

GOVERNMENT OF INDIA
MINISTRY OF TOURISM

RAJYA SABHA
UNSTARRED QUESTION NO. 1893
ANSWERED ON 09.07.2019

VIOLENCE AGAINST TOURISTS

1893. SHRIMATI VIPLOVE THAKUR:

Will the Minister of **TOURISM** be pleased to state:

- (a) whether increasing incidents of violence against the tourists in the country have been reported;
- (b) if so, the details thereof along with Government's reaction thereon;
- (c) whether incidents of violence against the tourists have also been reported from Dharamsala, Manali, Kulu, Dalhousie and Shimla recently during the peak tourist seasons, if so, the details thereof;
- (d) whether the incidents of violence against the tourists are posing a threat to the tourism industry in the country; and
- (e) if so, the steps taken by Government to tackle the issue?

ANSWER

MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)

(SHRI PRAHLAD SINGH PATEL)

(a) & (b): The Ministry of Tourism does not compile data on incidents of violence against the tourists in the country as such the 'Public Order' and 'Police' are State subjects as per the Seventh Schedule of the Constitution of India. As such, safety and security of tourists, both domestic and foreign tourists, is the primary responsibility of the State Governments/Union Territories.

(c): As per the information received from the Government of Himachal Pradesh, no violence cases have been reported from Dharamsala, Manali, Kullu, Dalhousie and Shimla recently during the tourists' peak season.

(d) & (e): There has been steady growth of tourists into the country which is evident from the following data:

S. No.	Details	2015	2016	2017
1.	Foreign Tourist Arrivals in the country (in Million) & its percentage increment	8.03 (4.6 %)	8.80 (9.7%)	10.03 (14%)

Further, Ministry of Tourism has already taken following steps in order to ensure safety and security of tourists, including foreign tourists:

- (i) The Ministry of Tourism along with all stakeholders, including the Tourism Departments of all States and UTs, have adopted the 'Code of Conduct for

Safe & Honourable Tourism' which is a set of guidelines to encourage tourism activities to be undertaken with respect for basic right like dignity, safety and freedom from exploitation of both tourists and local residents in particular, women and children.

- (ii) The Ministry of Tourism has launched the 24x7 Multi-Lingual Tourist Info-Helpline on the toll free number 1800111363 or on a short code 1363 in 12 Languages including 10 international language, Hindi & English in February 2016, for domestic and foreign tourists to provide support service in terms of information relating to Travel in India and also offers appropriate guidance to tourists in distress while travelling in India.
- (iii) The Ministry of Tourism has issued the Guidelines on Safety and Security of Tourists for State Governments/Union Territories and Tips for travelers in September 2014 to stress on the importance of safety and risk management, assist in identifying best practices and encourage closer cooperation for ensuring a pleasant experience to the tourists.
- (iv) The Security of tourists is a State Government subject, however, with efforts of Ministry of Tourism, the State Governments/Union Territory Administrations of Delhi, Goa, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Maharashtra, Odisha, Punjab, Madhya Pradesh, Uttar Pradesh, Rajasthan and Andhra Pradesh have deployed tourists police in one form or the other.
- (v) The Ministry of Tourism conducts constant dialogue with Ministry of Home Affairs State Governments/Union Territory Administrations, various tourism related institutions for development and promotion of tourism in the country including safe and honourable Tourism.
