.1**  
**NUMBER OF INDIAN NATIONALS' DEPARTURES FROM INDIA, 1991 TO 2014**

Year	No. of Indian Nationals' Departures from India	Percentage change over the previous year
1991	1942707	-14.8
1992	2161301	11.3
1993	2733304	26.5
1994	2734830	0.1
1995	3056360	11.8
1996	3463783	13.3
1997	3725820	7.6
1998	3810908	2.3
1999	4114820	8.0
2000	4415513	7.3
2001	4564477	3.4
2002	4940244	8.2
2003	5350896	8.3
2004	6212809	16.1
2005	7184501	15.6
2006	8339614	16.1
2007	9783232	17.3
2008	10867999	11.1
2009	11066072	1.8
2010	12988001	17.4
2011	13994002	7.7
2012	14924755	6.7
2013	16626316	11.4
2014	18332319	10.3

Source: Bureau of Immigration, India

**Indian Nationals' Departures from India, 2007-2014**



The port-wise number of Indian national's departures from India for 2007 to 2014, are given in Table 4.1.2 During 2007 to 2014, top 3 airports for departures of Indian nationals from India were Mumbai, Delhi and Chennai. During 2014, Mumbai airport registered the highest share (22.62%) followed by Delhi airport (20.70%) and Chennai airport (9.84%). These 3 top airports accounted for 53.16% of the total departures in 2014. During 2013, Mumbai, Delhi and Chennai airports had a percentage share of 22.46%, 21.16% and 10.41%, respectively. It can be seen that during 2007 the total share of these 3 airports was 59.20% and the same has been gradually decreasing.

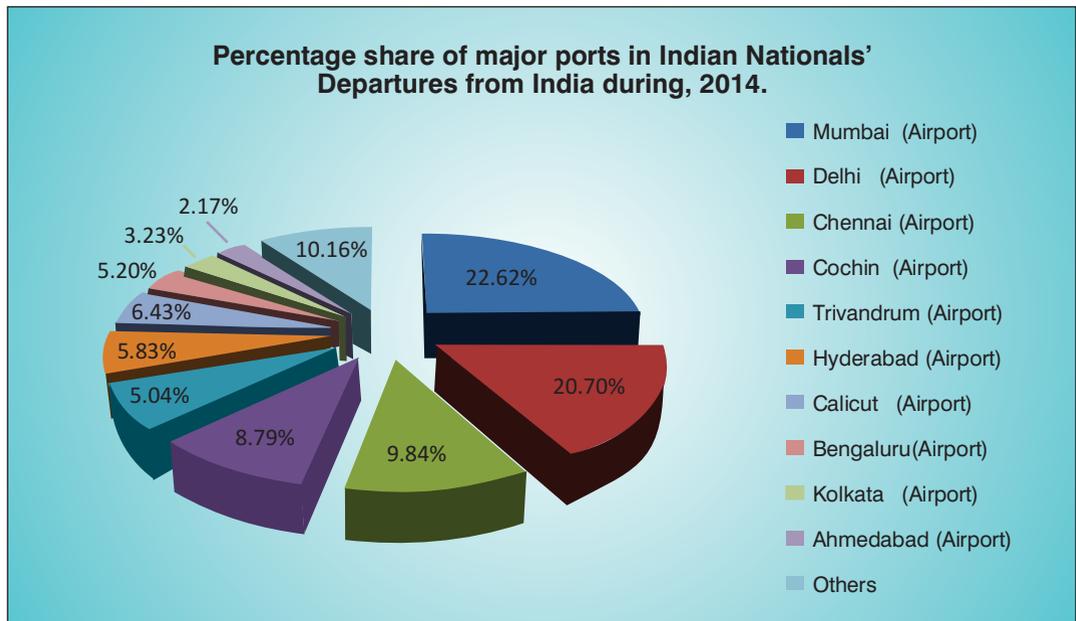
The share of Top 10 ports in overall departures of Indian nationals from India during 2007-2014 has also gradually decreased from 93.15% in 2007 to 89.85% in 2014 This decline may be due to various reasons including introduction of international flights from other airports.

**TABLE 4.1.2  
PORT-WISE DEPARTURES OF INDIAN NATIONALS' FROM INDIA, 2007 - 2014**

Port/ Land Check post	Year								% Share in 2014
	2007	2008	2009	2010	2011	2012	2013	2014	
<b>Mumbai</b> (Airport)	2623707	2734458	2615702	3031822	3264653	3501739	3734176	4146539	22.62
<b>Delhi</b> (Airport)	1956299	2141600	2117561	2621535	3009762	3226344	3517589	3794923	20.70
<b>Chennai</b> (Airport)	1211400	1350418	1312197	1450521	1540106	1620314	1730503	1803368	9.84
<b>Cochin</b> (Airport)	773310	915278	968375	1022233	1098333	1205315	1390833	1610742	8.79

Port/ Land Check post	Year								% Share in 2014
	2007	2008	2009	2010	2011	2012	2013	2014	
Trivandrum (Airport)	578647	619856	642011	751861	677998	739698	854564	924216	5.04
Hyderabad (Airport)	494797	482897	543719	740350	777540	810903	925401	1068658	5.83
Calicut (Airport)	526290	735151	791021	904130	970961	986463	1112297	1178769	6.43
Bengaluru (Airport)	491088	530054	577191	664083	746051	810108	852591	953558	5.20
Kolkata (Airport)	286953	294644	307379	411210	453682	502802	562907	591621	3.23
Ahmedabad (Airport)	170458	225479	262734	296778	275981	286707	366102	396930	2.17
Others	670283	838164	928182	1093478	1178935	1234362	1579353	1862995	10.16
<b>Total</b>	<b>9783232</b>	<b>10867999</b>	<b>11066072</b>	<b>12988001</b>	<b>13994002</b>	<b>14924755</b>	<b>16626316</b>	<b>18332319</b>	<b>100</b>
<b>Top 3</b>	59.20%	57.30%	54.63%	56.23%	55.84%	55.94%	54.03%	53.16%	
<b>Top 10</b>	93.15%	92.29%	91.61%	91.58%	91.59%	91.73%	90.50%	89.85%	

Source: Bureau of Immigration



The month-wise distribution of Indian Nationals' Departures from India during 2012, 2013 and 2014 are given in Table 4.1.3. During 2014, the number of Indian Nationals' Departures was highest in the month of May registering highest growth (43.5%) in May 2014 over May 2013. July & November 2014 registered a decline of 6.2% and 3.4% over July & November 2013, respectively.

**TABLE 4.1.3**  
**MONTH-WISE NUMBER & PERCENTAGE SHARE OF INDS FROM INDIA 2012-2014**

Months	Indian Nationals Departures (Nos.)			Growth Rate		Percentage Share		
	2012	2013	2014	2013/12	2014/13	2012	2013	2014
January	1252675	1424291	1518285	13.7	6.6	8.39	8.57	8.28
February	1131258	1285813	1328360	13.7	3.3	7.58	7.73	7.25
March	1181781	1287728	1468376	9.0	14.0	7.92	7.75	8.01
April	1292182	1395879	1561150	8.0	11.8	8.66	8.40	8.52
May	1462059	1215906	1744621	-16.8	43.5	9.80	7.31	9.52
June	1260517	1320766	1573391	4.8	19.1	8.45	7.94	8.58
July	1150203	1415677	1327984	23.1	-6.2	7.71	8.51	7.24
August	1217085	1593409	1668554	30.9	4.7	8.15	9.58	9.10
September	1368563	1464118	1696722	7.0	15.9	9.17	8.81	9.26
October	1181874	1218333	1490000	3.1	22.3	7.92	7.33	8.13
November	1164414	1438279	1388722	23.5	-3.4	7.80	8.65	7.58
December	1262144	1566117	1566154	24.1	0.0	8.46	9.42	8.54
<b>Total</b>	<b>14924755</b>	<b>16626316</b>	<b>18332319</b>	<b>11.4</b>	<b>10.3</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>

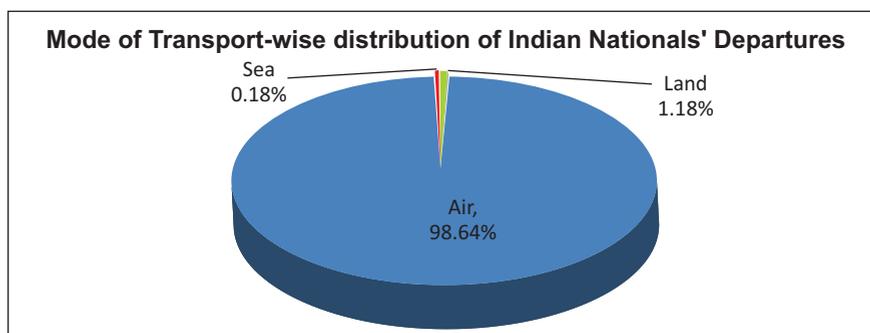
Source: Bureau of Immigration.

The Mode of Transport-wise distribution of Indian Nationals' Departures from India during 2014 is given in Table 4.1.4.

**TABLE 4.1.4**  
**MODE OF TRANSPORT-WISE DISTRIBUTION OF INDS FROM INDIA DURING, 2014**

Mode of Transport	Departure	% share
Air Routes	18083765	98.64
Sea Routes	32601	0.18
Land Routes	215953	1.18
<b>Total</b>	<b>18332319</b>	<b>100.00</b>

Source: Bureau of Immigration



As the information about the destination-wise Indian nationals' departures is currently not available from Bureau of Immigration, the same for the last ten years has been taken from UNWTO publications and is presented in Table 4.1.5. Among the countries for which information were available during 2013, the top 5 destination countries for Indian nationals were Saudi Arabia, Thailand Bahrain, Singapore and Kuwait.

**TABLE 4.1.5**  
**DESTINATION-WISE NUMBER OF INDIAN NATIONALS'**  
**DEPARTURES FROM INDIA, 2006-2013**

S. No.	Country of Destination	Number of Indian Nationals' Departures from India							
		2006	2007	2008	2009	2010	2011	2012	2013
<b>North America</b>									
1	Canada	87210	101724	110890	107959	127619	139213	146652	147099
2	USA	406845	567045	598971	549474	650935	663465	724433	859156
<b>Central &amp; South America</b>									
3	Bahamas	443	506	605	435	561	398	596	421
4	Barbados	629	3090	963	959	1317	1230	758	965
5	Brazil	N.A.	N.A.	19456	11361	181829	21530	22096	22719
6	Cayman Islands	140	141	190	171	157	149	161	N.A.
7	Colombia	1549	1911	2038	2483	2533	2516	2899	3064
8	Chile	3499	3505	3376	2673	2612	2671	2871	2900
9	Cuba	3437	1898	2730	2551	3614	3574	3480	3870
10	Dominican Rep.	279	663	754	806	848	964	941	889
11	Ecuador	613	795	1212	1570	2060	3073	3770	3364
12	Guatemala	N.A.	N.A.	N.A.	1088	4985	3409	1692	1869
13	Honduras	343	198	231	295	304	479	852	544
14	Jamaica	586	1525	904	1232	1127	1330	1375	1567
15	Nicaragua	751	245	1552	513	1935	1410	562	3446
16	Panama	N.A.	N.A.	N.A.	N.A.	N.A.	4297	4393	4176
17	Peru	1462	2059	3033	3390	3526	3471	4165	4454
18	Paraguay	187	345	300	258	177	281	398	390
19	Suriname	326	484	551	454	556	585	504	581
20	Trinidad & Tobago	2199	2656	1990	1653	1344	4498	4495	4489
21	Venezuela	1287	845	858	1032	150	809	1471	1660
<b>Western Europe</b>									
22	Albania	N.A.	N.A.	N.A.	393	423	514	565	527
23	Belgium	21683	33504	53951	34711	40447	42709	41316	44843
24	Finland	8000	18000	32000	23000	25000	N.A.	N.A.	N.A.
25	Italy	116951	108941	135517	139094	182552	188408	251361	199253
26	Portugal	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
27	Switzerland	115055	132396	132107	136322	165999	200624	217863	212960
28	UK	366745	335892	359237	272754	371000	356000	339400	375000

S. No.	Country of Destination	Number of Indian Nationals' Departures from India							
		2006	2007	2008	2009	2010	2011	2012	2013
<b>Eastern Europe</b>									
29	Armenia	2340	2590	3970	4100	4180	4311	4881	5013
30	Azerbaijan	1969	2110	4236	3721	3755	3715	5048	4791
31	Belarus	105	229	221	154	73	97	18	18
32	Bulgaria	3187	3701	4605	4106	3696	3849	4722	5402
33	Georgia	3088	2355	2712	3674	5653	4578	6833	6195
34	Hungary	6903	8154	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
35	Kazakhstan	7197	9280	9022	N.A.	11904	13778	14716	9929
36	Kyrgyzstan	1030	1277	1038	N.A.	1788	2029	2801	3075
37	Latvia	1450	1017	4329	3737	7147	7790	N.A.	N.A.
38	Moldova, Rep. of	6	21	4	5	2	6	12	13
39	Poland	9893	13449	15000	10000	15000	15000	15000	15000
40	Russia	45795	68044	62163	59815	53364	60191	80127	95542
41	Romania	6632	8088	9364	6662	8861	9040	9964	9785
42	Slovakia	443	1229	1380	1290	1495	2537	2892	4128
43	Tajikistan	N.A.	N.A.	495	227	254	121	128	119
44	Turkmenistan	1	8	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
45	Ukraine	6821	7370	7262	8183	10152	9254	10264	10332
<b>Africa</b>									
46	Angola	1852	3768	5262	9517	8831	12741	9231	6923
47	Benin	1225	898	634	212	707	1037	900	1540
48	Botswana	2505	1710	N.A.	N.A.	95	N.A.	N.A.	N.A.
49	Egypt	61301	82481	88811	86698	114248	73443	82698	67401
50	Eritrea	2895	2973	395	718	730	577	N.A.	N.A.
51	Ethiopia	7975	8895	10560	N.A.	14607	19667	19211	21789
52	Guinea	20769	320	N.A.	N.A.	N.A.	2454	2914	1444
53	Lesotho	318	304	404	256	285	261	212	259
54	Mali	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1344
55	Mauritius	37498	42974	43911	39252	49779	53955	55197	57255
56	Morocco	4950	6306	6363	6995	7936	7640	9343	9784
57	Nigeria	28741	49351	54835	57028	57229	202200	181144	89159
58	Rwanda	N.A.	16721	17111	13085	16178	12347	14947	14839
59	Reunion	N.A.	418	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
60	Seychelles	1132	1110	1241	1616	2671	2380	2546	2381
61	South Africa	49674	57999	59186	70169	71587	90367	106774	112100
62	Swaziland	3071	3449	3252	4339	3970	4103	3972	4613
63	Sierra Leone	N.A.	N.A.	N.A.	N.A.	1014	1148	2182	2208

S. No.	Country of Destination	Number of Indian Nationals' Departures from India							
		2006	2007	2008	2009	2010	2011	2012	2013
64	Tanzania, United Republic of	13020	14042	17530	17002	19101	17731	22862	27334
65	Uganda	11829	12408	16236	13022	16747	19419	24849	28647
66	Zambia	12658	12432	13934	12932	21414	22095	15333	17072
67	Zimbabwe	3316	3990	3911	5446	3571	3499	1809	2334
<b>West Asia</b>									
68	Bahrain	590198	718415	N.A.	N.A.	N.A.	837514	963194	966306
69	Israel	20233	24091	29413	23058	40109	38481	42992	39025
70	Iraq	N.A.	N.A.	6031	13876	13860	17949	27530	25726
71	Jordan	28640	34610	41962	34061	51461	64971	60913	57784
72	Kuwait	560951	653392	673671	733117	751059	789694	826526	917539
73	Lebanon	10079	8242	10668	13946	16117	15378	13513	12889
74	Oman	116166	153041	156723	162832	169799	198543	N.A.	N.A.
75	Syria	9830	11490	14619	20984	31056	30343	N.A.	N.A.
76	Saudi Arabia	345431	613347	601922	247075	389116	1501308	998779	1695846
77	Turkey	35379	45175	55798	55114	63406	73731	90934	95014
78	United Arab Emirates	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
79	Yemen	14522	14667	13867	19608	26112	13251	16407	19896
<b>South Asia</b>									
80	Bangladesh	60516	78568	N.A.	N.A.	N.A.	105522	78119	78975
81	Iran	N.A.	N.A.	N.A.	22277	23903	34770	54263	70705
82	Maldives	12071	17327	16663	15850	25756	30978	31721	38014
83	Nepal	88857	88284	84073	91994	108077	147037	165139	180974
84	Pakistan	70174	48242	54101	42694	43751	84074	77232	N.A.
85	Sri Lanka	128370	106067	85238	83634	126882	171374	176340	208795
<b>South East Asia</b>									
86	Brunei	N.A.	3402	3540	2879	4904	4616	5104	6281
87	Cambodia	8690	11454	12467	12461	13542	15240	18999	23610
88	Indonesia	94258	123465	155391	156545	159373	181791	196983	231266
89	Lao Peo. Democratic Rep.	2100	2361	2652	2280	3321	3227	3275	4551
90	Malaysia	279046	422452	550738	589838	690849	693056	691271	650989
91	Myanmar	7540	7675	7173	8609	9849	12318	16868	52284
92	Philippines	22703	27341	31135	32817	34581	42844	46395	52206
93	Singapore	658902	748728	778303	725624	828994	868991	894993	933553
94	Thailand	429732	506237	497022	596529	746214	891748	985883	1028414
95	Timor-Leste	152	202	400	1464	2027	1451	862	N.A.

S. No.	Country of Destination	Number of Indian Nationals' Departures from India							
		2006	2007	2008	2009	2010	2011	2012	2013
<b>East Asia</b>									
96	China (Main)	405091	462450	436625	448942	549321	606474	610194	676682
97	Hong Kong(China)	294079	317510	350674	366646	530910	498063	414158	434648
98	Japan	62505	67583	67323	58918	66819	59354	68914	75095
99	Macau ( China)	28903	45473	82369	107513	169096	169660	150825	160019
100	Mongolia	672	784	893	952	940	1478	1340	1519
101	Korea, Republic of	62531	68276	73130	72779	86547	92047	91700	123235
102	Taiwan ( China)	18020	19954	19951	18532	23826	23927	23251	23318
<b>Australasia</b>									
103	Australia	83771	95214	116001	116110	133710	143960	154740	168800
104	French Polynesia	116	224	246	289	318	432	460	521
105	New Zealand	20265	21853	23860	25336	29486	28262	29856	30976
106	Papua New Guinea	1002	1940	2284	N.A.	2750	4950	5480	5159
107	Tonga	N.A.	N.A.	N.A.	90	33	31	43	41

N.A.: Not Available

Source: Yearbook of Tourism Statistics 2015 Edition, UNWTO

5

CHAPTER



Atithidevo Bhava  
Incredible India

**DOMESTIC TOURISM**



## DOMESTIC TOURISM

Ministry of Tourism compiles the number of Domestic and Foreign Tourist Visits to different States and Union Territories (UTs) based on the information received from them. The compilation of domestic tourism statistics is undertaken by the Statistical Cells in the Departments of Tourism of State Governments /UT Administrations. These statistics are generally based on the monthly returns collected from hotels and other accommodation establishments. Most of the States/UTs have been furnishing information on domestic and foreign tourist visits to the States/UTs on monthly basis.

The Ministry of Tourism in recent years has also commissioned State Tourism Surveys in some States to ascertain the number of tourist visits to these states. The data obtained from the State Tourism Surveys and other administrative sources like Bureau of Immigration have also been appropriately used to estimate domestic and foreign tourist visits to the States, wherever required.

### 5.1. DOMESTIC AND FOREIGN TOURIST VISITS

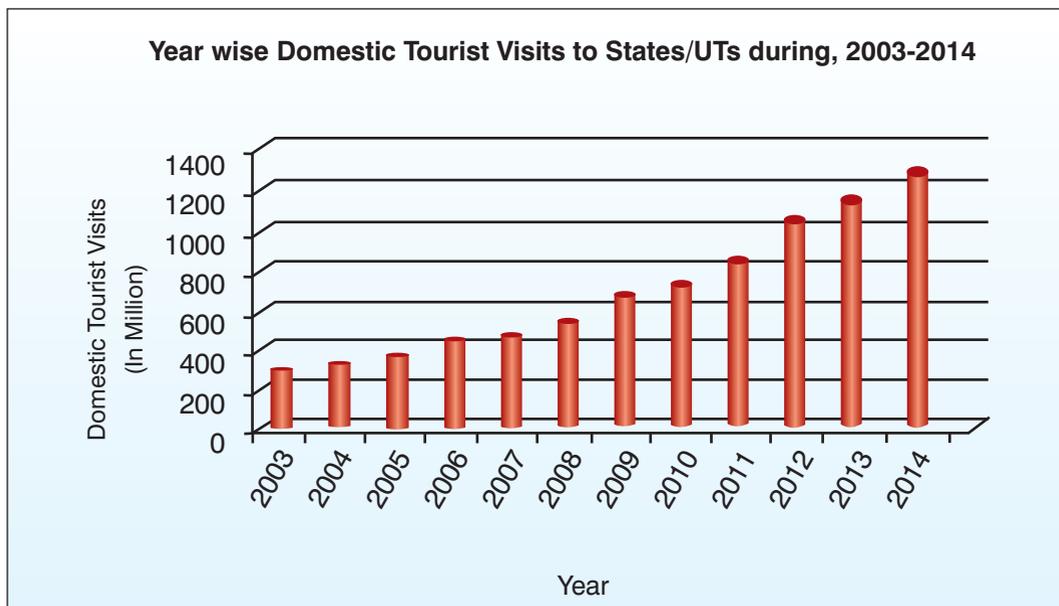
Table 5.1.1 presents the statistics on domestic and foreign tourist visits to various States and UTs during the years 1991 to 2014. There has been a continuous increase in domestic tourist visits, with the compound annual growth rate (CAGR) of domestic tourist visits to all States/UTs from 1991 to 2014 being 13.75%. The foreign tourist visits too have been increasing over the years, though there was a decline in the years 1998, 2001, 2002, 2009 and 2012. The foreign tourist visits to all States/UTs during 1991 to 2013 witnessed a CAGR of 8.94%. The year 2014 witnessed a growth of 12.92% in domestic tourist visits over the year 2013. During 2014, the visits by foreign tourists registered a growth of 13.12% over 2013.

**TABLE 5.1.1**  
**DOMESTIC & FOREIGN TOURIST VISITS TO STATES / UTs , 1991 - 2014**

Year	Tourist Visits		Annual Growth Rate	
	Domestic	Foreign	Domestic	Foreign
1991	66670303	3146652	-	-
1992	81455861	3095160	22.2%	-1.6%
1993	105811696	3541727	29.9%	14.4%
1994	127118655	4030216	20.1%	13.8%
1995	136643600	4641279	7.5%	15.2%
1996	140119672	5030342	2.5%	8.4%
1997	159877208	5500419	14.1%	9.3%
1998	168196000	5539704	5.2%	-0.7%
1999	190671034	5832015	13.4%	5.3%
2000	220106911	5893542	15.4%	1.1%
2001	236469599	5436261	7.4%	-7.8%
2002	269598028	5157518	14.0%	-5.1%

Year	Tourist Visits		Annual Growth Rate	
	Domestic	Foreign	Domestic	Foreign
2003	309038335	6708479	14.6%	30.1%
2004	366267522	8360278	18.5%	24.6%
2005	392014270	9947524	7.0%	19.0%
2006	462321054	11738892	17.9%	18.0%
2007	526564478	13256637	13.9%	12.9%
2008	563034107	14380633	6.9%	8.5%
2009	668800482	14372300	18.8%	-0.1%
2010	747703380	17910178	11.8%	24.6%
2011	864532718	19497126	15.6%	8.9%
2012	1045047536	18263074	20.9%	-6.3%
2013	1142529465	19951026	9.3%	9.2%
2014	1290117432	22567650	12.92%	13.12%

From the following graph, it is apparent that numbers of domestic tourist visits to States/UTs during last 12 years have been also registering an increasing trend.



From the following graph, it emerges out that numbers of foreign tourist visits to States/UTs during last 12 years have been registering an increasing trend, except for marginal decline in foreign tourist visits in the years 2009 and 2012.

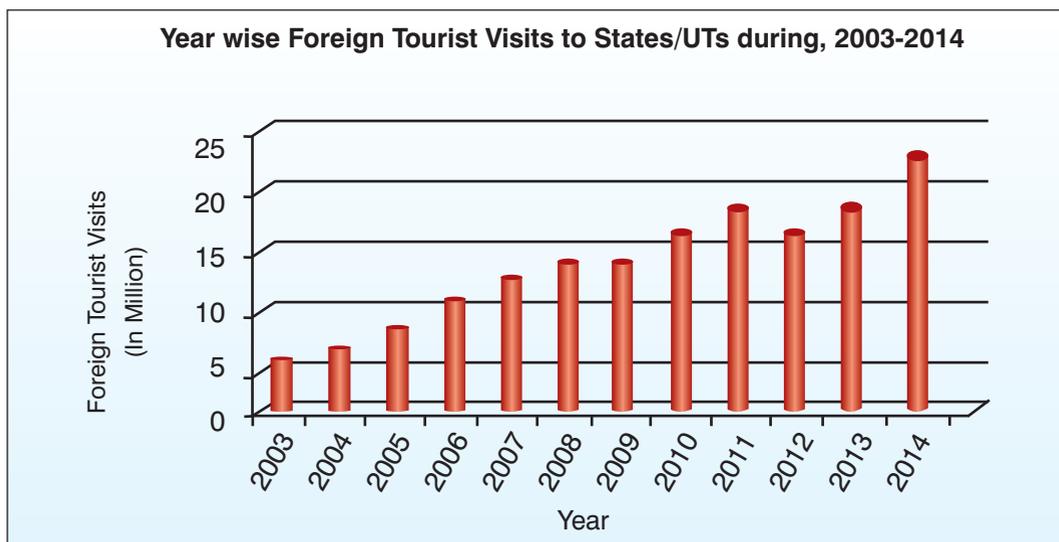


Table 5.1.2 gives the number of domestic and foreign tourist visits to different States/UTs during the years 2013 and 2014. It may be seen from this Table that most of the States/UTs have generally undergone increase in the number of domestic and foreign tourist visits, during 2014. The States/UTs which recorded decline in domestic tourist visits in 2014 over 2013 were Andhra Pradesh, Daman Diu, Jammu & Kashmir, Manipur, Sikkim & Uttar Pradesh. The States / UTs which experienced decline in foreign tourist visits during 2014 over 2013 were Arunachal Pradesh, Andhra Pradesh, Chandigarh, Himachal Pradesh, Karnataka and Telangana.

**TABLE 5.1.2**  
**STATE/UT-WISE DOMESTIC AND FOREIGN TOURIST VISITS, 2013 & 2014**

S. No.	State/ UT	2013		2014		Growth Rate	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar Islands	243703	14742	285146	17235	17.01	16.91
2	Andhra Pradesh	98017783	69552	93306974	66333	-4.81	-4.63
3	Arunachal Pradesh	125461	10846	180964	5204	44.24	-52.02
4	Assam	4684527	17638	4826702	21537	3.03	22.11
5	Bihar	21588306	765835	22544377	829508	4.43	8.31
6	Chandigarh	936922	40124	1061419	28365	13.29	-29.31
7	Chhattisgarh	22801031	3886	24488465	7777	7.40	100.13
8	Dadra & Nagar Haveli	481618	1582	579638	1799	20.35	13.72
9	Daman & Diu	819947	4814	795167	4620	-3.02	-4.03
10	Delhi *	20215187	2301395	22626859	2319046	11.93	0.77
11	Goa	2629151	492322	3544634	513592	34.82	4.32
12	Gujarat	27412517	198773	30912043	235524	12.77	18.49

S. No.	State/ UT	2013		2014		% Growth (2012/11)	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
13	Haryana	7128027	228200	13442944	547367	88.59	139.86
14	Himachal Pradesh	14715586	414249	15924701	389699	8.22	-5.93
15	Jammu & Kashmir	10891424	60845	9438544	86477	-13.34	42.13
16	Jharkhand	20511160	45995	33427144	154731	62.97	236.41
17	Karnataka	98010140	636378	118283220	561870	20.68	-11.71
18	Kerala	10857811	858143	11695411	923366	7.71	7.60
19	Lakshadweep	4784	371	7315	514	52.91	38.54
20	Madhya Pradesh	63110709	280333	63614525	316195	0.80	12.79
21	Maharashtra*#	82700556	4156343	94127124	4389098	13.82	5.60
22	Manipur	140673	1908	115499	2769	-17.90	45.13
23	Meghalaya	691269	6773	716469	8664	3.65	27.92
24	Mizoram	63377	800	68203	836	7.61	4.50
25	Nagaland	35638	3304	58413	3679	63.91	11.35
26	Odisha	9800135	66675	10790622	71426	10.11	7.13
27	Puducherry	1000277	42624	1188093	83291	18.78	95.41
28	Punjab	21340888	204074	24271302	255449	13.73	25.17
29	Rajasthan	30298150	1437162	33076491	1525574	9.17	6.15
30	Sikkim	576749	31698	562418	49175	-2.48	55.14
31	Tamil Nadu	244232487	3990490	327555233	4657630	34.12	16.72
32	Tripura	359586	11853	361247	26688	0.46	125.16
33	Telangana	54084367	153966	72399113	75171	33.86	-51.18
34	Uttar Pradesh	226531091	2054420	182820108	2909735	-19.30	41.63
35	Uttarakhand	19941128	97683	21991315	101966	10.28	4.38
36	West Bengal	25547300	1245230	49029590	1375740	91.92	10.48
	<b>Total</b>	<b>1142529465</b>	<b>19951026</b>	<b>1290117432</b>	<b>22567650</b>	<b>12.92</b>	<b>13.12</b>

Source: State/ Union Territory Tourism Departments.

\* DTVs: Estimated using all India Growth rate and FTVs: FTA data of Delhi Port

# DTVs: Estimates using partial data provided by the State Govt and FTVs: Estimated using growth of FTAs at all Ports (combined) in Maharashtra.

Table 5.1.3 provides the percentage shares and ranks of various States/UTs in domestic and foreign tourist visits during 2014. The top 5 States in domestic tourist visits in 2014 were Tamil Nadu (327.6 million), Uttar Pradesh (182.8 million), Karnataka (118.3 million), Maharashtra (94.1 million) and Andhra Pradesh (93.3 million) with their respective shares being 25.4%, 14.2%, 9.2%, 7.3% and 7.2%. These 5 States accounted for about 63.26% of the total domestic tourist visits in the country. In respect of foreign tourist visits in 2014, the top 5 States/UTs were Tamil Nadu (4.66 million), Maharashtra (4.39 million), Uttar Pradesh (2.91

million), Delhi (2.32 million) and Rajasthan (1.53 million) with their respective shares being 20.6%, 19.5%, 12.9%, 10.3% and 6.8%. These 5 States/UTs accounted for about 70.0% of the total foreign tourist visits to the States/UTs in the country.

**TABLE: 5.1.3**  
**PERCENTAGE SHARES AND RANK OF DIFFERENT STATES/UTs IN**  
**DOMESTIC AND FOREIGN TOURIST VISITS DURING, 2014**

S.No.	State/ UT	2014		Percentage Share		Rank in 2014	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
1	Andaman & Nicobar Islands	285146	17235	0.02	0.08	31	27
2	Andhra Pradesh	93306974	66333	7.23	0.29	5	22
3	Arunachal Pradesh	180964	5204	0.01	0.02	32	30
4	Assam	4826702	21537	0.37	0.10	22	26
5	Bihar	22544377	829508	1.75	3.68	15	8
6	Chandigarh	1061419	28365	0.08	0.13	25	24
7	Chhattisgarh	24488465	7777	1.90	0.03	12	29
8	Dadra & Nagar Haveli	579638	1799	0.04	0.01	28	34
9	Daman & Diu	795167	4620	0.06	0.02	26	31
10	Delhi *	22626859	2319046	1.75	10.28	14	4
11	Goa	3544634	513592	0.27	2.28	23	11
12	Gujarat	30912043	235524	2.40	1.04	11	15
13	Haryana	13442944	547367	1.04	2.43	18	10
14	Himachal Pradesh	15924701	389699	1.23	1.73	17	12
15	Jammu & Kashmir	9438544	86477	0.73	0.38	21	18
16	Jharkhand	33427144	154731	2.59	0.69	9	16
17	Karnataka	118283220	561870	9.17	2.49	3	9
18	Kerala	11695411	923366	0.91	4.09	19	7
19	Lakshadweep	7315	514	0.00	0.00	36	36
20	Madhya Pradesh	63614525	316195	4.93	1.40	7	13
21	Maharashtra*#	94127124	4389098	7.30	19.45	4	2
22	Manipur	115499	2769	0.01	0.01	33	33
23	Meghalaya	716469	8664	0.06	0.04	27	28
24	Mizoram	68203	836	0.01	0.00	34	35
25	Nagaland	58413	3679	0.00	0.02	35	32
26	Odisha	10790622	71426	0.84	0.32	20	21
27	Puducherry	1188093	83291	0.09	0.37	24	19

S.No.	State/ UT	2014		Percentage Share		Rank in 2014	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
28	Punjab	24271302	255449	1.88	1.13	13	14
29	Rajasthan	33076491	1525574	2.56	6.76	10	5
30	Sikkim	562418	49175	0.04	0.22	29	23
31	Tamil Nadu	327555233	4657630	25.39	20.64	1	1
32	Tripura	361247	26688	0.03	0.12	30	25
33	Telangana	72399113	75171	5.61	0.33	6	20
34	Uttar Pradesh	182820108	2909735	14.17	12.89	2	3
35	Uttarakhand	21991315	101966	1.70	0.45	16	17
36	West Bengal	49029590	1375740	3.80	6.10	8	6
	<b>Total</b>	<b>1290117432</b>	<b>22567650</b>	<b>100.00</b>	<b>100.00</b>		

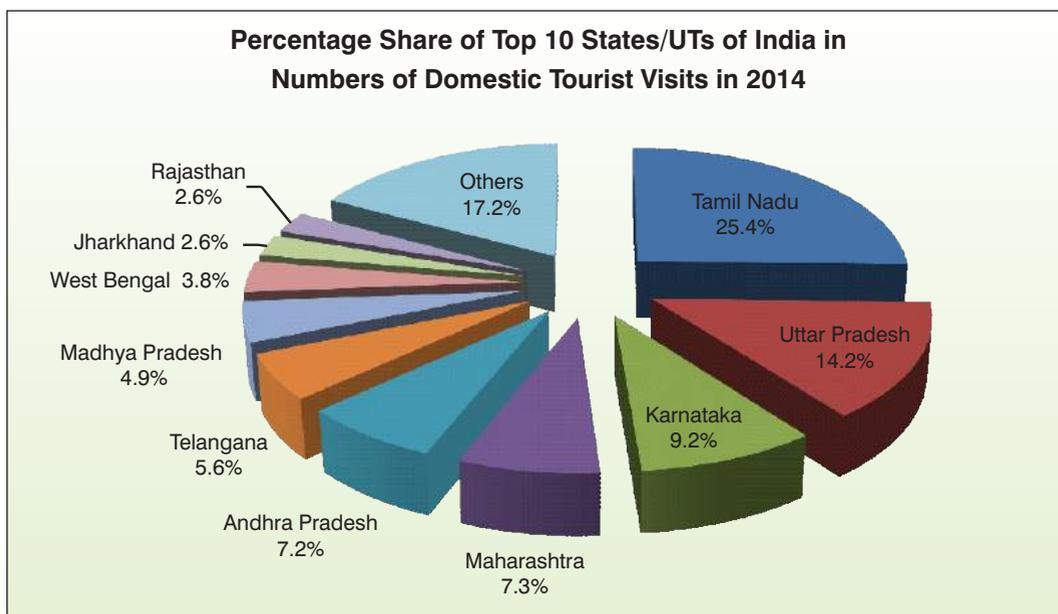
Source: State/ Union Territory Tourism Departments.

\* DTVs: Estimated using all India Growth rate and FTVs: FTA data of Delhi Port

# DTVs: Estimates using partial data provided by the State Govt.

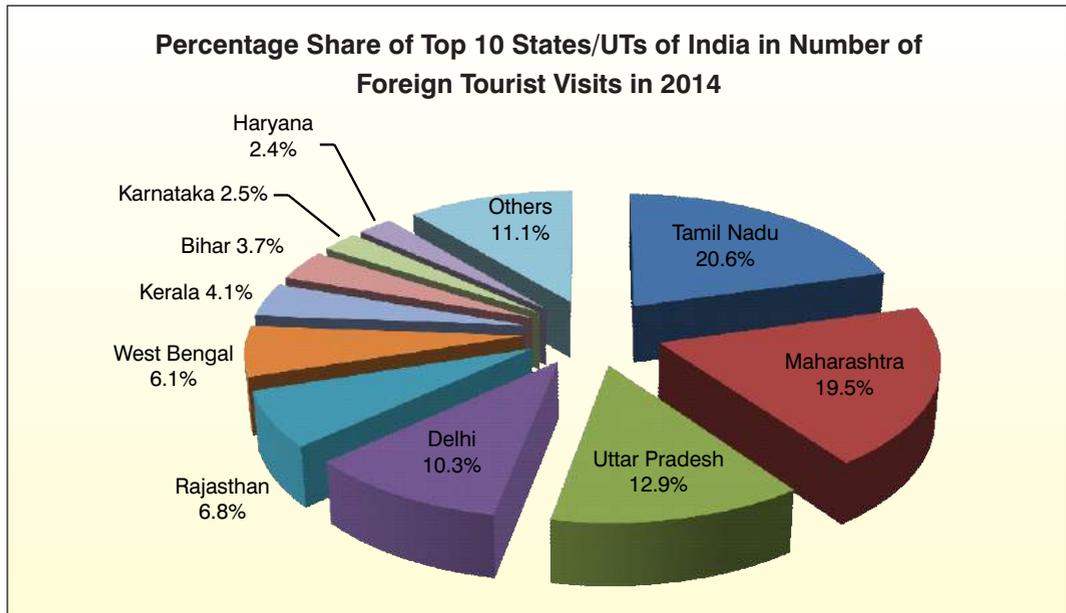
FTVs: Estimated using growth of FTAs at all Ports (combined) in Maharashtra.

The following graph shows the percentage share of top 10 States/UTs in terms of domestic tourist visits in 2014.



The top 10 States/UTs in terms of foreign tourist visits during 2014 were mostly the same as in 2013, with marginal changes in relative ranks of States except that the State Goa has been replaced by Haryana.

The following graph shows the percentage share of top 10 States/UTs in terms of foreign tourist visits in 2014.



## 5.2 VISITORS TO CENTRALLY PROTECTED TICKETED MONUMENTS

Any monument or site which is 100 years old, and is considered to be of national importance, is called an Archaeological Survey of India (ASI) Protected Monument or Site. Such monuments/sites are also commonly referred to as Centrally Protected Monuments/Sites. The statistics on number of visitors to monuments are maintained by the office of the Director General, ASI based on the records of number of tickets sold at the monuments to both Indian and foreign nationals.

For the purpose of conservation of monuments, the country has been divided into 24 ASI Circles, each under the jurisdiction of a Superintending Archaeologist. The headquarters office of ASI consolidates the visitors statistics received from different circles and provides the same to Ministry of Tourism. Table 5.2.1 gives the number of domestic and foreign visitors to all centrally protected ticketed monuments for the years from 1996 - 2014. Though there was a decline of 6.5% in foreign visitors to centrally protected ticketed monuments during 2014 over 2013 the domestic visitors to centrally protected ticketed monuments registered a positive growth of 5.0% during 2014 over 2013.

Table 5.2.2 gives the list of 10 most popular monuments, in terms of number of visitors, in 2014. Among all the monuments, Taj Mahal, Agra (5.42 million) was the most visited monument in 2014 for domestic tourist visitors followed by Qutab Minar, Delhi (3.13 million) and Red Fort, Delhi (2.91 million). In respect of foreign tourist visitors also Taj Mahal, Agra

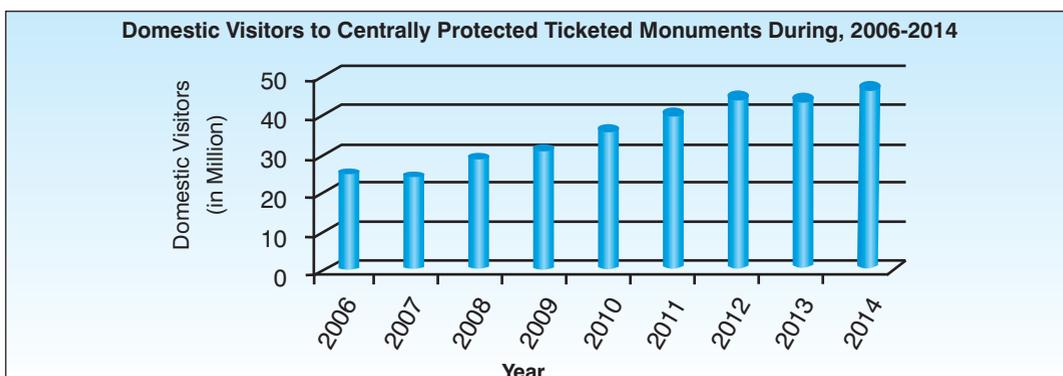
(0.65 million) was the most visited monument, in 2014, followed by Agra Fort, Agra (0.34, million) and Qutab Minar (0.28 million).

**TABLE 5.2.1**  
**VISITORS TO CENTRALLY PROTECTED TICKETED MONUMENTS, 1996-2014**

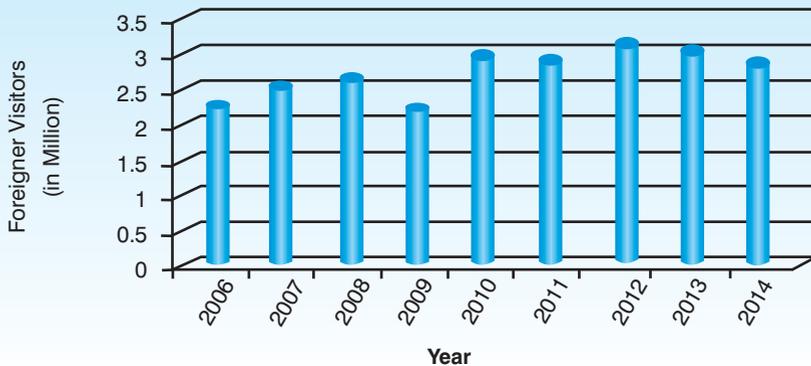
Year	No. of Centrally Protected Ticketed ASI Monuments	Number of Visitors			Annual Growth Rate		
		Domestic	Foreign	Total	Domestic	Foreign	Total
1996	68	-	-	10956764	-	-	-
1997	68	-	-	15767820	-	-	43.9%
1998	68	-	-	13317242	-	-	-15.5%
1999	68	-	-	20502547	-	-	54.0%
2000	126	-	-	19539127	-	-	-4.7%
2001	126	-	-	20364901	-	-	4.2%
2002	126	17333055	837012	18170067	-	-	-10.8%
2003	126	19551820	1216615	20768435	12.8%	45.4%	14.3%
2004	116	20356940	1788753	22145693	4.1%	47.0%	6.6%
2005	116	21035864	2122436	23158300	3.3%	18.7%	4.6%
2006	116	23815252	2250502	26065754	13.2%	6.0%	12.6%
2007	116	23450419	2614254	26064673	-1.5%	16.2%	0.0%
2008	117	28786608	2679763	31466371	22.8%	2.5%	20.7%
2009	119	30804103	2195382	32999485	7.0%	-18.1%	4.9%
2010	117	35770242	2998175	38768417	16.1%	36.6%	17.5%
2011	116	40534481	2948065	43482546	13.3%	-1.7%	12.2%
2012	116	43259075	3064778	46323853	6.7%	4.0%	6.5%
2013	116	43019998	2995852	46015850	-0.6%	-2.2%	-0.7%
2014	116	45425859	2792272	48218131	5.6	-6.8%	4.8%

Source: - Archaeological Survey of India (ASI)

The following graphs indicate that the numbers of domestic and foreign visitors to centrally protected ticketed monuments during last 9 years have been consistently increasing except for a decline in domestic visitors during 2007 & 2013 and in foreign visitors during 2009, 2011, 2013 and 2014.



**Foreigner Visitors to Centrally Protected Ticketed Monuments During 2006-2014**

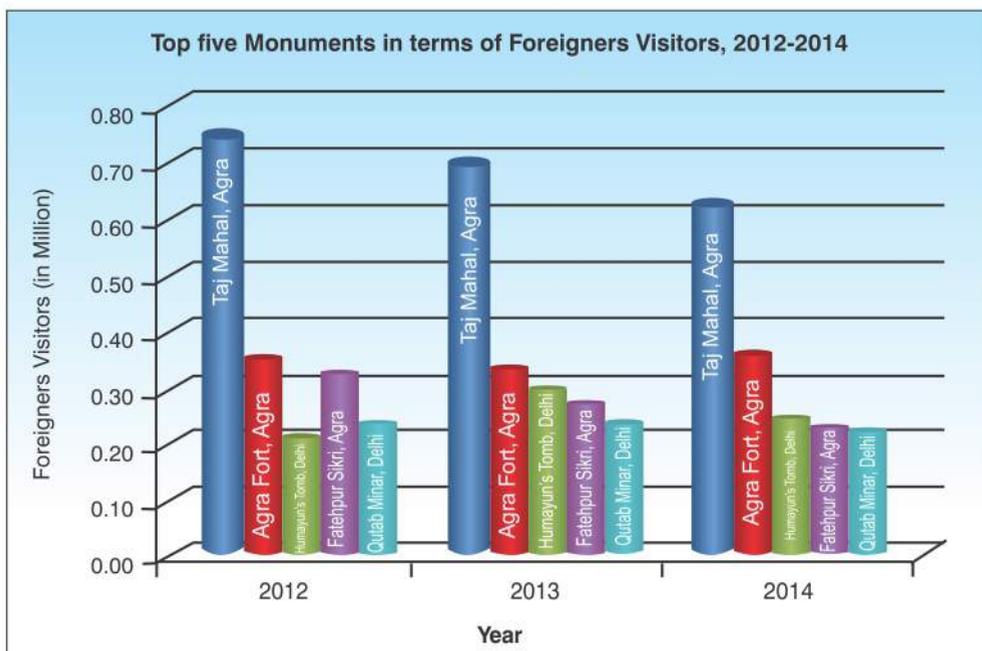
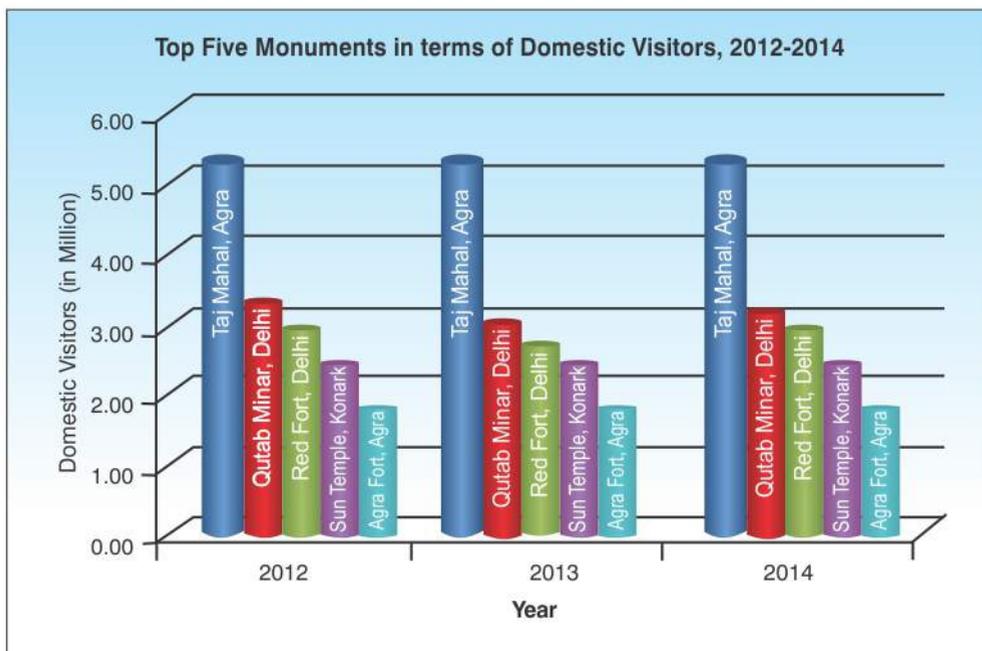


**TABLE 5.2.2  
DOMESTIC AND FOREIGN VISITORS AT 10 MOST POPULAR CENTRALLY  
PROTECTED TICKETED ASI MONUMENTS DURING, 2014**

10 Most popular Centrally Protected Ticketed Monuments for Domestic Visitors in 2014				10 Most popular Centrally Protected Ticketed Monuments for Foreign Visitors in 2014			
Rank	Name of Monuments	No. of Domestic visitors	Percentage Share	Rank	Name of Monuments	No. of Foreign Visitors	Percentage Share
1	Taj Mahal, Agra	5423990	12.0	1	Taj Mahal, Agra	648511	23.2
2	Qutub Minar, Delhi	3129540	6.9	2	Agra Fort, Agra	343483	12.3
3	Red Fort, Delhi	2912960	6.2	3	Qutub Minar, Delhi	276043	9.9
4	Sun Temple, Konark	2380698	5.2	4	Humayun's Tomb, Delhi	256421	9.2
5	Agra Fort, Agra	1880931	4.1	5	Fatehpur Sikri, Agra	231099	8.3
6	Golconda Fort, Hyderabad	1623385	3.6	6	Red Fort, Delhi	122477	4.4
7	Charminar, Hyderabad	1552154	3.4	7	Excavated Remain at Sarnath	88173	3.2
8	Bibi-Ka-Maqbara, Aurangabad	1357443	3.0	8	Akbar's tomb, Sikandara	78528	2.8
9	Ellora Caves, Aurangabad	1353087	3.0	9	Western Group of Temple, Khajuraho	74706	2.7
10	Gol-Gumbaz, Bijapur	1083474	2.4	10	Itimad -ud Daulah, Agra	66186	2.4
	Others	22728197	49.8		Others	606645	21.7
	<b>Total</b>	<b>45425859</b>	<b>100.0</b>		<b>Total</b>	<b>2802427</b>	<b>100.0</b>

Source: Archaeological Survey of India (ASI)

The following graphs indicate that the top monuments in terms of domestic and foreign tourist visitors to centrally protected ticketed monuments during last 3 years.



**TABLE 5.2.3**  
**NUMBER OF VISITORS TO CENTRALLY PROTECTED TICKETED MONUMENTS, 2012 - 2014**

S. No.	Name of the Monuments	2012		2013		2014	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
<b>I</b>	<b>Agra Circle</b>						
1	Taj Mahal	5281560	743256	5139640	695702	5423990	648511
2	Agra Fort	1713207	351189	1794737	363823	1880931	343483
3	Akbar's Tomb, Sikandra	540976	60228	496756	45980	448055	78528
4	Fatehpur-Sikri	468602	263590	489408	255129	525401	231099
5	Itimad-ud-Daula, Agra	134514	79471	142912	68092	156228	66186
6	Mehtab Bagh, Agra	102903	23605	95266	20174	142161	21795
7	Ram Bagh, Agra	58224	284	72636	243	72550	231
8	Mariyam's Tomb, Agra	43685	365	47049	316	57594	270
	<b>Total</b>	<b>8343671</b>	<b>1521988</b>	<b>8278404</b>	<b>1449459</b>	<b>8706910</b>	<b>1390103</b>
<b>II</b>	<b>Aurangabad Circle</b>						
9	Ellora Caves	1423480	32913	1336367	30749	1353087	28811
10	Bibi-Ka-Maqbara, Aurangabad	1295481	15367	1276206	14536	1357443	14374
11	Daulatabad Fort	647810	8867	575050	7805	586848	6720
12	Ajanta Caves	426851	28062	389894	25997	371928	24398
13	Pandaulena Caves, Pathardi	217424	1051	202064	1113	218320	967
14	Aurangabad Caves	45031	2329	69196	2045	74606	1928
	<b>Total</b>	<b>4056077</b>	<b>88589</b>	<b>3848777</b>	<b>82245</b>	<b>3962232</b>	<b>77198</b>
<b>III</b>	<b>Mumbai Circle</b>						
15	Shaniwarwada, Pune	592983	7668	708000	7208	892942	7877
16	Elephanta caves, Gharapuri, Mumbai	485193	30913	595229	29461	637829	24521
17	Lenyadri Caves	383615	130	384679	99	456790	138
18	Kanheri Caves, Mumbai (Suburban)	201339	4874	171102	3293	223858	61736
19	Karla Caves, Karla	198802	1915	216338	1896	210289	1894
20	Raigad Fort	174209	154	170813	315	156701	162
21	Aga Khan Palace, Pune	100564	7134	107925	6880	129537	9060
22	Caves, Temples & Inscription, Bhaja	45986	1071	36604	847	42368	739
23	Kolaba Fort	43784	168	53781	115	57436	136
24	Old Fort Sholapur	12236	15	19411	13	27582	7
	<b>Total</b>	<b>2238711</b>	<b>54042</b>	<b>2463882</b>	<b>50127</b>	<b>2835332</b>	<b>106270</b>
<b>IV</b>	<b>Bengaluru Circle</b>						
25	Daria Daulat Bagh, Srirangapatnam	863665	25888	933385	25519	950224	23784

S. No.	Name of the Monuments	2012		2013		2014	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
26	World Heritage Site, Hampi,	502014	38173	487995	39473	511533	40362
27	Chitradurga Fort, Chitradurga	376665	764	378629	911	440877	1067
28	Keshava Temple, Somnathpur	154500	13396	180490	12236	175273	11139
29	Tippu Palace, Bangalore	136769	6432	132423	4974	215357	8192
30	Bellary Fort, Bellary	7477	49	8806	91	7235	64
	<b>Total</b>	<b>2041090</b>	<b>84702</b>	<b>2121728</b>	<b>83204</b>	<b>2300499</b>	<b>84608</b>
<b>V</b>	<b>Bhopal Circle</b>						
31	Roopmati Pavilion	299790	2527	324845	2489	407253	2234
32	Royal Palaces, Mandu	282207	3102	304714	3132	386460	2815
33	Gwalior Fort, Gwalior	270450	12971	257003	11054	254938	8764
34	Western Group of Temple, Khajuraho	260946	97724	276434	89511	264572	74706
35	Buddhist Monuments , Sanchi	212796	6730	209942	6321	266955	6183
36	Hoshang Shah's Tomb, Mandu	173423	2801	178943	2865	226364	2484
37	The Palace Situated, Burhanpur	61644	298	61796	388	59020	444
38	Buddhist Caves	22666	22	22899	32	22925	12
39	Bhojshala and Kamal Maula's Mosque	11994	0	18187	0	17115	0
	<b>Total</b>	<b>1595916</b>	<b>126175</b>	<b>1654763</b>	<b>115792</b>	<b>1905602</b>	<b>97642</b>
<b>VI</b>	<b>Bhubaneswar Circle</b>						
40	Sun Temple, Konark	2347441	8580	2334556	7486	2380698	6567
41	Udayagiri & Khandagiri Sites	434123	3363	542990	2991	409053	2852
42	Ratnagiri Monument	32689	614	43575	425	35613	322
43	Raja Rani Temple, Bhubaneswar	23761	1788	19746	1207	23302	1256
44	Lalitagiri Monument	20328	430	25054	305	25690	237
	<b>Total</b>	<b>2858342</b>	<b>14775</b>	<b>2965921</b>	<b>12414</b>	<b>2874356</b>	<b>11234</b>
<b>VII</b>	<b>Chandigarh Circle</b>						
45	Sheikh Chilli's Tomb Thanesar	125473	121	87224	76	117299	74
46	Suraj Kund, Faridabad	35912	118	46832	73	46068	83
	<b>Total</b>	<b>161385</b>	<b>239</b>	<b>134056</b>	<b>149</b>	<b>163367</b>	<b>157</b>
<b>VIII</b>	<b>Chennai Circle</b>						
47	Group of Monuments, Mamallapuram	989804	73598	1055333	70840	1041382	65189
48	Gingee Fort, Gingee	183905	4532	166731	4680	153195	3569
49	Front Museum, Thirumayam	47019	836	44024	1681	48030	1313
50	Rock Cut-Jain Temple, Sittanasal	33101	287	31801	298	45260	347
51	Fort on Rock, Dindigul	30682	129	34908	192	30660	97
52	Natural Caven with inscription Eladipattanam, Sittanpattanam	26815	108	29132	138	42164	143

S. No.	Name of the Monuments	2012		2013		2014	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
53	Moovarkoil, Kodumbalur	1090	31	928	20	847	16
	<b>Total</b>	<b>1312416</b>	<b>79521</b>	<b>1362857</b>	<b>77849</b>	<b>1361538</b>	<b>70674</b>
<b>IX</b>	<b>Delhi Circle</b>						
54	Qutab Minar	3240068	206997	2980710	307043	3129540	276043
55	Red Fort	2854123	163963	2736699	141498	2912960	122477
56	Humayun's Tomb	879327	330216	593441	276641	700550	256421
57	Purana Quila	718615	8870	847779	8021	1013587	8629
58	Jantar Mantar	489722	14445	408080	9759	353281	5972
59	Safdarjung Tomb	90387	6789	102262	5913	125903	5477
60	Kotla Feroz Shah	72797	936	83865	1030	108254	1022
61	Tughlaqabad Fort	50483	1658	56940	1550	71042	1277
62	Khan-I-Khana	15785	277	17033	278	15967	257
63	Sultanghari's Tomb	606	24	2627	122	2417	26
	<b>Total</b>	<b>8411913</b>	<b>734175</b>	<b>7829436</b>	<b>751855</b>	<b>8433501</b>	<b>677601</b>
<b>X</b>	<b>Dharwad Circle</b>						
64	Gol-Gumbaz, Bijapur	1045718	2992	1064265	2978	1083474	2869
65	Jaina & Vaishna Caves at Badami	458785	7507	463994	7437	479240	7396
66	Group of Monuments (WH), Pattadakal	345021	6263	339319	6266	347252	6104
67	Durga Temple complex, Aihole	245862	5024	232560	5209	247014	5251
68	Ibrahim Rouza, Bijapur	231219	2370	237486	2405	207081	2260
69	Temple & Sculpture Shed, Lakkundi	14644	339	13538	214	14382	309
	<b>Total</b>	<b>2341249</b>	<b>24495</b>	<b>2351162</b>	<b>24509</b>	<b>2378443</b>	<b>24189</b>
<b>XI</b>	<b>Guwahati Circle</b>						
70	Karenghar of Ahoms Kings, Sibsagar	164918	487	159317	479	152893	638
71	Ranghar Pavillion, Jaisagar	66634	386	60982	433	61338	558
72	Ahom Raja's Palace, Garhgaon Distt. Sibsagar	54619	137	54308	160	57618	133
73	Group of four Maidams, Cheraideo Distt. Sibsagar	37724	12	42054	20	44656	37
74	Bishnudol, Joysagar	13573	43	15212	46	20986	57
	<b>Total</b>	<b>337468</b>	<b>1065</b>	<b>331873</b>	<b>1138</b>	<b>337491</b>	<b>1423</b>
<b>XII</b>	<b>Hyderabad Circle</b>						
75	Golconda Fort, Hyderabad	1605524	20377	1471232	20805	1623385	20110
76	Charminar, Hyderabad	1530627	12586	1397000	12833	1552154	13405
77	Warangal Fort, Warangal	117864	332	126479	410	138279	375
78	Raja Mahal & Rani Mahal Chandragiri	104517	97	79853	97	102392	104

S. No.	Name of the Monuments	2012		2013		2014	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
79	Reconstructed Monuments at Nagarjunakonda Hilltop	94467	860	105409	511	112727	733
80	Four storied Rock-cut Hindu Temple, Undavalli	67693	449	58500	402	68077	367
81	The Caves and Structural Stupa of Archeological, Guntupally	19512	27	17924	21	20508	19
82	Ruined Buddhist Stupa & Remains Amaravati	18020	255	15840	257	22039	344
	<b>Total</b>	<b>3558224</b>	<b>34983</b>	<b>3272237</b>	<b>35336</b>	<b>3639561</b>	<b>35457</b>
<b>XIII</b>	<b>Jaipur Circle</b>						
83	Chittaurgarh Fort	506237	20716	463008	22395	545106	21465
84	Kumbhalgarh Fort, Distt. Rajmand	193921	19481	215342	18750	263300	16855
85	Deeg Palaces, Deeg Distt. Bharatpur	42692	981	35471	1049	42914	1245
	<b>Total</b>	<b>742850</b>	<b>41178</b>	<b>713821</b>	<b>42194</b>	<b>851320</b>	<b>39565</b>
<b>XIV</b>	<b>Kolkata Circle</b>						
86	Hazarduari Palace Museum Murshidabad	710912	676	694721	665	742388	705
87	Cooch Behar Palace	409077	59	384852	106	445411	53
88	Bishnupur Group of Temples	94812	461	159879	527	109020	481
	<b>Total</b>	<b>1214801</b>	<b>1196</b>	<b>1239452</b>	<b>1298</b>	<b>1296819</b>	<b>1239</b>
<b>XV</b>	<b>Lucknow Circle</b>						
89	Residency, Lucknow	327308	2684	396972	4039	381268	3261
90	Rani Jhansi Kila, Jhansi	273609	749	254786	1426	269986	574
91	Monument of Sravasti, Sahet-Mahet	152706	8389	153060	14790	184918	18352
92	Rani Jhansi Mahal, Jhansi	16716	24	14154	37	16859	29
	<b>Total</b>	<b>770339</b>	<b>11846</b>	<b>818972</b>	<b>20292</b>	<b>853031</b>	<b>22216</b>
<b>XVI</b>	<b>Patna Circle</b>						
93	Excavated Remains at Nalanda	568929	24430	481995	23205	500048	25633
94	Excavated Site Sarnath	336262	77411	467538	85991	522484	88173
95	ShershahSuri's Tomb	207410	283	215190	451	226269	267
96	Jaunpur Fort	195696	248	232626	310	186043	223
97	Ancient site of Vaishali Kolhua	135055	9325	122766	9108	127200	8304
98	Remains of Patliputra, Kumrahar, Patna	111474	556	189435	601	170168	1101
99	Excavated Site Vikramshila, Antichak	58895	393	56707	360	49036	448
100	Lord Cornwallis Tomb, Gazipur	23367	6	32295	9	35941	118

S. No.	Name of the Monuments	2012		2013		2014	
		Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
101	Observatory Man Singh (Man Singh) Varanasi (U.P)	6930	428	20240	779	27499	5217
	<b>Total</b>	<b>1644018</b>	<b>113080</b>	<b>1818792</b>	<b>120814</b>	<b>1844688</b>	<b>129484</b>
<b>XVII</b>	<b>Raipur Circle</b>						
102	Laxman Temple, Sirpur	47249	52	64800	60	72601	110
	<b>Total</b>	<b>47249</b>	<b>52</b>	<b>64800</b>	<b>60</b>	<b>72601</b>	<b>110</b>
<b>XVIII</b>	<b>Thrissur Circle</b>						
103	Bekal Fort Pallikkare, Disstt. Kasargode	341554	920	309314	1030	316918	998
104	Mattancherry Palace Museum Kochi, Distt. Ernakulam	240175	119780	245885	104717	0	0
	<b>Total</b>	<b>581729</b>	<b>120700</b>	<b>555199</b>	<b>105747</b>	<b>316918</b>	<b>998</b>
<b>XIX</b>	<b>Vadodra Circle</b>						
105	Sun Temple Modhera	351730	3221	422148	3557	443673	3150
106	Rani-ki-Vav, Patan	313587	2452	330775	3073	416844	2815
107	Champaner -Pavagadh Archaeological Park	109934	1933	113226	1869	114535	1800
108	Buddhist Caves, Junagadh	51869	787	86517	1118	76154	1058
109	Ashokan Rock Edict, Junagadh	35727	589	69578	504	24508	377
110	Baba Pyare and Khapra Kodia Caves, Junagarh	917	52	1024	60	999	6
	<b>Total</b>	<b>863764</b>	<b>9034</b>	<b>1023268</b>	<b>10181</b>	<b>1076713</b>	<b>9206</b>
<b>XX</b>	<b>Srinagar Circle</b>						
111	Ancient Place at Leh, Disstt. leh	N.A	N.A	15620	7825	29990	9419
112	Avantiswami Temple Avantipur, Distt. Pulwama	27772	188	29240	153	35194	196
113	Palace complex at Ram Nagar, Distt. Udhampur	4040	9	4294	1	4550	0
114	Group of Temple at Kiramchi Distt. Udhampur	3817	0	4283	0	5113	2
	<b>Total</b>	<b>35629</b>	<b>197</b>	<b>53437</b>	<b>7979</b>	<b>74847</b>	<b>9617</b>
<b>XXI</b>	<b>Shimla Mini Circle</b>						
115	Kangra Fort, Kangra	78817	1883	91395	2235	109709	2361
116	Rock Cut Caves, Masrur	23417	863	25766	975	30381	920
	<b>Total</b>	<b>102234</b>	<b>2746</b>	<b>117161</b>	<b>3210</b>	<b>140090</b>	<b>3281</b>
	<b>Grand Total</b>	<b>43259075</b>	<b>3064778</b>	<b>43019998</b>	<b>2995852</b>	<b>45425859</b>	<b>2792272</b>

Source: Archaeological Survey of India (ASI)



# 6

## CHAPTER



Atithidevo Bhava  
Incredible India

**APPROVED HOTELS**



# APPROVED HOTELS

## 6.1 APPROVED HOTELS

The Ministry of Tourism has adopted a system of approving and classifying the hotels on the basis of the facilities and services provided by them. The detailed guidelines for approval and classification of hotels in different categories and accommodation establishments are given at **Appendices (I-V)**

The Ministry of Tourism launched a web based Public Service Delivery System for approval of hotel projects and classification/re-classification of hotels with a view to bring in transparency in granting approvals for hotel projects and classification status to functioning hotels. The hotel promoters and owners seek voluntary approval from the Ministry of Tourism for their projects and classification from one Star to Five Star Deluxe by submitting applications. These requests are processed for a final decision within 90 days from the date of receipt of applications.

The number of approved hotels and rooms vary from year to year as the classification/re classification of hotels is a voluntary scheme of the Ministry of Tourism. The provisionally revised-category wise details regarding the number of hotels and hotel rooms (classified/re-classified) as on 31<sup>st</sup> December, 2014 are presented below:-

**TABLE 6.1.1**  
**NUMBER OF APPROVED HOTELS AND AVAILABILITY OF HOTEL ROOMS IN THE COUNTRY,**  
**(as on 31<sup>st</sup> December, 2014)**

S. N.	Category of Hotels	No. of Hotels (PR)	No. of Rooms (PR)
1.	One Star	41	1193
2.	Two Star	80	1902
3.	Three Star	554	22724
4.	Four Star	134	7969
5.	Five Star	92	11744
6.	Five Star Deluxe	113	23907
7.	Apartment Hotels	3	249
8.	Guest House	5	77
9.	Heritage Hotels	42	1237
10.	Bed & Breakfast Establishment	52	242
11.	Pending Classification	117	8323
	<b>Total</b>	<b>1233</b>	<b>79567</b>

PR: Provisionally revised

## 6.2 DISTRIBUTION OF HOTELS IN DIFFERENT STATES/UTs OF INDIA

Table 6.2.1 provides the number of classified hotels and hotel rooms by categories in different States/Union Territories of the country. It may be seen from this Table that Maharashtra has the maximum (14483) number of hotel rooms followed by Kerala (11936) and Delhi (7506).

**TABLE 6.2.1**  
**DISTRIBUTION OF HOTELS AND HOTEL ROOMS IN INDIA (as on 31<sup>st</sup> December, 2014)**

S. No.	States/UTs	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Hotel	Herit Age	Unclassified	Bed & Breakfast (B&B)	Guest House	Total
1	<b>Andhra Pradesh</b>													
	No. of Hotels	8	9	7	34	-	-	-	-	-	1	-	-	59
	No. of Rooms	1802	1500	891	2763	-	-	-	-	-	70	-	-	7026
2	<b>Arunachal Pradesh</b>													
	No. of Hotels	-	-	-	1	1	-	-	-	-	-	-	-	2
	No. of Rooms	-	-	-	18	23	-	-	-	-	-	-	-	41
3	<b>Andaman &amp; Nicobar</b>													
	No. of Hotels	-	-	-	-	2	-	-	-	-	1	-	-	3
	No. of Rooms	-	-	-	-	59	-	-	-	-	61	-	-	120
4	<b>Assam</b>													
	No. of Hotels	-	-	3	8	3	-	-	-	-	1	-	-	15
	No. of Rooms	-	-	117	273	62	-	-	-	-	39	-	-	491
5	<b>Bihar</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	1	1	-	3
	No. of Rooms	-	-	-	63	-	-	-	-	-	68	1	-	132
6	<b>Chandigarh</b>													
	No. of Hotels	2	1	2	1	-	-	-	-	1	-	-	-	7
	No. of Rooms	313	155	132	34	-	-	-	-	12	-	-	-	646
7	<b>Chhattisgarh</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	54	-	-	-	-	-	-	-	-	54
8	<b>D. &amp; N. Haveli</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	50	-	-	-	-	-	-	-	-	50
9	<b>Daman &amp; Diu</b>													
	No. of Hotels		1		1	-	-	-	-	-	-	-	-	2
	No. of Rooms		176		60	-	-	-	-	-	-	-	-	236
10	<b>Delhi</b>													
	No. of Hotels	15	6	6	7	4	-	-	-	-	8	1	-	47
	No. of Rooms	4094	1231	558	192	184	-	-	-	-	1242	5	-	7506
11	<b>Goa</b>													
	No. of Hotels	9	10	3	12	1	-	-	-	1	6	1	-	43
	No. of Rooms	1633	820	434	797	10	-	-	-	24	531	5	-	4254

S. No.	States/UTs	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Hotel	Herit Age	Unclassified	Bed & Breakfast (B&B)	Guest House	Total
12	<b>Gujarat</b>													
	No. of Hotels	1	10	4	21	1	-	-	-	1	7	2	-	47
	No. of Rooms	170	1100	236	1188	16	-	-	-	22	721	10	-	3463
13	<b>Haryana</b>													
	No. of Hotels	4	1	5	28	1	-	-	-	-	5	-	-	44
	No. of Rooms	1108	285	504	1486	24	-	-	-	-	695	-	-	4102
14	<b>Himachal Pradesh</b>													
	No. of Hotels	1	-	-	1	-	-	-	-	4	1	-	-	7
	No. of Rooms	85	-	-	30	-	-	-	-	161	64	-	-	340
15	<b>Jammu &amp; Kashmir</b>													
	No. of Hotels	-	-	-	2	-	-	-	-	-	1	-	-	3
	No. of Rooms	-	-	-	107	-	-	-	-	-	113	-	-	220
16	<b>Jharkhand</b>													
	No. of Hotels	-	-	-	3	-	-	-	-	-	-	1	-	4
	No. of Rooms	-	-	-	169	-	-	-	-	-	-	6	-	175
17	<b>Kerala</b>													
	No. of Hotels	8	14	76	263	30	-	-	-	11	44	-	-	446
	No. of Rooms	883	1256	2160	5898	469	-	-	-	185	1085	-	-	11936
18	<b>Karnataka</b>													
	No. of Hotels	9	5	1	11	-	2	1	-	-	6	4	-	39
	No. of Rooms	1892	738	29	675	-	68	125	-	-	992	8	-	4527
19	<b>Lakshadweep</b>													
	No. of Hotels	-	-	-	-	-	-	-	-	-	-	-	-	-
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-
20	<b>Maharashtra</b>													
	No. of Hotels	19	13	15	44	11	5	1	-	-	17	33	4	162
	No. of Rooms	6424	1458	1762	2883	393	142	80	-	-	1111	169	61	14483
21	<b>Manipur</b>													
	No. of Hotels	-	-	-	1	-	-	-	-	-	-	-	-	1
	No. of Rooms	-	-	-	59	-	-	-	-	-	-	-	-	59
22	<b>Meghalaya</b>													
	No. of Hotels	-	-	-	-	-	-	-	-	-	-	-	-	-
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-
23	<b>Mizoram</b>													
	No. of Hotels	-	-	-	-	-	-	-	-	-	-	-	-	-
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-
24	<b>Madhya Pradesh</b>													
	No. of Hotels	2	2	-	14	-	-	-	-	1	2	-	-	21
	No. of Rooms	137	301	-	365	-	-	-	-	6	207	-	-	1016
25	<b>Nagaland</b>													
	No. of Hotels	-	-	-	-	-	-	-	-	-	-	-	-	-
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-

S. No.	States/UTs	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Apartment Hotel	Time Share Hotel	Herit Age	Unclassified	Bed & Breakfast (B&B)	Guest House	Total
26	<b>Odisha</b>													
	No. of Hotels	2	-	-	6	-	-	-	-	-	-	-	-	8
	No. of Rooms	164	-	-	422	-	-	-	-	-	-	-	-	586
27	<b>Puducherry</b>													
	No. of Hotels	-	-	-	5	-	-	-	-	1	-	-	-	6
	No. of Rooms	-	-	-	390	-	-	-	-	11	-	-	-	401
28	<b>Punjab</b>													
	No. of Hotels	2	-	-	12	4	-	-	-	-	-	-	-	18
	No. of Rooms	329	-	-	457	59	-	-	-	-	-	-	-	845
29	<b>Rajasthan</b>													
	No. of Hotels	11	6	2	12	3	-	-	-	19	7	-	-	60
	No. of Rooms	1184	662	143	615	67	-	-	-	719	575	-	-	3965
30	<b>Sikkim</b>													
	No. of Hotels	1	1	-	2	4	-	-	-	-	1	-	-	9
	No. of Rooms	68	25	-	51	67	-	-	-	-	50	-	-	261
31	<b>Tamil Nadu</b>													
	No. of Hotels	6	3	4	36	11	34	-	-	2	-	4	-	100
	No. of Rooms	1316	429	465	2382	334	983	-	-	55	-	18	-	5982
32	<b>Tripura</b>													
	No. of Hotels	-	-	-	-	-	-	-	-	-	-	-	-	-
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-
33	<b>Telangana</b>													
	No. of Hotels	-	-	-	-	-	-	-	-	-	-	-	-	-
	No. of Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-
34	<b>Uttar Pradesh</b>													
	No. of Hotels	9	7	2	13	2	-	1	-	-	3	-	-	37
	No. of Rooms	1598	1185	130	677	69	-	44	-	-	173	-	-	3876
35	<b>Uttarakhand</b>													
	No. of Hotels	1	-	1	3	-	-	-	-	1	-	-	-	6
	No. of Rooms	90	-	68	92	-	-	-	-	42	-	-	-	292
36	<b>West Bengal</b>													
	No. of Hotels	3	3	3	10	2	-	-	-	-	5	5	1	32
	No. of Rooms	617	423	340	474	66	-	-	-	-	526	20	16	2482
<b>G. Total</b>	<b>No. of Hotels</b>	<b>113</b>	<b>92</b>	<b>134</b>	<b>554</b>	<b>80</b>	<b>41</b>	<b>3</b>	<b>-</b>	<b>42</b>	<b>117</b>	<b>52</b>	<b>5</b>	<b>1233</b>
	<b>No. of Rooms</b>	<b>23907</b>	<b>11744</b>	<b>7969</b>	<b>22724</b>	<b>1902</b>	<b>1193</b>	<b>249</b>	<b>-</b>	<b>1237</b>	<b>8323</b>	<b>242</b>	<b>77</b>	<b>79567</b>

### 6.3 INDIAN HOTEL INDUSTRY SURVEY, 2013-14

The Federation of Hotel & Restaurant Associations of India (FHRAI) collects information from its members through a questionnaire for its annual Indian Hotel Industry Survey, which is analysed and presented a report. For the year 2013-14 (April-March), FHRAI received information from 1295 members.

Based on FHRAI's 2013-14 survey, information on various aspects of hotel industry in India like profile of an average hotel, average number of employees per hotel, average percentage of trained employees per hotel and Guest Analysis is presented in Tables 6.3.1 - 6.3.5

Following are the important highlights of the data presented in these tables:-

- Most of the rooms in all categories of hotels were air-conditioned.
- Average employee per room for all categories of hotels taken together was 1.5. Among the classified categories, 1.1 in 1-Star & 2-Star and 2.1 in 5-Star Deluxe category.
- 80.6% of the employees were trained in all categories highest being 91.5% under 5-Star category and lowest 75.7% under 2-Star category.
- UK and USA dominate the overall visitations with a share of 11.5% and 10.8% respectively.
- Share of tourists from UK was the highest in the Heritage Hotel (17.8%) followed by 2 star (12.6%) 1star (12.2%) and 4 star (10.5%)
- Share of tourists from France and other European countries was the highest in Heritage and 5 Star category hotels.
- Share of domestic guests was 75.6% for all the hotels taken together.
- Leisure tourists constituted about 41.4% of the total guests and the remaining 58.6% were business guests.
- While the average stay of foreign guests was 3.1 days, it was 2.7 days for domestic guests.
- Average stay of business and leisure guests was 2.6 days and 2.3 days, respectively.

**TABLE 6.3.1**  
**TYPICAL ROOM PROFILE OF AN AVERAGE HOTEL BY CATEGORY OF HOTELS, 2013-14**

Composition	Rooms Category	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Heritage	Others	All-India Average
<b>Number of Responses</b>		<b>56</b>	<b>56</b>	<b>133</b>	<b>450</b>	<b>232</b>	<b>85</b>	<b>61</b>	<b>222</b>	<b>1,295</b>
No. of Air-Conditioned rooms	Single	41.2	24.2	13.8	5.4	3.5	1.2	4.1	1.9	6.9
	Double	138.2	107.3	74.8	41.5	27.2	15.2	25.4	22.1	43.5
	Suites	15.4	10.4	8.8	4.8	2.9	2.7	16.4	2.6	5.0
No. of Non-Air-Conditioned rooms	Single	0.0	0.7	0.4	0.7	1.0	2.8	0.8	1.0	0.9
	Double	0.6	1.7	1.9	4.2	5.2	6.2	2.9	4.4	4.9
	Suites	0.4	0.2	0.2	0.6	0.8	0.2	0.8	0.9	0.8
<b>Total Average rooms</b>		<b>195.8</b>	<b>144.5</b>	<b>99.9</b>	<b>57.2</b>	<b>40.6</b>	<b>28.3</b>	<b>50.4</b>	<b>32.9</b>	<b>62.0</b>

Source: Indian Hotel Industry Survey 2013-2014, FHRAI

- The number of non-air-conditioned rooms in lower star category hotels appears to be higher, partly because many are located in hill stations where air-conditioning is not provided in hotels.

**TABLE 6.3.2**  
**AVERAGE NUMBER OF TOTAL EMPLOYEES PER HOTEL (PERMANENT/CONTRACT/  
FULL TIME/PART TIME) BY CATEGORY OF HOTELS, 2013-14**

Composition		5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit- age	Others	All- India Average
<b>Number of Responses</b>		<b>54</b>	<b>51</b>	<b>120</b>	<b>418</b>	<b>212</b>	<b>75</b>	<b>54</b>	<b>170</b>	<b>1,154</b>
No. of Managers	Male	52.6	28.5	14.7	6.5	2.8	2.2	7.0	2.9	9.0
	Female	12.4	5.1	2.5	0.9	0.4	0.3	0.9	0.3	1.6
No. of Supervisors	Male	54.9	40.3	20.7	9.4	4.8	2.8	9.3	3.8	12.0
	Female	9.9	5.1	2.5	1.4	0.9	0.5	0.6	0.6	1.8
No. of Staff	Male	241.8	154.1	104.5	58.6	32.2	21.3	48.5	27.9	63.9
	Female	29.8	17.5	8.8	8.0	4.2	2.6	3.3	3.5	7.6
<b>Total No. of Employees</b>		<b>401.4</b>	<b>250.6</b>	<b>153.7</b>	<b>84.7</b>	<b>45.3</b>	<b>29.7</b>	<b>69.7</b>	<b>38.9</b>	<b>95.8</b>
<b>Avg. Employees/Room</b>		<b>2.1</b>	<b>1.7</b>	<b>1.6</b>	<b>1.5</b>	<b>1.1</b>	<b>1.1</b>	<b>1.3</b>	<b>1.2</b>	<b>1.5</b>

Source: Indian Hotel Industry Survey 2013-14, FHRAI

**TABLE 6.3.3**  
**AVERAGE PERCENTAGE OF TRAINED EMPLOYEES PER HOTEL BY  
CATEGORY OF HOTELS, 2013-14**

Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit- age	Others	All- India Average
<b>Number of Responses</b>	<b>48</b>	<b>45</b>	<b>100</b>	<b>298</b>	<b>134</b>	<b>41</b>	<b>41</b>	<b>91</b>	<b>798</b>
Managers	93.7	98.2	92.5	89.7	87.7	91.3	90.2	90.4	90.6
Supervisors	87.5	92.9	87.5	84.4	76.2	76.7	87.4	77.2	83.0
Staff	75.2	83.3	76.0	67.2	63.3	64.1	69.9	60.7	68.3
Total Average Trained Employees *	85.5	91.5	85.3	80.4	75.7	77.4	82.5	76.1	80.6
Total Average Un- Trained Employees	14.5	8.6	14.7	19.6	24.3	22.6	17.5	23.9	19.4

Source: Indian Hotel Industry Survey 2013-14, FHRAI

\* Trained Employees includes those with a minimum one-year certificate course from a hotel management or equivalent institution, however, some hotels may have included those with short term (in-house) training.

**TABLE 6.3.4**  
**DISTRIBUTION OF HOTEL GUESTS BY COUNTRY OF ORIGIN, 2013-14**

(in percentage)

Country	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit- age	Others	All- India Average
<b>Number of Responses</b>	<b>44</b>	<b>44</b>	<b>79</b>	<b>226</b>	<b>102</b>	<b>29</b>	<b>39</b>	<b>39</b>	<b>602</b>
ASEAN *	5.2	4.4	5.9	8.1	10.0	4.6	2.5	5.9	7.0
Australia	3.4	3.1	4.0	3.1	4.1	3.8	4.7	3.3	3.5
Canada	1.9	2.2	2.7	3.2	4.0	3.7	4.1	4.1	3.3
Caribbean	1.5	0.7	0.5	0.7	0.5	1.8	1.0	0.9	0.8
China	2.5	1.9	4.7	7.1	5.8	5.6	1.8	5.4	5.3
France	3.1	3.8	4.6	5.6	5.1	8.4	15.7	5.7	5.9
Germany	3.5	5.0	5.7	5.5	6.0	8.5	10.7	9.7	6.2
Japan	5.6	4.4	7.7	5.1	4.1	2.7	3.3	5.0	5.0
Middle East	3.4	5.3	4.8	6.8	4.4	5.8	1.2	5.0	5.2
Other European countries	10.5	11.4	8.9	6.5	7.0	3.8	8.3	6.9	7.6
Russia	2.7	6.0	4.6	4.3	3.5	2.9	1.5	1.5	3.8
SAARC **	3.8	4.1	7.3	6.5	11.8	7.4	3.0	6.5	6.9
South Africa	1.5	1.2	2.1	2.8	1.8	2.2	1.4	3.0	2.2
UK	9.8	9.9	10.5	10.4	12.6	12.2	17.8	13.5	11.5
USA	13.5	11.5	9.9	10.6	10.3	9.6	11.6	11.5	10.8
Other	28.2	25.3	16.1	13.7	9.0	17.0	11.4	12.4	15.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

\* ASEAN : Association of South East Asian Nations: Brunei, Cambodia, Indonesia, Laos, Malaysia, Philippines, Singapore, Thailand and Vietnam.

\*\* SAARC: South Asian Association for Regional Co-operation: Afghanistan, Bangladesh, Bhutan, Maldives, Nepal, Pakistan and Sri Lanka.

**TABLE 6.3.5**  
**ANALYSIS OF HOTEL GUESTS BY CATEGORY OF HOTELS, 2013-14**

Composition	5 Star Deluxe	5 Star	4 Star	3 Star	2 Star	1 Star	Herit- age	Others	All- India Average
<b>Number of Responses</b>	<b>53</b>	<b>51</b>	<b>114</b>	<b>365</b>	<b>192</b>	<b>57</b>	<b>53</b>	<b>106</b>	<b>991</b>
Domestic Guests (%)	51.9	63.3	68.4	78.1	83.9	85.5	59.9	79.8	75.6
Foreign Guests (%)	48.1	36.7	31.4	21.7	16.1	14.4	40.0	20.2	24.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>99.8</b>	<b>99.8</b>	<b>100.0</b>	<b>99.9</b>	<b>99.9</b>	<b>100.0</b>	<b>100.0</b>
Total Business Guests (%)	58.6	63.6	63.7	60.1	60.5	56.0	32.5	56.4	58.7
Total Leisure Guests (%)	41.4	36.4	36.2	39.9	39.5	43.9	67.5	43.6	41.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>99.8</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

<b>Composition</b>	<b>5 Star Deluxe</b>	<b>5 Star</b>	<b>4 Star</b>	<b>3 Star</b>	<b>2 Star</b>	<b>1 Star</b>	<b>Herit- age</b>	<b>Others</b>	<b>All- India Average</b>
Avg. Stay of Foreign Guests (Days)									
Guests (Days)	2.7	3.7	3.2	3.4	3.1	2.4	2.3	3.2	3.1
Avg. Stay of Domestic Guests (Days)	2.0	2.4	2.4	3.0	2.4	4.1	2.2	2.5	2.7
Avg. Stay of Business Guests (Days)	2.0	2.1	2.3	3.0	2.5	2.8	2.2	2.5	2.6
Avg. Stay of leisure Guests (Days)									
Guests (Days)	2.4	2.1	2.0	2.4	2.3	2.4	2.0	2.5	2.3
Repeat Guests (%)	36.0	35.4	38.8	47.1	50.2	44.6	28.9	48.7	45.1

Source: Indian Hotel Industry Survey 2013-14, FHRAI

# 7

## CHAPTER



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**TRAVEL TRADE**



# TRAVEL TRADE

## 7.1 INBOUND TOUR OPERATORS, TRAVEL AGENTS/AGENCIES, TOURIST TRANSPORT OPERATORS, ADVENTURE TOUR OPERATORS AND DOMESTIC TOUR OPERATORS.

In order to provide quality services to tourists, the Ministry of Tourism grants recognition to inbound tour operators, travel agents, tourist transport operators, adventure tour operators and domestic tour operators in the country, as per the prescribed guidelines at **Appendices VI - X)**

As on 31st December 2014, 464 Inbound Tour Operators, 270 Travel Agents, 125 Tourist Transport Operators, 87 Domestic Tour Operators and 31 Adventure Tour Operators were registered with the Ministry. The State-wise distributions of these units are given in Table 7.1.2. Out of 464 recognised Inbound Tour Operators in the country, 265 are from Delhi, followed by 34 from Haryana, 28 from Kerala, 25 from Maharashtra, 21 from Tamil Nadu, 20 from Rajasthan, 14 from Uttar Pradesh and 7 each from West Bengal and Karnataka. The highest numbers of recognized Inbound Tour Operators, Travel Agents, Tourist Transport Operators, Adventure Tour Operators and Domestic Tour Operators are from Delhi. Out of 31 registered Adventure Tour Operators 20 are from Delhi.

**Table 7.1.1**  
**NUMBER OF TOUR OPERATORS IN THE COUNTRY (As on 31<sup>st</sup> December, 2014)**

S. No.	Category of Operator	Nos.
1	Adventure Tour Operator	31
2	Domestic Tour Operator	87
3	Inbound Tour Operator	464
4	Tourist Transport Operator	125
5	Travel Agents/Agencies	270
	<b>Total</b>	<b>977</b>

**Table 7.1.2**  
**STATE -WISE NUMBER OF RECOGNISED ADVENTURE TOUR OPERATORS, DOMESTIC TOUR OPERATORS, INBOUND TOUR OPERATOR, TOURIST TRANSPORT OPERATORS AND TRAVEL AGENTS/AGENCIES, (As on 31 December, 2014)**

S. No.	States/UTs	Adventure Tour Operator	Domestic Tour Operator	Inbound Tour Operator	Tourist Transport Operator	Travel Agent/Agencies	Grand Total
1	Andhra Pradesh	-	1	-	2	6	9
2	Andaman & Nicobar	-	-	-	-	2	2
3	Arunachal Pradesh	-	-	-	-	-	0
4	Assam	-	3	6	-	1	10

S. No.	States/UTs	Adventure Tour Operator	Domestic Tour Operator	Inbound Tour Operator	Tourist Transport Operator	Travel Agent/ Agencies	Grand Total
5	Bihar	-	2	4	-	-	6
6	Chandigarh	-	-	-	1	3	4
7	Chattisgarh	-	-	-	-	1	1
8	Daman & Diu	-	-	-	-	1	1
9	Dadra & Nagar Haveli	-	-	-	-	-	0
10	Delhi	20	35	265	61	84	465
11	Goa	-	-	12	1	4	17
12	Gujarat	-	2	3	1	6	12
13	Haryana	2	3	34	1	7	47
14	Himachal Pradesh	1	2	-	-	-	3
15	Jammu & Kashmir	-	-	3	-	2	5
16	Jharkhand	-	1	-	-	2	3
17	Karnataka	-	-	7	8	8	23
18	Kerala	1	5	28	10	11	55
19	Lakshadweep	-	-	-	-	-	0
20	Madhya Pradesh	-	1	3	1	4	9
21	Maharashtra	-	13	25	14	47	99
22	Manipur	-	-	1	-	1	2
23	Meghalaya	-	-	-	-	-	0
24	Mizoram	-	-	-	-	-	0
25	Nagaland	-	-	-	-	1	1
26	Odisha	-	2	10	-	2	14
27	Puducherry	-	-	-	-	1	1
28	Punjab	-	-	-	1	11	12
29	Rajasthan	-	-	20	3	3	26
30	Sikkim	-	-	-	-	-	0
31	Tamil Nadu	3	5	21	17	32	78
32	Tripura	-	-	-	-	-	0
33	Telangana	-	-	-	-	2	2
34	Uttar Pradesh	-	3	14	2	13	32
35	Uttarakhand	3	-	1	-	-	4
36	West Bengal	1	9	7	2	15	34
	<b>Grand Total</b>	<b>31</b>	<b>87</b>	<b>464</b>	<b>125</b>	<b>270</b>	<b>977</b>

# 8

## CHAPTER



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**HUMAN RESOURCE DEVELOPMENT**



# HUMAN RESOURCE DEVELOPMENT

To meet the demand for trained manpower in the hospitality industries, the Ministry of Tourism continues to actively pursue its endeavour to create institutional infrastructure in the form of Indian Institute of Tourism & Travel Management (IITTM) , Institutes of Hotel Management (IHM) and Food Craft Institutes (FCIs). Brief details of these institutions are given in this chapter. The prescribed guidelines for the scheme of financial assistance to IHMs/FCIs/IITTM/Polytechnics/ Universities/Govt. College/Govt. Vocational School and PSUs are given at **Appendix-XI**.

## 8.1 Indian Institute of Tourism & Travel Management

Indian Institute of Tourism and Travel Management (IITTM), which was set up in 1983, is a pioneer in the field of Travel and Tourism education and training. It is one of the premier Institutes in the country offering Education, Training, Research and consultancy in sustainable management of Tourism, Travel and allied sectors. Over the years the Institute has established a distinguished identity of its own and reached a commanding position among sectoral B-schools of the country. The Institute has its headquarters at Gwalior with centres at Bhubaneswar, Noida and Nellore. National Institute of Water Sports (NIWS), Goa is also under the aegis of IITTM and functioning as a centre. It currently offers the following post-graduate diploma programmes :-

- i. Two-year Post Graduate Diploma in Management (Tourism and Travel) – from Gwalior and Bhubaneswar.
- ii. Two-year Post Graduate Diploma in Management (International Business) – from Gwalior and Bhubaneswar.
- iii. Two-year Post Graduate Diploma in Management (Service Sector) – from Gwalior.
- iv. Two-year Post Graduate Diploma in Management (Tourism and Leisure) – from Delhi.
- v. Two-year Post Graduate Diploma in Management (Tourism and Cargo) – from Nellore
- vi. In order to tap the potential that India's coastline offers for water-based and adventure sports, the Ministry had established the National Institute of Water Sports (NIWS) in Goa.

Table 8.1.1 gives the details of number of students enrolled and passed out in various Courses in last 3 classes.

**TABLE 8.1.1**  
**NUMBER OF SEATS SANCTIONED / STUDENT ENROLLED AND PASSED OUT FROM**  
**INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT (IITTM)**

YEAR	2012 - 14	2013 - 15	2014 - 16*
DISCRIPTION	S / E / P	S / E / P	S / E / P
<b>GWALIOR</b>			
1. Tourism and Travel	93 / 89 / 86	93 / 90 / -	93 / 75 / -
2. International Business	93 / 82 / 73	93/ 53 / -	93 / 50 / -
3. Services	93 / 73 / 70	93 / 29 / -	93 / 26 / -
<b>BHUBANESWAR</b>			
1. Tourism and Travel	93 / 69 / 64	93 / 21 / -	93 / 37 / -
2. International Business	93 / 25 / 23	93/N.A./ -	93 / 08 / -
<b>DELHI/NOIDA</b>			
1. Tourism and Leisure	93 / 73 / 60	93 / 51 / -	93 / 70 / -
<b>NELLORE</b>			
1. Tourism and Cargo	60 / 28 / 26	60 / 30 / -	60 / 14 / -

- Note:**
1. S/E/P Stands for Sanctioned/Enrolled/Passed
  2. The mark (-) indicates – Result Awaited
  3. The Mark (\*) indicates – The AICTE has imposed the condition that admissions would be through CAT/MAT/GMAT/CMAT/XAT/ATMA tests and IITTM was not allowed to conduct its own entrance test i.e. Tourism Aptitude Test.

## 8.2 HOTEL MANAGEMENT AND CATERING INSTITUTES

National Council for Hotel Management & Catering Technology (NCHMCT) was set-up in the year 1982 by Government of India as an autonomous body (Society Registration under Societies Registration Act 1860). The Council regulates academics in the field of Hospitality Education and Training that is imparted at 21 Central Government sponsored Institutes of Hotel Management, 16 State Government sponsored Institutes offering Degree level course, 5 State Government sponsored Institutes (Bodhgaya, Balangir, Tirupati, Indore & Medak) offering Diploma/Craft level programs, 14 Private Institutes and 07 Food Craft Institutes that are currently affiliated to it and function in different parts of the country. Though the Council, these Institutes offer 11 different professional program leading to award of Certificate, Diploma, Post Graduate Diploma, Bachelor and Master Degree (last two program are in collaboration with Indira Gandhi National Open University).

The details of the courses offered by the institutes affiliated to NCHMCT and number of students on roll along with course wise pass out in the year 2014-2015 is given in table 8.2.1 and 8.2.2 respectively.

**TABLE 8.2.1**  
**COURSES OFFERED BY INSTITUTES OF HOTEL MANAGEMENT/  
FOOD CRAFT INSTITUTES**

S.No	Courses	Duration	Institute where course offered in 2014-12
01	M.Sc. in Hospitality Administration	02 Years	Bengaluru, Chennai, Lucknow and Pusa-New Delhi
02	B.Sc. in Hospitality & Hotel Administration	03 Years	All affiliated IHMs
03	Post Graduate Diploma in Accommodation Operations & Management	1 ½ years	<b>Central IHMs:</b> Bhubaneswar, Guwahati, Kolkata and Pusa-New Delhi
04	Post Graduate Diploma in Dietetics & Hospital Food Service	1 ½ years	<b>Central IHMs:</b> Pusa, New Delhi
05	Craftsmanship Certificate Course in Food Production & Patisserie	1 ½ years	<b>Central IHMs:</b> Bhopal, Bhubaneswar, Chennai, Goa, Guwahati, Gwalior, Hyderabad, Kolkata, Pusa-New Delhi, and Shimla <b>State IHMs:</b> Hamirpur, Tiruchirappalli, Medak, Indore and Tirupati <b>Private IHMs:</b> Shri Shakti – Hyderabad and CT Jalandhar
06	Craftsmanship Certificate Course in Food & Beverage Service	06 months	<b>Central IHMs:</b> Goa and Gwalior <b>State IHMs:</b> Puducherry and Tiruchirappalli <b>FCI:</b> Aligarh
07	Diploma in Food Production	1 ½ years	<b>Central IHMs:</b> AIHM-Chandigarh, Chennai, Gurdaspur, Hajipur, Jaipur, Lucknow, Shillong, Srinagar, Thiruvananthapuram and Mumbai <b>SIHM:</b> Chandigarh, Dehradun, Gangtok, Jodhpur, Kurukshetra, Faridabad, Bathinda, Puducherry, Rohtak, Panipat, Bodhgaya and Tiruchirappalli <b>Private IHMs:</b> KC IHM Nawashahr & Desh Bhagat IHM <b>FCI:</b> Ajmer, Aligarh, Balangir, Darjeeling, Udaipur, Hoshiarpur, Nagaon, Tura-Meghalaya and INS -HAMLA
08	Diploma in Food & Beverage Service	1 ½ years	<b>Central IHMs:</b> Hajipur, Jaipur, Pusa-New Delhi, Shimla, Srinagar and Thiruvananthapuram <b>State IHMs:</b> Chandigarh, Dehradun, Jodhpur, Gangtok, Faridabad, Hamipur, Puducherry, Panipat, Rohtak and Bodhgaya <b>FCI:</b> Ajmer, Aligarh, Balangir, Darjeeling, Udaipur, Nagaon, and INS-HAMLA
09	Diploma in Front Office	1 ½ years	<b>Central IHMs:</b> Jaipur and Srinagar <b>State IHMs:</b> Chandigarh and Jodhpur <b>FCI:</b> Ajmer, Balangir, Darjeeling, Nagaon and Udaipur
10	Diploma in Housekeeping	1 ½ years	<b>State IHMs:</b> Chandigarh and Puducherry <b>FCI:</b> Ajmer, Aligarh, Balangir, Udaipur and Nagaon
11	Diploma in Bakery & Confectionery	1 ½ years	<b>Central IHMs:</b> Pusa-New Delhi <b>IHMs:</b> Chandigarh and Tiruchirappalli <b>Private Instt:</b> Desh Bhagat IHM, Gobindgarh <b>FCI:</b> Aligarh, Nagaon and Hoshiarpur

**TABLE 8.2.2**  
**NO. OF STUDENTS ON ROLL IN EACH COURSE AND PASSED OUT, 2014-2015**

<b>S.No.</b>	<b>Courses</b>	<b>On Roll 2014-15</b>	<b>Pass Out 2014-15</b>
01	M.Sc. in Hospitality Administration	77	77
02	B.Sc. in Hospitality & Hotel Administration	4882	4643
03	Post Graduate Diploma in Accommodation Operations & Management	74	69
04	Post Graduate Diploma in Dietetics & Hospital Food Service	14	Result Awaited
04	Craftsmanship Certificate Course in Food Production	748	634
05	Craftsmanship Certificate Course in Food & Beverage Service	101	97
06	Diploma in Food Production	1152	Result Awaited
07	Diploma in Food & Beverage Service	590	
08	Diploma in Front Office	198	
09	Diploma in Housekeeping	101	
10	Diploma in Bakery & Confectionery	197	

# 9

## CHAPTER



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**PLAN OUTLAYS**



## PLAN OUTLAYS

### 9.1 ANNUAL PLAN OUTLAYS AND FINANCIAL ASSISTANCE PROVIDED TO STATES / UTS

The Govt. aims at positioning tourism as a major engine of economic growth and harnessing its direct and multiplier effects for employment and poverty eradication in an environmentally sustainable manner. The Plan Schemes of the Ministry of Tourism essentially relate to the following:

- (i) Tourism Product/Infrastructure Development
- (ii) Promotion and Marketing
- (iii) Human Resource Development
- (iv) Skill Development
- (v) Market Research and
- (vi) Computerization and Information Technology

Table 9.1.1 gives the scheme-wise outlay of Ministry of Tourism for the Annual Plan 2015-16. Table 9.1.2 gives Scheme-wise Outlay, Allocation and Expenditure of Ministry of Tourism for the Eleventh Five Year Plan (2007-08 to 2011-12).

Table 9.1.3 gives the number of tourism projects and amount sanctioned by Ministry of Tourism to various State Governments/ UT Administrations during the Eleventh Five Year Plan period 2007-08 to 2011-12 and 2012-13, 2013-14, 2014-15 & 2015-16 of Twelfth Five Year Plan.

**TABLE 9.1.1**  
**SCHEME-WISE ANNUAL PLAN OUTLAY OF MINISTRY OF TOURISM FOR-2015-16**

(₹ In Crore)

S. No.	Name of Scheme	2015-16
	<b>Centrally Sponsored Schemes (CSS)</b>	
1	Infrastructure Development for Destinations and Circuits – UT Plan	20.00
	<b>TOTAL-CSS</b>	<b>20.00</b>
	<b>Central Sector Schemes (CS)</b>	
1	Overseas Promotion and Publicity including Market Development Assistance	330.00
2	Assistance to IHMs/FCIs/IITTM/NCHMCT	165.00
3	Domestic Promotion and Publicity including Hospitality	142.00
4	Capacity Building for Service Providers	88.05
5	Computerization and Information Technology	7.00
6	Assistance for Large Revenue Generating Projects	1.00

(₹ In Crore)

S. No.	Name of Scheme	2015-16
7	Incentives to Accommodation Infrastructure	0.10
8	Externally Aided Projects	0.67
9	Assistance to Central Agencies for Tourism Infrastructure Development	49.25
10	Market Research including 20 Years Perspective Plan	10.75
11	Capital Outlay on Public Works (Bharat Paryatan Bhavan)	5.00
12	Bharat Paryatan Bhavan (Major Works)	5.00
13	<b>Swadesh Darshan</b> – Integrated Development of Tourist Circuits on Specific Themes	569.39
14	National Mission for Pilgrimage Rejuvenation and Spiritual Augmentation Drive ( <b>PRASAD</b> )	110.00
	<b>TOTAL-CS</b>	<b>1483.21</b>
	<b>GRAND TOTAL (CS+CSS)</b>	<b>1503.21</b>

**TABLE 9.1.2**  
**SCHEME-WISE OUTLAY ALLOCATION AND EXPENDITURE OF THE MINISTRY OF**  
**TOURISM FOR ELEVENTH FIVE YEAR PLAN**

(₹ In Crore)

S. No.	Name of the Scheme	Outlay	Allocation	Expenditure
<b>A</b>	<b>Central Sector Schemes (CS)</b>			
1.	Computerization and Information Technology	121.00	70.01	62.38
2.	Domestic Promotion and Publicity including Hospitality	426.00	334.75	332.01
3.	Overseas Promotion and Publicity including Market Development Assistance	1010.00	1113.50	1116.99
4.	Externally Aided Projects (Buddhist Centers)	37.00	23.65	21.49
5.	UNDP Endogenous Projects	2.00	5.30	4.21
6.	Assistance for Large Revenue Generating Projects	200.00	69.37	26.57
7.	Construction of building for IISM at Gulmarg (J&K)	13.00	11.00	6.31
8.	Equity contribution to ITDC	73.00	73.00	73.00
9.	Creation of Land for Hotels	14.00	12.02	0.00
10.	Assistance to Central Agencies for Tourism infrastructure Development	25.00	31.28	20.51
11.	Assistance to IHMs/FCIs/IITTM/NIWS	495.00	387.70	405.70
12.	Capacity Building for Service Providers	95.00	86.00	73.21

(₹. In Crore)

S. No.	Name of the Scheme	Outlay	Allocation	Expenditure
13.	Market Research including 20 Years Perspective Plan	29.00	20.64	15.97
14.	Incentives to Accommodation Infrastructure	235.00	64.01	45.80
<b>B</b>	Centrally Sponsored Schemes (CSS)			
15	Product /Infrastructure, Destination Development for destination and circuits.	2381.00	2650.77	2710.53
	<b>Total</b>	<b>5156.00</b>	<b>4953.00</b>	<b>4914.68</b>

**TABLE 9.1.3**  
**STATES / UTS-WISE NUMBER OF PROJECTS\* & AMOUNT SANCTIONED\* BY THE MINISTRY OF TOURISM**  
**DURING THE 11<sup>TH</sup> PLAN PERIOD 2007-08 TO 2011-12, 12<sup>TH</sup> PLAN PERIOD 2012-13, 2013-14 & 2014-15.**

(₹. In Crore)

S.No.	State/UT	11 <sup>th</sup> Five year Plan		12 <sup>th</sup> Five Year Plan					
		(2007-08 to 2011-12)		2012-13		2013-14		2014-15	
		No.	Amt.	No.	Amt.	No.	Amt.	No.	Amt.
1	Andhra Pradesh	54	227.67	9	104.97	24	136.91	9	17.32
2	Arunachal Pradesh	62	174.24	17	66.32	11	74.74	8	84.55
3	Andaman & Nicobar	0	0	0	0.00	0	0.00	0	0.00
4	Assam	26	95.93	0	0.00	0	0.00	3	35.68
5	Bihar	18	57.59	1	5.00	14	111.10	4	43.83
6	Chandigarh	19	30.33	0	0.00	0	0.00	0	0.00
7	Chhattisgarh	9	46.45	0	0.00	0	0.00	3	9.90
8	Dadra & Nagar Haveli	3	0.24	0	0.00	0	0.00	0	0.00
9	Daman & Diu	1	0.12	0	0.00	0	0.00	1	7.75
10	Delhi	27	78.30	2	24.62	2	57.69	0	0.00
11	Goa	8	77.91	2	0.50	0	0.00	1	8.79
12	Gujarat	17	98.37	1	4.87	0	0.00	0	0.00
13	Haryana	35	111.79	0	0.00	8	14.87	3	1.22
14	Himachal Pradesh	45	128.03	11	30.30	1	33.72	0	0.00
15	Jammu & Kashmir	102	377.17	25	112.60	15	76.19	2	7.33
16	Jharkhand	17	65.91	2	48.86	1	5.00	0	0.00
17	Kerala	40	163.27	6	78.26	11	52.66	0	0.00
18	Karnataka	31	147.03	0	0.00	8	32.29	2	51.25
19	Lakshadweep	1	7.82	0	0.00	0	0.00	0	0.00
20	Maharashtra	23	162.96	5	79.15	6	67.95	0	0.00

(₹. In Crore)

S.No.	State/UT	11 <sup>th</sup> Five year Plan		12 <sup>th</sup> Five Year Plan					
		(2007-08 to 2011-12)		2012-13		2013-14		2014-15	
		No.	Amt.	No.	Amt.	No.	Amt.	No.	Amt.
21	Manipur	36	137.82	7	35.96	11	153.32	7	147.52
22	Meghalaya	28	61.64	2	0.68	3	46.90	0	0.00
23	Mizoram	37	79.59	4	1.12	9	47.11	3	48.80
24	Madhya Pradesh	53	201.25	20	209.90	9	100.21	6	41.66
25	Nagaland	75	176.96	17	47.60	11	52.22	10	59.80
26	Odisha	45	127.95	2	0.61	12	65.43	3	64.88
27	Puducherry	20	74.78	0	0.00	1	48.48	1	0.97
28	Punjab	13	68.22	2	0.50	2	10.39	3	48.47
29	Rajasthan	28	125.67	0	0.00	10	51.75	2	1.50
30	Sikkim	87	218.1	11	69.71	12	104.85	8	52.00
31	Tamil Nadu	50	161.9	2	20.42	0	0.00	0	0.00
32	Telangana	0	0	0	0.00	0	0.00	4	5.95
33	Tripura	51	91.86	0	0.00	0	0.00	0	0.00
34	Uttar Pradesh	42	157.49	12	34.86	26	130.71	4	33.68
35	Uttarakhand	28	198.15	2	12.97	29	217.73	0	0.00
36	West Bengal	48	149.59	3	46.94	0	0.00	0	0.00
	<b>Grand Total</b>	<b>1179</b>	<b>4082.1</b>	<b>165</b>	<b>1036.72</b>	<b>236</b>	<b>1692.22</b>	<b>87</b>	<b>772.85</b>

\*Includes Projects relating to Product/ Infrastructure Development for Destinations and Circuits (PIDDC), Human Resource Development (HRD), Fairs and Festivals & Rural Tourism.

**Table 9.1.4**  
**Project sanctioned under Swatch Darshan & Prasad during, 2014-15 & 2015-16**

(₹. In Crore)

S. No	Name of the Circuit	State	Name of Project	Amount Sanctioned	Amount Released
1	Coastal Circuit	Andhra Pradesh	Development of Kakinada Hope Island Konaseema as World class coastal & Eco Tourism Circuit in Andhra Pradesh	69.83	13.96
2.	North East Circuit	Arunachal Pradesh	Bhaulpong- Bomdila – Twang in Arunachal Pradesh	50.00	10.00
3.	Buddhist Circuit	Bihar	Cultural Centre, Bodhgaya	33.17	6.63
			<b>Total</b>	<b>153.00</b>	<b>30.59</b>

**Projects sanctioned under Swadesh Darshan, 2015-16**

1	North East Circuit	Manipur	Development of Tourist Circuit in Manipur: Imphal-Moirang-Khongjom-Moreh	71.82	14.36
2	North East Circuit	Sikkim	Development of Tourist Circuit linking – Rangpo (entry) – Rorathang – Aritar – Phadamchen – Nathang – Sherathang – Tsongmo – Gangtok – Phodong –Mangan – Lachung – Yumthang – Lachen– Thangu – Gurudongmer – Mangan – Gangtok – Tumin Lingee – Singtam (exit) in Sikkim	98.05	19.61
3	Eco Circuit	Uttarakhand	Integrated Development of Eco-Tourism, Sports, Associated Tourism related Infrastructure for Development of Tehri Lake & Surrounding as New Destination-District Tehri, Uttarakhand	80.37	16.07
4	Desert Circuit	Rajasthan	Development of Sambhar Lake Town and other Destinations under Desert Circuit in Swadesh Darshan Scheme	63.96	12.79
			<b>Total</b>	<b>314.20</b>	<b>62.83</b>

**Projects sanctioned under PRASAD 2014-15**

S. No	Name of the City	Name of Project	Amount Sanctioned	Amount Released
1.	Gaya	Dev. of Basic Facilities at Vishnupad Temple, Gaya, Bihar	4.29	0.86
2.	Puri	Infrastructure Development at Puri, Shree Jagannath Dham – Ramachandi-Prachi River front at Deuli – Dhauli under Mega Circuit	50.00	10.00
3.	Mathura	Mathura – Vrindavan as a Mega Tourist Circuit (Phase-I)	14.93	2.99
4.	Mathura	Mathura Tourist Facilitation Center	9.36	1.76
		<b>Total</b>	<b>78.58</b>	<b>15.61</b>

**Projects sanctioned under PRASAD 2015-16**

1	Amritsar	Development of Karuna Sagar Valmiki Sthal at Amritsar	6.45	1.29
2	Ajmer	Integrated Development of Pushkar/Ajmer	40.44	8.09
		<b>Total</b>	<b>46.89</b>	<b>9.38</b>



# 10

## CHAPTER



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**SURVEYS AND STUDIES**



## Study on Development of Cleanliness Index for cities

Cleanliness in public places is of paramount concern for all agencies associated with the tourism. In the absence of a mechanism to track the status of the cities especially destinations on cleanliness on a periodic basis, it is difficult to recognize action areas. The Ministry of Tourism commissioned a study to develop a suitable methodology for assessing cleanliness of the cities and develop a quantifiable cleanliness index.

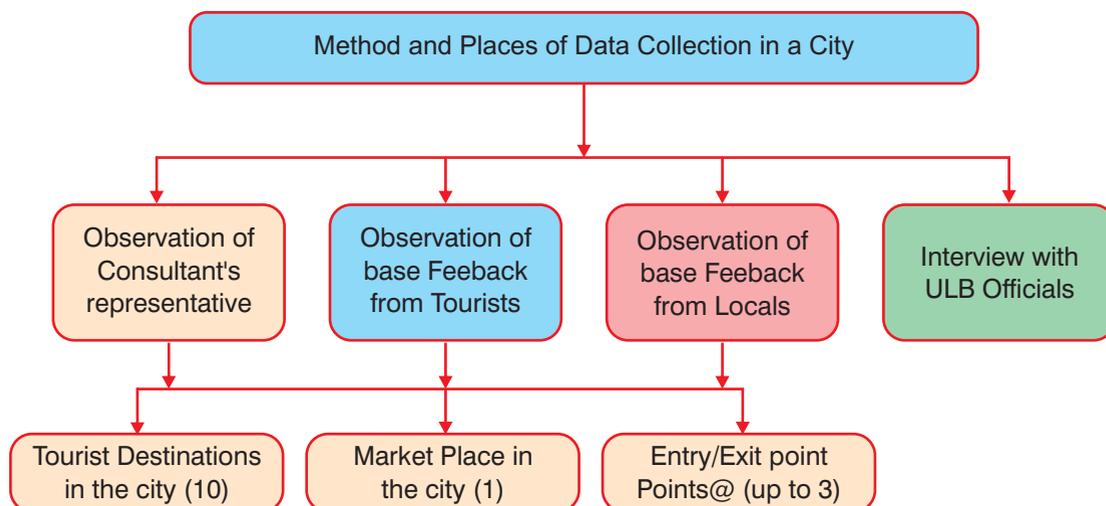
### Coverage for the Study:

The study covered 36 cities, one from each state/ Union Territory of the country. In each selected city, coverage was at 10 destinations, 1 market place and up to 3 entry and exit points.

### Methodological framework:

The framework was designed for capturing the data on current cleanliness at the study locations and preparedness of the city to sustain the cleanliness. The framework for the study is illustrated in the Figure 1.

**Figure 1: Study Framework**



**Note:** \*ULB stands for Urban Local Body or any other authority responsible for cleanliness of the city or places visited by the tourists

@ Entry/ Exit Point is being used as generic term for Railway Station, Bus Stand, Airports

Locals include local shopkeepers, employees other than Municipal officials working around the place of interview

The observations related data were of two types – observation at the time of visit and opinions based over a period of time which were captured via interviews.

### Parameters and their weights:

The parameters were finalized based on the secondary research and discussions with experts from the sector. Each parameter comprised of a number of indicators corresponding to questions / check points were present in the Inquiry Schedules and Observation sheet. The parameters and weights assigned to them were as follows:

Parameters for Assessing Cleanliness Status	Parameter Weight
Cleanliness of sewer / drainage	15
Effectiveness of garbage collection and disposal system	20
Cleanliness of public conveniences	15
Cleanliness around drinking water facility	10
Cleanliness around eateries	10
Cleanliness on Ambience related aspects	30
<b>TOTAL</b>	<b>100</b>

### Respondent Level Weights:

The weights attached to different category of respondents were as follows:

S.N.	Respondents	Weight
1	Interviewer's Observation	80
2	ULB officials	05
3	Tourists	10
4	Locals	05

### Method of Aggregation:

Parameter level cleanliness index was calculated by calculating weighted score from responses as percent of the maximum possible score at the parameter level. The parameter level cleanliness index was then combined in a weighted manner to obtain a combined cleanliness index.

### Categorisation of Cities:

Based on the cleanliness index derived for each city, the cities have been placed in the following different categories.

S.N.	City Category	Description
1	Green	Clean city (81 – 100)
2	Blue	Cities doing good job but needs more efforts (61 – 80)
3	Black	Cities needing priority actions to improve cleanliness (31 – 60)
4	Red	Cities requiring urgent action to improve cleanliness (up to 30)

### Findings:

The overall scores, their parameter – wise break – up are given in Annexure. The key findings are as follows:

At an overall level, 17 cities are in Black category and the rest 19 are in Blue Category. Gangtok, Hyderabad, Ahmedabad, Panaji and Silvassa received high scores ranging between 76 and 68 on Cleanliness Index. Five cities receiving low scores on cleanliness Index are Raipur of Chhattisgarh, Deoghar of Jharkhand, Haridwar of Uttarakhand, Shillong of Meghalaya and UT of Puducherry, Raipur and Haridwar have received scores less than 50.

Cleanliness of public conveniences was found to be poor across all the cities. The extent of gravity can be assessed with the fact that none of the city has reached to Blue category on cleanliness of Public Conveniences. Out of 36 cities, 4 cities are in Red category and 32 are in Black category. The Red Category cities are Raipur, Tawang, Kavaratti and Agartala. Among the Black Category cities, as many as most cities have received a cleanliness Index of an around 50+. Some of the cities that were found to be having better cleanliness at relatively larger number of public conveniences are Panaji, Guwahati, Mumbai, Port Blair, Tirupati, Panchkula and Shimla.

The next important area of concern is Garbage collection and disposal. The study focused on garbage collection and disposal system at the tourist spots or places where survey was undertaken. The garbage collection and disposal at the city level has limited weightage. Two cities namely Raipur and Kavaratti are in Red Category on this parameter. While 15 cities are in black category, 19 cities are in blue category. Raipur, Deoghar, Shillong, Haridwar and Agra are the cities that received a score of less than 50 on cleanliness index.

Cleanliness around drinking water facility is also in Black category at an overall level. While one city namely Kohima is in Red Category, 19 cities are in Black and the rest in Blue Category. Of the 19 cities in Black category, 5 cities namely Tawang, Raipur, Kohima, Puducherry, Agra, Deoghar and Diu have received a cleanliness score of less than 50.

At an overall level, cleanliness status of sewers and drainages is in Blue Category. The cleanliness of the sewers and drainages has seasonal variation. The study was conducted in other non-rainy season and hence the study findings may be better compared to what it would have been if the study was conducted in rainy season. Raipur is the only city that is in

Red category on this parameter. Among the other cities 21 are in Black category and the rest 14 are in Blue category. Chandigarh, Panaji, Chennai, Hyderabad, Diu and Ahmedabad are some of the cities having scored better on cleanliness of sewers and drainages.

Cleanliness around eateries received a reasonably good score at an overall level for 36 cities. On this parameter, 8 cities are in Green category, 17 cities are in Blue category and the rest 11 cities are in Black category. Gangtok, Silvassa, Kavaratti, Guwahati, Ernakulam, Aizawl, Hyderabad and Tawang are in green category with respect to this parameter with a score ranging from as high as 98 to 82. Gangtok and Silvassa have received the scores of as high as 98 and 97 respectively.

The ambience around the places visited by the tourists has received a better rating with a score of 71 i.e. Blue categorization. Ten cities fall in green category on this parameter. The cities receiving top score on this parameter are Ahmadabad, Diu, Tirupati, Tawang, Panchkula, Gangtok, Panaji, Silvassa and Imphal. While 23 cities are in Blue category, 3 are in Black category. The cities that are in black category include Raipur, Puducherry and Haridwar.

### **Recommendations**

At a time when the country is riding high on Swachhata Abhiyan, it is important to converge the various schemes and funds available for cleanliness to improve the cleanliness of tourist cities and can give more focus on pay and use toilets.

There is lack of guidelines on the minimum cleanliness levels to be maintained at the tourist spots. Similarly, there are also deficiencies in processes for maintaining and monitoring the cleanliness at the tourist spot level. Initiatives intended to develop norms for cleanliness guidelines, adherence to guidelines and monitoring of adherence can go long way in improving the cleanliness of the tourist destinations.

## Overall and Parameter – wise scores of Cleanliness Index of Cities

City	Parameter	Score
	<b>Metro Cities</b>	
<b>Hyderabad</b>	<b>CITY CLEANLINESS INDEX</b>	70
	Sewer/Drainage	63
	Garbage Collection and Disposal	78
	Public Conveniences	52
	Drinking Water Facility	71
	Eateries	91
	Ambience	70
<b>New Delhi</b>	<b>CITY CLEANLINESS INDEX</b>	67
	Sewer/Drainage	65
	Garbage Collection and Disposal	64
	Public Conveniences	53
	Drinking Water Facility	67
	Eateries	66
	Ambience	79
<b>Kolkata</b>	<b>CITY CLEANLINESS INDEX</b>	64
	Sewer/Drainage	63
	Garbage Collection and Disposal	64
	Public Conveniences	51
	Drinking Water Facility	63
	Eateries	64
	Ambience	72
<b>Chennai</b>	<b>CITY CLEANLINESS INDEX</b>	62
	Sewer/Drainage	68
	Garbage Collection and Disposal	67
	Public Conveniences	43
	Drinking Water Facility	54
	Eateries	60
	Ambience	71
<b>Bengaluru</b>	<b>CITY CLEANLINESS INDEX</b>	<b>61</b>
	Sewer/Drainage	67
	Garbage Collection and Disposal	68
	Public Conveniences	47
	Drinking Water Facility	58

City	Parameter	Score
	Eateries	56
	Ambience	66
<b>Mumbai</b>	<b>CITY CLEANLINESS INDEX</b>	59
	Sewer/Drainage	60
	Garbage Collection and Disposal	57
	Public Conveniences	56
	Drinking Water Facility	62
	Eateries	61
	Ambience	64
	<b>Medium and Small Sized Cities</b>	
<b>Panaji</b>	<b>CITY CLEANLINESS INDEX</b>	71
	Sewer/Drainage	68
	Garbage Collection and Disposal	63
	Public Conveniences	58
	Drinking Water Facility	70
	Eateries	68
	Ambience	89
<b>Ahmedabad</b>	<b>CITY CLEANLINESS INDEX</b>	68
	Sewer/Drainage	72
	Garbage Collection and Disposal	59
	Public Conveniences	46
	Drinking Water Facility	74
	Eateries	73
	Ambience	83
<b>Ernakulam</b>	<b>CITY CLEANLINESS INDEX</b>	67
	Sewer/Drainage	60
	Garbage Collection and Disposal	71
	Public conveniences	46
	Drinking Water Facility	59
	Eateries	87
	Ambience	75
<b>Panchkula</b>	<b>CITY CLEANLINESS INDEX</b>	66
	Sewer/Drainage	55
	Garbage Collection and Disposal	64
	Public Conveniences	57
	Drinking Water Facility	61
	Eateries	49
	Ambience	89

City	Parameter	Score
Tirupati	<b>CITY CLEANLINESS INDEX</b>	65
	Sewer/Drainage	51
	Garbage Collection and Disposal	68
	Public Conveniences	58
	Drinking Water Facility	62
	Eateries	59
	Ambience	81
Shimla	<b>CITY CLEANLINESS INDEX</b>	62
	Sewer/Drainage	60
	Garbage Collection and Disposal	56
	Public conveniences	52
	Drinking Water Facility	59
	Eateries	79
	Ambiences	62
Amritsar	<b>CITY CLEANLINESS INDEX</b>	60
	Sewer/Drainage	54
	Garbage Collection and Disposal	58
	Public Conveniences	50
	Drinking Water Facility	57
	Eateries	56
	Ambience	72
Bhopal	<b>CITY CLEANLINESS INDEX</b>	60
	Sewer/Drainage	55
	Garbage Collection and Disposal	61
	Public Conveniences	42
	Drinking Water Facility	58
	Eateries	52
	Ambience Related	75
Jammu	<b>CITY CLEANLINESS INDEX</b>	59
	Sewer/Drainage	57
	Garbage Collection and Disposal	57
	Public Conveniences	44
	Drinking Water Facility	72
	Eateries	70
	Ambience	64
Patna	<b>CITY CLEANLINESS INDEX</b>	59
	Sewer/Drainage	52
	Garbage Collection and Disposal	56

City	Parameter	Score
	Public Conveniences	53
	Drinking Water Facility	63
	Eateries	65
	Ambience	66
<b>Puri</b>	<b>CITY CLEANLINESS INDEX</b>	59
	Sewer/Drainage	52
	Garbage Collection and Disposal	59
	Public Conveniences	46
	Drinking Water Facility	58
	Eateries	63
	Ambience	68
<b>Agra</b>	<b>CITY CLEANLINESS INDEX</b>	58
	Sewer/Drainage	57
	Garbage Collection and Disposal	48
	Public Conveniences	45
	Drinking Water Facility	46
	Eateries	67
	Ambience	74
<b>Ajmer</b>	<b>CITY CLEANLINESS INDEX</b>	56
	Sewer/Drainage	46
	Garbage Collection and Disposal	60
	Public Conveniences	48
	Drinking Water Facility	52
	Eateries	57
	Ambience	64
<b>Deoghar</b>	<b>CITY CLEANLINESS INDEX</b>	51
	Sewer/Drainage	56
	Garbage Collection and Disposal	37
	Public conveniences	41
	Drinking Water Facility	47
	Eateries	61
	Ambiences	62
<b>Haridwar</b>	<b>CITY CLEANLINESS INDEX</b>	48
	Sewer/Drainage	45
	Garbage Collection and Disposal	46
	Public conveniences	42
	Drinking Water Facility	53
	Eateries	55
	Ambiences	51

City	Parameter	Score
Raipur	<b>CITY CLEANLINESS INDEX</b>	36
	Sewer/Drainage	29
	Garbage Collection and Disposal	24
	Public Conveniences	16
	Drinking Water Facility	35
	Eateries	42
	Ambience	56
<b>Cities from North Eastern States</b>		
Gangtok	<b>CITY CLEANLINESS INDEX</b>	76
	Sewer/Drainage	74
	Garbage Collection and Disposal	76
	Public Conveniences	42
	Drinking Water Facility	71
	Eateries	98
	Ambience	93
Guwahati	<b>CITY CLEANLINESS INDEX</b>	65
	Sewer/Drainage	57
	Garbage Collection and Disposal	68
	Public Conveniences	57
	Drinking Water Facility	66
	Eateries	82
	Ambience	68
Imphal	<b>CITY CLEANLINESS INDEX</b>	62
	Sewer/Drainage	54
	Garbage Collection and Disposal	55
	Public Conveniences	46
	Drinking Water Facility	54
	Eateries	66
	Ambience	81
Tawang	<b>CITY CLEANLINESS INDEX</b>	60
	Sewer/Drainage	59
	Garbage Collection and Disposal	58
	Public conveniences	26
	Drinking Water Facility	36
	Eateries	93
	Ambience	82
Aizawl	<b>CITY CLEANLINESS INDEX</b>	60
	Sewer/Drainage	66
	Garbage Collection and Disposal	62

City	Parameter	Score
	Public Conveniences	31
	Drinking Water Facility	60
	Eateries	92
	Ambience	64
<b>Agartala</b>	<b>CITY CLEANLINESS INDEX</b>	60
	Sewer/Drainage	62
	Garbage Collection and Disposal	57
	Public Conveniences	29
	Drinking Water Facility	61
	Eateries	72
	Ambience	75
<b>Kohima</b>	<b>CITY CLEANLINESS INDEX</b>	55
	Sewer/Drainage	56
	Garbage Collection and Disposal	58
	Public Conveniences	49
	Drinking Water Facility	27
	Eateries	57
	Ambience	68
<b>Shillong</b>	<b>CITY CLEANLINESS INDEX</b>	51
	Sewer/Drainage	55
	Garbage Collection and Disposal	38
	Public Conveniences	33
	Drinking Water Facility	52
	Eateries	73
	Ambience	64
<b>Cities from Union Territories</b>		
<b>Silvassa</b>	<b>CITY CLEANLINESS INDEX</b>	70
	Sewer/Drainage	66
	Garbage Collection and Disposal	59
	Public Conveniences	41
	Drinking Water Facility	73
	Eateries	97
	Ambience	88
<b>Diu</b>	<b>CITY CLEANLINESS INDEX</b>	68
	Sewer/Drainage	74
	Garbage Collection and Disposal	63
	Public conveniences	42
	Drinking Water Facility	48
	Eateries	72

City	Parameter	Score
	Ambience	91
Chandigarh	<b>CITY CLEANLINESS INDEX</b>	67
	Sewer/Drainage	64
	Garbage Collection and Disposal	67
	Public Conveniences	52
	Drinking Water Facility	64
	Eateries	70
	Ambience	78
Port Blair	<b>CITY CLEANLINESS INDEX</b>	63
	Sewer/Drainage	49
	Garbage Collection and Disposal	68
	Public conveniences	56
	Drinking Water Facility	59
	Eateries	65
	Ambience	74
Kavaratti	<b>CITY CLEANLINESS INDEX</b>	61
	Sewer/Drainage	64
	Garbage Collection and Disposal	23
	Public Conveniences	25
	Drinking Water Facility	81
	Eateries	94
	Ambience	91
Puducherry	<b>CITY CLEANLINESS INDEX</b>	52
	Sewer/Drainage	58
	Garbage Collection and Disposal	58
	Public Conveniences	33
	Drinking Water Facility	39
	Eateries	59
	Ambience	57



# 11

## CHAPTER



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**FINANCIAL ASSISTANCE PROVIDED BY  
TOURISM FINANCE CORPORATION OF INDIA(TFCI)**



## FINANCIAL ASSISTANCE PROVIDED BY TOURISM FINANCE CORPORATION OF INDIA (TFCI)

Tourism Finance Corporation of India Ltd. (TFCI) is a premium All-India Financial Institution promoted by IFCI and other Institutions and Banks as a specialized Institution to cater to financial requirements of the tourism industry. The corporation commenced its journey on 1<sup>st</sup> February 1989 and since then has been providing financial assistance for new, expansion, diversification/ modernization of projects to enterprises, for setting up and/or development of tourism-related activities, infrastructure sector, industrial/manufacturing sector, real-estate sector, service sector and related activities and facilities in the form of Rupee Term Loan, Rupee Loan for Corporates, Advances against Credit card receivables, Working Capital Finance, Bridge Loan, Takeover financing, Promoters financing against adequate substantive security, Subscription to equity/debenture, Guarantee of deferred payment etc..

TFCI has provides all forms of financial assistance to projects like hotels, restaurants, holiday resorts, amusement parks and complexes for entertainment, education and sports, safari parks, rope- ways cultural centers, convention halls, all forms of transport industry, air taxis, travel and tour operating agencies, tourism emporia, sports facilities etc. Besides, TFCI also co-ordinates and formulates guidelines and policies related to financing of such projects.

TFCI also provides high-quality research and consultancy services to the tourism industry in general and to the investors in tourism industry in particular. In line with this, TFCI has been rendering consultancy services to the different central and state agencies by undertaking broad based assignments to cover macro & micro level tourism related studies/exercises to facilitate identification, conceptualization, promotion/implementation of specific tourism related projects & for taking policy level decisions with respect to investment and infrastructural augmentation etc. TFCI offers project/tourism-related services right from the “Concept” to “Commissioning”.

The details of the amount of loan sanctioned and disbursed by the TFCI to various categories of tourism industries during 2013-14 & 2014-15 and the project-wise classification of financial assistance sanctioned during 2014-15 are given in table 11.1.1 and 11.1.2 respectively.

**TABLE 11.1.1**  
**ASSISTANCE SANCTIONED AND DISBURSED BY TFCI LTD., DURING 2013-14 AND 2014-15**

(₹ in Lakh)

Operations	Assistance Sanctioned		Assistance Disbursed	
	2013-14	2014-15	2013-14	2014-15
Rupees Loan	68086	80732	35463	50802
Leasing	Nil	Nil	Nil	Nil
Subscription to Equity/Preference				
Share/Mutual Fund/Debenture	8624	7638	8624	7638
Guarantee	Nil	Nil	Nil	Nil
<b>Total</b>	<b>76710</b>	<b>88370</b>	<b>44087</b>	<b>58440</b>

**TABLE 11.1.2**  
**TYPE OF PROJECT-WISE CLASSIFICATION OF FINANCIAL ASSISTANCE PROVIDED BY**  
**TFCI DURING, 2014-15**

(₹ in Lakh)

Purpose	New		Expansion		Renovation/ Equip. Finance		Expansion/ Acq/ Restrct/Reno.		Total	
	No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount
5 Star Hotel	2	6000	0	0	2	3600	8	20102	12	29702
	<b>80</b>	<b>143575</b>	<b>16</b>	<b>17876</b>	<b>17</b>	<b>10408</b>	<b>35</b>	<b>73479</b>	<b>148</b>	<b>245338</b>
4 Star Hotel	1	2800	0	0	1	400	0	0	2	3200
	<b>46</b>	<b>65546</b>	<b>6</b>	<b>7457</b>	<b>6</b>	<b>2395</b>	<b>4</b>	<b>1590</b>	<b>62</b>	<b>76988</b>
3 Star Hotel	9	14250	2	4800	0	0	3	5650	14	24700
	<b>259</b>	<b>156642</b>	<b>24</b>	<b>17387</b>	<b>11</b>	<b>3743</b>	<b>42</b>	<b>30557</b>	<b>336</b>	<b>208329</b>
2 Star Hotel	2	2230	0	0	0	0	0	0	2	2230
	<b>26</b>	<b>12568</b>	<b>1</b>	<b>388</b>	<b>1</b>	<b>90</b>	<b>2</b>	<b>323</b>	<b>30</b>	<b>13369</b>
Heritage	0	0	0	0	0	0	0	0	0	0
	<b>17</b>	<b>3764</b>	<b>3</b>	<b>1030</b>	<b>2</b>	<b>425</b>	<b>2</b>	<b>586</b>	<b>24</b>	<b>5805</b>
Unclassified	0	0	0	0	0	0	0	0	0	0
	<b>2</b>	<b>1210</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>24</b>	<b>1</b>	<b>56</b>	<b>4</b>	<b>1290</b>
Amusement park / shopping complex-c um – Ent. Centre/ Water park/Multiplex/ Activity Centre/ Integrated Restaurant	0	0	1	300	0	0	0	0	1	300
	<b>34</b>	<b>31183</b>	<b>4</b>	<b>490</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1417</b>	<b>42</b>	<b>33090</b>
	1	630	0	0	0	0	0	0	1	630
	<b>17</b>	<b>6174</b>	<b>3</b>	<b>1835</b>	<b>3</b>	<b>109</b>	<b>2</b>	<b>1805</b>	<b>25</b>	<b>9923</b>
Tourist cars Coaches	0	0	1	1500	0	0	0	0	1	1500
	<b>2</b>	<b>241</b>	<b>4</b>	<b>2826</b>	<b>2</b>	<b>600</b>	<b>1</b>	<b>5000</b>	<b>9</b>	<b>8667</b>
RTDC/ palace on wheels	0	0	0	0	0	0	0	0	0	0
	<b>2</b>	<b>2150</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1000</b>	<b>1</b>	<b>500</b>	<b>4</b>	<b>3650</b>
Others	0	0	0	0	0	0	6	14800	6	14800
	<b>34</b>	<b>43085</b>	<b>3</b>	<b>3600</b>	<b>3</b>	<b>5273</b>	<b>27</b>	<b>70615</b>	<b>67</b>	<b>122573</b>
Infrastructure projects	1	900	0	0	0	0	1	2770	2	3670
	<b>3</b>	<b>7200</b>	<b>1</b>	<b>3000</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>7270</b>	<b>7</b>	<b>17470</b>
Total	16	26810	4	6600	3	4000	18	43322	41	80732
	<b>522</b>	<b>473338</b>	<b>65</b>	<b>55889</b>	<b>47</b>	<b>24067</b>	<b>124</b>	<b>193198</b>	<b>758</b>	<b>746492</b>

Normal Current year (2014-15), Highlights - comutative

# APPENDICES



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## GUIDELINES FOR PROJECT APPROVAL AND CLASSIFICATION OF TIME SHARE RESORTS

Hotels and other supplementary accommodations are an integral part of a tourist's visit to a place and the services offered by them can make or mar a visit completely. Vacation ownership popularly known as Time Share is one of the fastest growing components of tourism. Time Share Resorts (TSRs) are increasingly becoming popular for leisure holidays and family holidays, etc. With the aim of providing standardized world class services to tourists, the Government of India, Ministry of Tourism has a voluntary scheme for classification of fully operational Time Share Resorts in the following categories:-

### **5 Star, 4 Star and 3 Star categories**

The Hotel & Restaurant Approval & Classification Committee (HRACC) inspects and assesses the TSR based on facilities and services offered.

Project approvals are also given in all the above-mentioned categories at the project implementation stage.

Classified Time Share Resorts approved/approved projects are eligible for various concessions and facilities that are announced by the Government from time to time besides getting worldwide publicity through the India tourism Offices located in India and abroad.

TSRs and Hotels are permitted for mixed use. However, if the TSR intends to use as hotel also i.e. mixed purpose, it must provide all facilities and amenities as required or the specified star category of hotel in accordance with the Guidelines.

TSRs will be used as Vacation ownership. In no circumstances apartments in TSR will be sold individually for residential or any other purpose.

TSRs including heritage and resorts which are the members of All India Resort Development Association (AIRDA) will be considered for classification/project approval. Details of the criteria set and the documents required are given in this document.

For classification and project approvals in the 5 Star, 4 Star and 3 Star, the applications along with the requisite fees may be sent to:-

**Hotel and Restaurants Division**  
**Ministry of Tourism, Government of India**  
**C-I, Hutments, Dalhousie Road, New Delhi-110011.**

## FORMAT FOR UNDERTAKING

To,

The Secretary (Tourism)  
Ministry of Tourism  
New Delhi

### UNDERTAKING

I have read and understood all the terms and conditions mentioned above with respect to approval of Time Share Resort and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature and name in block letters

Seal of the applicant

Place:

Date:

## **GENERAL TERMS, CONDITIONS & APPLICATION FORMAT FOR PROJECT APPROVAL AT PROJECT LEVEL & CLASSIFICATION OF TIME SHARE RESORTS**

### **A. Approval at Project level**

1. The Ministry of Tourism approves TSR at project stage based on documentation, which enables the TSR to get certain benefits from the Govt. as may be announced from time to time. The documents required for project approvals are listed below.
2. Project approvals are valid for 5 years. Project approvals of the Govt. of India, Ministry of Tourism cease 3 months from the date that the TSR becomes operational even if all its rooms are not ready. The TSR must apply for classification within these 3 months.
3. The Ministry of Tourism, Govt. India reserves the right to modify the guidelines/terms and conditions from time to time.
4. **Application form.** This covers
  - i. Proposed name of the TSR
  - ii. Name of the promoters with a note on their business antecedents
  - iii. Complete postal address of the promoters/tel./fax/email
  - iv. Status of the owners/ promoters
    - (1) If Public/ private limited company with copies of Memorandum and Articles of Association
    - (2) If Partnership, a copy of partnership deed and certificate of registration
    - (3) If proprietary concern, name and address of proprietor/certificate of registration
  - v. Location of TSR site with postal address
  - vi. Details of the site
    - (1) Area (in sq. meters)
    - (2) Title – owned/ leased with copies of sale/ lease deed
    - (3) Copy of Land Use Permit from local authorities
    - (4) Distances from Railway station, Airport, main shopping centers (in Kms)
  - vii. Details of the project
    - (1) Copy of feasibility report.
    - (2) Star category planned
    - (3) Number of apartments and area for each type of room (in sq.ft.)

- (4) Number of attached baths and areas (in sq.ft.)
  - (5) Details of public areas – Lobby/lounge, restaurants, bars, shopping, banquet/conference halls, health club, swimming pool, parking facilities.
  - (6) Facilities for the physically challenged persons.
  - (7) Eco-friendly practices and any other additional facilities  
(please indicate area in sq.ft. for each facility mentioned above at 5,6 &7)
  - (8) Date by which project is expected to be completed and operational.
- viii. Blue prints/ sketch plans signed by owners and architect showing
- (1) Site plan
  - (2) Front and side elevations
  - (3) Floor plans for all floors
  - (4) Detail of guest room and bath room with dimensions in sq.ft.
  - (5) Details of Fire Fighting Measures/ Hydrants etc.
  - (6) Details of measures for energy conservation and water harvesting.
- ix. Air-conditioning details for guest rooms, public areas
- x. Local approvals by
- (1) Municipal authorities
  - (2) Concerned Police Authorities
  - (3) Any other local authority as may be required.
  - (4) Approval /NOC from Airport Authority of India for projects located near Airports

The above mentioned approvals/NOCs are the responsibility of the promoters/concerned company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn in case of any violations without notice.

- xi. Proposed capital structure  
Total project cost
    - a. Equity component with details of paid up capital
    - b. Debt – with current and proposed sources of funding
  - xii. Letter of acceptance of regulatory conditions.
  - xiii. Application Fee
5. In the event of any changes in the project plans, the approval must be sought afresh.

6. Authorised officers of the Ministry of Tourism should be allowed free access to inspect the premises from time to time without prior notice.
7. The TSR must immediately inform the Ministry date from which the TSR becomes operational and apply for classification within 3 months of this date.
8. The fees payable for the project approval and subsequent extension, if required are as follows. The demand draft may be payable to" Pay & Accounts Officer, Ministry of Tourism, New Delhi ".

Star category	Amount in ₹
5-Star	15,000
4-Star	12,000
3-Star	8,000

9. The promoters must forward regular progress reports for each quarter failing which the project approval would be considered withdrawn.
10. All documents must be valid at the time of application and a Gazetted officer or Notary must duly certify copies furnished to the Ministry. Documents in local languages should be accompanied by a translation in English/official language and be duly certified.
11. For any change in the category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
12. Any changes in the project plans or management should be informed to Ministry of Tourism/Regional Directors Office (For 3, 4 & 5 Star/Heritage categories) within 30 days otherwise the approval will stand withdrawn/terminated.
13. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
14. Incomplete applications will not be accepted.
15. The Govt. of India, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time.

#### **B. TSR Classification/Re-classification**

1. Classification for newly operational TSR must be sought within 3 months of completion of approved TSR projects. Operating TSRs may opt for classification at any stage. However, TSRs seeking re-classification should apply for re-classification one year prior to the expiry of the current period of classification.
2. If the TSR fails to re-apply three months before the expiry of the classification order, the application will be treated as a fresh classification case.

3. Once a TSR applies for classification/ re-classification, it should be ready at all times for inspection by the HRACC. No requests for deferment of inspection will be entertained.
4. Classification will be valid for 5 (Five) years from the date of issue of orders or in case of re-classification from the date of expiry of the last classification provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted.
5. TSRs applying for classification must provide the following documentation.

Application Form detailing

- i. Name of the TSR
- ii. Name and address of the promoters/owners with a note on their business antecedents
- iii. Complete postal address of the hotel with tel. no/fax/email
- iv. Status of the owners/ promoters
  - (1) If Public/private limited company with copies of Memorandum and Articles of Association
  - (2) If Partnership, a copy of partnership deed and certificate of registration
  - (3) If proprietary concern, name and address of proprietor/certificate of registration.
- v. Date on which the hotel became operational.
- vi. Details of TSR site with postal address and distance from Airport/Railway Station/City Centre/Downtown shopping area (in kms)
- vii. Details of the TSR
  - (1) Area (in sq. metres) with title – owned/ leased with copies of sale/ lease deed
  - (2) Copy of Land Use Permit from local authorities
  - (3) Star category being applied for
  - (4) Number of rooms and area for each type of room in sq.ft. (single/double/suites)
  - (5) Number of attached baths
  - (6) Details of public areas – Lobby/lounge, restaurants, bars, shopping area, banquet/ conference halls, health club, swimming pool, parking facilities, facilities for the physically challenged persons, Eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq.ft.
  - (7) Details of guest room and bathroom with dimensions in sq.ft.
  - (8) Details of Fire Fighting Measures/ Hydrants etc.

- (9) Details of measures for energy conservation and water harvesting and other Eco-friendly measures and initiatives.
- (10) Air-conditioning details for guest rooms, public areas

**Certificates/No Objection Certificates (attested copies)**

- a) Certificate/licence from Municipality/Corporation to show that your establishment is registered as a TSR.
- b) Certificate/ licence from concerned Police Department authorizing the running of a TSR
- c) Clearance Certificate from Municipal Health Officer/Sanitary Inspector giving clearance to your establishment from sanitary/hygienic point of view
- d) No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities)
- e) Public liability insurance
- f) Bar Licence (necessary for 3\*, 4\* & 5\*)
- g) Money Changers Licence (necessary for 3\*,4\*&5\*)
- h) Sanctioned building plans/occupancy certificate
- i) If classified earlier, a copy of the earlier "Certificate of Classification" issued by MOT
- j) For Heritage property, certificate from the local authority stating age of the property and showing new and old built up areas separately.
- k) Any other local authority as may be required.
- l) Approval /NOC from AAI for projects located near Airports
- m) Application fees

The above-mentioned approvals/No Objection Certificates are the responsibility of the Owners / promoters/concerned Company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn without notice in case of any violations or misrepresentation of facts.

- 6. All applications for classification or re-classification must be complete in all respects application form, application fee, prescribed clearances, NOCs, certificates etc. - incomplete application is liable to be rejected.
- 7. TSRs will qualify for classification as Heritage hotels provided a minimum 50% of the floor area was built before 1935 and no substantial change has been made in the facade. TSRs which have been classified/re-classified under Heritage categories prior to issue of these Guidelines will continue under Heritage categories even if they were built between 1935-1950.
- 8. The application fees payable for classification/re-classification are as follows. The demand draft maybe payable to "Pay & Accounts Officer, Ministry of Tourism, New Delhi".

Star Category	Classification/Re-classification fees in ₹
3-Star	10,000
4-Star	15,000
5-Star	20,000

9. The classification committee will consist as
  - (a) Chaired by Chairman (HRACC) or his representative. Representatives from AIRDA/ FHRAI/HAI/IATO/TAAI/IHM/RD/local Indiatourism office/Member Secretary will constitute the other members of the Committee.
  - (b) The Chairman and any 3 members will constitute a quorum.
  - (c) The minutes will be approved by the Chairman (HRACC).
  - (d) In case of any dissatisfaction with the decision of HRACC, the TSR may appeal to Secretary (T), Government of India for review and reconsideration within 30 days of receiving the communication regarding classification/re-classification. No requests will be entertained beyond this period.
10. TSRs will be classified following two stage procedure.
 

The presence of facilities and services will be evaluated against the enclosed checklist.

  - (a) TSRs will be required to adopt environment friendly practices and facilities for physically challenged persons.
  - (b) The quality of facilities and services will be evaluated against the mark sheet.
11. The TSR is expected to maintain required standards at all times. The Classification Committee may inspect a TSR at any time without previous notice. The Committee may request that its members be recommended overnight to inspect the level of services.
12. Any deficiencies/rectification pointed out by the HRACC must be complied with within the stipulated time, which has been allotted in consultation with the TSR representatives during inspection. Failure to do so will result in rejection of the application.
13. The Committee may assign a star category lower but not higher than that applied for.
14. The TSR must be able to convince the Committee that they are taking sufficient steps to conserve energy and harvest water, garbage segregation, and disposal/re-cycling as per Pollution Control Board (PCB) norms and following other Eco-friendly measures.
15. For any change in the star category, the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.

16. Any changes in the plans or management of the TSR should be informed to the HRACC, Govt. of India, Ministry of Tourism within 30 days otherwise the classification will stand withdrawn/terminated.
17. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
18. Incomplete applications will not be considered. All cases of classification would be finalised within three months of the application being made.
19. The Govt. of India, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time.

## GUIDELINES FOR APPROVAL OF TIMESHARE RESORTS

General	3*	4*/	5*/ H	Comments
24 hour lifts for buildings higher than ground plus two floors.	N	N		Mandatory for new TSRs. Local laws may require a relaxation of this condition.
Parking	N	N		Adequate parking space should be provided.
Minimum No. of apartments available for year round. All rooms with outside window/ventilation.	N	N		No. of apartment weeks available should not be less than eligible members to holiday.
Minimum floor area Studio including verandah, sleeping, living, bathing, cooking & dining– sq. ft.	250	251-	350	
Minimum floor area 1 bedroom including sleeping, living, bathing, cooking & dining-sq. ft.	450-	550-	650	Living, Dining, bedroom and kitchen areas are separate with doors.
Minimum floor area 2 bedrooms including sleeping, Living, bathing, cooking & dining- sq. ft.	650-	750-	850	Living, Dining, bedroom and living, kitchen areas are separate with doors.
Minimum floor area 3 bedrooms including sleeping, living, bathing, cooking & dining-sq. ft.	1000	1250		Living, Dining, bedroom and kitchen areas are separate with doors.
Dining area	N	N		Separate dining table and chairs to accommodate maximum bedding.
Air-conditioning.	N	N		Applicable for Resorts/Hotels at Locations less than 2000 ft. above sea level. Air-condoning/heating depends on climatic conditions & architecture. Room temp. should be between 20 & 28 Degrees C. For 4*, 5* between 20 and 24 c for 3* Minimum 50 % of the Apartments should be air-conditioned as applicable. Should be available on request.

<b>General</b>	<b>3*</b>	<b>4*/ 5*/H</b>	<b>Comments</b>
Iron with iron board.	-	-	Should be available on request.
15 amp earthed power socket.	N	N	
Television.	N	N	
Internet Connection.	D	N	For 3 star and 4 star internet facility be made available in the Business Centre.
Telephone in the room.	N	N	
Ward robe with minimum 12 clothes hangers per bedding.	N	N	
Shelves or drawer space.	N	N	
<b>Bathrooms</b>			
Number of dedicated(private) bathrooms – Studio.	**	**	
Number of dedicated (private) bathrooms – 1 Bedroom.	1	1	
Number of dedicated (private) bathrooms And 2 bed rooms	2	2	
Number of dedicated (private) bathrooms 3 Bedroom.	2	3	
Minimum Size of Bathroom in square feet.	36	40	
Western WC toilet to have a seat and lid, toilet paper.	N	N	
Floors and walls to have non-porous surfaces.	N	N	
<b>Furniture.</b>	N	N	Twin sofa cum-bed, chairs and other furniture as necessary.
Water saving taps/shower.	N	N	

<b>General</b>	<b>3*</b>	<b>4*/</b>	<b>5*/H</b>	<b>Comments</b>
<b>Kitchens/Kitchenettes</b>				
Kitchenettes for Studios.	N	N		Defined area – two burner stove top, no open flame, microwave oven or OTG, fridge, utensils, crockery and cutlery, tea/coffee maker, sink, exhaust fan or central exhaust
Kitchens for 1 bedroom and larger.	N	N		Dedicated kitchen – 2 burner stove, microwave oven, tea/coffee maker, fridge, sink, exhaust fan, utensils, cutlery, crockery.
Washing machines/dryers.	D	D		Arrangements be made available for laundry/ dry cleaning services.
<b>Public Areas</b>				
A lounge or seating in the lobby area.	N	N		
Reception.	D	N		Manned minimum 16 hrs., Call service 24 hrs.
Heating and cooling to be provided in enclosed public rooms.	D	N		Temperatures to be between 20—28 degrees celcius
Restaurant/dining room	N	N		Multi cuisine for all 3 meals.
Garbage room (wet and dry).	N	N		
Room for left luggage facilities.	N	N		
Health Fitness facilities.		N		Necessary for 4 star and above, desirable for 3-star
<b>Guest Services</b>				
Utility Shop.	N	N		
Acceptance of common credit cards.	N	N		
A public telephone on premises, unit charges made known.	N	N		
Messages for guests to be recorded and delivered.	N	N		
Name, address and telephone number of doctors with front desk.	N	N		

<b>General</b>	<b>3*</b>	<b>4*/ 5*/H</b>	<b>Comments</b>
Assistance with luggage on request.	N	N	
Stamps and mailing facilities.	N	N	
Safekeeping facilities available.	N	N	
Smoke/Heat detectors	N	N	These can be battery operated as per prevailing building laws.
Fire and emergency procedure notices displayed in rooms behind door.	N	N	
Fire exit sign on guest floors with emergency power.	N	N	
Public liability insurance	D	D	
Swimming Pool	D	N	This can be relaxed for hill destinations.
Indoor Games Activity Room.	N	N	
Outdoor Games like Tennis, Badminton	D	N	To be relaxed for Urban Time Share properties, Hill Resorts and others, where site conditions do not permit.



## GUIDELINES FOR CLASSIFICATION OF HERITAGE HOTELS

### DEFINITIONS :

'Heritage Hotels' cover running hotels in palaces/castles/forts/havelies/hunting lodges/residence of any size built prior to 1950. The facade, architectural features and general construction should have the distinctive qualities and ambience in keeping with the traditional way of life of the area. The architecture of the property to be considered for this category should not normally be interfered with any extension, improvement, renovation, change in the existing structures should be in keeping with the traditional architectural styles and constructional techniques harmonising the new with the old. After expansion/renovation, the newly built up area added should not exceed 50% of the total built up (plinth) area including the old and new structures. For this purpose, facilities such as swimming pools, lawns etc. will be excluded. Heritage Hotels will be sub-classified in the following categories:

#### HERITAGE:

This category will cover hotel in Residences/Havelies/Hunting Lodges/Castles/Forts/Palaces built prior to 1950. The hotel should have a minimum of 5 rooms (10 beds).

#### HERITAGE CLASSIC:

This category will cover hotels in Residences/Havelies/Hunting Lodges/Castles/Forts/Palaces built Prior to 1935. The hotel should have a minimum of 15 room (30 beds).

#### HERITAGE GRAND:

This category will cover hotels in Residence/Havelies/Hunting Lodges/Castles/Forts/Palaces built prior to 1935. The hotel should have minimum of 15 rooms (30 beds).

#### ROOM & BATH SIZE:

No room or bathroom size is prescribed for any of the categories. However, general ambience, comfort and imaginative readaptation would be considered while awarding sub-classification 'classic' or 'grand'.

#### SPECIAL FEATURES:

##### HERITAGE:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness.

**HERITAGE CLASSIC:**

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. The hotel should provide at least one of the under mentioned sporting facilities.

**HERITAGE GRAND:**

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. However, all public and private areas including rooms should have superior appearance and decor. At least 50% of the rooms should be air-conditioned (except in hill stations where there should be heating arrangements). The hotel should also provide at least two of the under mentioned sporting facilities.

**SPORTING FACILITIES:**

Swimming Pool, Health Club, Lawn Tennis, Squash, Riding, Golf Course, provided the ownership vests with the concerned hotel. Apart from these facilities, credit would also be given for supplementary sporting facilities such as Golf, Boating, Sailing, Fishing or other Adventure sports such as Ballooning, Parasailing, Wind-surfing, Safari excursions, Trekking etc. and indoor games.

**CUISINE:****HERITAGE:**

The hotel should offer traditional cuisine of the area.

**HERITAGE CLASSIC:**

The hotel should offer traditional cuisine but should have 4 to 5 items which have close approximation to continental cuisine.

**HERITAGE GRAND:**

The hotel should offer traditional and continental cuisine.

**MANAGEMENT:**

The Hotel may be managed and run by the owning family and/or professionals.

***Note:** Classification in any of the above categories will be given keeping in view the overall standard of the property. The hotel would be judged by the quality of service and the years of experience that the owner/staff have had in the business.*

**GENERAL FEATURES:**

There should be adequate parking space for cars. All public rooms and areas and the guest rooms should be well maintained and well equipped with quality carpets/area rugs/good quality duries, furniture, fittings etc. in good taste and in keeping with the traditional life style.

If carpeting is not provided, the quality of flooring should be very good (This is not to suggest that old and original flooring whether in stone or any other material should be replaced unnecessarily). The guest rooms should be clean, airy, pest free without dampness & musty odour, and of reasonably large size with attached bathrooms modern facilities (e.g. flush commodes, wash basins, running hot and cold water, etc.). There should be a well appointed lobby and/or lounge equipped with furniture of high standard with separate ladies and gents cloak rooms with good fittings.

### **FACILITIES:**

There should be a reception, cash and information counter attended by trained and experienced personnel. There should be money changing facilities and left luggage room. There should be a well equipped, well furnished and well maintained dining room on the premises and, wherever permissible by law, there should be an elegant, well equipped bar/permit room. In the case of Heritage Grand and Heritage Classic bar is necessary and it is “desirable in the case of Heritage Basic.” The kitchen and pantry should be professionally designed to ensure efficiency of operation and should be well equipped. Crockery, cutlery, glassware should be of high standard and in sufficient quantity, keeping in view the lifestyle and commensurate with the number of guests to be served. Drinking water must be bacteria free; the kitchen must be clean, airy, well lighted and protected from pests. There must be a filtration/purification plant for drinking water. There must be three tier washing system with running hot and cold water; hygienic garbage disposal arrangements; and frost free deep freezer and refrigerator (where the arrangement is for fresh food for each meal, standby generator will not be insisted upon).

### **SERVICES:**

The hotel should offer good quality cuisine and the food and beverage service should be of good standard. There should be qualified, trained, experienced, efficient and courteous staff in service and clean uniforms and the staff coming in contact with the guests should understand English, housekeeping at these hotels should be of the highest possible standard and there should be a plentiful supply of linen, blankets, towels, etc. which of the highest possible standard and should be a plentiful be of high quality. Each guest room should be provided with a vacuum jug/flask with bacteria free drinking water. Arrangements for heating/cooling must be provided for the guest rooms in seasons. Places which have telephone lines must have at least one phone in the office with call bells in each guest room. Arrangements for medical assistance must be there in case of need. The staff/room ratio must be in keeping with the number of guest room in each property. These hotels must be run on a professional basis while losing none of their ambience and services. The hotel should be environment friendly. The gardens and grounds should be very well maintained.

There should be an efficient system of disposal of garbage and treatment of wastes and effluents. The hotel should present authentic and specially choreographed local entertainment to the guests. They should also have, wherever possible, arrangements for special services such as wildlife viewing, water sports, horse/camel/elephant riding or safaris etc.

### APPLICATION PROFORMA FOR APPROVAL OF HERITAGE HOTEL PROJECT

1. Proposed name of the Hotel:
2. Name of Promoters:  
(a note giving details of business antecedents may be enclosed)
3. Complete Postal address of the Promoters.
4. Status of owners/Promoters:  
Whether:
  - a) Company  
(if so, a copy of the Memorandum & Articles of Association may be furnished)  
OR
  - b) Partnership firm (If so, a copy of partnership Deed and Certificate of registration under the Partnership Act may be furnished)  
OR
  - c) Proprietary concern (Give name and address of the proprietor)
5. Location of the property alongwith postal address:
6. Details of the property
  - (a) Area
  - (b) TitleWhether outright purchase/ownership (if so, a copy of the registered sale deed should be furnished)  
OR  
On Lease  
(if so, a copy of the registered lease deed should furnished)
  - (c) Whether the required land use permit for the conversion into hotel on it have been obtained. (If so, a copy of certificate from the concerned local authorities should be furnished).
  - (d) Distance from Railway Station:
  - (e) Distance from Airport:
  - (f) Distance from main shopping Centres:
7. Details of the Hotel Project ( a copy fo the project/feasibility report should also be furnished).
  - (a) No. of guest rooms and their area:

Guest Room	Number	Area
Single		
Double		
Suites		
<b>Total:</b>		

- (b) No. of attached baths and their area:
- (c) How many of the bathrooms will have long baths or the most modern & shower chambers (Give break-up):
- (d) Details of public areas:

Public Area	Number	Area of each
i) Lounge/Lobby		
ii) Restaurants/Dining room:		
iii) Bar (if any):		
iv) Shopping (if any):		
v) Banquet/Conference Halls (if any):		
vi) Health Club (if any):		
vii) Swimming Pool (If any):		
viii) Parking facilities:		

- (e) Blue prints of the sketch plans of the project. A complete set duly signed by the promoter and the architects should be furnished including/showing among other things, the following:-
  - i) Site Plan:
  - ii) Front and side elevations:
  - iii) Floor wise distribution of public rooms/guest rooms and other facilities.

## 8. Approval:

Whether the hotel project has been approved/cleared by/under the following Agencies/Acts wherever applicable:

- (a) Municipal authorities;
- (b) Urban Lands (Ceiling), Act:
- (c) Any other local/State Govt. authorities concerned.

**9. Proposed Capital Structure:**

- (a) Total estimated cost:
  - (i) Equity:
  - (ii) Loan:
- (b) Equity Capital so far raised:
- (c) (i) Sources from which loan is proposed to be raised:
  - (ii) Present position of the loan:

**10. Acceptance of Regulatory conditions:**

(This should be furnished in the prescribed proforma, as per sample attached):

**11. Application Fee:**

Demand Draft for ₹12,000/- for hotel projects planned for Heritage, Hotel category drawn in favour of "Pay & Accounts Officer, Ministry of Tourism, New Delhi" must be attached with the application

## GUIDELINES FOR APPROVAL OF CONVENTION CENTRES

Meetings, Incentives, Conferences and Exhibitions (MICE) are today becoming an important segment of the tourism industry. With the opening up of India's economy, MICE tourism is likely to grow further in the future. Our country therefore needs more Convention and Exhibition Centres to meet the requirement of this lucrative segment of tourism. Taking this fact into consideration, the Ministry of Tourism has decided to grant approval to convention centres to encourage investment and standardize facilities at the convention centres.

### APPROVAL

Approved convention centres, being essential tourism infrastructure are eligible for various benefits including among other things, income tax concession under the Income Tax Act and priority consideration of its various requirements like telephone, telex, LPG etc. by the Government Authorities at Municipal, State and Union Levels or a semi or quasi-Government body.

The approval can be applied for at project/ planning stage. A convention centre approved at the project stage will be eligible for consideration for allocation of foreign exchange for its essential import of equipment and provisions. On completion and becoming functional it will get worldwide publicity through tourist literature published by the Ministry of Tourism and distributed through its offices in India and Overseas. Approved convention centre will also be eligible to apply to the Industrial Finance Corporation of India and the State Financial Corporations of loan. However, application for loan and incentives are considered by the respective Ministries/Departments and Financial Institutions in the context of request to produce a detailed feasibility study etc. and the project approval by the Ministry of Tourism should not in any way be construed as an assurance for the grant of any incentive or loan thereto.

### GENERAL FEATURES:

It is very essential that the proposed convention centre should contain at least one convention hall, two mini convention halls, one exhibition hall, one restaurant and parking facilities as per details given below:-

1. **Convention Hall:** Convention hall as the name suggests should have audio Visual conferencing equipment, facility for high fidelity recording, video projection/ video

graphs etc. and skilled manpower at various levels. The seating capacity in the hall may be in a classroom style in the following category:-

- a) Above 1500 pax or
- b) 1200-1500 pax or
- c) 800-1200 pax or
- d) 300-800 pax

**2. Mini Convention Halls:** Mini Convention halls are equally important in Convention Centres as these halls are required for various seminars, committees, meetings etc. the seating capacity therefore, may be in a theatrical or classroom style to seat as follows:-

- a) 200-300 pax or
- b) 100-200 pax or
- c) 50-100 pax or
- d) 20-50 pax

**3. Exhibition Hall:** Exhibition Hall is another important feature in convention centre. Delegates to the convention as well as trade relative promoters take part in trade shows to promote their products during conventions. As such, it is essential that such exhibition hall should have a capacity to accommodate at least 20 booths of 3 mts by 3 mts in size excluding passages in between the booths.

**4. Restaurants:** Restaurants in the convention centres should conform to the existing guidelines of HRACC laid down by the Ministry.

**5. Parking:** Parking facility for not less than fifty cars and five coaches.

**6. Residential Accommodation for Delegates/ Participants:** applicable only if, promoters, desire to have residential accommodation in the convention complex and the guidelines laid down by the Ministry in respect of star category hotels will apply.

In addition to the above facilities convention centre should include the following infrastructural facilities:-

- a. Landscaped forefront
- b. Exhibition Management Centre
- c. Administrative facilities for corporate office including IITTM/ Internet etc.
- d. Trade Show/ Fair Facilities such as Tourist Office, Bank and Money Changing facilities, Travel Desk, STD/ISD, Press Lounge, VIP Lounges etc.
- e. Technical facilities such as plant room, electric substation, stores, electric power back-up-system, fire hydrant etc.
- f. Gate complex for stipulating entry and exit.

- g. Information booths.
- h. Public Convenience.
- i. Stationary Shops and Kiosks.
- j. Public Address System.
- k. First aid with doctor on call facilities
- l. Security office and booths for security arrangements.
- m. Storage complex for custom storage and handling etc.
- n. Fire safety arrangements.
- o. Locker facilities.

In order to enhance the value of the above facilities there must be space for other ancillary activities also. This could include the following:

- i) Handicraft shops, souvenir shop.
- ii) Facility for the physically disabled person.
- iii) Other facility for enhancing customer satisfaction.

## APPLICATION

1. The application for approval of a convention centre should be submitted, in the prescribed form complete in all respects, to the Secretary (T) Govt of India, Transport Bhawan, New Delhi.
2. The power to approve convention centres at a project stage/ operational stage/ re-approval will be exercised by the Chairman (HRACC).
3. The Re-approval is required to be done after 3 years. The application fee is non refundable and is payable by demand Draft to the Pay & Accounts officer, Ministry of Tourism, New Delhi. The fee for project approval / Operational Approval and Re-approval will be as follows:-

1) Approval at the project stage	-	₹ 5000/-
2) Approval at the operational stage	-	₹ 10,000/-
3) Re-approval	-	₹ 5,000/-

## REQUIREMENT

Various documents and information to be furnished about convention centre projects when applying for project approval are given in details in the application form. However, the basic requirements are indicated so that these are sent alongwith the application:-

- i) A Project Report establishing the feasibility of the proposed convention centre, describing the amenities to be provided at the convention centre particularly mentioning any special or distinctive features.
- ii) The site selected should be suitable for the construction of convention centre intended for use by domestic as well as international business travelers. While selecting the site such aspects as its accessibility from airport / railway station / shopping areas etc. making it a convenient location, may be kept in mind as also that its environs are not pollution prone, crowded, noisy, unhygienic etc.
- iii) A land use permission certificate from the concerned state/ local authority certifying that it is permissible to construct a convention centre on the site selected. Blue prints of the sketch plans of the project duly approved by the State authority and signed by the architect and the promoter should be furnished.
- iv) Ownership deed of the land.
- v) Urban land ceiling certificate, if applicable.
- vi) Approval of International Airport Authority of India/ Director General of Civil Aviation if the project is near an airport.
- vii) Name and Business antecedents of the promoters.
- viii) Proposed ownership structure, giving full details as to whether the new undertaking will be owned by individual(s) or a firm or a company.
- ix) Estimated cost of the project and the manner in which it is proposed to raise the funds to meet the required investments.
- x) The Ministry has prescribed some regulatory conditions to be adhered to by promoters or approved convention centre projects. The promoter should furnish the acceptance of these regulatory conditions in the prescribed form. The regulatory conditions and the form of their acceptance have also been appended.

### **REGULATORY CONDITIONS FOR APPROVAL OF CONVENTION CENTRE PROJECT**

All convention centres approved by the Ministry of Tourism are required to furnish the following information:-

- 1) Documents relating to its legal status i.e. if the company is incorporated under the companies act, a copy of its memorandum and articles of association, if it is partnership firm, a copy of the partnership deed and the certificate of registration under the partnership act; if it is a proprietary concern, name and address of the proprietor etc.
- 2) Any licence and/ or approvals required from the local administration/ police and/ or other concerned authorities for the construction / operation of the convention centre should be obtained directly by the promoters from the concerned authorities. The

approval by the Ministry will not in any way be a substitute for them. The Ministry's approval will be deemed to have been withdrawn in case of violation of any condition as brought to its notice.

- 3) In the event of the promoters making any changes in the plans of the project as submitted earlier, the approval of this ministry will have to be applied for afresh.
- 4) As a project which has been approved from the view of its suitability for foreign orientele the promoter will be eligible for grant of loan from Central/ State Financial Institutions and priority in the procurement of building material, telephone and telex connections etc. however, this approval should not in any way be construed as an assurance for the grant of these facilities since this would fall within the jurisdiction of the concerned authorities and the rules prescribed for the purpose.

### **CONDITIONS TO BE FULLFILLED AFTER THE CONVENTION CENTRE/ HOTEL BECOMES FUNCTIONAL**

- 1) The Convention Centre must immediately inform this Ministry the date from which it becomes functional, and apply for approval within 3 months thereafter.
- 2) The Convention Centre will submit the following information to the Secretary (T) Ministry of Tourism, so as to reach on or before 31<sup>st</sup> March each year for the preceding financial year:-
  - (a) A bank certificate in regard to foreign exchange deposited by the convention centre/hotel;
  - (b) No. of conventions/ conferences/ seminars held and the no. of participants as per Performa given below:-

S.No.	Name of Conference/ Seminar		Date	No. of Participants	Name of Organisation
	Domestic/	International			
1					

- (c) Total bed capacity offered by the Hotel as under:-(provided the convention centre is having residential accommodation)
  - Single Rooms:
  - Double Rooms:
  - Suites:

- (d) Number of rooms occupied on a permanent/ semi permanent basis by Residents/ Staff Officers etc;
  - (e) A specimen copy of the current tariff card (applicable to convention centre having residential accommodation);
  - (f) List of the name of the Senior Executive with their designation, experience etc.
  - (g) Total number of persons employed.
  - (h) Annual report of the convention centre / hotel and a statement showing the audited balance sheet and profit and loss account within 4 months of the close of the financial year;
  - (i) Statistical returns in regard to the number of the events held, guests, rooms, occupancy, income and employment on quarterly basis as prescribed by the Ministry of Tourism from time to time.
- 3) The Regional Director/ Director/ Manager of the Government of India Tourist Offices of the region and the Director General, Ministry of Tourism would be kept informed from time to time of facilities introduced for withdrawn and of any additions or alterations made in regard to convention centre.
  - 4) The hotel tariff should be prominently displayed in each room. This card shall also indicate all taxes, service charge etc. (where applicable)
  - 5) Normally, no rooms will be let out for purposes other than residential. However, with the prior approval of the Ministry of Tourism not more than 10 percent of the rooms in the hotel will be let out to any person or company for residential or commercial purposes.
  - 6) The convention centre should at all times adhere to the high standard of maintenance and services for which it has been approved and in all dealing with its guests observe practice worthy of an establishment of repute.
  - 7) The officers of the Ministry of Tourism or any other officer deputed by it to inspect premises from time to time will be allowed free access with or without prior notice.

**IN THE EVENT OF BREACH OF ANY OF THE ABOVE CONDITIONS BY THE CONVENTION CENTRE, THE MINISTRY OF TOURISM SHALL HAVE THE RIGHT TO WITHDRAW APPROVAL.**

## APPLICATION PROFORMA FOR APPROVAL OF CONVENTION CENTRE

1. Proposed name of the convention centre
2. Name of Promoters:  
(A note giving details of business antecedents may be enclosed)
3. Complete postal address of the Promoters
4. Status of owners/ promoters: Whether
  - (a) Company:  
(If so, a copy of the Memorandum & Articles of Association may be furnished)  
(OR)
  - (b) Partnership Firm:  
(If so, a copy of partnership deed and Certificate of registration under the Partnership Act may be furnished)  
(OR)
  - (c) Proprietary concern (Give name and address of the proprietor)
5. Location of convention centre along With Postal address:
6. Details of the Site
  - (a) Area
  - (b) Title  
Whether outright purchase  
(If so, a copy of the registered sale deed should be furnished)  
(OR)  
On lease
  - (c) whether the required land use permit for the construction of convention Centre on it has been obtained (if so, a Copy the certificate from the concerned Local authorities should be furnished).
  - (d) Distance from Railway Station:
  - (e) Distance from Airport:
  - (f) Distance from main city centre:
7. Details of the convention centre project:  
(Copy of the project/ feasibility report Should be furnished)
  - (I) No. of Convention Halls (Please indicate seating capacity)
    - a) b)
    - c) d)

- (II) No. of Mini Convention Halls (Please indicate seating capacity)
  - a) \_\_\_\_\_ b) \_\_\_\_\_
  - c) \_\_\_\_\_ d) \_\_\_\_\_
- (III) Exhibition Hall (Please indicate area)
- (IV) Restaurant (Please indicate area)
- (V) Parking (Please indicate area and no. of Cars / Coaches than can be parked)
- (VI) Star category of accommodation Unit planned (if applicable).

No. of guest rooms and their area:

Guest Rooms	Number	Area
a) Single		
b) Double		
c) Suites		
<b>Total:</b>		

No. of attached baths and their areas:

- (a) How many of bathrooms will have long baths or the most modern shower chambers (Give break up)
- (b) Details of public areas:

Public Area	Number	Area of Each
(j) Lounge Lobby/ Reception		
(ii) Restaurants		
(iii) Bar		
(iv) Shopping		
(v) Banquet/ catering facilities		
(vi) Health club		
(vii) Swimming Pool		

**NOTE:** It may be ensured that areas of guest rooms and attached bathrooms conform to the minimum standards laid down by the Ministry of Tourism for restaurants and for different star categories of hotels.

Blue Prints of the sketch plans of the project.

(A complete set duly approved by the State Authorities and signed by the promoter and the architect should be furnished, including/ showing among other things, the following:-

- (i) Site plan
- (ii) Front and side elevation
- (iii) Floor wise distribution of public Areas/guest rooms and other facilities;
- (iv) (a) Area of convention halls/ mini convention hall/ exhibition hall.
  - (b) Area of guest rooms with dimensions (if applicable)
  - (c) Area of bathrooms with dimensions

8. Air-conditioning:

- (a) whether all the convention halls and guest rooms will be air-conditioned.
- (b) whether all the public areas will be air-conditioned.
- (c) Give details of type of air conditioning

9. Approval:

Whether the convention centre project has been approved / cleared by/ under the following agencies/ Acts wherever applicable:

- (a) Municipal authorities
- (b) Urban lands(ceiling), Act
- (c) Any other Local/ State Govt.
- (d) Authorities Concerned.

10. Proposed Capital Structure:

- (a) Total estimated cost:
  - (i) Equity
  - (ii) Loan:
  - (iii) Equity capital so far raised:
- (b) (i) Sources from which loan is proposed to be raised
  - (ii) Present position of the loan.

11. Acceptance of regulatory conditions:

(This should be furnished in the prescribed Performa)

12. Application Fee-Demand Draft No. \_\_\_\_\_

Signature.....

Full Name and Designation of the

Applicant.....

Place :

Dated :

**FORMAT OF ACCEPTANCE OF REGULATORY CONDITIONS FOR APPROVAL OF CONVENTION CENTRE PROJECT AND CONDITION TO BE FULFILLED AFTER THE CONVENTION CENTRE / HOTEL BECOMES FUNCTIONAL**

To,

The Secretary (T),  
Govt. of India,  
Ministry of Tourism,  
Transport Bhawan, New Delhi

**Sub:-** Acceptance of regulatory conditions for approval of convention centre project & condition to be fulfilled after the convention centre / hotel becomes functional.

Dear Sir,

I have received a copy of the regulatory conditions for approval of convention centre projects prescribed by the Ministry of Tourism for convention centre on its approved list, and wish to confirm that I have read and understood the same and hereby agree to abide by the same and such other conditions as may be laid down from time to time by the Ministry of Tourism for approval of convention centre.

Yours faithfully,

(Name in Block letters)

Managing Director/ Partner/ Proprietor

Name of the convention centre

Dated:.....

**(Note: This letter should be in the Company Letter Head)**



## GUIDELINES FOR APPROVAL & CLASSIFICATION/ RE-CLASSIFICATION OF APARTMENT HOTELS

Hotels are an integral part of a tourist's visit to a place and the services offered by them can make or mar a visit completely. Apartment Hotels are increasingly becoming popular with business travelers who come to India for some assignments, for family holidays, etc. Which are sometimes stretching for months together. With the aim of providing standardized, world class services to the tourists, the Government of India, Ministry of Tourism has a voluntary scheme for classification of fully operational Apartment Hotels in the following categories:

### 5 STAR DELUXE, 5 STAR, 4 STAR, AND 3 STAR

The Hotel & Restaurant Approval & Classification Committee (HRACC) inspects and assesses the hotels based on facilities and services offered.

Project approvals are also given in all the above-mentioned categories at the project implementation stage.

Classified Apartment Hotels/approved projects are eligible for various concessions and facilities that are announced by the Government from time to time besides, getting worldwide publicity through the India Tourism Offices located in India and abroad.

An Apartment Hotel is meant for use of temporary stay that should not exceed beyond 90 days in any circumstances

In no circumstances apartments in the Apartment Hotel will be sold individually for residential or any other purpose.

Details of the criteria set and the documents required are given in this document.

For classification/re-classification and project approvals of Apartment Hotels, the applications along with the requisite fees may be sent to:-

**Member Secretary (HRACC)**  
Hotel and Restaurants Division,  
Ministry of Tourism  
Government of India  
C-1, Hutments, Dalhousie Road,  
New Delhi 110011.

## **GENERAL TERMS, CONDITIONS & APPLICATION AT PROJECT LEVEL & CLASSIFICATION/RE-CLASSIFICATION FORMAT FOR PROJECT APPROVAL OF APARTMENT HOTELS**

### **APPROVAL AT PROJECT LEVEL**

1. Ministry of Tourism approves Apartment hotels at project stage based on documentation, which enables the hotels to get certain benefits from the govt. as announced from time to time. The documents required for project approvals are listed below at 4.
2. Project approvals are valid for 5 years. Project approvals of the Govt. of India, Ministry of Tourism cease 3 months from the date that the hotel becomes operational even if all its rooms are not ready. The Apartment Hotel must apply for classification within these 3 months.
3. The Ministry of Tourism, Govt. of India reserves the right to modify the guidelines/terms and conditions from time to time
4. Application form. This covers
  - i. Proposed name of the Apartment Hotel
  - ii. Name of the promoters with a note on their business antecedent
  - iii. Complete postal address of the promoters/tel./fax/email
  - iv. Status of the owners/promoters
    - (1) If Public/private limited company with copies of Memorandum and Articles of Association
    - (2) If Partnership, a copy of partnership deed and certificate of registration
    - (3) If proprietary concern, name and address of proprietor/certificate of registration
  - v. Location of Apartment Hotel site with postal address
  - vi. Details of the site
    - (1) Area (in sq. meters)
    - (1) Title – owned/ leased with copies of sale/ lease deed
    - (3) Copy of Land Use Permit from local authorities
    - (4) Distances from Railway station, airport, main shopping centers (in Kms)
  - vii. Details of the project
    - (1) Copy of feasibility report.
    - (2) Star category planned

- (3) Number of apartments and area for each type of room (in sq.ft.)
- (4) Number of attached baths and areas (in sq.ft.)
- (5) Details of public areas – Lobby/lounge, restaurants, bars, shopping, banquet/ conference halls, health club, swimming pool, parking facilities etc.
- (6) Facilities for the physically challenged persons.
- (7) Eco-friendly practices and any other additional facilities.  
(please indicate area in sq.ft for each facility mentioned above at 5,6 &7)
- (8) Date by which project is expected to be completed and operational.
- viii. Blue prints/ sketch plans signed by owners and architect showing
  - (1) Site plan
  - (2) Front and side elevations
  - (3) Floor plans for all floors
  - (4) Detail of guestroom and bathroom with dimensions in sq.ft.
  - (5) Details of Fire Fighting Measures/ Hydrants etc.
  - (6) Details of measures for energy conservation and water harvesting.
- ix. Air-conditioning details for guest rooms, public areas
- x. Local approvals by
  - (1) Municipal authorities
  - (2) Concerned Police Authorities
  - (3) Any other local authority as may be required.
  - (4) Approval /NOC from Airport Authority of India for projects located near Airports

The above mentioned approvals/NOCs are the responsibility of the promoters/concerned company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn in case of any violations without notice.

- xi. Proposed capital structure
  - Total project cost
    - a. Equity component with details of paid up capital
    - b. Debt – with current and proposed sources of funding
- xii. Letter of acceptance of regulatory conditions.
- xiii. Please indicate whether the promoter intends to give a few rooms or all rooms on a time- share basis.
- xiv. Application Fee

5. In the event of any changes in the project plans, the approval must be sought afresh.
6. Authorised officers of the Ministry of Tourism should be allowed free access to inspect the premises from time to time without prior notice
7. The Apartment Hotel must immediately inform the Ministry of the date from which it becomes operational and apply for classification within 3 months of this date.
8. The fees payable for the project approval and subsequent extension, if required are as follows. The demand draft may be payable to" Pay & Accounts Officer, Mlnistry of Tourism, New Delhi ".

Star Category of Apartment Hotels	Amount in ₹
5-Star	15,000
4-Star	12,000
3-Star	8,000

9. The promoters must forward regular progress reports for each quarter failing which the project approval would be considered withdrawn.
10. All documents must be valid at the time of application and a Gazetted officer or Notary must duly certify copies furnished to the Department. Documents in local languages should be accompanied by a translation in English/official language and be duly certified.
11. Projects, where it is proposed to let out part or whole of the Apartment Hotel on time share basis will not be eligible for approval.
12. For any change in the category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
13. Any changes in the project plans or management should be informed to the Ministry of Tourism within 30 days otherwise the approval will stand withdrawn/terminated.
14. Applicants are requested to carefully go through the checklist of provision of facilities and services contained in the guidelines before applying.
15. Incomplete applications will not be accepted.
16. The Govt. of India, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time

## APARTMENT HOTEL - CLASSIFICATION/ RE-CLASSIFICATION GUIDELINES

1. Classification for newly operational Apartment Hotel must be sought within 3 months of completion of approved Apartment Hotel projects. Operating Apartment Hotel may opt for classification at any stage. However, those seeking re-classification should apply for re-classification one year prior to the expiry of the current period of classification.
2. If the Apartment Hotel fails to reapply one year before the expiry of the classification order, the application will be treated as a fresh classification case.
3. Once a Apartment Hotel applies for classification/ re-classification, it should be ready at all times for inspection by the HRACC. No requests for deferment of inspection will be entertained.
4. Classification will be valid for 5 (Five) years from the date of issue of orders or in case of re-classification from the date of expiry of the last classification provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted.
5. Apartment Hotels which propose to let out part of or all its rooms on time-share basis are not eligible to be classified.
6. Apartment Hotels applying for classification must provide the following documentation.

### Application Form detailing

- i. Name of the Apartment Hotel
- ii. Name and address of the promoters/owners with a note on their business antecedents
- iii. Complete postal address of the hotel with tel. no/fax/email
- iv. Status of the owners/ promoters
  - (1) If Public/ private limited company with copies of Memorandum and Articles of Association
  - (2) If Partnership, a copy of partnership deed and certificate of registration
  - (3) If proprietary concern, name and address of proprietor/certificate of registration.
- v. Date on which the Apartment Hotel became operational.
- vi. Details of Apartment Hotel site with distance from Airport/Railway Station/City Centre/Downtown shopping area (in kms)

vii. Details of the Apartment Hotel

- 1) Area (in sq. metres) with title – owned/ leased with copies of sale/ lease deed
- 2) Copy of Land Use Permit from local authorities
- 3) Star category being applied for
- 4) Number of rooms and area for each type of room in sq.ft. (single/double/ suites)
- 5) Number of attached baths
- 6) Details of public areas – Lobby/lounge, restaurants, bars, shopping area, banquet/ conference halls, health club, swimming pool, parking facilities, facilities for the physically challenged persons, Eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq.ft
- 7) Details of Guestroom and number of bathroom with dimensions in sq.ft.
- 8) Details of Fire Fighting Measures/ Hydrants etc.
- 9) Details of measures for energy conservation and water harvesting and other Eco- friendly measures and initiatives.
- 10) Air-conditioning details for guest rooms, public areas

viii. Certificates/No Objection Certificates (attested copies)

- a) Certificate/ licence from Municipality/ Corporation to show that your establishment is registered as an Apartment Hotel
- b) Certificate/licence from concerned Police Department authorizing the running of an Apartment Hotel
- c) Clearance Certificate from Municipal Health Officer/ Sanitary Inspector giving clearance to your establishment from sanitary/hygienic point of view
- d) No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities)
- e) Public liability insurance
- f) Bar Licence (necessary for 4\*, 5\* & 5\*-D only)
- g) Money Changers Licence (necessary for 4\*,5\* & 5\*- D only)
- h) Sanctioned building plans/occupancy certificate
- i) If classified earlier, a copy of the earlier "Certificate of Classification issued by Ministry of Tourism

- j) For Heritage property, certificate from the local authority stating age of the property and showing new and old built up areas separately
- k) Any other local authority as may be required.
- l) Approval /NOC from AAI for projects located near Airports
- m) Please indicate whether a few rooms or all rooms are to be let out on a time-share basis.
- n) Application fee.

The above-mentioned approvals/No Objection Certificates are the responsibility of the Owners/promoters/concerned Company as the case may be. The Ministry approval is no substitute for any statutory approval and the approval given is liable to be withdrawn without notice in case of any violations or misrepresentation of facts.

- 7. All applications for classification or re-classification must be complete in all respect viz. application form, application fee, prescribed clearances, NOCs, certificates etc. Incomplete application is liable to be rejected.
- 8. The application fee payable for classification/re-classification are as follows. The demand draft may be payable to" Pay & Accounts Officer, Ministry of Tourism, New Delhi".

Star Category of Apartment Hotel	Classification/Re-classification fees in ₹
3-Star	10,000
4-Star	15,000
5-Star	20,000
5-Star Deluxe	25,000

- 9 The Classification Committee for Apartment Hotels will consist as follows:
  - (a) Chaired by Chairman (HRACC) or his representative. Representatives from FHRAI/ HAI/ IATO/ TAAI/ IHM/RD/local Indiatourism office/Director(T) of the concerned State Govt. or his representative(who should be a Gazetted officer) /Member Secretary will constitute the other members of the Committee.
  - (b) The Chairman and any 3 members will constitute a quorum
  - (c) The minutes will be approved by the Chairman (HRACC).
  - (d) In case of any dissatisfaction with the decision of HRACC the Apartment Hotels may appeal to Secretary (T), Government of India for review and reconsideration within 30 days of receiving the communication regarding classification/re-classification. No requests will be entertained beyond this period.

10. Apartment Hotels will be classified following a two stage procedure
  - a. The presence of facilities and services will be evaluated against the enclosed checklist.
    - i. New projects will be required to adopt environment friendly practices and facilities for physically challenged persons.
    - ii. Existing Apartment Hotels being classified will need to confirm to a phased plan for adding Eco-friendly practices and facilities for physically challenged persons rep by.
  - b. The quality of facilities and services will be evaluated against the mark sheet
11. The Apartment Hotel is expected to maintain required standards at all times. The Classification Committee may inspect the Apartment Hotel at any time without previous notice. The Committee may request that its members be accommodated overnight to inspect the level of services.
12. Any deficiencies/ rectifications pointed out by the HRACC must be complied with within the stipulated time, which has been allotted in consultation with the hotel representatives during inspection. Failure to do so will result in rejection of the application.
13. The committee may assign a star category lower but not higher than that applied for.
14. The Apartment Hotel must be able to convince the committee that they are taking sufficient steps to conserve energy and harvest water, garbage segregation, and disposal/recycling as per Pollution Control Board (PCB) norms and following other Eco-friendly measures.
15. For any change in the star category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
16. Any changes in the plans or management of the Apartment Hotel should be informed to the HRACC, Govt. of India, Ministry of Tourism within 30 days otherwise the classification will stand withdrawn/terminated.
17. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
18. Incomplete applications will not be considered. All cases of classification would be finalised within three months of the application being made.
19. The Govt. of India, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time.

**FORMAT OF UNDERTAKING FOR PROJECT APPROVAL/CLASSIFICATION/  
RE-CLASSIFICATION OF APARTMENT HOTELS**

To,

The Secretary (T)  
Govt. of India,  
Ministry of Tourism  
New Delhi.

**UNDERTAKING**

I have read and understood all the terms and conditions mentioned above with respect to project approval/classification/re-classification in 3/4/5/5- D Apartment Hotels and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature and name in block letters

Seal of the applicant

Place:

Date:

## CHECKLIST FOR FACILITIES & SERVICES

GENERAL	3* & 4*	5* & 5*-D	COMMENTS
24 hour lifts for higher buildings then ground plus two floors	N	N	Mandatory for new hotels. Local laws may require a relaxation of this condition.
Parking	N	N	One parking space per unit should be provided.
<b>Guest Rooms</b>	N	N	
Minimum 10 lettable rooms. All rooms with outside window / ventilation.	N	N	
Minimum floor area Studio including sleeping, living, bathing, cooking & dining-sqft.	250	251-350	
Minimum floor area 1bedroom including sleeping, living bathing, cooking & dining sqft.	500	500-650	Living Dining bedroom and kitchen areas are separate with doors.
Minimum floor area 2 bedrooms including sleeping, living, bathing, cooking & dining – sqft.	760	950	Living Dining, bedroom and kitchen areas are separate with doors.
Minimum floor area 3 bedrooms including sleeping, living, bathing, cooking & dining sqft.	1000	1250	Living Dining, bedroom and kitchen areas are separate with doors.
<b>Dining area</b>	N	N	Separate dining table and chairs to accommodate maximum bedding
Air –conditioning	N	N	Air–conditioning/heating depends on climatic conditions & architecture. Room temp. should be between 20 & 28 Degrees C. For 4*,5* and 5* Deluxe between 20 and 24 degrees C.For 3 star minimum 50% of the apartments should be air –conditioned.

<b>GENERAL</b>	<b>3* &amp; 4*</b>	<b>5* &amp; 5*-D</b>		<b>COMMENTS</b>
Iron with iron board	N	N		
A 15 amp earthen power shocked	N	N		
Television	N	N		
Internet Connection available in	D	N		For 3 star internet facility be made the Business Center
Telephone in the room	N	N		
Ward robe with minimum 12 clothes hangers per bedding	N	N		
Shelves or drawer space	N	N		
<b>Bathrooms</b>				
Number of dedicated (private) bathrooms –Studio	1	1		
Numb of dedicated (private) bathrooms 1 Bedrooms	1	1 ½		Half bath toilet and wash basin.
Number of dedicated (private) bath rooms 2 Bedrooms	2	2 ½		
Number of dedicated (private) bath rooms 3 Bedrooms	2	3 ½		
Minimum Size of Bathroom in square feet	36	40		
Western WC toilet to have a seat and lid toilet paper.	N	N		
Floors and walls to have non – porous surfaces	N	N		
Indoor Games Activity Room	N	N		
Outdoor Games like Tennis, Badminton	D	N		
Water saving taps /shower	N	N		
<b>Kitchens/Kitchenettes</b>				
Kitchenettes for Studios	N	N		Screened area-signal burner stove top, no open flame, Microwave oven or OTG, Fridge (165 Ltr.)

GENERAL	3* & 4*	5* & 5*-D		COMMENTS
				utensils, crockery and cutlery, Tea / Coffee maker, sink exhaust fan.
Kitchens for 1 bedroom and larger	N	N		Dedicated kitchen-2 burner stove, Microwaveoven, Tea/coffee maker, Full size fridge, sink exhaust fan, utensils, cutlery, crockery.
Washing Machines /dryers	D	D		Arrangement are made available for laundry / dry cleaning services.
<b>Public Areas</b>				
A lounge or seating in the lobby area	N	N		
Reception facility manned 24 hours	N	N		
Heating and cooling to be provided in enclosed public rooms	N	N		Temperatures to be between 20-28 degrees calculus.
Dining room serving break-fast	N	N		
Garbage room (wet and dry)	N	N		
Room for left luggage facilities	N	N		
Health Fitness facilities	D	N		Necessary for 4 star and above, desirable for 3-star
<b>Guest Services</b>				
Utility shop	N	N		
Acceptance of Common Credit Cards	N	N		
A public telephone on premises, Unit charges made known.	N	N		
Wake –up call service on request.	N	N		
Messages for and telephone number of Doctor with front desk.	N	N		
Assistance with luggage on request	N	N		
Stamps and mailing facilities	N	N		
Left luggage facilities	N	N		
Fax and photocopy service	N	N		

GENERAL	3* & 4*		5* & 5*-D		COMMENTS
Business Center	N	N			This should be a dedicated area. In resort destinations, tourist and pilgrimage centers this may be relaxed.
Safe keeping facilities available	N	N			
Smoke detectors	N	N			These can be battery operated
Fire and emergency procedure notices displayed in rooms behind door	N	N			
Fire exit sign on guest floors with emergency power public liability insurance	N	N			
Public liability insurance	D	D			
Swimming pool			N		This can be related for hill destinations. Necessary for 5* & 5*D and desirable for 3-star, 4-star.
Parking Facilities	D	D	N	N	Should be adequate in relation to the no of room & banquet / convention hall capacities. Exclusively earmarked accessible parking nearest to the entrance for physically challenged persons.
Conference Facilities			D	D	

**Note:** D = Desirable, N = Necessary. There is no relaxation in the necessary criteria except as specified in the comment column.

**GOVERNMENT OF INDIA  
MINISTRY OF TOURISM (H&R CELL)  
HOTEL CLASSIFICATION**

**Mark sheet for quality**

Criteria	Max Marks	Score	Comments
Exterior & Grounds	8		Exteriors Approach - 2 Landscaping - 2 Exterior lighting - 2 Parking - 2
Guest Rooms	10		Furniture - 2 Furnishings - 2 Decor - 2 Room facilities & amenities - 2 Linen - 2
Bathrooms	8		Facilities - 2 Fittings - 2 Linen - 2 Toiletries - 2
Public Areas	8		Furniture - 2 Furnishings - 2 Décor - 2 Restrooms - 2
Food & beverage	8		Choice of cuisine menu - 3 Décor - 2 Food quality - 3
Kitchens	8		Equipment - 3 State of repair - 2 Food storage - 3
Cleanliness	8		Overall impression
Hygiene	8		Pot & Dish Washing - 2 Drinking water - 2 Staff facilities - 1 Pest control - 2 Garbage disposal - 1

Criteria	Max Marks	Score	Comments
Safety & Security	8		Fire fighting equipment - 2 Signage - 2 Awareness of procedures - 2 Public areas and room security - 2
Communications	6		Phone service - 2 E-mail access - 2 Internet access - 1 PC and other equipment - 1.
Guest Services	5		Overall impression
Eco- friendly practices	5		Waste management, recycling. No plastics - 1 Water conservation, Harvesting - 1 Pollution control – air water , sound , light - 2 Alternative energy usage - 1
Facilities for physically challenged persons	5		At least a room for physically challenged persons - 1 Public toilet in lobby - 1 Telephone in public places - 1 Ramps etc - 1 Facilities for quality for visually handicapped - 1
Staff quality	5		Overall impression - 5
<b>TOTAL</b>	<b>100</b>		

## Comments

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.....  
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## HRACC Members

1. .... Chairman
2. .... FHRAI
3. .... HAI
4. .... IATO
5. .... TAAI
6. .... Member Secretary

## Qualifying Score

5*-D	90%		
5*	80%		
4*	75%		
3*	65%		
2*	55%		
1*	50%		

## **GUIDELINES FOR APPROVAL AND REGISTRATION OF INCREDIBLE INDIA BED & BREAKFAST/ HOMESTAY ESTABLISHMENTS**

### **Introduction**

1. Hotels and other supplementary accommodation are an integral part of a tourist's visit to a place and the services offered by them can make his/her visit memorable. With the aim of providing comfortable Home Stay Facilities of Standardized World Class Services to the tourists, and to supplement the availability of accommodation in the Metros and tourist destinations, Ministry of Tourism will classify fully operational rooms of Bed & Breakfast/Home Stay Facilities as "Incredible India Bed & Breakfast/Homestay Establishments". The basic idea is to provide a clean and affordable place for foreigners and domestic tourists alike including an opportunity for foreign tourists to stay with an Indian family to experience Indian customs and traditions and relish authentic Indian cuisine.
2. The Incredible India Bed & Breakfast / Home stay facilities will be categorized as follows:-
  - (a) Silver
  - (b) Gold
3. The Regional Classification Committee, as specified in the guidelines, will inspect and assess the Bed & Breakfast / Home stay Establishments, based on facilities and services offered. The details of the standards, facilities, services and the documents required for approval of such establishments will be as per these guidelines.
4. The Incredible India Bed & Breakfast / Homestay Establishments, once approved by Ministry of Tourism, will be duly publicized. A directory of all such approved establishments will also be prepared, so as to enable domestic as well as foreign tourists to live in a homely environment and to take advantage of the scheme. In addition, efforts will be made to organize short term training in hospitality trade to those who would opt for such training.

### **Detailed Guidelines**

1. The classification for Incredible India Bed & Breakfast/Homestay establishment will be given only in those cases where the owner/promoter of the establishment along with his/her family is physically residing in the same establishment and letting out minimum one room and maximum six rooms (12 beds).

2. The scheme will be on bed and breakfast basis and charges will have to be levied accordingly. The type of breakfast to be offered will have to be specified, the charges will have to be displayed and the visitors will have to be informed in advance so as to avoid unnecessary dispute.
3. Once an establishment applies for classification/re-classification, it will have to be ready at all times for inspection by the Regional Classification Committee. No requests for deferment of inspection will be entertained.
4. Classification will be valid for two years from the date of issue of orders or in case of re-classification from the date of expiry of the last classification provided that the application has been received within the stipulated time i.e. 3 months before the expiry of the last classification.
5. Incredible India Bed & Breakfast / Homestay Establishments applying for classification will have to provide all the information supported by required documents as per the following formats:
  - a) Application format as at Annexure –I.
  - b) Checklist of facilities as at Annexure –II.
  - c) Undertaking as at Annexure –III.
6. The application fees payable for classification/re-classification of IIB&B / Homestay will be as follows for the Govt. of India. The demand draft will have to be payable to **"Pay & Accounts Officer, Ministry of Tourism, New Delhi "**.

Star Category	For Classification/Re-classification
Silver	₹ 3,000
Gold	₹ 5,000

7. An IIB&B / Homestay Establishment will be classified following two stage Procedure.
  - a) The presence of facilities and services will be evaluated against the enclosed Checklist. (Checklist will have to be duly filled in and signed on all pages and submitted along with the application).
  - b) The quality of facilities and services will be evaluated by the Regional Classification Committee. Due preference will be accorded to the homes, which are able to provide Indian experience by way of Indian décor, authentic and exotic Indian cuisine etc.

8. The Regional Classification Committee will consist of the following:
  - (1) Regional Director, Indiatourism –Chairman.
  - (2) Representative from IATO .
  - (3) Representative from TAAI.
  - (4) Representative from local Indiatourism Office.
  - (5) Representative from State Tourism Department.
9. The Chairman and any two members will constitute a quorum. The recommendation of the Committee will be approved by the Chairman Hotel and Restaurant Approval and Classification Committee (HRACC).
10. Any deficiencies/rectifications pointed out by the Regional Classification Committee will have to be complied within the stipulated time which will be allotted in consultation with the representative/representatives of the establishment during inspection. Failure to do so will result in rejection of the application.
11. The Committee may recommend to the Chairman, HRACC a category either higher or lower than the one applied for. In case the category applied for is higher than the one recommended by the Committee, then the applicant will have to deposit the required fee for the recommended category. However, in case of the category recommended being lower than the one applied for, then there will be no refund of extra classification fee.
12. The IIB&B / Homestay Establishment will be expected to maintain required standards at all times. The Chairman, HRACC could authorize a surprise inspection of the establishment at any time without previous notice.
13. Any changes in the facilities of the IIB&B / Homestay Establishment will have to be informed to the Regional Director, Indiatourism Office, within 30 days. If any violation of this comes to the notice of the Committee then the classification will stand withdrawn / terminated.
14. All cases of classification would be finalised within 30 days of the application being made to the Regional Director concerned complete in all respect.
15. In case of any dissatisfaction with the decision of HRACC, the establishment may appeal to Secretary, Ministry of Tourism, Government of India for review and reconsideration within 30 days of receiving the communication regarding classification/ re-classification. No requests will be entertained beyond this period.
16. Ministry of Tourism, Government of India reserves the right to modify the guidelines/ terms and conditions from time to time.

17. The rate of taxes for property, electricity and water to be paid for classified IIB&B/ Homestay Establishments will be those prescribed by the appropriate authorities.

**Note:** Items No. 5 (c), 6, 8 and 15 may be suitably amended by the State Govt./UT.

### **WHERE TO APPLY (FOR GOVT. OF INDIA SCHEME);**

The applications along with the requisite fees may be sent to:-

1. Regional Director (North), Indiatourism, 88 Janpath, New Delhi - 110001. Tel: 011-23320005, 23320008, Fax 011-23320109 (for States of Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Utrakhand, NCT of Delhi, UT of Chandigarh and Uttar Pradesh except Agra and Varanasi).
2. Regional Director (West), Indiatourism, 123 M. Karve Road, Mumbai- 00020. Tel: 022-22033144, Fax 022-2214496 (for States of Gujarat, Chattisgarh, UT of Daman & Diu, Dadra Nagar Haveli and Maharashtra except Aurangabad).
3. Regional Director (South), Indiatourism, 154 Anna Salai, Chennai- 600002. Tel: 044-28461459, Fax 044-28460193 (for States of Tamil Nadu and UT of Lakshwadweep).
4. Regional Director (East), Indiatourism, "Embassy", 4 Shakespeare Sarani, Kolkata - 700071. Tel: 033-22821475, Fax 033-22823521 (for States of West Bengal and Jharkhand).
5. Regional Director, Indiatourism (North Eastern Region), Assam Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A.K. Azad Road, Paltan Bazar, Guwahati - 781 008. Tel: 0361-2737554, Fax 0361-2737553 (for States of Assam, Tripura, Mizoram, Nagaland and Sikkim).
6. Director, Indiatourism, KFC Building, 48 Church Street, Bengaluru- 560001, Karnataka. Tel: 080-25585417 Fax 080-25583030 (for the State of Karnataka).
7. Director, Indiatourism, State Hotel, Khasa Kothi, Jaipur- 302001. Tel: 0141- 2372200, Fax 0141-2372200 (for the State of Rajasthan).
8. Director, Indiatourism, R-Block, Kranti Marg, Institute of Engineering Building Patna – 800 001, Bihar. Tel: 0612-6570640 Fax 0612-2506032 (for the State of Bihar).
9. Manager, Indiatourism, 191, The Mall, Agra - 282001, Uttar Pradesh. Tel: 0562-2226378 Fax 0562-2226368 (for the city of Agra).
10. Manager, Indiatourism, 15-B, The Mall, Varanasi–221001, Uttar Pradesh. Tel: 0542-2501784 Fax 0542-2501784 (for the city of Varanasi).
11. Manager, Indiatourism, Ministry of Tourism, Paryatan Bhawan, IIInd Floor, Lewis Road, Orissa. Tel: 0674-2432203, 2435487, Fax 0674-2432203 (for the State of Orissa).

12. Manager, Indiatourism, 3rd Floor, Palika Plaza Mth Compound Indore - 452007. Madhya Pradesh. Tel: 0731-4239940, Fax 0731-4201893 (for the State of Madhya Pradesh).
13. Manager, Indiatourism, VIP Road, 189, IInd Floor, Junglighat, P.O., Port Blair-744 103, Andaman & Nicobar Islands. Tel: 03192-236348 Fax 03192-233006 (for the UT of Andaman & Nicobar Islands).
14. Manager, Indiatourism, Ground Floor, Balayogi Paryatak Bhavan, 6-3-870, Green Lands, Begumpet, Hyderabad-500 016, Andhra Pradesh. Tel: 040-23409199, 23409399, Fax 040-23409299 (for the State of Andhra Pradesh).
15. Manager, Indiatourism, Willingdon Island, Kochi-682009, Kerala. Tel: 0484-2668352 (for the State of Kerala).
16. Manager, Indiatourism, Comunidade Building, Church Square, Panaji-403001, Goa. Tel: 0832-2223412, Fax 0832-2420529 (for the State of Goa).
17. Manager, Indiatourism, Tourist Reception Centre (1st Floor), MTDC Holiday Resort, Near Goldie Cinema, Station Road, Aurangabad – 431 005, Maharashtra. Tel: 0240-2331217, Fax 0240-2331217 (for the city of Aurangabad).
18. Manager, Indiatourism, Tirot Singh Sylem Road, Police Bazaar, Shillong -793001, Meghalaya. Tel: 0364-225632 (for the State of Meghalaya).
19. Manager, Indiatourism, Sector 'C', Barapani Police Point, Naharlagun -791110, Arunachal Pradesh. Tel: 0360-2244328 (for the State of Arunachal Pradesh).
20. Manager, Indiatourism, Old Lambulane, Jail Road, Imphal - 795001, Manipur. Tel: 03852-221131 (for the State of Manipur).

## APPLICATION FORMAT FOR HOMESTAY ESTABLISHMENT

- 1) Name of the IIB&B / Homestay Establishment
- 2) Category applied for
- 3) Name and address of the promoters/owners with a note on their background
- 4) Complete postal address of the IIB&B / Homestay Establishment
  - a) Tel. no
  - b) Fax
  - c) E-mail
  - d) Mobile no. of the promoter
- 5) Distance of the IIB&B/Homestay Establishment in kms. from:
  - a) Airport
  - b) Railway Station
  - c) City Centre
  - d) Nearest main shopping centre
  - e) Nearest bus stand /scheduled city bus stop
- 6) Details of the IIB&B / Homestay Establishment:
  - (a) Area (in sq. metres) with title–owned/leased (copies of sale/lease deed to be enclosed)
  - (b) Revenue papers regarding ownership. Affidavit in case of co-sharer of House/ land.
  - (c) Whether clearance obtained from the Police Authorities regarding the antecedents of the owner/owners and the proposed activity (copy to be enclosed)
  - (d) Number of rooms and area for each type of room in Sq.ft. (Single /Double/Suites)
  - (e) Number of attached baths
  - (f) Details of public areas for the following facilities in sq. ft.
    - (i) Lobby/lounge
    - (ii) Dining space
    - (iii) Parking facilities

- (g) Additional facilities available if any (not mandatory)
  - (i) Eco–friendly facilities
  - (ii) Facilities for differently abled persons
  - (h) Details of Fire Fighting equipment/ hydrants etc. if any
- 7. Photographs of the building including interiors showing types of facilities available, bathroom, living room, bedroom, parking etc.
- 8. Details of payment of application fee
- 9. Check list details as per Annexure II (enclose a copy of the checklist duly certified that the facilities are available in the establishment)
- 10. Consent of acceptance of the regulatory conditions (please enclose a copy of the prescribed undertaking as per Annexure III duly signed by the owner of the establishment)

## CHECKLIST FOR APPROVAL & REGISTRATION OF INCREDIBLE INDIA BED & BREAKFAST/HOMESTAY ESTABLISHMENT

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
1.	Well maintained and well equipped house and guest rooms with quality carpets/ area rugs/ tiles or marble flooring, furniture, fittings etc. in keeping with the traditional lifestyle.	*M	M		
2.	Sufficient parking with adequate road width.	**D	M		
3	Guest rooms: Minimum one lettable room and maximum 6 rooms (12 beds). All rooms should be clean, airy, pest free, without dampness and with outside window/ventilation. with outside window/ventilation.	M	M		
4	Minimum floor area in sq. ft. for each room. Plains Hills	120 120	200 200		
5	Comfortable bed with good quality linen & bedding preferably of Indian design.	M	M		
6	Attached private bathroom with every room alongwith toiletries.	M	M		
7	Minimum size of each bathroom in sq.ft.	30	40		
8	WC toilet to have a seat and lid, toilet paper	M	M		
9	24 hours running hot & cold water with proper sewerage connection	M	M		

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
10	Water saving taps/shower	D	M		
11	Well maintained smoke free, clean, hygienic, odour free, pest free kitchen.	M	M		
12	Dining area serving fresh Continental and/or traditional Indian breakfast.	M	M		
13	Good quality cutlery and crockery.	M	M		
14	Air-conditioning/heating depending on climatic conditions with room temp. between 20 to 25 degrees Centigrade in the offered room.	M	M		
15	Iron with iron board on request.	M	M		
16	Internet Connection.	D	M		
17	15 amp earthed power socket in the guest room.	M	M		
18	Telephone with extension facility in the room.	D	M		
19	Wardrobe with at least 4 clothes hangers in the guest room.	M	M		
20	Shelves or drawer space in the guest rooms.	M	M		
21	Complimentary aquaguard / RO/mineral water.	M	M		
22	Good quality chairs, Working table and other necessary furniture.	M	M		
23	Washing machines/dryers in the house with arrangements for laundry/dry cleaning services.	D	M		
24	Refrigerator in the room.	D	M		
25	A lounge or seating arrangement in the lobby area.	D	M		
26	Heating and cooling to be provided in enclosed public rooms.	D	M		

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
27	Garbage disposal facilities as per Municipal laws.	M	M		
28	Acceptance of cash / cheque / D.D.	M	M		
29	Message facilities for guests.	M	M		
30	Name, address and telephone number of doctors.	M	M		
31	Left luggage facilities.	M	M		
32	Assistance with luggage, on request.	D	M		
33	Safekeeping facilities in the room.	D	M		
34	Smoke/heat detectors in the house.	D	D		
35	Security guard facilities.	D	M		
36	Maintenance of register for guest check-in and check-out records including passport details in case of foreign tourists.	M	M		

\* 'M' stands for mandatory

\*\* 'D' stands for desirable.

**Note:** - The grading in the various categories will depend on the quality of accommodation, facilities and services provided.

## FORMAT FOR UNDERTAKING

To,

The Chairman, HRACC  
Government of India  
Ministry of Tourism  
New Delhi.

### UNDERTAKING

I have read and understood all the terms and conditions mentioned in the guidelines with respect to the approval and registration of the Incredible India Bed & Breakfast/ Homestay Establishment and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature and name of the owner  
in block letters

Place:

Date:



## GUIDELINES FOR RECOGNITION/RENEWAL OR EXTENSION AS AN APPROVED TRAVEL AGENTS/AGENCIES (TA)

1. The aims and objectives of the scheme for recognition of Travel Agent / Agency (TA) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide travel agencies to bring them in organized sector.
2. **Definition:** A Travel Agent / Agency (TA) is the one who makes arrangements of tickets for travel by air, rail, ship, passport, visa, etc. It may also arrange accommodation, tours, entertainment and other tourism related services.
3. The application for approval shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutments, Dalhousie Road, New Delhi-110 011, Email: [divisonтт@gmail.com](mailto:divisonтт@gmail.com)
4. The application for **renewal / extension** shall be addressed to the Regional Director of the concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, “Embassy”, 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai – 400 020, Maharashtra. Phone No. (022) 2208 3263 / 2207 4333/ 2207 4334, Fax: (022) 22014496, Email: [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com), [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 – Janpath, New Delhi 110 001. Phone No. (011) 2332 0342 / 2332 0005 / 2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai – 600 002, Tamil Nadu. Phone No. (044) 2846 0285 / 2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati – 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)

5. The recognition as an approved TA shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report/Recommendations** of a Committee comprising the concerned **Regional Director (RD) and a member of Travel Agents' Association of India (TAAI.)**
6. The renewal / extension, thereafter, shall be granted for five years after Inspection conducted by a Committee comprising the concerned RD and a member of TAAI, on an application made by TA along with the requisite fee / documents.
7. The documents received from the applicant after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in the MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval / renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by the TA for grant of recognition / renewal or extension by MOT:-
  - i) The application for grant of recognition / renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) TA should have a minimum Paid up Capital or (Capital employed) of **₹3.00 lakh** duly supported by the Audited Balance Sheet / Certificate of Statutory Auditor of the firm.
  - iii) **TA should be approved by International Air Transport Association (IATA) or should be General Sales Agent (GSA) / Passenger Sales Agent (PSA) of an IATA member Airlines.**
  - iv) TA should have been in operation for a minimum period of one year before the date of application.
  - v) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level.** Besides, the office may be located in a neat and clean surrounding and equipped with telephone, fax and computer reservation system etc. There should be sufficient space for reception and easy access to toilet facilities.
  - vi) TA should be under the charge of the Owner or a full time member who is adequately trained, experienced in matters regarding ticketing, itineraries, transport, accommodation facilities, currency, customs regulations and tourism and travel related services. Besides this, greater emphasis may be given to effective communication skills, knowledge of foreign languages, other than English.

There should be a minimum of four qualified staff out of which at least one should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or

an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport and PR agencies, Hotel and other Corporate Bodies and those who have worked for three years with IATA / UFTA agencies and also those who have two years experience with MOT approved Travel Agencies.

For the Travel Agents / Agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

- vii) TA should be an income-tax assessee and should have filed Income Tax Return for the current assessment year.
  - viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the TAs should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by TAs.
  - ix) For outsourcing any of the services relating to tourists, the TA(s) shall use approved specialized agencies in the specific field of activity.
9. TA would be required to pay a non-refundable fee of ₹3,000/- while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee would be payable to the Pay and Accounts Officer, Ministry of Tourism, in the form of a Bank Draft.
10. The TA should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
- (i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
  - (ii) On the day a staff member joins the TA, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.
  - (iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the TA in the case of organizations which have more than 25 personnel. In the case of TA with less than 25 personnel, one focal point would have to be nominated.

- (iv) The training would be provided to the staff of the approved TA by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with “Safe & Honourable Tourism”. The focal points of the TA would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in – house training to the staff which would be arranged within next six months.
  - (v) The Pledge of Commitment towards “Safe & Honourable Tourism” would have to be displayed by the TA prominently in the front office area / lobby of the TA.
  - (vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
11. The recognition / renewal would be granted to the Head Office of the TA. The Branch Offices of TA would be approved along with the Head Office or subsequently, provided the particulars of the Branch Offices are submitted to MOT for recognition and concerned RD for renewal or extension and accepted by it.
  12. The TA so granted recognition / renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by the MOT, GOI.
  13. TA would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time of renewal.
  14. Even though the scheme of granting approval of recognition / renewal or extension to TA is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more Travel Agencies seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved TA (s).
  15. It shall be mandatory for an approved TA to prominently display the Certificate of approval of recognition / renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  16. The decision of MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in their discretion refuse to recognize / renew or extend any firm or withdraw / withhold at any time recognition / renewal or extension already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

**APPLICATION FORM FOR RECOGNITION / RENEWAL OR EXTENSION  
AS AN APPROVED TRAVEL AGENT / TRAVEL AGENCY (TA)**

Self attested  
Passport size  
photograph of  
Managing Director/  
Managing Partner/  
Proprietor

1. Name of the Organization .....
- Address of Head office .....
- Telephone Numbers.....
- Fax Numbers.....
- Email Address.....
- Website Name.....
- Address of the Branch offices (if any).....
- Telephone Numbers.....
- Fax Numbers.....
- Email Address.....

**(Please fill up separate application form, in duplicate for Branch Office(s), if any)**

2. Nature of the Organization (Proprietary concern, Partnership or Incorporation)  
.....
3. Year of registration / commencement of business (with documentary Proof)  
.....
4. Name of Proprietor/Partners/Directors, etc., .....  
Details of their interests, if any in other her business may also be indicated .....
5. Particulars of staff employed:

Total number of staff:

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
I.....					
II.....					
III.....					
IV.....					

**Names of focal points for “Safe & Honourable Tourism”:**

(i).....

(ii).....

6. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed to be made available) – Office Space in sq. ft..... Location area (please tick mark the right category) Commercial  Residential  Reception  area in sq. ft..... Accessibility to toilets (Please write Yes or No).....

7. Name of Bankers (please attach a reference letter on original letterhead from your Bankers) .....

8. Name of Auditors.....

A Balance – Sheet and Profit & Loss Statement pertaining to the travel business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application. Also furnish details of your turnover in the following statement:-

**Particulars of the Travel Agency (TA) concerned:**

a) Paid up capital (Capital employed) .....

b) Loans: .....

i) Secured .....

ii) Unsecured .....

c) Reserves .....

d) Current liabilities and provisions.....

e) Total (a to d): .....

f) Fixed assets (excluding intangible assets). .....

g) Investment .....

h) Current assets .....

i) Intangible Assets .....

j) Total (f to i) .....

- Notes:**
- i. Intangible assets should include goodwill expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.
  - ii. Reserves should include balance of profit and loss Account and exclude taxation reserve.
  - iii. Current liabilities and provisions would include taxation reserve.
  - iv. Current assets should include sundry debts, loans advances, cash and bank balance.

9. A copy of Acknowledgement in respect of Income tax returns for the current assessment year should be enclosed.
10. Please indicate whether any activities are undertaken by the firm besides travel related activities.....
11. Please indicate membership of International Travel Organizations, if any .....
12. Letter of approval of IATA and Certificate of Accreditation for current year should be enclosed. General Sales Agent (GSA) / Passenger Sales Agent (PSA) of IATA airlines should be enclosed (in this regard documentary proof to be attached).
13. The names of the Air/shipping / Railway ticketing agencies held by the firm .....
14. Please enclose Demand Draft of ₹ 3, 000/- for Head Office and ₹ 3, 000/- for each Branch Office as fee for recognition / renewal or extension.

For Head Office, please mention:

Demand Draft No ..... Date ..... Amount .....

For Branch Office(s), please mention:

Demand Draft No (s) .....Date ..... Amount .....

Signature / Name of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:



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## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protect all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature :.....

Name :.....

On behalf of :.....

In the presence of :.....



## LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR FIRST APPROVAL/RENEWAL OR EXTENSION AS AN APPROVED TRAVEL AGENT/TRAVEL AGENCY (TA)

1. Application form duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from Government) in support of beginning of operations of your firm.
4. A signed copy of the Pledge of Commitment towards “Safe & Honourable Tourism”. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
5. A copy of complete Audited Balance Sheet with the Director’s Report for the latest financial year.
6. Income Tax Acknowledgement for the latest assessment year.
7. Service Tax Registration number from the concerned authority.
8. Certificate of Statutory Auditor of the firm stating Paid-up Capital not less than Rs. 3.00 Lakh. For Travel Agents from the North – Eastern region, remote and rural areas, the minimum Paid up Capital (or Capital employed) should be at least Rs. 50,000/- duly supported by the Statutory Chartered Accountant’s certificate.
9. A copy of IATA approval letter indicating Numerical Code Number and a copy of IATA Accreditation Certificate for the Current year.
10. Reference letter from Bank on its original letterhead regarding firm’s bank account and address with telephone numbers.
11. The details of staff employed giving names, designation, educational qualification & experience in tourism field and length of service in the organization (copies of certificates to be enclosed):
  - a) There should be a minimum of four qualified staff out of which at least one should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - b) The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport and PR agencies, Hotel and other Corporate Bodies and those who have worked for three years with IATA / UFTA agencies and also those who have two years experience with Ministry of Tourism approved Travel Agencies.

- c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - d) Names of focal points.
- 12. List of Directors / Partners or name of the Proprietor.
  - 13. Details of office premises, whether located in commercial or residential area, office space in sq. ft. (the minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level) and accessibility to toilet and reception area.
  - 14. A Demand Draft for ₹ 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
  - 15. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

- NOTE:**
- I. *The guidelines including application form etc. may be downloaded from websites: **www.tourism.gov.in** & **www.incredibleindia.org**.*
  - II. *The application form along with all supporting documents should be submitted in duplicate.*
  - III. *Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*
  - IV. *When applying for Branch Office(s), separate application forms should be filled and submitted along with the required documents, in duplicate.*



## GUIDELINES FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED INBOUND TOUR OPERATOR (ITO)

1. The aims and objectives of the scheme for recognition of Inbound Tour Operator (ITO) are to encourage quality standard and service in this category so as to promote tourism in India and abroad. This is a voluntary scheme open to all bonafide tour operators to bring them in organized sector.
2. **Definition:** An ITO is the one who makes arrangements for transport, accommodation, sight seeing, entertainment and other tourism related services for foreign tourists.
3. The application for approval shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutments, Dalhousie Road, New Delhi-110 011, Email: [divisiontt@gmail.com](mailto:divisiontt@gmail.com)
4. The application for **renewal / extension** shall be addressed to the Regional Director of the concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, “Embassy”,4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai – 400 020, Maharashtra. Phone No. (022) 2208 3263 / 2207 4333/2207 4334, Fax: (022) 2201 4496, Email: [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com), [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 – Janpath, New Delhi 110 001. Phone No. (011) 2332 0342 / 2332 0005 / 2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai – 600 002, Tamil Nadu. Phone No. (044) 2846 0285 / 2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati – 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)

5. The recognition as an approved ITO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report / Recommendation** of a Committee comprising the **concerned Regional Director (RD) and a member of Indian Association of Tour Operators (IATO)**.
6. The renewal / extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising of concerned RD and a member of IATO, on an application made by ITO along with the requisite fee / documents.
7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval / renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by ITO for grant of recognition / renewal or extension by MOT:
  - i) The application for grant of recognition / renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - (ii) ITO located in rest of India should have a minimum Paid up Capital (or Capital employed) of **₹3.00 lakh** and **₹50,000/-** in the case of North – Eastern region, remote and rural areas, duly supported by the latest Audited Balance Sheet / certificate of the Statutory Auditor of the firm.
  - (iii) The turn-over in terms of foreign exchange earnings by the firm from inbound tour operations only during the preceding financial year or calendar year should be a minimum of **₹25.00 lakh** for rest of India and **₹5.00 lakh** for the North – Eastern Region, remote and rural areas duly supported by firm's Statutory Auditor's certificate. However, for the North – Eastern Region, the firm's turn – over in Rupee earnings would be treated as Foreign Exchange earnings, provided there is documentary evidence that such earnings are from inbound tour operations only. This could be certified by the firm's Statutory Auditor.
  - (iv) ITO should have an office under the charge of the owner or a full time member of their staff, who is adequately trained / experienced in matters regarding transport, accommodation, currency, customs regulations and general information about tourism and travel related services. However, greater emphasis may be given to effective communication skills and knowledge of foreign language other than English.

There should be a minimum of four qualified staff out of which at least one should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with MOT approved tour operators.

For the agencies located in the North – Eastern Region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

- (v) ITO should have been in operation for a minimum period of one year before the date of application.
  - (vi) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level.** Besides, the office may be located in neat and clean surroundings and equipped with telephone, fax and computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
  - (vii) ITO should be an income tax assessee and should have filed Income Tax Returns for the last or current assessment year.
  - (viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the ITOs should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by ITOs.
  - (ix) ITO shall contract / use approved specialized agencies in the field of adventure options and related services for the tourists
9. ITO would be required to pay a non - refundable fee of ₹3,000/- while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.

10. The ITO should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
  - (i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
  - (ii) On the day a staff member joins the ITO, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.
  - (iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the ITO in the case of organizations which have more than 25 personnel. In the case of ITO with less than 25 personnel, one focal point would have to be nominated.
  - (iv) The training would be provided to the staff of the approved ITO by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with “Safe & Honourable Tourism”. The focal points of the ITO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in – house training to the staff which would be arranged within next six months.
  - (v) The Pledge of Commitment towards “Safe & Honourable Tourism” would have to be displayed by the ITO prominently in the front office area / lobby of the service provider.
  - (vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
11. The recognition / renewal or extension would be granted to the Head Office of the ITO. The Branch offices of ITO would be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.
12. ITO so granted recognition / renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by MOT, GOI.
13. ITO would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time re-classification for renewal.
14. Even though the scheme of granting approval of recognition to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of MOT

and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.

15. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition / renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
16. The decision of MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in their discretion refuse to recognize / renew or extend any firm or withdraw / withhold at any time recognition / renewal already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

## APPLICATION FORM FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED INBOUND TOUR OPERATOR (ITO)

Self attested  
Passport size  
photograph of  
Managing Director /  
Managing Partner/  
Proprietor

1. Name of the Organization .....  
 Address of Head office .....  
 Telephone Numbers .....  
 Fax Numbers .....  
 Email Address .....  
 Website Name .....  
 Address of the Branch offices (if any) .....  
 Telephone Numbers .....  
 Fax Numbers .....  
 Email Address .....  
**(Please fill up separate application form, in duplicate for Branch Office(s), if any)**
2. Nature of the Organization (Proprietary concern, Partnership or Incorporation).....  
 .....
3. Year of registration/commencement of business (with documentary proof) .....  
 .....
4. Name of Proprietor/ Partners/ Directors/ etc. ....  
 Details of their interests, if any ..... In other business may also be indicated
5. Particulars of staff employed: .....  
 Total number of staff:  

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
i)	.....	.....	.....	.....	.....
ii)	.....	.....	.....	.....	.....
iii)	.....	.....	.....	.....	.....
iv)	.....	.....	.....	.....	.....

Names of focal points for “Safe & Honourable Tourism”:

(i) .....

(ii) .....

6. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed to be made available) – Office Space in sq. ft..... Location area (please tick mark the right category) Commercial [ ] Residential [ ] Reception [ ] area in sq. ft.....Accessibility to toilets (Please write Yes or No)
7. Name of Bankers (please attach a reference letter on original letter head from your Bankers) .....
8. Name of Auditors .....
- A Balance-Sheet and Profit & Loss Statement pertaining to the inbound tour operation business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application. Also furnish details of your turnover in the following statement:-

**Particulars of the Inbound Tour Operator (ITO) concerned**

- a) Paid up Capital (Capital employed) .....
- b) Loans: .....
- i) Secured .....
- ii) Unsecured .....
- c) Reserves .....
- d) Current liabilities and provisions .....
- e) Total **(a to d)**: .....
- f) Fixed assets (excluding intangible assets) .....
- g) Investment .....
- h) Current assets .....
- i) Intangible Assets .....
- j) Total **(f to i)** .....

- Notes:**
- i) Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.
  - ii) Reserves should include balance of Profit & Loss Account and exclude taxation reserve.
  - iii) Current liabilities and provisions would include taxation reserve.
  - iv) Current assets should include sundry debts, loans advances, cash and bank balance.

9. A copy of Acknowledgment in respect of Income tax returns for the current assessment year should be enclosed .....
10. Certificate of Statutory Auditor of the firm in original regarding turn over through Foreign Exchange from Inbound Tour Operations only for the preceding or latest financial year .....
11. Documents pertaining to any promotional activities undertaken by the firm should be enclosed .....
12. Please indicate membership of International Travel Organizations, if any .....
13. Give details of:
  - a) Volume of international tourist traffic handled. (Please submit a certificate from Statutory Auditor of the firm). This certificate should show the foreign exchange earnings receipts from inbound tour operations only during the current financial year or the year immediately preceding the date of submission of your application.
  - b) Clientele: special tourist groups handled, if any, their size, frequency, etc.
  - c) Steps taken to promote international tourist traffic and details of the groups handled, if any.
  - d) Special programmes if any, arranged for foreign tourists.
  - e) Please attach publicity material such as brochures / folders / leaflets / posters concerning itineraries and website address of the agency.
14. Number of conferences handled, if any, and the details of total number of passengers for such conferences with details of locations, etc.
15. Number of incentive tours handled.
16. Please enclose Demand Draft of ₹3,000/- for Head Office and ₹3,000/- for each Branch Office as fee for recognition / renewal or extension payable to the 'Pay & Accounts Officer, Ministry of Tourism'.

For Head Office, please mention:

Demand Draft No ..... Date ..... Amount  
.....

For Branch Office(s), please mention:

Demand Draft No (s) .....Date ..... Amount  
.....

Signature

Name of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:



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## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protect all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature :.....

Name :.....

On behalf of :.....

In the presence of :.....



# अतुल्य! भारत

## सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन के प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु-सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ/करते हैं और अपनी वचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का वचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों को पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ/करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

हस्ताक्षर .....

नाम .....

की ओर से .....

की उपस्थिति में .....

## LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR FIRST APPROVAL / RENEWAL OR EXTENSION AS AN APPROVED INBOUND TOUR OPERATOR (ITO)

1. Application form duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from Government) in support of beginning of operations of your firm.
4. A signed copy of the Pledge of Commitment towards “Safe & Honourable Tourism”. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
5. A copy of complete Audited Balance Sheet with Director’s Report for the latest financial year.
6. Income Tax Acknowledgement for the latest assessment year.
7. Service Tax Registration number from the concerned authority.
8. The Inbound Tour operators located in rest of India should have a minimum Paid up Capital (or Capital employed) of Rs.3.00 lakh and Rs. 50,000/- in the case of North – Eastern region, remote and rural areas, duly supported by the latest Audited Balance Sheet / Statutory Auditors certificate.
9. Reference letter from Bank on its original letterhead regarding firm’s bank account and address with telephone numbers.
10. Details of staff employed giving names, designation, educational qualification & experience if any, in tourism field, and length of service in the organization (copies of certificates to be enclosed):
  - a) There should be a minimum of four qualified staff out of which at least one should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - b) The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with Ministry of Tourism approved tour operators.
  - c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism & Travel Management from a

recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

d) Name of focal points.

11. List of Directors/Partners or name of the Proprietor.
12. Details of office premises, whether located in commercial or residential area, exact office space in sq. ft. (at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are located above 1000 meters from sea level) and accessibility to toilet and reception area.
13. Certificate of Statutory Chartered Accountant on original letter head in support of turnover in foreign exchange from inbound tour operations only during the last financial / calendar year which should not be less than ₹25.00 Lakh in case of Inbound Tour Operator from rest of India and ₹5.00 lakh from the North – Eastern Region, remote and rural areas. However, for the North – Eastern Region, the firm's turn – over in Rupee earnings would be treated as Foreign Exchange earnings, provided there is documentary evidence that such earnings are from inbound tour operations only. This could be certified by the firm's Statutory Auditor.
14. Demand Draft for ₹3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
15. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

- NOTE:**
- I. *The guidelines including application form etc., may be downloaded from websites: [www.tourism.gov.in](http://www.tourism.gov.in) & [www.incredibleindia.org](http://www.incredibleindia.org).*
  - II. *The application form along with all supporting documents should be submitted in duplicate.*
  - III. *Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*
  - IV. *When applying for Branch Office(s), separate application forms should be filled and submitted along with the required documents, in duplicate.*



## GUIDELINES FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED TOURIST TRANSPORT OPERATOR (TTO)

1. The aims & objectives of the scheme for recognition of Tourist Transport Operator (TTO) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide tourist transport operators to bring them in organized sector.
2. **Definition:** A TTO is the one, who provides tourist transport like cars, coaches, boats etc., to tourists, travel agents and other service providers for transfers, sight seeing and journeys to tourist places etc.
3. The application for approval shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutments, Dalhousie Road, New Delhi-110 011, Email : [divisiontt@gmail.com](mailto:divisiontt@gmail.com)
4. The application for **renewal / extension** shall be addressed to Regional Director of concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, “Embassy”, 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai – 400 020, Maharashtra. Phone No. (022) 2208 3263 / 2207 4333 / 2207 4334, Fax: (022) 2201 4496, Email: [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com), [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 – Janpath, New Delhi 110 001. Phone No. (011) 2332 0342 / 2332 0005 / 2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai – 600 002, Tamil Nadu. Phone No. (044) 2846 0285 / 2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati – 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)
5. The recognition as an approved TTO shall be granted by the Ministry of Tourism

(MOT), Government of India (GOI), New Delhi initially, for five years, based on the Inspection Report / Recommendations of a **committee comprising the concerned Regional Director (RD) and a member of Indian Tourist Transporters Association (ITTA)**.

6. The renewal / extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising the concerned RD and a member of ITTA, on an application made by the TTO along with the requisite fee / documents.
7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval / renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by the TTO for grant of recognition / renewal or extension by MOT:-
  - (i) The application for grant of recognition / renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - (ii) The applicant should have been in the tourist transport operation business for a minimum period of one year at the time of application.
  - (iii) TTO has operated in the above period a minimum number of six tourist vehicles with proper tourist permits issued by the concerned State Transport Authority (STA) / Road Transport Authority (RTA) for commercial tourist vehicles. Out of these six tourist vehicles, at least four must be cars. The tourist vehicles and the related documents should be in the name of the company except where the owner is a Proprietor. A list of vehicles in the prescribed proforma as at **Annexure – 1** should be attached with the application.
  - (iv) The applicant should have adequate knowledge of handling the tourist transport vehicles for transferring tourists from the Airport, Railway Stations, Bus Stations, etc., and for sight-seeing of tourists, both foreign and domestic. The drivers should have working knowledge of English and Hindi / local languages.
  - (v) The drivers of the tourist vehicles should wear proper uniform and must possess adequate knowledge of taking the tourists for sight seeing.
  - (vi) The applicant should have proper parking space for the vehicles.
  - (vii) TTO is registered with the appropriate authority for carrying on the business of operating tourist transport vehicles.
  - viii) For the monuments protected under the Ancient Monuments and Archaeological

Sites & Remains Act, 1958 (24 of 1958), the TTOs should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by TTOs.

- ix) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level**. Besides the office may be located in the commercial area and equipped with telephone, fax, computers etc. Its surroundings should also be neat and clean. There should be sufficient space for reception and easy access to the toilet facilities.
  - x) The turn-over of the firm from Tourist Transport operations only should be a minimum of ₹ **25.00 lakh** for rest of India and ₹ **10.00 lakh** for the North – Eastern region, remote & rural areas duly supported by a Certificate issued by Statutory Auditor of the firm. In this regard, the turn over through foreign exchange and INR must be mentioned separately, by the Statutory Auditor of the firm.
  - xi) The applicant should be income tax assessee and should submit copy of acknowledgement certificate as a proof of having filed income tax return for current assessment year.
9. For Ex-Defence personnel, the condition of being in the business of tourist transport vehicles for one year is relaxable to six months and having six vehicles is relaxable to four tourist vehicles provided the candidate is sponsored by the Director General of Resettlement, Ministry of Defence, New Delhi. However, the Ex - Defence personnel who apply under this scheme must themselves operate the tourist transport business and should not be hire men of other financiers.
10. TTO is required to pay a non-refundable fee of ₹**3,000/-** while applying for the recognition / renewal for Head Office and each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
11. The TTO should adhere to the tenets of the Code of Conduct for “Safe & Honourable Tourism” for which the following action would have to be taken:
- (i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application either in Hindi or English language. The pledge is attached in English & Hindi as **Annexure II & III**, respectively.

- (ii) On the day a staff member joins the TTO, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.
  - (iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the TTO in the case of organizations which have more than 25 personnel. In the case of TTO with less than 25 personnel, one focal point would have to be nominated.
  - (iv) The training would be provided to the staff of the approved TTO by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with “Safe & Honourable Tourism”. The focal points of the TTO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in – house training to the staff which would be arranged within next six months.
  - (v) The Pledge of Commitment towards “Safe & Honourable Tourism” would have to be displayed by the TTO prominently in the front office area / lobby of the TTO.
  - (vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
12. The recognition / renewal or extension would be granted to the Head Office of the TTO. The Branch offices of TTO would be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.
  13. TTO so granted recognition / renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by MOT, GOI.
  14. TTO Would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time of renewal.
  15. Even though the scheme of granting approval of recognition to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.

16. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition / renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
17. The decision of MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in its discretion refuse to recognize / renew or extend any firm or withdraw / withhold at any time recognition / renewal already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally, as a last resort. The circumstances in which withdrawal is resorted would also be indicated.

## APPLICATION FORM FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED TOURIST TRANSPORT OPERATOR (TTO)

Self attested  
Passport size  
photograph of  
Managing Director /  
Managing  
Partner/Proprietor

1. Name of the Organization .....
  - Address of Head office .....
  - Telephone Numbers .....
  - Fax Numbers .....
  - Email Address .....
  - Website Name .....
  - Address of the Branch offices (if any) .....
  - Telephone Numbers .....
  - Fax Numbers .....
  - Email Address .....
  - (Please fill up separate application form, in duplicate for Branch Office(s), if any)**
  2. Nature of the Organization (Proprietary concern, Partnership or Incorporation) .....
  3. Year of Registration / commencement of business (with documentary proof) .....
  4. Name of Proprietor/ Partners/ Directors/ etc. ....  
Details of their interests, if any in other business may also be indicated
  5. Particulars of staff employed: .....
- Total number of staff:
- |      | Name  | Designation | Qualifications | Experience | Salary | Length of Service<br>with the firm |
|------|-------|-------------|----------------|------------|--------|------------------------------------|
| i)   | ..... |             |                |            |        |                                    |
| ii)  | ..... |             |                |            |        |                                    |
| iii) | ..... |             |                |            |        |                                    |
| iv)  | ..... |             |                |            |        |                                    |

Names of focal points for “Safe & Honourable Tourism”:

- (i) .....
- (ii) .....
6. Details of office premises (Documentary proof / Rent Agreement/Ownership Deed to be made available) – Office Space in sq. ft. .... Reception area in sq. ft..... Accessibility to toilets (Please write Yes or No) .....
7. Name of Bankers (please attach a reference letter on original letterhead from your Bankers) .....
8. Name of the Auditors.....  
A Balance - Sheet and Profit & Loss Statement pertaining to the tourist transport operation, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application.
9. A copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed.
10. Certificate of Statutory Auditor of the firm in original regarding turnover from Tourist Transport Operations only for the preceding year/latest year.
11. Names of the Travel Agents / Tour Operators / Hotel / Airlines with whom most business is transacted.
12. Please indicate the loans and mortgages as on the date of application.
13. Number of vehicles viz. A / C Coaches, Non –A / C Coaches, Mini Coaches, cars and boats operated as commercial tourist vehicles with their Make, Model and Registration (Attach list of vehicles.)
14. Attested copies of valid permits issued by Road Transport Authority (RTA) / State Transport Authority (STA) for tourist vehicles and R.C. Books of Tourist Vehicles should be furnished.
15. Please attach publicity material such brochures / folders / leaflets / posters concerning itineraries and website address of the agency.

16. Please enclose Demand Draft of ₹3,000/- for Head Office and ₹3,000/- for each Branch Office as fee **for approval / renewal or extension.**

For Head Office, please mention:

Demand Draft No ..... Date ..... Amount .....

For Branch Office(s), please mention:

Demand Draft No (s) ..... Date ..... Amount .....

Signature / Name of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

\*\*\*

## ANNEXURE -I

Particulars of vehicles of TTO (Minimum 06 vehicles out of which 04 must be cars (all in the name of the company) Copies of RC / TC should be attested. More columns may be added for extra vehicles.

S. No.	Type of vehicle	Registered in the name of	Registration No.	RC dated	Tourist Permit	TP dated	Others/ Remarks
1.							
2.							
3.							
4.							
5.							
6.							



# Incredible!ndia

## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protect all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature :.....

Name :.....

On behalf of :.....

In the presence of :.....



# अतुल्य ! भारत

## सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन के प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु-सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ/करते हैं और अपनी वचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का वचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों को पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ/करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

हस्ताक्षर .....

नाम .....

की ओर से .....

की उपस्थिति में .....

## LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR APPROVAL / RENEWAL OR EXTENSION AS AN APPROVED TOURIST TRANSPORT OPERATOR (TTO)

1. Application form duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from govt.) in support of beginning of operations of your firm.
4. Please indicate the loans and mortgages as on the date of application.
5. Number of vehicles viz. AC Coaches, Non – AC Coaches, Mini Coaches, cars and boats operated as tourist vehicles with their Make, Model and Registration (Attach list of vehicles in the prescribed proforma at **Annexure - 1**)
6. A signed copy of the Pledge of Commitment towards “Safe & Honourable Tourism”. The pledge is attached in English & Hindi as **Annexure II & III**, respectively.
7. A copy of complete Audited Balance Sheet with Director’s Report for the latest financial year.
8. Income Tax Acknowledgement for the latest assessment year.
9. Service Tax Registration number from the concerned authority.
10. Reference letter from Bank on its original letterhead regarding the firm’s bank account and address with telephone numbers.
11. Details of staff employed (including drivers) giving names, educational qualification & experience if any in transport field and length of service in your organization (copies of certificates to be enclosed).
12. Names of focal points.
13. Details of office premises, area and office space in sq. ft. (150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 metres from sea level) and accessibility to toilet and reception area.
14. Certificate of Statutory Auditor of the firm on original letter head in support of turnover from tourist transport operation only which should not be less than ₹ 25.00 Lakh for rest of India and ₹10.00 lakh for the North – Eastern region, remote & rural areas during the last financial / calendar year.
15. Name of the Travel Agents / Tour Operators / Hotel /Airlines with whom most business is transacted.
16. Attested copies of valid permits issued by Road Transport Authority (RTA) / State

Transport Authority (STA) for tourist vehicles and R.C. Books of Tourist Vehicles should be furnished.

17. Demand Draft for ₹ 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
18. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

**NOTE:** I. *The guidelines including application form etc., may be downloaded from websites [www.tourism.gov.in](http://www.tourism.gov.in) & [www.incredibleindia.org](http://www.incredibleindia.org).*

II. *The application form along with all supporting documents should be submitted in duplicate.*

III. *Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*

IV. *When applying for Branch Office(s), separate application forms should be filled and submitted along with the required documents, in duplicate.*



## GUIDELINES FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED ADVENTURE TOUR OPERATOR (ATO)

1. **Aims and objectives:** The aims & objectives of the scheme for recognition of Adventure Tour Operator (ATO) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide Adventure Tour Operators to bring them in organized sector.
2. **Definition:** An ATO is the one who is engaged in activities related to Adventure Tourism in India namely, water sports, aero sports, mountaineering, trekking and safaries of various kinds, etc. In addition to that he may also make arrangements for transport, accommodation, etc.
3. The application for **approval** shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C – 1 Hutments, Dalhousie Road, New Delhi – 110 011, Tel No. 011 2301 2805, Fax No. 011 2301 9476, Email : [divisiontt@gmail.com](mailto:divisiontt@gmail.com)
4. The application for **renewal / extension** shall be addressed to Regional Director of concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, “Embassy”, 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai – 400 020, Maharashtra. Phone No. (022) 2208 3263 / 2207 4333 / 22074334, Fax: (022) 22014496, Email: [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com), [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 – Janpath, New Delhi 110 001. Phone No. (011) 2332 0342 / 2332 0005 / 2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai – 600 002, Tamil Nadu. Phone No. (044) 2846 0285 / 2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati – 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)

5. The recognition as an approved ATO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report / Recommendations of a Committee comprising the concerned Regional Director (RD) and a member of Adventure Tour Operators Association of India (ATOAI).**
6. The renewal / extension thereafter shall be granted for five years after Inspection conducted by a Committee comprising the concerned RD and a member of ATOAI, on an application made by the ATO along with the requisite fee / documents.
7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval / renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by ATO for grant of recognition / renewal or extension by MOT:-
  - (i) The application for grant of recognition / renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - (ii) ATO should have a minimum Paid up Capital (Capital employed) of **₹3.00 lakh** duly supported by the latest audited Balance Sheet / firm's Statutory Auditor's certificate.
  - (iii) The turnover in terms of foreign exchange by the firm from Adventure Tourism & Adventure Sports related activities only should be a minimum of **₹10.00 lakh** during the preceding financial year dully supported by a certificate issued by Statutory Auditor of the firm.
  - (iv) The minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level. The office should be located in neat and clean surroundings and equipped with telephone, fax and computer/computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
  - (v) ATO should have a minimum of four qualified staff out of which at least one should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM and any institution approved by AICTE or should be trained from reputed specialized Institutes in Private / Public Sector. The owner of the firm would be included as one of the qualified employees. Either, the Owner / Director himself or their Operations - Chief employed should be well qualified in the activity the adventure operator wants to pursue, which is determined by

certification by any national or international institute in the activity or minimum of eight years of practical experience.

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with MOT approved tour operators.

For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two qualified staff out of which one should have a Diploma / Degree in Tourism & Travel Management from a recognized University, IITM or an institution approved by AICTE or should be trained from reputed specialized Institutes in Private / Public Sector. The owner of the firm would be included as one of the qualified employees.

- (vi) The Agency must clearly indicate its specialization of activities or activity it wishes to pursue as business like trekking, water sports, aero sports, scuba diving, Safaris etc.
- (vii) The operator must have his own Adventure equipment as well as specialized trained staff.
- (viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the ATOs should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by ATOs.
- (ix) The field staff members of the party must be qualified for the activity or must have minimum of five years of practical experience. The staff member must obtain an Adventure certificate from the specialized organizations like IMF (for Mountaineering/trekking) & NIWS Goa (for Water Sports/Aero sports, etc.).
- (x) Field members of the company must be qualified in First - Aid / C.P.R by Red Cross or equivalent body or Certificate Course conducted by the Adventure Tour Operators Association of India.
- (xi) The party must sign an undertaking for adherence to sustainable ecological practice and protection of environment in keeping with guidelines for eco-tourism and safety and security guidelines of Ministry of Tourism/Adventure Tour Operator Association of India.

- (xii) It would be recommended to distribute a copy of the Eco - Tourism guidelines to each client.
  - (xiii) The agency must maintain in its office premises all the maps and reference material concerning the particular activities it desires to pursue as business.
  - (xiv) The party must have printed brochure or website clearly describing its i) present activities (ii) Its area of operation (iii) its commitment to follow Eco - Tourism guidelines.
  - (xv) The firm should clearly indicate the area of specialization in all their promotional and display material.
  - (xvi) Principles of Eco Tourism as being espoused by ATOAL Membership of PATA Green Leaf are optional.
  - (xvii) ATO should have filed Income Tax Return for the current assessment year.
  - (xviii) ATO should have been in operation for a minimum period of one year before the date of application.
9. Although a large number of activities come under Adventure Tourism, MOT has decided to grant recognition primarily to the following four categories of ATO (s) at this point of time:-
- I. Operators dealing with water sports.
  - II. Operators dealing with aero-sports.
  - III. Operators dealing with safaris of various types.
  - IV. Operators dealing with mountaineering and trekking.
10. Safety guidelines:
- (i) Safety guidelines for water sports, Aero - sports, safaris, mountaineering and trekking which have to be followed by ATOs have been appended for reference at **Annexure**. It may be noted that in a number of adventure activities, a risk is involved and, therefore, it must be ensured by the ATO that safety guidelines are strictly followed. In case the ATO is making arrangements through Sub - Agents, it would be the responsibility of the Principal Tour Operator to ensure that Sub - Agents provide proper equipment to clients and all safety measures are followed to.
  - (ii) ATO may also ensure that his counterpart abroad must obtain an undertaking from the foreign tourists that in case of any loss, damage / accident, etc., the travel agency would not be responsible and the client must be covered by the Medical Insurance and should include the cost of repatriation fee if he / she is to continue the tour.

- (iii) Insurance: ATO has qualified staff to handle the operations. Since adventure has an in - built risk factor, the Clients / ATOs should be covered by insurance. This insurance is termed as "Special Contingency Policy". It is specific to cover the risk factor of the Client / ATO, i.e. it covers accidental deaths, loss of limbs and / or eyes and permanent/partial disability.
  - (iv) Disclaimer: MOT, GOI would not be responsible for any claims by clients of the approved ATO.
11. While submitting the application, the ATO must indicate the arrangements for emergency lift and evacuation of clients in case of mishap. In case of emergency, please indicate the equipments available for emergency lift up / evacuation of the persons. In respect of emergencies, the **undertaking** as per **Annexure-I** has to be signed by the Adventure Tour Operator.
12. ATO would be required to Pay a non - refundable fee of ₹3,000/- (Rupees three thousand only) while applying for the recognition and renewal of the Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
13. The ATO should adhere to the tenets of the Code of Conduct for "Safe & Honourable Tourism" for which the following action would have to be taken:
- (i) A signed copy of the pledge of commitment towards "Safe & Honourable Tourism" should be attached with the application either in Hindi or English language. The pledge is attached in English & Hindi as **Annexure II & III**, respectively.
  - (ii) On the day a staff member joins the ATO, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.
  - (iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the ATO in the case of organizations which have more than 25 personnel. In the case of ATO with less than 25 personnel, one focal point would have to be nominated.
  - (iv) The training would be provided to the staff of the approved ATO by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with "Safe & Honourable Tourism". The focal points of the ATO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in - house training to the staff which would be arranged within next six months.

- (v) The Pledge of Commitment towards “Safe & Honourable Tourism” would have to be displayed by the ATO prominently in the front office area / lobby of the ATO.
  - (vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
14. The recognition / renewal or extension would be granted to the Head Office of ATO. The Branch Offices of ATO would be approved along with head office or subsequently, provided particulars of Branch Offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.
  15. For recognition / renewal or extension of ATO, representatives from ATOAI specializing in such activities would be included as Inspection Team members.
  16. ATO so granted recognition / renewal or extension shall be entitled to such incentives and concessions as may be granted by Government of India from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by MOT, GOI.
  17. ATO would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time of renewal.
  18. Even though the scheme of granting approval of recognition / renewal or extension to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.
  19. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval / renewal or extension of recognition given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.
  20. The decision of MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in their discretion refuse to recognize / renew or extend any firm or withdraw / withhold recognition / renewal or extension already granted with the approval of the Competent Authority at any time. Before such a decision is taken, necessary Show Cause Notice would be issued and the reply considered on merit. Termination would be done only after careful consideration and generally as a last resort. Reasons for withdrawal would be mentioned in the Show Cause Notice and final order. In special circumstances such as threat to the security of the State detailed reasons may be withheld.

## GUIDELINES FOR SAFETY AND RESCUE IN ADVENTURE SPORTS

### 1. INTRODUCTION:

- 1.1 An ATO is one who is engaged in activities related to Adventure Tourism in India, namely, water sports, aero sports, mountaineering and trekking, safaris of various natures, etc. In addition to that he may also make arrangements for transport, accommodation etc.

### 2. GENERAL GUIDELINES FOR ALL ADVENTURE SPORTS

- 2.1 Every group of persons taking part in adventure sports must be accompanied by a person designated as a “leader”.
- 2.2 “Leaders” must possess appropriate qualification and skills as indicated in relevant chapters of this document.
- 2.3 Every person joining a group engaged in adventure sports must receive an introductory training and leaders should be satisfied that they have acquired the skills necessary to participate.
- 2.4 Leaders should have a first aid certification and must be competent to impart first aid training in the use of stretchers.
- 2.5 Leaders should be familiar with search procedures and should brief all group members in these procedures.
- 2.6 All group members must be familiar with the use of radios where these are being used.
- 2.7 Leaders should be familiar with helicopter operations, know how to approach a helicopter and procedures for being winched up and down.
- 2.8 Leaders should be proficient in the use of maps and compasses in any weather by day or night.
- 2.9 Leaders should be satisfied that all members are medically fit to take part in the adventure sports.
- 2.10 Leaders should satisfy themselves that equipment to be used meets all the safety norms for each adventure sport; all inspections have been carried out as recommended by the manufacturer and is fit for use.
- 2.11 Under no circumstances should the capacity rated by the manufacturer of adventure sports equipment be exceeded, any unauthorized modifications except

as additional safety measures be carried out or sub standard material used.

- 2.12 Information regarding nature of activity, area of operation, period of activity, possible hazards, persons to be contacted in an emergency and list of members should be given to the concerned safety and rescue committees.
- 2.13 Suitable hand held devices with graded distress signal capabilities should be made available to adventure tourist groups at suitable prices when available in India.
- 2.14 A qualified Doctor should be available on call.
- 2.15 Communication facilities such as Mobile Telephone / Walkie - Talkie etc. should be available.

### **3. GUIDELINES FOR WATER SPORTS**

- 3.1 All leaders or guides must possess a valid certificate or license from a recognized institution or association. They should have an adequate experience in the concerned sport.
- 3.2 All leaders and guides must be good swimmers and should be well trained in water rescue techniques, first-aid & CPR (Cardio pulmonary resuscitation).
- 3.3 A rescue craft should always be in sight or in radio contact of the persons or group engaged in water sports. The rescue craft could be powered or un - powered according to requirements of the sport but it must have a first aid kit, spare life jackets and throw lines/rescue bags. For river sports, a minimum of two crafts (i.e. two rafts or a raft and one/two safety/rescue kayaks is a must.
- 3.4 All participants should wear suitable buoyancy aids and where necessary protective headgear. Helmets are a must for river sports.
- 3.5 In water sports, where there is a possibility of being thrown in the water, all participants should be swimmers.
- 3.6 All equipment should be inspected by a competent person or the manufacturer once every season or six months, whichever is less.
- 3.7 A log book should be maintained for each craft, which should be a record of usage, inspection, repairs and modifications. A river logbook must be maintained be maintained for river rafting operations.
- 3.8 All craft which are away from the base of operations should carry a first-aid kit, emergency equipment and repair kit. They should, where appropriate, carry navigational equipment.
- 3.9 All craft should display of the list of minimum equipment and accessories as recommended by the manufacturer.

- 3.10 The capacity rating of the craft should be prominently displayed so as to be visible to the users along with a warning of potential hazards.
- 3.11 No person should be allowed to participate under the influence of illicit drugs or alcohol.
- 3.12 Incidents and accidents should be immediately reported to the concerned safety committee.
- 3.13 Medical concerns: Those suffering from any serious medical conditions such as a weak heart, epilepsy, back / spinal problems (such as slip disc) & expecting mothers should not be allowed to participate in river sports/adventure sports such as scuba diving etc.
- 3.14 Age limit: The age limit for water sports should be prominently displayed in all literature and also base of operations. For river sports, the age limit is: 14 years & above for all sections, 10 years and above on float trips (grade II). Based on the river section/conditions, this can be relaxed by 1 or 2 years by the trip leader.
- 3.15 A liability waiver should be signed by the client prior to the river trip. This should clearly mention the inherent risks involved in the sport.
- 3.16 For river sports, life jackets must be on at all times while on the river. The life-jackets must be fastened properly and have a minimum buoyancy of 8-9 kgs. Appropriate life-jackets should be used. Inflatable life-jackets should not be used on the river.

#### **4. GUIDELINES FOR AERO SPORTS**

- 4.1 All aero sports must be carried out under an instructor or guide holding a valid license or certificate from a recognized institution, club or association.
- 4.2 All pilots and parachutists must be medically examined and certified fit to participate in aero sports.
- 4.3 Passengers should be medically fit and briefed on emergency procedures.
- 4.4 All aero sports should be undertaken only in day light hours.
- 4.5 Clearance in powered flying, such as micro light and powered hang gliders should be obtained from the concerned air traffic control while flying in controlled airspace. In uncontrolled areas, a responsible person should be available on ground to give take-off and landing clearances.
- 4.6 For un - powered flying, such as hang gliding and paragliding a launch master should be present at the take off site and a landing area safety officer at the landing zone.
- 4.7 First aid equipment along with suitable trained person should be available at all times.

- 4.8 All pilots, passengers and parachutists must wear protective helmets.
- 4.9 All aero sports activity must be undertaken when sky is clear of clouds; the surface is in sight and with visibility at least one nautical mile.
- 4.10 No person should be allowed to participate in aero sports under the influence of drugs and alcohol.
- 4.11 Rules for avoiding collision:  
(For these rules micro light, powered hang gliders etc. may be read as aircraft)
- (1) No aircraft shall be flown in such a way as to create a danger of collision.
  - (2) Formation flying is not recommended.
  - (3) All aircraft must avoid passing under, over or in front of another aircraft unless well clear of it.
  - (4) The lower aircraft always have right of way, except for aircraft in any emergency.
  - (5) When two aircraft approach each other head on, they should turn on their right.
  - (6) Overtaking is not allowed under any circumstances.
- 4.12 All aircraft, parachutes and airborne equipment must be inspected and certified fit by a competent person on a daily basis.
- 4.13 Log books should be maintained for all aircraft, parachutes and airborne equipment which would record its usage, inspections, modifications and repairs.
- 4.14 Repairs and modifications of airborne aero sports equipment must be carried out with the approval of the manufacturer.
- 4.15 All clubs, associations, government and other bodies offering aero sports facilities must maintain a manual of operation which should be available at the site of the aero sports activity and a copy should be sent to the concerned safety committee for review. This manual should contain standard operating procedures, list of mandatory checks of equipment, details and specifications of equipment and emergency procedures.

## **5. GUIDELINES FOR MOUNTAINEERING AND TREKKING**

- 5.1 All members of mountaineering expeditions should be adequately qualified for taking part in the sport. Basic course certificate issued by National Mountaineering Institutes should be considered adequate for this purpose.
- 5.2 Leaders of mountaineering expeditions should possess adequate qualifications approved by Indian Mountaineering Foundation.

- 5.3 Members of mountaineering expeditions and trekking groups should be physically fit.
- 5.4 Equipment used for mountaineering and trekking should be UAAI certified or approved by the Indian Mountaineering Foundation.
- 5.5 Rescue equipment, such as ropes, harnesses, pulley systems and portable stretchers must be maintained as a separate kit in a suitable package marked boldly with the words “Rescue equipment”.

## **6. FORMATION OF SAFETY AND RESCUE COMMITTEE**

- 6.1 In addition to having an element of risk, adventure sports are usually undertaken in remote areas, often inaccessible by road. In order to minimize the risks it must be ensured that adequate safety measures are adopted by all agencies conducting adventure sports especially where tourists are involved. Rescue arrangements also have to be speedily put into operation to minimize loss of life and limb in the event of mishaps.
- 6.2 The formation, therefore, of state level committees for safety and rescue of tourists, is essential. The committees should be able to oversee implementation of safety measures and co-ordinate rescue efforts.
- 6.3 The safety and rescue committee should function as a nodal agency for all adventure activities in the state. It should draw its members from the various executive departments such as departments of Tourism, Sports, Police and military authorities and representatives from ATOAL.
- 6.4 Similar committee should be formed at the District level under the district administration.

## **7. URGENT SAFETY NOTICES**

- 7.1 These notices would be issued subsequently, as and when required, to update these guidelines, based on suggestions and reports received.

## APPLICATION FORM FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED ADVENTURE TOUR OPERATOR (ATO)

Self attested  
Passport size  
photograph of  
Managing Director /  
Managing  
Partner/Proprietor

1. Name of the Organization .....
- Address of Head office .....
- Telephone Numbers .....
- Fax Numbers .....
- Email Address .....
- Website Name .....
- Address of the Branch offices (if any) .....
- Telephone Numbers .....
- Fax Numbers .....
- Email Address .....
- (Please fill up separate application form, in duplicate for Branch Office(s), if any)**
2. Nature of the Organization (Proprietary concern, Partnership or Incorporation) .....
- .....
- (Also please indicate the Specialization of activities)
3. Year of Registration / commencement of business (with documentary proof)  
.....
4. Name of Proprietor/ Partners/ Directors/ etc. ....
- Details of their interests, if any in other business may also be indicated
5. Particulars of staff employed: .....
- Total number of staff:

	Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
i)	.....	.....	.....	.....	.....	.....
ii)	.....	.....	.....	.....	.....	.....
iii)	.....	.....	.....	.....	.....	.....
iv)	.....	.....	.....	.....	.....	.....

Names of focal points for “Safe & Honourable Tourism”:

- (i) .....
- (ii) .....
6. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed to be made available) – Office Space in sq. ft.....
- Location area (please tick mark the right box) Commercial  Residential  Reception   
area in sq. ft.....Accessibility to toilets (Please write Yes or No) .....
7. Name of Bankers (please attach a reference letter on original letterhead from your Bankers).....
8. Name of Auditors .....
- A Balance-Sheet and Profit & Loss statement pertaining to the tour operation business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application. Also furnish details of your turnover in the following statement:-

**PARTICULARS OF THE ADVENTURE TOUR OPERATOR (ATO) CONCERNED**

- a) Paid up Capital (Capital employed) .....
- b) Loans:
- i) Secured .....
- ii) Unsecured .....
- c) Reserves .....
- d) Current liabilities and provisions.....
- e) Total (a to d): .....
- f) Fixed assets (excluding intangible assets).....
- g) Investment .....
- h) Current assets .....
- i) Intangible Assets .....
- j) Total (f to i) .....

**Notes:**

- i) Reserves should include balance of profit and loss Account and exclude taxation reserve.
- ii) Current liabilities and provisions should include taxation reserve.
- iii) Current assets should include sundry debts, loans advances, cash and bank balance
- iv) Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.

9. Copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed .....
10. Certificate of Statutory Auditor of the firm in original regarding turn over from Adventure tourism & Adventure sports related activities only for the preceding or latest year.
11. Whether any other activities are undertaken by the firm besides tour operations.
12. Please indicate membership of International Travel Organizations, if any .....
13. Give details of:
 

Volume of tourist traffic handled up to the date of application showing foreign and domestic tourist traffic separately. Please submit a certificate from Statutory Auditor of the firm in original. This certificate should show the receipts from Adventure Tour operations and adventure sports related activities only during the financial year immediately preceding the date of submission of your application.

  - (a) Clientele: special tourist groups handled, if any, their size, frequency, etc.
  - (b) Steps taken to promote domestic tourist traffic and details of the groups handled, if any.
  - (c) Special programmes if any, arranged for foreign tourists
14. Please indicate details of trained manpower available to operate such tours. (Please give details of the persons employed in your organization who are trained and also attach copies of their certificates of training they have undertaken).
15. Whether the agency has its own equipments or hired from another handling agency. Give details of the equipment available.
16. The handling agency if located outside or at operational area must also be approved by the Ministry of Tourism, Government of India.
17. Give details of the facilities available with them (handling agency located outside) including trained manpower, equipment, etc.
18. In case of emergency, please indicate the equipments available for emergency lift up / evacuation of the persons. In respect of emergencies, the **undertaking** as per **Annexure I** has to be signed by the Adventure Tour Operator.
19. In case of any change in the scope of activities the same may be brought to the notice of MOT within one month.

20. Indicate the type of insurance facilities available with the company whether group or personal.
21. Whether porters used for adventure purposes are also experienced and insured.
22. Any additional information the organization would like to give with the reference to the adventure tourism activities undertaken by the firm.
23. Please enclose Demand Draft of ₹3,000/- for Head Office and ₹3, 000/- for each Branch Office as fee for recognition/renewal.

For Head Office, please mention:

Demand Draft No.....Date .....Amount .....

For Branch office(s) please mention:

Demand Draft No.(s).....Date .....Amount .....

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

## UNDERTAKING

I, Shri / Smt. / Kumari .....undertake the responsibility for operation of this adventure tour (specify details) for efficient handling of the operation and bear the damages (to life or property or dislocation of environment) being the Principal Agent. I also promise that guidelines for operation of.....(Adventure Sports) as circulated by Ministry of Tourism would be followed, in letter and spirit.

Signatory

Official rubber stamp

Date:

Place:



# Incredible!ndia

## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protect all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature:.....

Name: .....

On behalf of:.....

In the presence of:.....



# अतुल्य! भारत

## सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन के प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्रचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु-सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ/करते हैं और अपनी बचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्द्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का बचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहरों की पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ/करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

हस्ताक्षर.....

नाम .....

की ओर से .....

की उपस्थिति में .....

## LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR FIRST APPROVAL/ RENEWAL OR EXTENSION AS AN APPROVED ADVENTURE TOUR OPERATOR (ATO)

1. Application form duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from govt.) in support of beginning of operations of your firm.
4. Undertaking as per **Annexure I** in original to be signed by the Adventure Tour Operator.
5. A signed copy of the Pledge of Commitment towards “Safe & Honourable Tourism”. The pledge is attached in English & Hindi as **Annexure II & III**, respectively.
6. A copy of complete Audited Balance Sheet with the Director’s Report for the latest financial year.
7. Income Tax Acknowledgement for the latest assessment year.
8. Service Tax Registration certificate from the concerned authority.
9. Certificate of Statutory Auditor of the firm stating the paid-up capital not less than ₹ 3.00 lakh for rest of India and ₹ 50, 000/- for the agencies located in the North – Eastern region, remote and rural areas.
10. Reference letter from Bank on its original letterhead regarding the firm’s bank account with address & telephone numbers.
11. Details of staff employed giving names, educational qualification & experience if any in tourism field and length of service in your organization (copies of certificates to be enclosed):
  - a) The Adventure Tour operator should have a minimum of four qualified staff out of which at least one should have Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM, any institution approved by AICTE or should be trained from reputed specialized Institutes in Private / Public Sector. The owner of the firm would be included as one of the qualified employees. Either, the Owner / Director himself or their Operations - Chief employed should be well qualified in the activity the adventure operator wants to pursue, which is determined by certification by any national or international institute in the activity or minimum of eight years of practical experience.

- b) The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with Ministry of Tourism approved tour operators.
  - c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two qualified staff out of which one should have a Diploma/Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE or should be trained from reputed specialized Institutes in Private / Public Sector. The owner of the firm would be included as one of the qualified employees.
  - d) Names of focal points.
12. List of Directors/Partners or name of the Proprietor.
  13. Details of office premises, whether located in commercial or residential area, office space in sq. ft. (The minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level) and accessibility to toilet and reception area.
  14. Certificate of Statutory Auditor of the firm on original letter head in support of turnover in foreign exchange from adventure tourism related activities only which should not be less than ₹ 10.00 Lakh during the last financial / calendar year.
  15. Demand Draft for ₹ **3,000/-** towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
  16. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

**NOTE:**

- I *The guidelines including application form etc., may be downloaded from websites [www.tourism.gov.in](http://www.tourism.gov.in) & [www.incredibleindia.org](http://www.incredibleindia.org).*
- II. *The application form along with all supporting documents should be submitted in duplicate.*
- III. *Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*
- IV. *When applying for Branch Office(s), separate application forms should be filled and submitted along with the required documents in duplicate.*

## GUIDELINES FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED DOMESTIC TOUR OPERATOR (DTO)

1. The aims & objectives of the scheme for recognition of Domestic Tour Operator (DTO) are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide tour operators to bring them in organized sector.
2. **Definition:** A DTO is the one who makes arrangements for transport, accomm-odation, sight seeing, entertainment and other tourism related services for domestic tourists.
3. The application for approval shall be addressed to the Assistant Director General, Travel Trade Division, Ministry of Tourism, Government of India, Room No. 23, C-1 Hutments, Dalhousie Road, New Delhi-110 011, Email : [divisiontt@gmail.com](mailto:divisiontt@gmail.com)
4. The application for **renewal/extension** shall be addressed to Regional Director of the concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, “Embassy”, 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: [indtour6100@dataone.in](mailto:indtour6100@dataone.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai – 400 020, Maharashtra. Phone No. (022) 2208 3263 / 2207 4333/2207 4334, Fax: (022) 2201 4496, Email:, [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com), [regdir.indtour@gmail.com](mailto:regdir.indtour@gmail.com)
  - c) The Regional Director (North), India Tourism, 88 – Janpath, New Delhi 110 001. Phone No. (011) 2332 0342 / 2332 0005 / 2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai – 600 002, Tamil Nadu. Phone No. (044) 2846 0285 / 2846 1459, Fax: (044) 2846 0193, Email: [indtour@dataone.in](mailto:indtour@dataone.in)
  - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati – 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)
5. The recognition as a approved DTO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the

**Inspection Report / Recommendations** of a Committee comprising the **concerned Regional Director (RD) and a member of Association of Domestic Tour Operators of India (ADTOI).**

6. The renewal / extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising of concerned RD and a member of ADTOI, on an application made by the DTO along with the requisite fee / documents.
7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval / renewal or extension shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.
8. The following conditions must be fulfilled by the DTO for grant of recognition / renewal or extension by MOT:
  - i) The application for grant of recognition / renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
  - ii) DTO should have a minimum Paid up Capital (or Capital employed) of **₹3.00 lakh** for the rest of India and ₹50,000/- for the agencies located in the North-Eastern region and rural area duly supported by the latest Audited Balance Sheet / firm's Statutory Auditor's certificate.
  - iii) The turn-over of the firm from domestic tour operation business only should be a minimum of **₹20.00 lakh** duly supported by firm's Statutory Auditor's certificate.
  - iv) DTO should have an office under the charge of the owner or a full time member of their staff, who is adequately trained / experienced in matters regarding transport, accommodation, currency, customs regulations and general information about tourism and travel related services. However, greater emphasis may be given to effective communication skills in Hindi and English.

There should be a minimum of four qualified staff out of which at least one should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with MOT approved tour operators.

For the agencies located in the North – Eastern region, remote and rural areas,

there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

- v) DTO should have been in operation for a minimum period of one year before the date of application.
  - vi) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level.** Besides, the office should be located in neat and clean surroundings and equipped with telephone, fax and computer/computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
  - vii) DTO should be an income tax assessee and should have filed Income Tax Returns for the last or current assessment year. They should have registered for Service Tax and made full payment of the assessed service tax for the preceding year.
  - viii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the DTOs should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s). For other monuments and destinations, the guides authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by DTOs.
  - ix) DTO shall contract / use approved specialized agencies in the field of Adventure Options and related services for the tourists.
9. DTO would be required to pay a non - refundable fee of ₹**3,000/-** while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
10. DTO should adhere to the tenets of the Code of Conduct for "Safe & Honourable Tourism" for which the following action would have to be taken:
- (i) A signed copy of the pledge of commitment towards "Safe & Honourable Tourism" should be attached with the application. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
  - (ii) On the day a staff member joins the DTO, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.

- (iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the DTO in the case of organizations which have more than 25 personnel. In the case of DTOs with less than 25 personnel, one focal point would have to be nominated.
  - (iv) The training would be provided to the staff of the approved DTO by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with “Safe & Honourable Tourism”. The focal points of the DTO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in – house training to the staff which would be arranged within next six months.
  - (v) The Pledge of Commitment towards “Safe & Honourable Tourism” would have to be displayed by the DTO prominently in the front office area / lobby of the service provider.
  - (vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.
11. The recognition / renewal or extension would be granted to the Head Office of the DTO. The Branch offices of DTO would be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.
  12. DTO so granted recognition / renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by the MOT, GOI.
  13. DTO would have to report action taken by them in their Annual Report which shall be kept with & shown to the Committee(s) at the time of renewal.
  14. Even though the scheme of granting approval of recognition to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.
  15. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition / renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.

16. The decision of MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in their discretion refuse to recognize / renew or extend any firm or withdraw / withhold at any time recognition / renewal already granted with the approval of the Competent Authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

## APPLICATION FORM FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED DOMESTIC TOUR OPERATOR (DTO)

Self attested  
Passport size  
photograph of  
Managing Director /  
Managing Partner /  
Proprietor

1. Name of the Organization .....
  - Address of Head office .....
  - Telephone Numbers .....
  - Fax Numbers .....
  - Email Address .....
  - Website Name .....
  - Address of the Branch offices (if any) .....
  - Telephone Numbers .....
  - Fax Numbers .....
  - Email Address .....
  - (Please fill up separate application form, in duplicate for Branch Office(s), if any)**
  2. Nature of the Organization (Proprietary concern, Partnership or Incorporation) .....
  3. Year of Registration/commencement of business (with documentary proof) .....
  4. Name of Proprietor/ Partners/ Directors/ etc. ....  
Details of their interests, if any in other business may also be indicated .....
  5. Particulars of staff employed: .....
- Total number of staff:
- |     | Name  | Designation | Qualifications | Experience | Salary | Length of Service<br>with the firm |
|-----|-------|-------------|----------------|------------|--------|------------------------------------|
| I   | ..... | .....       | .....          | .....      | .....  | .....                              |
| II  | ..... | .....       | .....          | .....      | .....  | .....                              |
| III | ..... | .....       | .....          | .....      | .....  | .....                              |
| IV  | ..... | .....       | .....          | .....      | .....  | .....                              |

Names of focal points for Safe & Honourable Tourism:

- (i) .....
  - (ii) .....
  - 6. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed to be made available) – Office Space in sq. ft.....Location area (please tick mark the right category) Commercial  Residential  Reception  area in sq. ft.....Accessibility to toilets (Please write Yes or No).....
  - 7. Name of Bankers (please attach a reference letter on original letterhead from your Bankers).....
  - 8. Name of Auditors .....
- A complete Audited Balance-Sheet and Profit & Loss Statement pertaining to the domestic tour operation business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application. Also furnish details of your turnover in the following statement:-

**Particulars of the Domestic Tour Operator (DTO) concerned**

- a) Paid up Capital (Capital employed) .....
- b) Loans: .....

  - i) Secured .....
  - ii) Unsecured .....

- c) Reserves .....
- d) Current liabilities and provisions .....
- e) Total (a to d): .....
- f) Fixed assets (excluding intangible assets) .....
- g) Investment .....
- h) Current assets .....
- i) Intangible Assets .....
- j) Total (f to i) .....

**Notes:** i) *Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.*

- ii) Reserves should include balance of Profit and Loss Account and exclude taxation reserve.
  - iii) Current liabilities and provisions would include taxation reserve.
  - iv) Current assets should include sundry debts, loans advances, cash and bank balance.
9. A copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed .....
  10. Certificate of firm's Statutory Auditor in original regarding turn over from Domestic Tour Operations only for the preceding or latest year.
  11. Documents pertaining to any promotional activities undertaken by the firm should be enclosed.
  12. Please indicate membership of International Travel Organizations, if any .....
  13. Give details of:
    - a) Volume of domestic tourist traffic handled (Please submit a certificate from Chartered Accountant). This certificate should show the receipts from Domestic Tour operation only during the financial year or the calendar year immediately preceding the date of submission of your application.
    - b) Clientele: special tourist groups handled, if any, their size, frequency, etc.
    - c) Steps taken to promote domestic tourist traffic and details of the groups handled, if any.
    - d) Special programmes if any, arranged for domestic tourists.
    - e) Please attach publicity material such as brochures / folders / leaflets / posters concerning itineraries and website address of the agency.
  14. Number of conferences handled, if any, and the total number of passengers for such conferences with details of locations, etc.
  15. Number of incentive tours handles.
  16. Please enclose Demand Draft of ₹3,000/- for Head Office and ₹3,000/- for each Branch Office as fee for recognition / renewal or extension payable to the Pay & Accounts Officer, Ministry of Tourism.

For Head Office, please mention:

Demand Draft No ..... Date ..... Amount .....

For Branch Office(s), please mention:

Demand Draft No (s) ..... Date ..... Amount .....

Signature / Name of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:



# Incredible!ndia

## PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protect all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature :.....

Name :.....

On behalf of :.....

In the presence of :.....



# अतुल्य ! भारत

## सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन के प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु-सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ/करते हैं और अपनी वचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का वचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों को पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ/करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

हस्ताक्षर .....

नाम .....

की ओर से .....

की उपस्थिति में .....

## LIST OF DOCUMENTS REQUIRED (CHECK LIST) FOR APPROVAL / RENEWAL OR EXTENSION AS AN APPROVED DOMESTIC TOUR OPERATOR (DTO)

1. Application form duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from the Government) in support of beginning of operations of your firm.
4. A signed copy of the Pledge of Commitment towards “Safe & Honourable Tourism”. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
5. A copy of complete Audited Balance Sheet along with the Director’s Report for the latest financial year.
6. Income Tax Acknowledgement for the latest assessment year.
7. Service Tax Registration Number from the concerned authority.
8. Certificate of firm’s Statutory Auditor stating the Paid-up Capital not less than ₹3.00 lakh.
9. Reference letter from Bank on its original letterhead regarding the firm’s bank account with address and telephone numbers.
10. Details of staff employed giving names, educational qualification & experience if any in tourism field, and length of service in your organization (copies of certificates to be enclosed).
  - a) There should be a minimum of four qualified staff out of which at least one should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - b) The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with Ministry of Tourism approved tour operators.
  - c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
  - d) Names of focal points.

11. List of Directors/Partners or name of the Proprietor.
12. Details of office premises, whether located in commercial or residential area, exact office space in sq. ft. (at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are located above 1000 meters from sea level) and accessibility to toilet and reception area)
13. Certificate of Statutory Auditor of the firm on original letter head in support of turnover from domestic tour operations only which should not be less than ₹20.00 Lakh during the last financial/calendar year.
14. Demand Draft for ₹3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Govt. of India.
15. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

- NOTE:**
- I. *The guidelines including application form etc., may be downloaded from websites: [www.tourism.gov.in](http://www.tourism.gov.in) & [www.incredibleindia.org](http://www.incredibleindia.org).*
  - II. *The application form along with all supporting documents should be submitted in duplicate.*
  - III. *Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.*
  - IV. *When applying for Branch Office(s), separate application forms should be filled and submitted along with the required documents, in duplicate.*



## Scheme of Financial Assistance to the IHMs/FCIs/IITTM/ICI/NCHMCT/ITIs/Polytechnic Institutes/ Universities/Govt. Colleges/Govt. Vocational Schools/PSUs

### GUIDELINES

The Ministry of Tourism extends financial assistance for the setting up and up-gradation of Institutes of Hotel Management & Catering Technology & Applied Nutrition (IHMs), Food Craft Institutes (FCIs) in the country. The Indian Institute of Tourism & Travel Management (IITTM), Indian Culinary Institute (ICI) and National Council of Hotel Management & Catering Technology (NCHMCT) are also eligible for this assistance. The guide lines for Financial Assistance for the above are placed at Annexure-XI.

### Section A

#### Eligibility

2. A society created by the Central/State Government/ UT Administration to manage an IHM shall be eligible for Central assistance. The two autonomous societies created by the Central Government, namely the Indian Institute of Tourism & Travel Management, National Council of Hotel Management & Catering Technology shall also be eligible for Central assistance.

#### Scope

3. Central assistance shall be admissible for the following:
  - a) Setting up of an IHM.
  - b) Setting up of centres / branches of IITTM / NCHMCT / ICI / existing IHMs.

#### Section A - IHMs / NCHMCT / IITTM

- i. 'Assistance shall be considered for the setting up of an IHM proposed by a State Government / UT Administration only after the State Government/UT Administration concerned has transferred a developed piece of land, free from all encumbrances, necessary for the purpose, measuring not less than five acres and has also committed to provide basic services/utilities like electricity, water supply, provision of sewerage etc.'
- ii. However, In hilly areas and the six cities classified as large (UA), namely Mumbai, Bengaluru, Hyderabad, Chennai, Kolkata and Delhi, a developed piece of land, free from all encumbrances, measuring not less than 2 (two) acres would be considered as adequate for the setting up of a SIHM. This special dispensation would, however, be

subject to a very strict adherence to the norms of affiliation related to academic and equipment infrastructures including the covered areas.

- iii. 'Assistance shall be subject to ceiling of ₹250 lakhs for the setting up of an IHM. The cost thereof, if it exceeds the ceiling, shall be met by the State Government/UT Administration concerned. An additional assistance of upto ₹400 lakhs may be considered in case the same is intended to meet the cost of additional hostel facilities. However, quantum of assistance for the setting up of an IHM created by the Central Government, or the setting up of a centre/branch of the IITTM or NCHMCT, shall not be subject to this ceiling.
- iv. Assistance to a new IHM proposed by the State Govt. / UT Administration shall be utilized subject to further ceilings of ₹1000 lakhs on construction and ₹250 lakhs on purchase of equipments.
- v. Inter-component adjustments of assistance ceilings, subject to a maximum of 10%, prescribed for construction of academic block, construction of Hostels and purchase of equipments will be allowed on case-to-case basis as a pre-sanction dispensation and no flexibility will be allowed after the sanction of the project.'
- vi. Central financial assistance can also be considered for the setting up a State IHM in an existing building offered free-of-cost by the State Government/UT Administration concerned for the purpose provided the building is suitable for housing the IHM. The central financial assistance will however be limited to ₹6.00 Crore or 75% of the ceiling on construction of academic block for renovation/remodelling the existing buildings. The ceiling of ₹2.00 Crore each on construction of hostel and purchase of equipment shall remain unchanged.

## Section B - FCIs

- i. Assistance shall be considered for the setting up of an FCI by the Central Government or proposed by a State Government / UT Administration. In the latter case, assistance shall be considered only after the State Government/UT Administration concerned has transferred a developed piece of land, free from all encumbrances, necessary for the purpose, measuring not less than three acres and has also committed to provide basic services/utilities like electricity, water supply, provision of sewerage etc. Assistance shall also be considered for the setting up an FCI in an existing building offered by the State Government / UT Administration concerned for the purpose provided such change over is otherwise feasible. However, In hilly areas and the six cities classified as large (UA), namely Mumbai, Bengaluru, Hyderabad, Chennai, Kolkata and Delhi, a

developed piece of land, free from all encumbrances, measuring not less than 1 (one) acre would be considered as adequate for the setting up of a FCI. This special above dispensation would, however, be subject to a very strict adherence to the norms of affiliation related to academic and equipment infrastructures including the covered areas.

- ii. Central assistance to an existing FCI set up by the State Govt. / UT Administration shall be subject to over-all ceiling of ₹550 lakhs with ceiling of ₹435 lakhs on construction and ₹115 lakhs for equipments applied. Modernization of library and laboratories shall be treated different from construction and equipments though assistance to cover them shall also be within the ceiling of ₹530 lakhs. The ceiling of assistance to a State FCI shall take into account the assistance extended to it previously under the Scheme.
- iii. Inter-component adjustments of assistance ceilings, subject to a maximum of 10%, prescribed for construction of academic block, construction of Hostels and purchase of equipments will be allowed on case-to-case basis as a pre-sanction dispensation and no flexibility will be allowed after the sanction of the project.
- iv. An additional assistance of upto ₹200 lakhs may be considered in case the same is intended to meet the cost of additional hostel facilities
- v. Assistance can also be considered for the setting up a FCI in an existing building offered free-of-cost by the State Government/UT Administration concerned for the purpose provided the building is suitable for housing the FCI. The central financial assistance will however be limited to ₹280 lakhs or 75% of the ceiling on construction of academic block for renovation/remodelling the existing buildings. The ceiling of ₹115 lakhs on purchase of equipment shall remain unchanged.

### **Section C - Applied Training Centre(ATC)**

Assistance up to the tune of ₹500 lakhs would be provided to only the Central IHMs for construction of Applied Training Centre(ATC) attached to the Institute. Expenditure over and above this limit would be borne by the Institutes themselves. However, CFA would be extended only to such Institutes where there are no Hotels in the vicinity.

### **Section D - Other general conditions/norms**

IHMs/FCIs shall follow the academic/admission norms prescribed by the NCHMCT. Admissions to IHMs shall be on the basis of a joint entrance examination. An undertaking to this effect shall be given by the State Government/UT Administration concerned before funds are sanctioned for the setting up an IHM. However, a State IHM brought up with central financial assistance from the Ministry of Tourism under the aegis of a university will be allowed to award the degree of that university. This will be subject to the condition that the

curriculum of the concerned university matches the NCHMCT/IGNOU syllabus and the university is recognised by UGC.

## Section E - Promotional initiatives

The Ministry of Tourism may consider, on being approached, one time Central Financial Assistance not exceeding ₹240 lakhs to a governmental institute such as ITI, polytechnic institute, university, college owned by a government or a university, a public sector undertaking and an autonomous body owned by the Central or State or Union Territory government which offers course(s) specific to hospitality crafts (including management courses) or travel/tourism, for facilitating development of institutional infrastructure, subject to conditions that the Ministry may impose on case to case basis. Similarly, the Ministry may also consider, on being approached, one time CFA not exceeding ₹30 lakhs to a government school (including a Kendriya Vidyalaya) which offers hospitality/tourism course at +2 stage, to enable it to develop laboratory and acquire equipments necessary for and specific to the course. The assistance shall be subject to such conditions as the Ministry may impose on case to case basis. The assistance will broadly cover the following :

### a) INDUSTRIAL TRAINING INSTITUTES

**Amount:** For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of **₹2.40 crores.**

**Civil works:** Assistance limited upto ₹100 lakhs

**Heavy & Small Equipment, Furniture & Fixtures etc. in; Assistance limited upto ₹140 lakhs**

### b) VOCATIONAL SCHOOLS

**Amount:** For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of **₹30 lakhs.**

**Civil works:** Assistance limited to **₹6 lakhs**

**Heavy & Small Equipment, Furniture & Fixtures etc. in; Assistance ₹24 lakhs**

### c) UNIVERSITIES & OTHER COLLEGES

**Amount:** For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of **₹240 lakhs.**

**Civil works:** Assistance limited to **₹60 lakhs.**

**Heavy & Small Equipment, Furniture & Fixtures etc. in; Assistance ₹180 Lakhs**

#### d) POLYTECHNICS & PSUs

**Amount:** For expenditure on civil works, equipment, furniture and fixtures etc. subject to a maximum of ₹240 lakhs.

**Civil works:** Assistance limited to ₹60 lakhs.

**Heavy & Small Equipment, Furniture & Fixtures etc. in; Assistance ₹180 Lakhs**

Inter-component adjustments of assistance ceilings, subject to a maximum of 10%, prescribed for civil works and purchase of equipments will be allowed on case-to-case basis as a pre-sanction dispensation and no flexibility will be allowed after the sanction of the project.

## I. LIST OF FUNCTIONAL CENTRAL INSTITUTES OF HOTEL MANAGEMENT

1. Institute of Hotel Management & Catering Technology	Bengaluru
2. Institute of Hotel Management & Catering Technology	Bhopal
3. Institute of Hotel Management & Catering Technology	Bhubaneswar
4. Institute of Hotel Management & Catering Technology	Chandigarh
5. Institute of Hotel Management & Catering Technology	Chennai
6. Institute of Hotel Management & Catering Technology	Delhi (Pusa)
7. Institute of Hotel Management & Catering Technology	Ghandinagar
8. Institute of Hotel Management & Catering Technology	Goa
9. Institute of Hotel Management & Catering Technology	Gurdaspur
10. Institute of Hotel Management & Catering Technology	Guwahati
11. Institute of Hotel Management & Catering Technology	Gwalior
12. Institute of Hotel Management & Catering Technology	Hazipur
13. Institute of Hotel Management & Catering Technology	Hyderabad
14. Institute of Hotel Management & Catering Technology	Jaipur
15. Institute of Hotel Management & Catering Technology	Kolkata
16. Institute of Hotel Management & Catering Technology	Lucknow
17. Institute of Hotel Management & Catering Technology	Mumbai
18. Institute of Hotel Management & Catering Technology	Shillong
19. Institute of Hotel Management & Catering Technology	Shimla
20. Institute of Hotel Management & Catering Technology	Srinagar
21. Institute of Hotel Management & Catering Technology	Thiruvananthapuram

## II . List of Functional State Institutes of Hotel Management

1.	Institute of Hotel Management & Catering Technology	Dehradun
2.	Institute of Hotel Management & Catering Technology	Gangtok
3.	Institute of Hotel Management & Catering Technology	Jodhpur
4.	Institute of Hotel Management & Catering Technology	Delhi (Lajpat Nagar)
5.	Institute of Hotel Management & Catering Technology	Chandigarh
6.	Institute of Hotel Management & Catering Technology	Kurukshetra
7.	Institute of Hotel Management & Catering Technology	Kozhikode
8.	Institute of Hotel Management & Catering Technology	Faridabad
9.	Institute of Hotel Management & Catering Technology	Trichirapalli
10.	Institute of Hotel Management & Catering Technology	Bhatinda
11.	Institute of Hotel Management & Catering Technology	Sylvassa
12.	Institute of Hotel Management & Catering Technology	Hamirpur
13.	Institute of Hotel Management & Catering Technology	Puducherry
14.	Institute of Hotel Management & Catering Technology	Rohtak
15.	Institute of Hotel Management & Catering Technology	NITHM(Hydrabad)
16.	Institute of Hotel Management & Catering Technology	Yamuna Nagar
17.	Institute of Hotel Management & Catering Technology	Indore*
18.	Institute of Hotel Management & Catering Technology	Bodhgaya*
19.	Institute of Hotel Management & Catering Technology	Tirupati*
20.	Institute of Hotel Management & Catering Technology	Medak*
21.	Institute of Hotel Management & Catering Technology	Balangir*

\* These SIHMs are offering Diploma/Craft level courses as of now.

### III. List of Functional Food Craft Institutes

1.	Food Craft Institute	Ajmer
2.	Food Craft Institute	Aligarh
3.	Food Craft Institute	Tura
4.	Food Craft Institute	Darjeeling
5.	Food Craft Institute	Udaipur
6.	Food Craft Institute	Hoshiarpur
7.	Food Craft Institute	Nawgaon

## GUIDELINES OF SCHEME FOR PRODUCT/INFRASTRUCTURE DEVELOPMENT FOR DESTINATIONS AND CIRCUITS

- I. In the 9<sup>th</sup> Plan assistance was provided in the following fields:-
  - (1) Construction of budget accommodation.
  - (2) Tourist complexes.
  - (3) Wayside amenities.
  - (4) Tourist Reception Centre.
  - (5) Refurbishment of monuments.
  - (6) Special tourism projects.
  - (7) Adventure and sports facilities.
  - (8) Sound and Light shows and illumination of monuments.

These schemes were merged into following two schemes during the 10<sup>th</sup> five year plan.

- (1) Integrated Development of Tourist Circuits
- (2) Product/Infrastructure and Destination Development.
2. In order to carefully regulate the Product Development the above two schemes are now merged into one scheme "Product/Infrastructure Development for Destinations and Circuits". This scheme will have the following two components;
  - A) Major destinations and integrated circuits development
  - B) Rural Tourism infrastructure development

### **A. Major destinations and integrated circuits development**

3. The focus under this revised scheme will be on the improvement of existing product and developing new tourism products to the world standard. It will also focus on Integrated Infrastructure Development of the tourist sites. These tourist sites/destinations would be carefully selected based on its tourism potential. The aim would be to provide all infrastructure facilities required by the tourists within such destinations and circuits. Master Planning of these destinations and circuits will be undertaken so as to develop them in an integrated holistic manner. The aim will be convergence of resources and expertise through coordinated action with State Governments/U.Ts and Private Sectors. Tourist Destinations and Circuits in each State would be in identified consultation with the State Governments and would be taken up

for development. This would include activities ranging from preparation of a master plan to implementation of the master plan. Projects to be taken up under this scheme should follow an integrated, projectised, area development approach. Comprehensive DPRs should be prepared for each project after consultations with all the stakeholders.

4. **Definition of a destination:** Destination is a place of tourist interest. For being eligible under this scheme the destination must be among the most visited sites in the State, or a recognized Heritage monument. A group of tourist attractions located in the same village, town or city would also qualify.
5. **Definition of an integrated Circuit:** A tourist Circuit is defined as a route on which at least three major tourist destinations are located such that none of these are in the same town, village or city. At the same time they are not separated by a long distance. It should have well defined entry and exit points. A tourist who enters at the entry point should get motivated to visit all the places identified on the circuit. The objective of having a tourist circuit is to increase the total number of visits to all the destinations on the circuit on the one hand and provide to the tourist attractions of all the destinations located on the circuit.
6. **Identification of tourist destinations and integrated Circuits:** The destinations & circuits will be selected on the basis of its tourism potential in consultation with the State Governments. The Destinations/ Circuits to be taken up for development will be identified by the Ministry of Tourism at the beginning of each year. A tourist circuit could be limited to a State or it could be a regional circuit covering more than a State/UT. The identification of the project, the implementing agency, and the mode of channelisation of funds would be done in consultation with the State Govt./UT Administration.
7. **Funding pattern of the project:** The Ministry of Tourism would bear 100% of the project cost based on the project plan and estimates submitted, excluding the items which are the exclusive responsibility of the State Governments, as mentioned at para 8 below. While there may be no ceiling on project cost, Government of India contribution would be capped at ₹ 25 crore for destination development and Rs.50 crore for circuit development for identified major destinations and circuits based on tourist traffic. However, the existing ceiling of ₹ 5 crore and ₹ 8 crore for destination and circuit respectively would continue for other projects. In respect of each large project involving central financial assistance of ₹ 25 crore and above, the Ministry should formalise MOUs with State Government and other stakeholders indicating the works to be undertaken by them in physical and financial terms. Total project should include contribution from State Government and contribution from other stakeholders. State Government contribution towards land, rehabilitation package, O&M and external

infrastructure like water supply, electricity and roads, as envisaged in para-8 below, should be quantified in the DPR. The provisions for preparation of **comprehensive DPRs for Destinations/Circuit Project will be as follows:**

- a) Large Destinations/Circuit Project involving central financial assistance of Rs.25 crore and above will be assisted towards the cost of DPR preparation amounting to 50% of the **total cost of DPR preparation or ₹ 15 lakh, whichever is lower.**
  - b) As far as the assistance towards preparation of DPR for smaller projects of destination/circuits are concerned, the assistance will be limited to 50% of the total cost of DPR preparation or Rs.10 lakh, whichever is lower.
8. **Activities/items under State/UT component:** The State/UT Governments will be fully responsible for the following components of the project:
- i) Making the land available for development.
  - ii) Implementation of rehabilitation package, where shifting of dwellings or commercial units is required. However, the Government of India would provide assistance for construction of Tourist Reception Centres including shopping complexes to house the displaced shops.
  - iii) Operation, maintenance and management of the assets created.
  - iv) External infrastructure like Water Supply, Electricity and Roads (not covered under para 9 iv below)
9. **Activities/items under Central component:** The assistance under this scheme will be focussed on development of public goods instead of private goods. There should also be convergence with other programmes of Government and duplication shall be avoided. The following works may be taken up under the Scheme under the Central component.
- i. Improvement of the surroundings of the destination. This would include activities like land scaping, development of parks, fencing, compound wall, etc.
  - ii. Illumination of the Tourist destination and the area around and SEL Shows, etc.
  - iii. Providing for improvement in solid waste management and sewerage management, Public Conveniences, etc.
  - iv. Improvement of road connectivity leading to the tourist sites, especially from the National Highways/State Highways and other entry points.
  - v. Construction of Wayside Public Conveniences
  - vi. Construction of Budget Accommodation, Restaurant & Wayside Amenities including one time assistance for its air-conditioning and furnishings. This component will be supported only in selected places of Jammu & Kashmir and all North Eastern States, and Eco-tourism projects where private sector investment is

not forthcoming or not possible.

- vii. Procurement of equipments directly related to tourism, like Water Sports, Adventure Sports, Eco-friendly modes of transport for moving within the Tourism Zone and equipments for cleaning of the tourist destination will be eligible for 25% grant.
  - viii. Construction of public buildings which are required to be demolished because of implementation of the Master Plan.
  - ix. Refurbishment of the Monuments.
  - x. Signages and display boards showing Tourist Area Maps and documentation on places of interest at the locations.
  - xi. Tourist Arrival Centres, Reception Centres, Interpretation Centres
  - xii. Improvement of municipal services directly related to Tourism
  - xiii. Other work/activities directly related to tourism.
10. **Release of Funds:** The funds would be released to the implementing agency as indicated in Para 6 above in three instalments for identified destination and circuit amounting to ₹ 25 crore and ₹ 50 crore respectively, once the detailed cost estimates of the projects are received. On sanction of the project, the first instalment of 50% of the approved Central Financial Assistance (CFA) will be released to the implementing agency. The second instalment of 30% will be released after receipt of 50% utilisation certificate of the previous instalment. The balance 20% would be released on the completion of the work and on receipt of the Utilisation Certificate. However, CFA in two instalments would be released for other destination and circuit sanctioned for ₹ 5 crore and ₹ 8 crore respectively. The first installment in this case will be 80% of the approved CFA on sanction of the project and second installment will be balance 20% of the approved CFA on the completion of the work and on receipt of the Utilisation Certificate.
11. **Codal formalities:** The Implementing agency shall follow all codal formalities while awarding contracts and procurement of equipment and ensure complete transparency in its transactions. There would not be any compulsion to execute projects through CPWD. The execution of projects would primarily be the responsibility of State Governments and local agencies. However, whenever a project is to be driven by the Central Government, central agencies could be engaged both for project preparation and for implementation with consent of State/UT Govt. concerned.
12. **Management of assets created:** The infrastructure and assets created will be maintained and managed by the State/UT Governments or their agencies with no financial commitment to Govt. of India. The sustainable maintenance plan for the

assets to be created must be built into the project proposal for this purpose.

13. **Monitoring Committee:** State Level Monitoring Committees would be set up under the Chairmanship of the respective Secretary (Tourism) of the State/UT Government. This Committee would consist of a nominee of the Ministry of Tourism, Govt. of India and a nominee of the implementing agency. This committee will monitor the physical and financial progress of the sanctioned projects and submit the reports to the Ministry on regular basis. The Committee will be responsible for completion of projects within the stipulated period.

## **B. Rural Tourism Infrastructure Development**

14. Tourism growth potential can be harnessed as a strategy for Rural Development. The development of a strong platform around the concept of Rural Tourism is definitely useful for a country like India, where almost 74% of the population resides in its 7 million villages. Across the world the trends of industrialization and development have had an urban centric approach. Alongside, the stresses of urban lifestyles have led to a "counter-urbanization" syndrome. This has led to growing interest in the rural areas. At the same time this trend of urbanization has led to falling income levels, lesser job opportunities in the rural areas leading to desertion of villages. Rural Tourism is one of the few activities which can provide a solution to these problems. Besides, there are other factors which are shifting the trend towards rural tourism like increasing levels of awareness, growing interest in heritage and culture and improved accessibility, and environmental consciousness. In the developed countries, this has resulted in a new style of tourism of visiting village settings to experience and live a relaxed and healthy lifestyle. This concept has taken the shape of a Rural Tourism Product.

Under this Scheme, thrust will be to promote village tourism as the primary tourism product to spread tourism and its socio-economic benefits to rural and new geographic regions. Key geographic regions would be identified for development and promotion of Rural Tourism. The implementation would be done through a Convergence Committee headed by the District Collector. Activities like improving the environment, hygiene, infrastructure etc. would be eligible for assistance. Apart from providing financial assistance the focus would be to tap the resources available under different schemes of Ministry of Rural Development, State Govts. and other Ministries/Departments of the Govt. of India.

15. **Definition of Rural Tourism:** Any form of tourism that showcases the rural life, art, culture and heritage at rural locations, thereby benefiting the local community economically and socially as well as enabling interaction between the tourists and the locals for a more enriching tourism experience can be termed as rural tourism. Rural

tourism is essentially an activity which takes place in the countryside. It is multi-faceted and may entail farm/agricultural tourism, cultural tourism, nature tourism, adventure tourism, and ecotourism. As against conventional tourism, rural tourism has certain typical characteristics like: it is experience oriented, the locations are sparsely populated, it is predominantly in natural environment, it meshes with seasonality and local events and is based on preservation of culture, heritage and traditions.

16. **Identification of villages:** Each State/UT Govt. would be requested to furnish proposals for promotion of rural tourism. Based on the merits, the proposals would be identified for implementation in the country.
17. **Preparation of detailed plan for implementation of the project:** After short listing the proposals, the State/UT Govts would be requested to draw up a detailed plan of action. The thrust here would be to achieve convergence between the different schemes of the Govt. of India and the State Govts. It should be ensured that at least 50% of the project should be implemented through achieving convergence of different schemes. Assistance upto ₹3.00 lakh would be provided to the State Govt. for engaging an expert for preparing the project report.
18. **Assistance under the Scheme:** A maximum of ₹50 lakh would be sanctioned under this scheme. The activities listed under the para 19 could be taken up.
19. **Permissible activities:** The following works may be taken up under the Scheme:
  - i) Improvement of the surroundings of the village. This would include activities like landscaping, development of parks, fencing, compound wall, etc.
  - ii) Improvements to roads within the Panchayat limits. This shall not include any major road which connects the village.
  - iii) Illumination in the village.
  - iv) Providing for improvement in solid waste management and sewerage management.
  - v) Construction of Wayside Amenities.
  - vi) Procurement of equipments directly related to tourism, like Water Sports, Adventure Sports, Eco-friendly modes of transport for moving within the tourism zone.
  - vii) Refurbishment of the Monuments.
  - viii) Signages.
  - ix) Reception Centres.
  - x) Other work/activities directly related to tourism.
  - xi) Tourist Accommodation.

20. **Constitution of a Convergence Committee:** A Convergence Committee would be set up under the District Collector with all stakeholders as members, to oversee the implementation of the project. Since, there is a need for flexibility and innovation while implementing such projects, therefore, this Committee will also decide to change sanctioned items based on new perceptions emerging during implementation within overall project plan and cost already sanctioned keeping the Ministry of Tourism informed for record.
21. **Execution of the works:** The execution of the work would be entrusted to any Central Govt./State Govt. agency and the funds would be released directly to the implementing agency by the Govt. of India as recommended by the State Govt.
22. **Installments of release:** On sanction of a work the first installment of 80% of the sanctioned amount of CFA will be released. The second installment of 20% would be released on submission of the UC and completion certificate.
23. **Codal formalities:** The implementing agency shall follow all codal formalities while awarding contracts and procurement of equipments and ensure complete transparency in its transactions. While executing the works the implementing agency shall follow the Schedule of rates prescribed by the CPWD or the State PWD or Zila Parishad/Panchayat or DRDA or Rural Engineering Department. However, if there is any item of work to be undertaken does not have rates prescribed by any one of the above mentioned agencies then the District Collector could certify the reasonableness of the rates.
24. **Management of assets created:** The infrastructure and assets created will be maintained and managed by the State/UT Governments or their agencies with no financial commitment to Govt. of India. The sustainable maintenance plan for the assets to be created must be built into the project proposal for this purpose.



## SCHEME OF ASSISTANCE FOR LARGE REVENUE GENERATING PROJECTS

1. **Preamble:** It is recognized that the development of tourism infrastructure projects requires very large investment that may not be possible out of the budgetary resources of the Government of India alone. In order to remove these shortcomings and to bring in private sector, corporate and institutional resources as well as techno-managerial efficiencies, it is proposed to promote large revenue generating projects for development of tourism infrastructure.
2. **Scope of the Scheme:** Large revenue generating project, which can be admissible for assistance under this scheme, should be a project, which is also a tourist attraction, or used by tourists and generates revenue through a levy of fee or user charges on the visitors. Projects like Tourist trains, Cruise vessels, Cruise Terminals, Convention Centres, Golf Courses open for both domestic and international tourists, Health and Rejuvenation facilities and last mile connectivity to tourist destinations (air and cruise including heli tourism) etc. would qualify for assistance. However, this is only an illustrative list and Ministry of Tourism will examine all such cases critically and will have the final say on whether or not the project under consideration has a tourism impact. Hotel & Restaurant component will not be eligible for assistance under the scheme either on a stand-alone basis or as an integral part of some other project. However, catering facility (not open for general public) as integral part of the project to meet the in house needs could be eligible for assistance. Procurement of vehicles and sports facilities like stadiums will also not be eligible for assistance under the scheme.
3. **Promoters of Project:** The projects promoted by Public Sector undertakings, Agencies, or Autonomous Bodies of Central/State Governments as well as projects promoted by private sector/PPP Projects recommended by the State Governments/ UT Administrations will be eligible for assistance.
4. **Eligibility for assistance:** Justification for providing assistance/subsidy. would be ascertained on the basis of feasibility study/DPR at the stage of consideration of the project by the Competent Authority. The projects selected for assistance under this scheme would not be eligible for subsidy from other schemes of Central Government or State Governments. Similarly, the projects which have already availed subsidy/financial assistance from any other scheme of the Central or State Govt., would not be eligible for Government of India assistance under this scheme.

5. **Requirement of a Special Purpose Vehicle (SPV):** A SPV would have to be set up by the implementing partners in case a private party is promoting the project on its own or in PPP mode, prior to the consideration of their project under this scheme. However, where the promoter of the project is a State PSU, Agency, Autonomous Body or Central Govt. PSU, Agency or Autonomous Body, a separate SPV need not be required. In both the cases, a separate Project Management Group would be required and separate accounts would be maintained for the project. The Project Management Group, where SPV has to be set up will consist of , (i) MD/CEO of the SPV (ii) Project Director/Manager (iii) Finance Director (iv) A representative of the State Govt. to be nominated by them. In the other cases, the Project Management Group will consist of (i) MD/CEO of State PSUs/Central PSUs/Statutory Body, (ii) State Tourism Secretary(where State Govt. is directly involved), (iii) Project Director/Manager (iv) Finance Director of the Central/State PSU/Statutory Body or the Director-Finance Department of State Government.
6. **Appraisal/Feasibility Report:** All project proposals under this scheme must be accompanied by project appraisal carried out by an independent public financial institution. The public financial institution should clearly state that the project is financially viable. In case of private sector/PPP projects the financial institutions should also indicate their willingness to provide loan for the project. In case the promoter wants to take loan from another financial institution/bank, their appraisal and a letter from them clearly indicating willingness to grant loan for the project should be enclosed with the proposal. Grant-in-aid for preparation of DPR would be admissible at 50% of the actual cost subject to a maximum of ₹ 25 lakh per project. No Grant-in-aid would be admissible for preparation of Feasibility Report. Public financial institutions, in this case, will include a public financial institution under Section 4A of the Companies Act, 1956 and any institution notified by the Government as authorized to discharge the functions of a public financial institution under this Scheme. Anyone of these institutions could also fund the large revenue generating projects admissible under the scheme.
7. **Norms for funding:** The amount of assistance under the scheme would be released to Public Sector Undertakings, Agencies or Autonomous Bodies of Central/State Governments if the project is promoted by them. In case of private sector / PPP project, the assistance would be released to SPV through the financial institutions. The quantum of subsidy for Private Sector/PPP projects will be determined through a competitive bidding process undertaken by the concerned State Governments/UT Administrations. Specific reasons will be required to be brought on record in case competitive bidding process is not adopted for determining the quantum of subsidy. In

such cases a High Level Committee constituted by the Ministry of Tourism will recommend the exemption from competitive bidding process as well as quantum of subsidy. There should be a minimum loan component of 25% in the case of private sector/ PPP projects. The subsidy under the scheme will have a cap of ₹ 50 Cr. subject to a maximum of 25% of total project cost or 50% of equity contribution of the promoters, whichever is lower. The total project cost in this case will mean the total of:

- i. Capital cost of the project, including cost of land, material, labour, transport, consumables, testing, commissioning, overheads, contingencies, interest during construction, insurance and supervision (including any taxes and levies);
- ii. Pre-operative cost such as formulation, development, design and engineering; and expenses related to fund mobilization if required, such as fees for financial services and brokerage. In case of Public Sector projects the first installment, limited to 25% of the assistance to be provided by the Ministry, will be released only after 25% of the total cost of the project has been contributed by the promoter and the implementation of the project has started. The second installment, limited to 50% of the assistance to be provided by the Ministry, would be disbursed only after 50% of the promoter's amount is contributed. The last installment of balance 25% of the assistance, to be provided by the Ministry, will be released after the project is fully functional. In case of private sector/PPP projects the assistance would be credit linked. The first installment, limited to 25% of the assistance to be provided by the Ministry will be released only after 25% of the total cost of the project has been contributed by the promoters and proportionate loan amount has also been disbursed. The second installment limited to 50% of the assistance to be provided by the Ministry would be disbursed only after 50% of the promoter's amount is contributed and proportionate amount of loan is also disbursed. The last installment of balance 25% of the assistance, to be provided by the Ministry, will be released after the project is fully functional. Release of funds for projects sanctioned till 31.3.2007 will however; be in accordance with the guidelines in operation from 02.11.2006 to 31.3.2007.

8. **Recovery of Government Grant:** In case the project is not completed after release of one or more installments of grant due to some reasons including omissions and commissions of the promoters, the amount of grant will be recoverable. The amount of grant will also be recoverable for failure on the part of promoters to comply with the terms and conditions specific to tourism development in each case. Recoveries will be with penal interest.

9. **Approval procedures:** The project proposals will be appraised by SFC/EFC depending upon the cost of the project before obtaining approval of the competent expenditure sanctioning authority.
10. **Monitoring and Evaluation:** The financial institution, which is funding the project, will be responsible for regular monitoring and periodic evaluation of project compliance with agreed milestones and performance levels. In case there is no financial institution involved in the project then an agency will be designated while sanctioning the project for regular monitoring and evaluation as stated above and the cost for the same will be met out of the scheme. Ministry of Tourism will have a separate Monitoring Group consisting of the concerned Joint Secretary & Director in charge of the scheme along with Financial Advisor to regularly monitor and review the sanctioned projects.

## GUIDELINES FOR MARKETING DEVELOPMENT ASSISTANCE (MDA)

The Marketing Development Assistance Scheme (MDA), administered by the Ministry of Tourism, Government of India, provides financial support to tourism service providers, i.e. hoteliers, travel agents, tour operators, tourist transport operators for undertaking the following tourism promotional activities in abroad:-

- (i) Sales Tours, Participation in Travel Fairs/Exhibitions and Road Shows
- (ii) Production of Publicity Material for promoting Indian tourism destinations and products

Tourism Departments of all States and Union Territories (UTs) are also eligible for benefits under the MDA Scheme for participation in Travel Fairs / Exhibitions and Road Shows held overseas.

### 2. Eligibility

- (i) The Tourism Service Providers, i.e. hoteliers, travel agents, tour operators, tourist transport operators, must be approved by the Ministry of Tourism, Govt. of India. In the case of the state of Jammu & Kashmir and states in the North Eastern Region (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura) the Tourism Service Providers must be approved by the State Tourism Department.
- (ii) Financial support under the Scheme would be available to companies with foreign exchange earnings up to a maximum of ₹20.00 crore (₹ twenty crore only) during the preceding financial year. In respect of tourism service providers from the state of Jammu & Kashmir and states in the North Eastern Region, the service providers not having any foreign exchange earnings but with a total turnover of upto ₹20 crore (₹ twenty crore) would also be eligible.
- (iii) Tourism Service Providers must show a cumulative increase of 5% in Foreign Exchange Earnings (FEE) during a three year period, to be eligible for financial support under the MDA scheme i.e. at the end of year 3, there must be a cumulative increase of 5% in FEE over the base year. For this purpose, the base year will be taken as the financial year preceding the year when the promotional activity is undertaken. **The clause will be made effective from the financial year 2015-16 and tourism service providers will need to show a cumulative increase of 5% in FEE at the end of year 3**

**over the base year 2014-15 and so forth.** In the case of Tourism Service Providers in Jammu & Kashmir and the North Eastern Region, there must be a cumulative increase of 5% in foreign exchange or total turnover of the agency during the three year period.

### 3. Number of Applications Permissible

- (i) Financial support under the MDA Scheme will be provided to tourism service providers for participation in a total of 4 (four) events (covering Sales Tours, Travel Fairs/ Exhibitions and Road Shows) in one financial year.
- (ii) In addition, financial support for Production of Publicity Material will be provided to tourism service providers once in a financial year.
- (iii) Financial support under the MDA Scheme will be provided to Tourism Departments of all States and Union Territories (UTs) for participation in a total of 3 (three) Travel Fairs / Exhibitions and Road Shows held overseas.

No financial support will be provided to States / UTs for Sales Tours or for printing of publicity material.

### 4. Extent of Financial Support Permissible

- (i) For Sales Tours, Travel Fairs / Exhibitions and Road Shows

Financial support for undertaking sales tours, participation in travel fairs/ exhibitions and Road Shows organized overseas, would be provided as follows :

- (a) 90% of economy class air fare from India to any other country and/or by air/euro rail from one country to another country abroad.
- (b) 90% of cost of built up/ furnished stall, electricity and water charges, etc. at travel fairs/exhibitions.
- (c) Hotel Room expenses for a maximum of 5 nights, with an upper limit of ₹8000/- per night.

Subject to an overall upper ceiling of ₹2.50 lakh per case.

*(No financial assistance will be provided for travel within India)*

- (ii) For Production of Publicity Material

Cost of production of publicity material like product catalogue, brochure, information handout, CDs, DVDs, etc., for use overseas during sales trips, travel fairs/exhibitions, Road Shows for promoting Indian tourism destinations and products, will be permissible for financial support @ 50% of the total approved cost subject to an upper ceiling of ₹1.00 lakh.

## 5. Terms & Conditions

- (i) The tour to single country or a group of countries shall be for a minimum of two- nights stay abroad excluding journey period.
- (ii) Assistance shall be permissible to one regular employee/Director/partner/ proprietor of the company.
- (iii) In order to avail the benefit of reimbursement of air fare under the MDA Scheme, all tourism service providers / officials of Tourism Departments of States / UTs may travel only by Air India/Indian Airlines, to stations directly connected by Air India/Indian Airlines.

For travel to stations not directly connected by Air India/Indian Airlines, but which are directly connected by other airlines, travel by other airlines would be permissible on the lowest available fare (documents in support of the fare being the lowest available to be furnished)

For travel to stations not directly connected by any air services with stations in India, if travel on the shortest route available is undertaken through a station connected by Air India, reimbursement of air fare would only be made for travel by Air India on that sector.

- (iv) The company shall not be under investigation or charged/ prosecuted/debarred/ black listed by Ministry of Tourism, Govt. of India or any other Government Agency.
- (v) The applicant should not have claimed/received any financial assistance for the Sales Tour / Travel Fair/Exhibition / Road Show for which reimbursement is being claimed, from the Government/any Government Agency.
- (vi) Financial support under the Scheme would be subject to the overall budget available in the Ministry of Tourism for the MDA Scheme.

## 6. Procedure for submission of Applications

- (i) The eligible tourism service providers will convey prior information to the Ministry of Tourism, Government of India, before undertaking the tourism promotional activity/tour abroad. The prior information will be conveyed by e-mail to the Asst. Director General (Overseas Marketing), Ministry of Tourism, Government of India, New Delhi, on e-mail ID: [mda-tourism@gov.in](mailto:mda-tourism@gov.in) at least 14 days in advance with the following details:
  - (a) Name and contact details of the applicant company.
  - (b) Name of person undertaking the promotional tour.
  - (c) Category under which the promotional activity is proposed to be undertaken.
  - (d) Name of event proposed to be participated in.
  - (e) Dates / Country (ies) of visit of the proposed tour.

**Conveying prior information will not ensure financial support under the Scheme. The same will be based on scrutiny of documents submitted while claiming re-imburement by the applicant company and subject to availability of funds.**

- (ii) After undertaking the tourism promotional activity/tour abroad, the tourism service provider would submit the application for the MDA claim, in the prescribed format along with Declaration (as given at Annexures I & II), to the Assistant Director General (Overseas Marketing), Ministry of Tourism, Govt. of India, Transport Bhavan, 1, Parliament Street, New Delhi 110 001.
- (iii) The claim must be submitted positively within 45 days of return to India, along with the following documents:
  - (a) Self-certified copy of approval certificate issued by the Ministry of Tourism/State Government in the case of Jammu & Kashmir and North Eastern States.
  - (b) Certificate of Foreign Exchange Earnings during the preceding financial year, duly certified by a Chartered Accountant (with membership number of the Chartered Accountant). In the case of service providers from Jammu & Kashmir and the North Eastern States, certificate as above or of total turnover, duly certified by Chartered Accountant (with membership number).
  - (c) Details of financial assistance availed during the last three years under the MDA Scheme, from the Government including Ministry of Commerce/FIEO & Ministry of Tourism.
  - (d) Air ticket(s) for journeys performed along with Boarding Pass for each sector
  - (e) Original receipts/bank advice, etc., in evidence of payments made for air tickets / booth / hotel accommodation / printing of publicity material, as the case may be for which reimbursement is being claimed.
  - (f) For MDA claim for production of publicity material, following also to be submitted :
    - A copy of the publicity material to be submitted along with the claim.
    - Quotations from a minimum of three printers/ vendors are to be obtained and submitted along with the claim.
  - (g) A comprehensive Tour Report and achievements during the tour undertaken.
  - (iv) Claim form received after 45 days of return to India or wherein the deficiencies in the claim as intimated are not fully completed within 30 days of the date of information given, would not be entertained and would be rejected.

**Note:** *These revised MDA Scheme guidelines are in supersession to guidelines issued earlier.*

*These Revised Guidelines will come in force with effect from 9<sup>th</sup> July 2015 and till further orders.*

## Claim Form for Marketing Development Assistance for Sales Tours/Participation in Travel Fairs & Exhibitions / Road Shows

1	Name of the firm with full address	
2	Name and designation of the Person who travelled abroad	
3	Category under which claim is submitted (i.e. Sales Tour or Travel Fair/Exhibition or Road Shows)	
4	Whether prior information regarding the tour was conveyed to the Ministry of Tourism (Copy of the same to be enclosed.)	
5	Certificate regarding approval of the Agency/Firm by Ministry of Tourism/ State Tourism Dept. In the case of Jammu & Kashmir and North Eastern States (Self certified copy of the approval letter to be attached)	No. & Date:  Valid up to :
6	Foreign Exchange Earnings (FEE) during the preceding financial year.  In the case of service providers from Jammu & Kashmir and the North Eastern States, as above or total Turnover during the preceding financial year.  Certificate in support of above duly certified by Chartered Accountant (CA) to be submitted. (Membership Number to be indicated in the CA Certificate)	
7	Details of Number of proposal(s) already submitted in the same financial year	
8	Details of the financial assistance availed earlier under the MDA Scheme separately for:  a) Sales Tour  b) Participation in fair/exhibition/road show  c) Production of Publicity Material  (Please furnish details of the sales tours//Fairs and Exhibitions/ Road shows, countries visited, name of the person who went abroad and the amount of financial assistance received in each case)	
9	Name of the Country(ies) / Sectors visited for the Sales Tour.	

	Name of the Travel Fair/ Exhibition/Road Show participated in and the countries along with the dates/duration of stay abroad	
10	Date of departure from India	
11	Date of return to India	
12	Sector-wise details of journeys undertaken: (i) Airline on which travelled (ii) Flight Number (iii) Class in which travelled (iv) Ticket Number (Air ticket with boarding pass for each sector travelled to be submitted)	
13	Actual expenditure incurred on return (a) Airfare by economy excursion class (Please attach receipt/document in evidence of payment made for the air ticket) If travel was undertaken by any other class (Business/First, etc.), economy excursion class fare for sectors/countries visited to be indicated (b) Actual expenditure incurred on stall, decoration, water and electricity (in case of participation in travel fair/ exhibition/road show) (Please attach original voucher/ bank advice/receipt, etc. evidencing payment made). (c) Actual expenditure on hotel accommodation (Please attach original voucher/ bank advice/receipt, etc. evidencing payment made.)	
14	Total expenditure incurred i.e. 13 (a) + (b) + (c)	
15	Amount being claimed	

## Declaration

(To be furnished on official letterhead of the company)

1. I solemnly declare that the particulars given in my application are correct. I b o u n d myself and the company accountable and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.
2. I hereby declare that the company / agency M/s ..... (name and city to be given) is not under investigation/ charged/ prosecuted/ Debarred/ blacklisted by the Ministry of Tourism, Government of India or any other Government Agency.
3. I hereby declare that I have not claimed/received any financial assistance for this Sales Tour / Participation in this Travel Fair/Exhibition / this Road Show (as applicable) from the Government/any Government Agency.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Desination \_\_\_\_\_

Office Seal:

Place:

Date:

## Claim Form for Marketing Development Assistance for Production of Publicity Material for Distributing Abroad

1	Name of the firm with full address	
2	Name and designation of the Person who went abroad	
3	Whether prior information regarding the tour was conveyed to the Ministry of Tourism (Copy of the same to be enclosed.)	
4	Certificate regarding approval of the Agency/Firm by Ministry of Tourism/ State Tourism Dept. In the case of Jammu & Kashmir and North Eastern States (please attach a self certified copy of the approval letter)	No. & Date: Valid up to :
5	Foreign Exchange Earnings (FEE) during the preceding financial year.  In the case of service providers from Jammu & Kashmir and the North Eastern States, as above or total Turnover during the preceding financial year.  Certificate in support of above duly certified by Chartered Accountant (CA) to be submitted. (Membership Number to be indicated in the CA Certificate)	
6	Details of Number of proposal(s) already submitted in the same financial year	
7	Details of the financial assistance availed earlier under the MDA Scheme separately for: a) Sales Tour b) Participation in fair/exhibition/road show c) Production of Publicity Material  (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of who went abroad and the amount of financial assistance received in each case)	
8	Details of the event (Sales Tour/ Travel Fair/ Exhibition / Road Show) and the countries along with the dates where publicity material was distributed.	
9	No. of copies of publicity material produced.  (Copy of the Publicity Material produced to be attached).	

10	Name of the three firms from where quotations were invited (Please attach copies of the three quotations)	
11	Name and address of firm quoting the lowest quotations	
12	Name and address of the firm which produced the publicity material	
13	Actual expenditure incurred (Please attach original voucher/ Bill evidencing payment made).	
14	Amount being claimed	

## Declaration

(To be furnished on official letterhead of the company)

1. I solemnly declare that the particulars given in my application are correct. I b o u n d myself and the company accountable and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.
2. I hereby declare that the company / agency M/s ..... (name and city to be given) is not under investigation/ charged/ prosecuted/ Debarred/ blacklisted by the Ministry of Tourism, Government of India or any other Government Agency.
3. I hereby declare that I have not claimed/received any financial assistance for this Sales Tour / Participation in this Travel Fair/Exhibition / this Road Show (as applicable) from the Government/any Government Agency.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Desination \_\_\_\_\_

Office Seal:

Place:

Date:



## GUIDELINES FOR SUPPORT OF THE MINISTRY OF TOURISM FOR PROMOTING GOLF TOURISM

### 1. Preamble:

- 1.1. India is recognized world over for its rich culture, exotic appeal and variety. With golf catching the fancy of millions across the world, it is but natural for India to join in and promote its golfing facilities. With more and more golf courses coming up all over the country, golf has taken its place among upcoming sports in India. With the recovery from the global economic meltdown, the world economies, especially those countries which have traditionally been India's major tourist markets, are now showing signs of revival. The Foreign Tourist Arrivals (FTAs) and the Foreign Exchange Earnings (FEEs) through tourism in India are showing significant growth.
- 1.2. The country has not been able to utilize its full potential in niche sectors like golf, polo, adventure sports etc. It has been observed that there has been a growing interest among the domestic and international tourists to experience golf tourism in destinations outside their country of origin. While golf tourism is a niche product, it is important for the tourism in India for multiple reasons. India has several golf courses of international standards. Further, golf events held in India also attract domestic and international tourists. With international tourists expected to grow in the next few years, it is important that India has the right product to meet the need of the visitors. According to an independent study, 52 % of travelling golfers are likely to take two or more golfing holidays in a year and they spend on an average, 33% more on their holidays as compared to regular holiday makers. It is stated that 70-78% golfers would be prepared to visit a new golfing destination and this community represents the wealthiest 50% of all golfers.
- 1.3. Realizing the potential to develop Golf Tourism as the niche tourism product for attracting both domestic and international tourists, the Ministry of Tourism, Government of India, is revising guidelines to develop and promote India as a preferred Golf Tourism destination.

### 2. Mission:

- 2.1 To promote India as a multiple tourism attraction destination offering varied niche tourism products to make India a 365 days destination.

- 2.2. Sports tourism in India is gaining popularity, especially after the successful completion of Commonwealth Games in New Delhi in 2010. One of the latest trends in Golf Tourism is the fact that there has been a recent surge in the interest levels amongst youth in the game the world over. In order to tap this growing interest in golf tourism, it is crucial that steps be undertaken to develop and promote golf tourism under an institutional framework. This would pave the way to maximize the opportunity for growth and progress of this niche tourism product in future. The Ministry of Tourism aims to create a comprehensive and coordinated framework for promoting golf tourism in India, capitalizing on the work already carried out, and building upon the strength of India's position as the fastest growing free market economy.
- 2.3. The objectives of these guidelines for support to promote Golf Tourism are to:
- (i) Promote India as a golf destination for domestic and international tourists.
  - (ii) Earning of additional foreign exchange through development of this niche product and thereby contributing to economic growth.
  - (iii) Socio economic development through employment generation, both for men and women.
  - (iv) Encourage creation of additional world class golf infrastructure in the country.

### **3. Strategy:**

- 3.1. The focus would be to include the entire chain of steps required including creating awareness, encouraging stakeholders and targeting established and new markets to promote Indian Golf Tourism, thereby generating higher demand for the product. This would include:
- (a) Building major golfing events in India by building relationship with sponsors, broadcasters and the other stakeholders.
  - (b) Improved access to India's signature & other golf courses and working closely to make such courses more accessible to the tourists.
  - (c) Raising the profile of golf courses and other golf infrastructure.

The support of the Ministry of Tourism would be provided to only such golf courses which would allow open access to the tourists as per IGTC's recommendations.

### **4. Association:**

- 4.1. All stakeholders engaged in Golf Tourism activities would endeavour to form a Golf Tourism Association of India, which will have open all India membership, is committed for holding elections at regular intervals, hold annual Audit of Accounts and is registered as a non profitable society. Stakeholders which may form part of such Association may include:

- Corporate Houses
- Golf Clubs
- Golf Courses
- Golf Event Managers
- State Governments/UT Administrations
- Tour Operators/Travel Agents engaged in promotion of Golf Tourism

## 5. Composition of Core Committee for the development of Golf Tourism:

- 5.1. The India Golf Tourism Committee (IGTC) would be the nodal body for golf tourism in the country. The IGTC would function with the core objective to promote India as a preferred golf destination and make necessary suggestions and recommendations which are consistent with the objective.
- 5.2. The IGTC would make recommendations, inter alia, with regard to:
- (i) Identification and grading of suitable golf courses.
  - (ii) Approval of calendar of golf events.
  - (iii) Recommending events for the Ministry of Tourism's logo support.
  - (iv) Assessing the need for creation and managing of a corpus with contributions from the stakeholders/industry/corporate sector and the Government for promotion of Golf Tourism.
  - (v) Identification of promotional materials to be developed.
  - (vi) Identification of events for participation abroad to showcase golfing facilities in India.
  - (vii) Introduction of a golf card for tourist.
  - (viii) Make recommendations for financial support under these guidelines except MDA.

## 6. Composition of IGTC:

6.1. The IGTC would comprise the following members:

- (i) Secretary (T): Chairperson

### Members:

- (ii) Additional Secretary (T)
- (iii) Additional Secretary & Financial Adviser (T) or his/her Representative
- (iv) Joint Secretary level officer handling Niche Tourism in MOT
- (v) Director or Deputy Secretary level officer handling Niche Tourism Products in MOT – **Member Secretary**
- (vi) Representative of Association of Domestic Tour Operators of India (ADTOI)

- (vii) Representative of IATO
- (viii) Representative of FHRAI
- (ix) Representative of HAI
- (x) Representative of Golf Association of India
- (xi) Representative of PGTI
- (xii) Representative of SAI
- (xiii) Two leading stakeholders in Golf Tourism to be nominated by the Ministry.

6.2 The tenure of this Committee shall be two years from the date of its constitution.

## **7. Golf Tournaments:**

7.1. Financial assistance would be given for conducting approved golf events in India as per the following norms:

7.2. International Corporate Golf Events:

- i) Events with minimum 72 participants for a minimum of 18 holes game of at least one day duration with 75% or more participation of foreign passport holders not living in India would be eligible for a support up to ₹12.00 lakh per event in each financial year. This would be on a 50: 50 cost sharing basis, with 50% share of the Ministry of Tourism be based on recommendations of IGTC and balance to be borne by the organizers.
- ii) Events which have minimum 72 participants for a minimum of 18 holes game of at least of one day duration with 25 to 75% foreign passport holders not living in India would be eligible up to ₹8.00 lakh per event for each financial year. This would be on a 50: 50 cost sharing basis, with 50% share of the Ministry of Tourism based on recommendations of IGTC and balance to be borne by the organizers.

7.3. Domestic Corporate Golf Events:

7.4. Domestic corporate golf events which have minimum of 100 participants, minimum 18 holes game, with at least of one day duration would be eligible up to ₹ 6.00 lakh per event in each financial year. This would be on a 50: 50 cost sharing basis, with 50% share of the Ministry of Tourism based on recommendations of IGTC and balance to be borne by the organizers. The domestic events may also have foreign participants. The IGTC will suggest the parameters and areas for selection of events that will qualify in this category.

7.5. Supporting Professional Golf Events:

7.6. Professional golf events would be major Golf Tourism driver for India. A calendar of such events is to be identified and approved by IGTC and such events would be eligible for financial support to increase the size of prize money with an objective to

encourage the top ranked golfers to participate, so as to make India a preferred golf destination.

#### 7.7. Men's Professional Events:

7.8. The United States Professional Golf Association (USPGA) is an organization that operates the main professional men's golf tours in the United States and North America, also known as the USPGA Tour. It is understood that this tour has never come to India. In order to encourage bringing a USPGA event to India, the Ministry of Tourism would provide financial support up to ₹4.00 crore on 50:50 cost sharing basis wherein, the contribution of Ministry of Tourism would be 50% based on the recommendations of IGTC during one financial year and the remaining 50% would be borne by the organizers.

#### 7.9. European Tour events:

7.10. The Ministry of Tourism would provide financial support up to ₹2.00 crore on 50:50 cost sharing basis wherein the contribution of the Ministry of Tourism would be 50 % based on recommendations of IGTC during one financial year and the remaining 50% would be borne by the organizers.

#### 7.11. Asian Tour events:

7.12. The Ministry of Tourism would provide financial support up to ₹1.00 crore on 50:50 cost sharing basis where in the contribution of the Ministry of Tourism would be 50% based on the recommendations of IGTC during one financial year and the remaining 50 percent would be borne by the organizers.

#### 7.13. Women's Professional Events:

7.14. As an added initiative to promote women's golf, the Ministry of Tourism would provide financial assistance for maximum of two professional events with the upper ceiling of up to ₹1.00 crore each for the LPGA Tour and the Ladies European Tour. For the Asian Tour financial support up to ₹50.00 lakh would be provided. This would be in a ratio of 50:50 where in 50 percent would be funded by the Ministry of Tourism based on the recommendations of IGTC during a financial year and remaining 50% by the organizers.

### **8. Support for Golf infrastructure:**

8.1. The scope of the Large Revenue Generating (LRG) scheme of the Ministry of Tourism is to develop Golf Infrastructure in PPP mode. LRG guidelines of the Ministry of Tourism are available at website [www.tourism.gov.in](http://www.tourism.gov.in).

### **9. Support under the Marketing Development Assistance (MDA)**

scheme to the Golf Tourism Service Providers (GTSPs) i.e., representatives of Travel Agents/ Tour Operators engaged in promotion of Golf Tourism/Signature Golf Courses and Golf Courses designed by the renowned Architects:

- 9.1. The GTSPs engaged in Golf Tourism as per eligibility in para 9.2 below will be provided financial assistance as per the provisions of the Marketing Development Assistance (MDA) scheme administered by the Ministry of Tourism, Government of India for participating in the International Tourism / Golf related Fairs/ Events/ Exhibitions/ Road Shows approved by the Ministry of Tourism, Niche Tourism Division.
- 9.2. Financial assistance as per the provisions of the Marketing Development Assistance (MDA) scheme would be provided to the GTSPs approved by the Ministry of Tourism, Government of India and who are engaged in promotion of Golf Tourism.
- 9.3. Procedure for submission of Application:
- (i) The eligible GTSPs shall obtain prior approval of the Ministry of Tourism, Government of India, before proceeding abroad to participate in International Tourism / Golf related Fairs/Events/Exhibitions/ Road Shows. The application shall be submitted directly to the office of Assistant Director General, Niche Tourism, Ministry of Tourism, Government of India, C-1, Hutments, Dalhousie, Road, New Delhi – 110 011, in the prescribed format (**Annexure-I**) at least 90 days in advance, along with the proof of approval as Travel Agents / Tour Operators / Golf Courses from the Ministry of Tourism, Government of India.
  - (ii) After participating in International Tourism Fairs / Golf related Events / Exhibitions / Road Shows abroad for which prior approval had been accorded by the Ministry of Tourism, the GTSP would submit the Application form for MDA Claim, in the prescribed format (**Annexure-II**), directly to the office of Assistant Director General, Niche Tourism, Ministry of Tourism, Government of India, C-1, Hutments, Dalhousie Road, New Delhi– 110 011, immediately on return to India but positively within one month of his / her return to India.
- 9.4. Besides, above provision, all other provisions of MDA scheme administered by the Ministry of Tourism, Government of India shall be applicable for release of MDA to GTSPs engaged in Golf Tourism Promotion.

## 10. Publicity:

- 10.1. There are number of marketing and promotional opportunities available to reach the golf market. The Ministry of Tourism would consider providing financial support on 50:50 sharing basis for making publicity and promotional material subject to the condition that the Ministry of Tourism would provide a maximum of ₹10.00 lakh under the category for each stakeholder in a financial year. This support would not be given for airing time on television / radio. This support will be given only on open EOI basis on the basis of merit and not routine as right.

## **11. Promotion through workshops / events / meets / seminars:**

11.1. The Ministry of Tourism would provide financial assistance for organizing workshops/events/meets/seminars having focus on promotion of Golf Tourism subject to the conditions;

- (i) A maximum amount of ₹10.00 lakh will be provided for each workshop/event/meet/seminar on 50:50 cost sharing basis.
- (ii) Each workshop/event/meet/seminar will have at least 100 participants of which at least 50 percent would be foreign passport holders not living in India.
- (iii) This support will be given on open EOI basis based on merit.

## **12. For organizing Golf Promotion Shows:**

12.1. Shows with exhibitions, suppliers and buyers participation for promotion of Golf Tourism on the lines of other tourism product shows will be supported financially by the Ministry of Tourism subject to the condition that a minimum of 75 participants will participate in the show and there will be at least 40% foreign buyers. The maximum financial assistance that can be provided will be up to a maximum of ₹25.00 lakh on 50:50 sharing basis. Such assistance would be given only to the State Governments / Chambers of Commerce / National Golf Association. In case, the Ministry of Tourism wants to set up its own Golf Tourism Show that will be done on the basis of an open EOI.

## **13. Use of Incredible India Logo:**

13.1. The Incredible India brand is one of the most recognized brands internationally. The Ministry of Tourism would give permission for the use of Incredible India logo for the Golf Tourism related promotional events, films, literature etc., as per the prescribed procedure from time to time.

## **14. Capacity Building:**

14.1. Trained human resource is an important component of any tourism product development, including Golf. A large number of stakeholders / service providers in the organized/unorganized sector also require basic and advanced training in related areas to provide better service standards and consumer satisfaction. The Ministry of Tourism would provide financial support for training, skill up gradation of caddies and other service providers engaged with the sport as per the Capacity Building for Service Providers (CBSP) guidelines of the Ministry of Tourism. The training could be at various levels, i.e., basic level, higher level, advanced level and specialized. (CBSP Guidelines are available at the Ministry of Tourism's website [www.tourism.gov.in](http://www.tourism.gov.in))

## **15. Participation in fairs and events:**

15.1. The Ministry of Tourism would provide space up to 4 square metres to approved Golf Tourism Association at major international travel fairs / events for promoting Golf Tourism at cost.

## **16. Disclaimer:**

16.1 The Ministry of Tourism, Government of India reserves the right to issue clarifications, modify or amend the guidelines from time to time, without assigning any reasons, thereof.

**Application form for Golf Tourism Service Providers (GTSPs), Travel Agents / Tour Operators / Signature Golf Courses and such Golf Courses designed by the renowned Architects for obtaining prior approval under MDA scheme for participation in approved Golf Tourism Fairs / Golf Tourism Conferences / and Allied Road Shows:**

1	Name of the Association with full Address	
2.	Name and designation of the person going abroad	
3.	Certificate regarding approval by the Ministry of Tourism/State Governments	No. & Date: Valid up to:
4.	Name of Golf Tourism Fairs /Golf Tourism Conferences and Road Shows/Exhibitions and the countries along with the dates/duration of the visit.	
5.	Date of departure from India	
6.	Date of arrival in India	
7.	Details of the financial assistance availed earlier under the MDA scheme: a) Name of countries visited/ exhibitions participated b) Name of the Persons c) Dates d) MDA amount received	

Signature \_\_\_\_\_

Name \_\_\_\_\_

Desination \_\_\_\_\_

Office Seal:

Place:

Date:

**(A) Claim form for Golf Tourism Service Providers (GTSPs) Travel Agents / Tour Operators / Signature Golf Courses and such Golf Courses designed by the renowned Architects after participation in approved Golf Tourism Fairs / Golf Tourism Conferences and Allied Road Shows (as per MDA scheme):**

1.	Name of the Association with full address	
2.	Name and designation of the Person who participated in Approved Golf Tourism Fairs / Golf Tourism Conferences and Allied Road Shows abroad	
3.	Whether prior approval of the Ministry of Tourism obtained for undertaking promotional activity abroad. (Please attach a copy of the approval later.)	
4.	Certificate regarding approval by the Ministry of Tourism / State Governments	No. & Date: Valid up to:
5.	Name of Golf Tourism Fairs /Golf Conferences and Road Shows/Exhibitions and the countries along with the dates/duration of the visit.	
6.	Actual date of departure from India.(Please attach a self certified photocopy of passport highlighting date of departure)	
7.	Actual date of arrival in India (Please attach self certified photocopy of passport highlighting date of arrival)	
8.	Details of Number of proposal(s) already submitted in the same financial year	
9.	<p>Details of the financial assistance availed earlier under the MDA scheme:</p> <p>a) Name of countries visited/ exhibitions participated</p> <p>b) Name of the Persons</p> <p>c) Dates</p> <p>d) MDA amount received (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and amount of financial assistance received in each case)</p>	

10.	Expenditure incurred on:  (a) Actual expenditure incurred on return airfare by economy excursion class (Please attach original air ticket/jacket used during the journey along with three self certified Photostat copies)  (b) Actual expenditure incurred on stall, decoration, water and electricity (in case of participation in Golf Tourism Fairs / Golf Tourism Conferences and allied Road Shows)  (Please attach original voucher/bank advice/receipt etc., evidencing payment made, along with three self certified photocopies thereof). (Also furnish a Statement of Expenditure)	
	Total expenditure incurred (a + b)	
11.	Amount being claimed	

## Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the association and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Desination \_\_\_\_\_

Office Seal:

Place:

Date:

## (B) FORMAT FOR SUBMISSION OF EXPRESSION OF INTEREST FOR SUPPORT OF EVENTS

- 1) NAME OF THE EVENT:
- 2) NAME OF ORGANISER WITH ADDRESS AND CONTACT DETAILS:
- 3) YEAR AND TYPE OF REGISTRATION OF THE ORGANIZER \*:
- 4) PERIODICITY OF THE EVENT:
- 5) DURATION OF THE EVENT:
- 6) LOCATIONS WHERE PROPOSED TO BE ORGANISED:
- 7) NUMBER OF EDITIONS ORGANISED TILL 31.03.2013\*\*:
- 8) EXPENDITURE INCURRED FOR EACH EVENT DURING LAST THREE YEARS/EDITIONS\*\*:
- 9) BRIEF PROFILE OF THE EVENT#: INCLUDING APPROXIMATE NUMBER AND PROFILE OF PLAYERS AND AUDIENCE:
- 10) DELIVERABLES OFFERED TO THE MINISTRY OF TOURISM AGAINST THE SPONSORSHIP SUPPORT SOUGHT:

**Note:** \* *Details to be provided regarding status (Company/ NGO/ Charitable Organization, etc.,) of organizers and registration with respective to authority. Proof of such registration to be provided separately.*

\*\* *Chartered Account certificate/ Audited Statements to be provided.*

# *Detailed profile as per existing guidelines for support to promote Golf Tourism.*

## GUIDELINES FOR THE PROMOTION OF WELLNESS AND MEDICAL AS NICHE TOURISM PRODUCTS

### 1. Preamble:

- 1.1. 'Wellness' is generally used to mean a healthy balance of the mind, body and spirit that results in an overall feeling of well-being. 'Wellness Tourism' can, therefore, be defined as travel that involves to experience an active process of becoming aware of and making choices toward a more successful existence. In other words, 'Wellness' is a view of health that emphasizes the state of the entire being and its ongoing development.
- 1.2. India has always been known for its rich heritage of 'Wellness' traditions and has enormous possibilities to offer to 'Wellness' seekers. The Indian 'Wellness' industry is one of the fastest growing segments of the travel and leisure industry. India has the potential to become a leading 'Wellness' destination for the global travellers. Therefore, there is a need to position India as preferred destination for Wellness Tourism, wellness being an integral part of the Indian way of life.
- 1.3. 'Medical' Tourism (also called Medical Travel, Health Tourism or Global Health Care) is a term used to describe the rapidly growing practice of travelling across international borders to seek Medical services. Services typically sought by travellers include elective and essential procedures as well as complex surgeries etc.
- 1.4. India holds an advantage as a Medical Tourism destination due to the following factors:
  - i. Most of the medical practitioners and surgeons at Indian Hospitals are well trained or have worked at some or other time in the leading medical institutions of the world.
  - ii. Most of medical practitioners and nurses are fluent in English.
  - iii. Top of the line medical and diagnostic equipments from global international conglomerates are available at many Indian hospitals.
  - iv. The cost of quality of medical procedures and services are low in India when compared to other competitors in the field.
- 1.5. Realizing the potential to develop and promote Wellness and Medical Tourism as the niche tourism products among international tourists, the Ministry of Tourism, Government of India, has formulated following guidelines.

## **2. Mission:**

- 2.1. To promote India as a holistic tourism destination for 365 days offering varied niche tourism products.

## **3. Association:**

- 3.1. All stakeholders engaged in Wellness and /or Medical Tourism activities would endeavour to form either Wellness Tourism Association of India or Medical Tourism Association of India or Wellness and Medical Tourism Association of India, which will have open all India membership, is committed for holding elections at regular intervals & hold annual Audit of Accounts and is registered as a non profitable society.

## **4. Support under the Marketing Development Assistance (MDA) scheme for Wellness Tourism Service Providers (WTSPs) and Medical Tourism Service Providers (MTSPs):**

- 4.1. The Wellness Tourism Service Providers including Wellness Centres, SPAs and Wellness Tourism Facilitators (WTFs) i.e., Travel Agents and Tour Operators engaged in Wellness Tourism and Medical Tourism Service Providers (including Hospital and Medical Tourism Facilitators (MTFs) i.e., Travel Agents and Tour Operators engaged in Medical Tourism as per eligibility in para 4.2 below will be provided financial assistance as per the provisions of the Marketing Development Assistance (MDA) scheme administered by the Ministry of Tourism, Government of India for the Fairs/ Events/ Road Shows approved by the Ministry of Tourism, Niche Tourism Division.
- 4.2. Financial assistance as per the provisions of the Marketing Development Assistance (MDA) scheme would be provided to the
  - i. WTSPs i.e., Representatives of Wellness Centres including SPAs accredited by the National Accreditation Board of Hospitals (NABH) and / or AYUSH or State / UT Governments.
  - ii. MTSPs i.e., Representatives of Hospitals accredited by the Joint Commission for International Accredited Hospitals (JCI) and / or the National Accreditation Board of Hospitals (NABH) and / or State Governments.
  - iii. Wellness Tourism Facilitators and Medical Tourism Facilitators i.e., Representatives of Travel Agents/Tour Operators approved by the Ministry of Tourism, Government of India and who are engaged in Wellness and Medical Tourism.
- 4.3. Procedure for submission of Application:
  - (i) The eligible WTSPs/MTSPs/WTFs/MTFs shall obtain prior approval of the Ministry of Tourism, Government of India, before proceeding abroad to participate in any

trade fair/exhibition. The application shall be submitted directly to the office of Assistant Director General, Niche Tourism, Ministry of Tourism, Government of India, C-1 Hutments, Dalhousie Road, New Delhi-110 011, in the prescribed format (Annexure-I and Annexure III for WTSPs & MTSPs and WTFs & MTFs, respectively) at least 90 days in advance, along with following documents:

- (a) Proof of accreditation of WTSPs by the AYUSH or NABH and or State / UT Governments; and
  - (b) Proof of accreditation of Hospital by JCI or NABH in case of MTSPs.
- (ii) After participating in Wellness and Medical Tourism Fairs / Wellness and Medical Shows / Wellness and Medical Promotional Events abroad for which prior approval had been accorded by the Ministry of Tourism, the WTSPs & MTSPs and WTFs & MTFs, respectively, would submit the Application form for MDA Claim, in the prescribed format (Annexure II & Annexure IV for WTSPs & MTSPs and WTFs & MTFs, respectively), directly to the office of Assistant Director General, Niche Tourism, Ministry of Tourism, Government of India, C-1 Hutments, Dalhousie, Road, New Delhi – 110 011, immediately on return to India but positively within one month of his / her return to India.

4.4. Besides, above provision, all other provisions of MDA scheme administered by the Ministry of Tourism, Government of India shall be applicable for release of MDA to WTSPs, MTSPs, WTFs and MTFs.

## **5. Wellness and Medical Tourism Promotion Committee (WMTPC) to be constituted for considering all financial assistance except MDA:**

- (i) Chairman: Hon'ble Minister (T)

### **Members:**

- (ii) Secretary, Ministry of Tourism, Government of India
- (iii) Additional Secretary, Ministry of Tourism, Government of India
- (iv) Additional Secretary & Financial Adviser (AS&FA), Ministry of Tourism, Government of India
- (v) Joint Secretary, Ministry of Tourism, Government of India
- (vi) Joint Secretary, Ministry of Culture, Government of India
- (vii) Joint Secretary, Department of AYUSH
- (viii) Joint Secretary, Ministry of Health & Family Welfare
- (ix) Two members of National Accreditation Board for Hospitals & Healthcare Services (NABH)
- (x) National President & two Representatives of Indian Medical Associations (HQs)

- (xi) Representative of Delhi Medical Council (Dr. Narendra Saini)
- (xii) Representative of Medical or Wellness Associations
- (xiii) Three Representatives from Medical Industry on behalf of stakeholders (Shri Abhishek Jain)
- (xiv) Two Representatives of Wellness and Medical Tourism stakeholders to be nominated by Ministry of Tourism
- (xv) Representative of Association of Domestic Tours Operators of India (ADTOI)
- (xvi) Representative of Indian Association of Tour Operators (IATO)
- (xvii) Representative of Federation of Hotels & Restaurants Association of India (FHRAI)
- (xviii) Representative of Hotel Association of India (HAI)
- (xix) Representative of Federation of Indian Chambers of Commerce & Industry (FICCI)
- (xx) Representative of Indian Chamber of Commerce (ICC)
- (xxi) **Member Secretary:** Secretary General, Indian Medical Association

***The tenure of this Committee shall be two years from the date of its constitution.***

## **6. Publicity:**

6.1. There are a number of marketing and promotional measures available to reach the Wellness & Medical Tourism market. The Ministry of Tourism would consider providing financial support in the ratio of 50:50 for making publicity and promotional material subject to the condition that the Ministry of Tourism would provide a maximum of ₹10.00 lakh under the category for each stakeholder in a financial year. This support would not be given for airing time on television / radio. This support will be given only on open EOI basis.

## **7. Promotion through workshops / events / meets / seminars:**

7.1. The Ministry of Tourism would provide financial assistance for organizing workshops/events/meets/seminars having focus on promotion of Wellness and Medical Tourism subject to the conditions;

- (i) A maximum amount of ₹10.00 lakh will be provided for each workshop/event/meet/seminar on 50:50 cost sharing basis.
- (ii) Each workshop/event/meet/seminar will have at least 100 participants of which at least 50% would be foreign passport holders not living in India.
- (iii) This support will be also be given on open EOI basis.

## **8. For organizing Wellness and Medical Tourism Promotion Shows:**

8.1. Shows with exhibits, suppliers and buyers participation for promotion of Wellness & Medical Tourism on the lines of other tourism product shows will be supported financially by the Ministry of Tourism subject to the condition that a minimum of 75 participants will participate in the show and there will be at least 40% foreign buyers. The maximum financial assistance that can be provided will be up to a maximum of ₹25.00 lakh on 50:50 sharing basis. Such assistance would be given only to the State Governments / Chambers of Commerce / National Wellness & Medical Associations. In case, the Ministry of Tourism wants to set up its own Wellness and / or Medical Show that will be done on the basis of an open EOI.

## **9. Use of Incredible India logo:**

9.1. The Incredible India brand is one of the most recognized brands internationally. The Ministry of Tourism would give permission for the use of Incredible India logo for the wellness and medical tourism promotion events, films, literature etc., as per the prescribed procedure from time to time.

## **10. Capacity building:**

10.1. Trained human resource is an important component of any tourism product, including Wellness & Medical Tourism. A large number of tourism service providers in the organized/unorganized sector require basic and advanced training in related areas to provide better service standards and consumer satisfaction. The Ministry of Tourism would provide financial support for training courses focussed on skill providing, skill up-gradation and skill certification courses for the persons engaged in Wellness & Medical Tourism sector as per the Capacity Building for Service Providers (CBSP) scheme guidelines of the Ministry of Tourism. The training could be at various levels, i.e., basic level, higher level, advanced level and specialized. (CBSP guidelines are available on the Ministry of Tourism website titled [www.tourism.gov.in](http://www.tourism.gov.in)).

## **11. Participation in fairs and events:**

11.1. The Ministry of Tourism would provide space up to 4 Square Metres to Wellness and / or Medical Tourism Associations at major international fairs for promoting Wellness and Medical Tourism at cost.

## **12. Disclaimer:**

12.1. The Ministry of Tourism, Government of India reserves the right to issue clarifications, modify or amend the guidelines from time to time, without assigning any reasons, thereof.

**Application form for Wellness Tourism Service Providers (WTSPs) / Medical Tourism Service Providers (MTSPs), Wellness Centres Service Providers (WNCSP) for obtaining prior approval under MDA scheme for participation in approved Wellness Tourism Fairs / Medical Tourism Fairs, Wellness Conferences / Medical Conferences sand Allied Road Shows:**

1	Name of the Hospital with full Address/ Name of the Wellness Centre with full address	
2.	Name and designation of the person going abroad	
3.	Certificate regarding accreditation by JCI/NABH/State Governments/AYUSH/NABH	No. & Date: Valid up to:
4.	Name of Wellness and Medical Tourism Fairs /Wellness and Medical Conferences and Road Shows/ Exhibitions and the countries along with the dates/ duration of the visit	
5.	Date of departure from India	
6.	Date of arrival in India	
7.	Details of the financial assistance availed earlier under the MDA scheme: a) Name of countries visited/ exhibitions participated b) Name of the PersonsVc c) Dates d) MDA amount received	

Signature \_\_\_\_\_

Name \_\_\_\_\_

Desination \_\_\_\_\_

Office Seal:

Place:

Date:

**Claim form for Wellness Tourism Service Providers (WTSPs) / Medical Tourism Service Providers (MTSPs), Wellness Centres Service Providers (WNCSP) for obtaining prior approval under MDA scheme for participation in approved Wellness Tourism Fairs and Medical Tourism Fairs / Wellness and Medical Conferences and Allied Road Shows:**

1.	Name of the Hospital with full Address/Name of the Wellness Centre with full address	
2.	Name and designation of the Person who participated in Approved Wellness and Medical Tourism Fairs/ Wellness and Medical Conferences and Allied Road Shows abroad	
3.	Whether prior approval of the Ministry of Tourism obtained for undertaking promotional activity abroad. (Please attach a copy of the approval later.)	
4.	Certificate regarding accreditation by JCI/NABH/State Governments/AYUSH / NABH	No. & Date: Valid up to:
5.	Name of Wellness and Medical Tourism Fairs/ Wellness and Medical Conferences and Road Shows/ Exhibitions and the countries along with the dates/ duration of the visit	
6.	Actual date of departure from India. (Please attach a self certified photocopy of passport highlighting date of departure)	
7.	Actual date of arrival in India (Please attach self certified photocopy of passport highlighting date of arrival)	
8.	Details of Number of proposal(s) already submitted in the same financial year	
9.	<p>Details of the financial assistance availed earlier under the MDA scheme:</p> <p>a) Name of countries visited/ exhibitions participated</p> <p>b) Name of the Persons</p> <p>c) Dates</p> <p>d) MDA amount received (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of financial assistance received in each case)</p>	

10.	<p>Expenditure incurred on:</p> <p>(a) Actual expenditure incurred on return airfare by economy excursion class (Please attach original air ticket/jacket used during the journey along with three self certified Photostat copies)</p> <p>(b) Actual expenditure incurred on stall, decoration, water and electricity (in case of participation in Wellness Tourism Fairs and Medical Tourism Fairs / Wellness and Medical Conferences and allied Road Shows)</p> <p>(Please attach original voucher/bank advice/receipt etc., evidencing payment made, along with three self certified photocopies thereof). (Also furnish a Statement of Expenditure)</p>	
	Total expenditure incurred (a + b)	
11.	Amount being claimed	

## Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the Hospital accountable/Wellness Centres and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Desination \_\_\_\_\_

Office Seal:

Place:

Date:

**Application form for Wellness Tourism facilitators / Medical Tourism facilitators for obtaining prior approval under MDA scheme for participation in approved Wellness Tourism Fairs/ Medical Tourism Fairs, Wellness Conferences / Medical Conferences and allied Road Shows**

1.	Name of the firm with full address/Name of the Wellness Centre with full address	
2.	Name and designation of the person going abroad	
3.	Proof regarding recognition of the Ministry of Tourism as approved Tour Operators.	No. & Date: Valid up to:
4.	Proof regarding Foreign Exchange Earnings (FEE) from Medical Tourism (year wise turnover and commission to be shown separately)	
5.	Name of approved Wellness Tourism Fairs / Medical Tourism Fairs / Wellness Conferences and Medical Conferences and allied Road Shows and the countries along with dates/duration of visit	
6.	Date of departure from India	
7.	Date of arrival in India	
8.	Details of the financial assistance availed earlier under the MDA scheme: a) Name of countries visited/ exhibitions participated b) Name of the Person(s) c) Dates d) MDA amount received	

Signature \_\_\_\_\_

Name \_\_\_\_\_

Desination \_\_\_\_\_

Office Seal:

Place:

Date:

**Claim Form for Wellness Tourism Facilitators / Medical Tourism Facilitators under MDA scheme for participation in approved Wellness Tourism Fairs and Medical Tourism Fairs, Wellness Conferences / Medical Conferences and allied Road Shows**

1.	Name of the firm with full address/Name of the Wellness Centre with full address	
2.	Name and designation of the Person who attended the Wellness Tourism Fair/Medical Tourism Fair / Exhibition abroad	
3.	Whether prior approval of the Ministry of Tourism obtained for undertaking promotional tour abroad. (Please attach a copy of the approval letter.)	
4.	Proof regarding recognition of the Ministry of Tourism as approved Tour Operators.	No. & Date: Valid up to:
5.	Proof regarding Foreign Exchange Earnings (FEE) from Wellness Tourism and Medical Tourism	
6.	Name of approved Wellness Tourism Fairs /Wellness Tourism Fair/Medical Conferences/Wellness Conferences and allied Road Shows and the countries along with dates/duration of visit	
7.	Actual date of departure from India. (Please attach a self certified photocopy of passport highlighting date of departure)	
8.	Actual date of arrival in India (Please attach a self certified photocopy of passport highlighting date of arrival)	
9.	Details of Number of proposal(s) already submitted in the same financial year	
10.	Details of the financial assistance availed earlier under the MDA scheme for participation in approved Wellness Tourism Fairs / Medical Tourism Fairs / Wellness Conferences / Medical Conferences/ and allied Road Shows (Please furnish details of countries/fairs and exhibitions, name of the persons who	
11	went abroad and the amount of financial assistance received in each case) Expenditure incurred on:	

	<p>b) Actual expenditure incurred on return airfare by economy excursion class (Please attach original air ticket/jacket used during the journey along with three self certified Photostat copies)</p> <p>c) Actual expenditure incurred on stall, decoration, water and electricity (in case of participation in approved Wellness Tourism Fairs/Medical Tourism Fairs / Wellness Conferences / Medical Conferences and allied Road Shows) (Please furnish details of countries/fairs and exhibitions, name of the persons who went abroad and the amount of financial assistance received in each case)</p> <p>Total expenditure incurred (a+b)</p>	
12.	Amount being claimed	

## Declaration

I solemnly declare that the particulars given in the above statement are correct. I bound myself and the Hospital accountable/Wellness Centres and responsible for any incorrect information given in the above statement and shall immediately refund amount received on the basis of wrong information provided in the above statement.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Desination \_\_\_\_\_

Office Seal:

Place:

Date:



# DEFINITIONS



Atithidevo Bhava  
Incredible India



# DEFINITIONS

## 1. DEFINITIONS FOLLOWED IN INDIA

### **ARRIVALS:**

The data presented in this publication refer to the number of arrivals of tourists/visitors and not to the number of persons. An individual who makes multiple trips to the country is counted each time as a new arrival. This is also true in the case of Indian nationals going abroad.

### **FOREIGN VISITORS:**

A Foreign visitor is any person visiting the country on a foreign passport whose main purpose of visit is other than the exercise of an activity remunerated from within the country or establishment of residence in the country.

This definition covers two segments of visitors: "Tourists" and "Same Day Visitors".

### **FOREIGN TOURIST:**

A foreign tourist is a person visiting India on a foreign passport, staying at least twenty four hours in the country, the purpose of whose journey can be classified under one of the following headings:

- (i) Leisure (recreation, holiday, health, study, religion and sport);
- (ii) Business, family mission, meeting.

The following are not regarded as 'foreign tourists':

- (i) Persons arriving with or without a contract, to take up an occupation or engage in activities remunerated from within the country;
- (ii) Persons coming to establish residence in the country;
- (iii) "Same Day Visitors" i.e. temporary visitors staying less than twenty four hours in the country (including travelers on cruises).

### **EXCURSIONIST:**

A visitor in accordance with the foregoing definition and staying less than 24 hours in the country is treated as "Same Day Visitor" or "Excursionist".

### **CRUISE PASSENGER:**

A visitor, as defined above, who arrives in the country aboard a cruise ship and does not spend a night at an accommodation establishment in the country is treated as a cruise passenger.

## PORTS:

Ports are the points of entry of foreign visitors into India. At present, there are seventy 76 ports. The list of the ports is given below.

S.No.	Name of port	Type of port	S.No.	Name of port	Type of port
1	Agartala	Land Check post	39	Karimaganj	Land Check post
2	Ahmedabad	Airport	40	Khowai	Land Check post
3	Alang	Seaport	41	Kolkatta	Airport/Seaport
4	Amritsar	Airport	42	Kolkata	Seaport
5	Attari Rail	Land Check post	43	Lucknow	Airport
6	Attari Road	Land Check post	44	Madurai	Airport
7	Bagdogra	Airport	45	Mahadipur	Land Check post
8	Banbasa	Land Check post	46	Mandvi	Seaport
9	Bengaluru	Airport	47	Mangalore	Seaport
10	Bhavnagar	Seaport	48	Mankachar	Land Check post
11	Calicut	Airport	49	Marmagoa	Seaport
12	Calicut	Seaport	50	Morech	Seaport
13	Changrabandha	Land Check post	51	Muhurighat	Land Check post
14	Chennai	Seaport	52	Mumbai	Airport
15	Chennai	Airport	53	Mumbai	Seaport
16	Cochin	Seaport	54	Munabao	Land Check post
17	Cochin	Airport	55	Nagapattinam	Seaport
18	Coimbatore	Airport	56	Nagpur	Airport
19	Cuddalore	Seaport	57	Nhava Sheva	Seaport
20	Dabolim	Airport	58	Paradeep	Seaport
21	Dalaighat	Land Check post	59	Porbander	Seaport
22	Dalu	Land Check post	60	Port Blair	Airport
23	Dawki	Land Check post	61	Port Blair	Seaport
24	Delhi	Airport	62	Pune	Airport
25	Gaya	Airport	63	Radhikapore	Land Check post
26	Gede Rly. Station	Land Check post	64	Ragna	Land Check post
27	Ghojadanga	Land Check post	65	Raniganj	Land Check post
28	Guwahati	Airport	66	Raxual	Land Check post
29	Haridaspore	Land Check post	67	Sonauli	Land Check post
30	Hilli	Land Check post	68	Srimantapur	Land Check post
31	Hyderabad	Airport	69	Srinagar	Airport
32	Imphal	Airport	70	Sutarkandi	Land Check post
33	Jaigaon	Land Check post	71	Trichy	Airport
34	Jaipur	Airport	72	Trivandrum	Airport
35	Jogbani Purnea	Land Check post	73	Tuticorin	Seaport
36	Kailashahar	Land Check post	74	Varanasi	Airport
37	Kakinada	Seaport	75	Visakhapatanam	Airport
38	Kandala	Seaport	76	Visakhapatanam	Seaport

**REGIONS:** The regional classification of countries, used for the presentation of data in the publication, is as follows:

- 1) Africa comprises the continent of Africa including, Egypt and the adjoining islands.
- 2) Australasia includes Australia, New Zealand, Fiji and the Pacific Island groups like French Polynesia, Papua New Guinea, New Caledonia etc.
- 3) East Asia comprises China, Hongkong, Japan, Korea, Macau, etc.
- 4) West Asia comprises countries in the Middle East including Turkey, Cyprus and Persian Gulf countries excluding Iran.
- 5) South Asia includes Iran, Afghanistan, Sri Lanka, Maldives and countries of the Indian sub continent.
- 6) South East Asia comprises countries of Indo-China including Myanmar & ASEAN countries.
- 7) North America includes Canada and the USA.
- 8) Central and South America comprises countries in the Central and South America, and the Caribbean Islands.
- 9) Eastern Europe comprises all the countries of former Soviet Union, Yugoslavia, Czech, Slovakia, Hungary, Poland, etc.
- 10) Western Europe includes all the countries of Europe excluding East European countries, Turkey and Cyprus.

#### **DOMESTIC TOURIST:**

A domestic tourist is a person who travels within the country to a place other than his usual place of residence and stays at hotels or other accommodation establishments run on commercial basis or in dharamshalas/sarais/musafirkhanas/agrashalas/choultries etc. for a duration of not less than 24 hours or one night and for not more than 12 months at a time for any of the following purposes:-

- i) Pleasure (holiday, leisure, sports, etc.);
- ii) Pilgrimage , religious and social functions;
- iii) Business conferences and meetings; and
- iv) Study and health.

The following are not regarded as domestic tourists:

- (i) Persons arriving with or without a contract to take up an occupation or engage in activities remunerated from within the State/Centre.
- (ii) Persons coming to establish more or less permanent residence in the State/Centre.

- (iii) Persons visiting their hometowns or native places on leave or a short visit for meeting relations and friends, attending social and religious functions etc. and staying in their own homes or with relatives and friends and not using any sight -seeing facilities.
- (iv) Foreigners resident in India.

#### **INDIAN NATIONALS GOING ABROAD:**

Any person going abroad with an Indian passport is regarded as an Indian national going abroad irrespective of the purpose and the destination.

#### **TRAVEL RECEIPTS/FOREIGN EXCHANGE EARNINGS FROM TOURISM:**

These are receipts of the country as a result of consumption expenditure, i.e. payments made for goods and services acquired, by foreign visitors in the economy out of foreign currency brought by them.

#### **ACCOMMODATION ESTABLISHMENTS:**

Places in which rooms are provided to tourists for stay, and classified as hotels, tourist bungalows, travelers' lodges, youth hostels, etc.

#### **APPROVED HOTELS:**

Hotels which conform to certain laid down standards on physical features, standards of facilities and other services are approved by the Tourism Departments of Central and State Governments and are known as approved hotels. These are graded variously as five star deluxe, five star, four star, etc.

#### **OCCUPANCY RATE:**

The occupancy rate refers to the ratio between available capacity (in terms of rooms or beds) and the extent to which it is used. Occupancy is worked out on the basis of number of rooms occupied by both domestic and international tourists.

## **2. INTERNATIONAL DEFINITIONS**

**TOURISM:** The activities of persons traveling to and in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes.

**DOMESTIC TOURISM:** Residents of a given country traveling only within that country.

**INBOUND TOURISM:** In relation to a given country non-residents traveling to that country.

**OUTBOUND TOURISM:** In relation to a given country, residents traveling another country.

**INTERNAL TOURISM:** Domestic and Inbound Tourism.

**NATIONAL TOURISM:** Domestic and Out bound Tourism.

**INTERNATIONAL TOURISM:** Inbound and Outbound Tourism.

**VISITORS:** All type of travelers engaged in tourism are described as Visitors, and as such the term represents the basic concept for the whole system of tourism statistics.

**INTERNATIONAL VISITORS :** Any person who travels to a country other than that in which is his/her usual residence, but outside his/her usual environment, for a period not exceeding 12 months and whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited.

#### **INTERNATIONAL VISITORS INCLUDE:**

- Tourists (overnight visitors): Visitors who stay at least one night in a collective of private accommodation in the country visited.
- Same Day Visitors: Visitors who do not spend a night in a collective or private accommodation in the country visited. This definition includes passengers of cruise ships who return to the ship every night to sleep on board even though the ship remains in port for several days. Also included in this group are, by extension, owners or passengers of Yachts, and passengers on a group tour accommodated in a train.
- Domestic Visitors: Any person residing in a country who travels to a place within the country, outside his/her usual environment for a period not exceeding 12 months, and whose main purpose of visit is other than the exercise of an activity remunerated from within the place visited.

#### **DOMESTIC VISITORS INCLUDE:**

- Tourists (overnight visitors): Visitors who stay at least one night in a collective or private accommodation in the place visited.
- Same Day Visitors: Visitors who do not spend one night in a collective or private accommodation in the place visited.



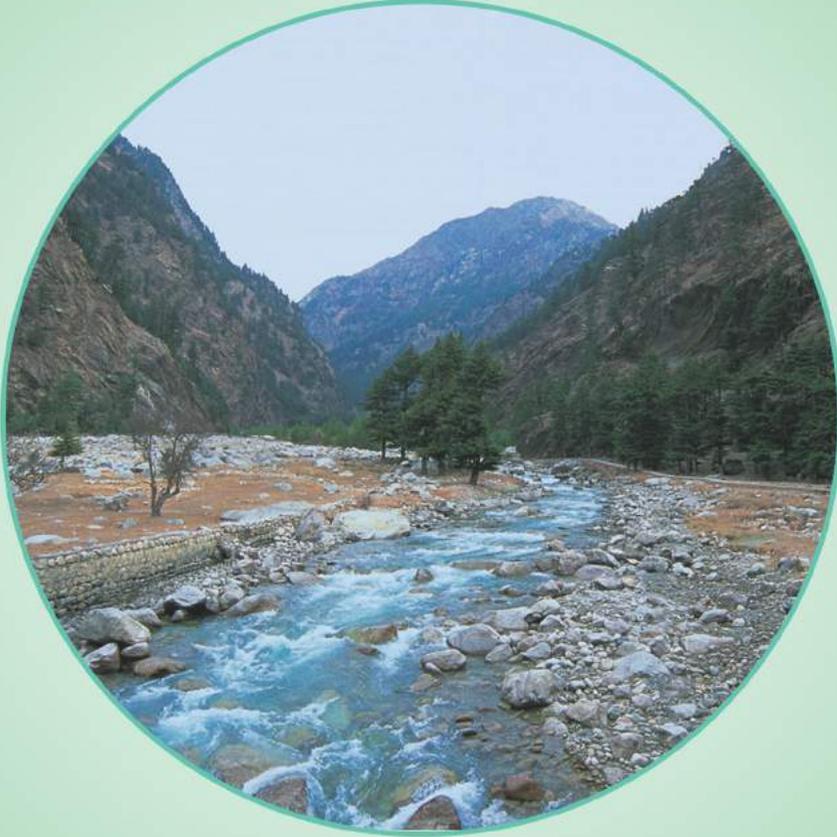








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