

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

SUMMARY OF ACTIVITIES FOR THE MONTH OF APRIL, 2020

- Ministry of Tourism launched 'Dekho Apna Desh' web-series with a view to create awareness about tourist destinations in the country. A total of 12 webinars covering lesser known tourist destinations and promoting the concept of responsible tourism were held in the month of April 2020. The webinars have been received well by the travel industry, students & general public. Approximately 42,000 persons registered for the webinars, links of which have also been provided on YouTube. In view of the encouraging response received to the initiative, Ministry of Tourism now proposes to cover more themes as part of webinars in the coming months and also develop a distinct logo for 'Dekho Apna Desh' to promote the concept in the domestic market.
- The Global Tourism Crisis Committee related to COVID-19 held its 3rd Virtual meeting on 16th April 2020. The meeting was chaired by the Secretary General United Nations World Tourism Organization (UNWTO) and included high-level representatives from public, private sectors and international organizations such as World Health Organization, International Civil Aviation Organization, IATA, World Travel and Tourism Council, etc. The meeting was attended by Secretary (Tourism). He highlighted the efforts made by the Ministry of Tourism, Government of India to combat the crisis. During the meeting, the participants were informed about the initiatives undertaken by UNWTO and other tourism stakeholders to meet the challenge posed by COVID-19.
- In light of the COVID-19 pandemic, an 'Extraordinary Tourism Ministers Virtual Meeting of the G-20' chaired by H.E. Minister of Tourism, Kingdom of Saudi Arabia was held on 24th April 2020. The purpose of the meeting was to facilitate collaborative action to protect tourism businesses, jobs and support visitors to meet the unprecedented challenge posed by COVID-19. Hon'ble Minister for Tourism & Culture (I/C), Ministry of Tourism, Government of India participated in the afore-mentioned meeting and highlighted the initiatives/measures taken by the Government of India to mitigate the risks and difficulties faced by the tourism industry stakeholders during the crisis.

- Secretary (Tourism) chaired a meeting on 03.04.2020 with representatives from Tourism & Hospitality Associations to seek their views on the problems faced by them due to ongoing pandemic and also to get suggestions for charting a road map for the revival of tourism sector.
- The Ministry of Tourism has set up a portal 'Stranded in India' with a view to facilitate and extend support to foreign tourists who are stranded in the country on account of cancellation of flights/lockdown. The portal helps tourists get information/details of State /UT Tourism Departments and Regional Offices of Ministry of Tourism. The site also provides Helpline numbers of the Ministry of Health & Family welfare, Bureau of Immigration, Ministry of Tourism and Ministry of External Affairs. Any support sought by Tourists on the portal is automatically redirected by e-mail to the identified nodal officer in the State/UT where the tourist is stranded. A total of 2142 foreign tourists have sought assistance through the portal till 30th April, 2020.
- Ministry of Tourism has been coordinating with the State Governments on regular basis to assist foreign tourists who have been held up in India due to lockdown. All States/UTs have been advised to designate nodal officers for assisting Foreign Tourists in distress.
- In the wake of the COVID-19 pandemic, the Ashok Hotel (ITDC), New Delhi provided 2000 packed meals on daily basis for healthcare workers in Government Hospitals like AIIMS, RML and Safdarjung, and to other Government establishments as per relief requirements received from the District Magistrate and local police. Hotel Samrat (ITDC), New Delhi has been offered as accommodation facility for doctors of AIIMS. Hotel Kalinga Ashok, Bhubaneswar continues to be nominated as a self-quarantined hotel by the State Government Authority of Odisha.
- Ministry of Tourism disposed 229 Public Grievances by the end of April 2020 and 58 remained pending.
