

GOVERNMENT OF INDIA
MINISTRY OF TOURISM

RAJYA SABHA
UNSTARRED QUESTION NO.2559
ANSWERED ON 10.12.2019

EMPLOYMENT IN TOURISM SECTOR

2559. DR. VIKAS MAHATME:

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

- (a) whether Government has conducted/ proposes to conduct any study on manpower requirement in the tourism sector, if so, the details thereof;
- (b) the steps taken by Government to bridge the talent gap in tourism industry;
- (c) whether Government is aware that the labour participation of women in tourism sector is less than 13 per cent;
- (d) if so, what steps has been taken by Government to make this sector more inclusive in nature, the reasons therefor; and
- (e) the steps that has been taken so far by Government to combat seasonal unemployment that plagues the tourism industry in the country?

ANSWER

MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)

(SHRI PRAHLAD SINGH PATEL)

(a): As per a study conducted by Ministry of Tourism to Assess the Requirement of Manpower in Hospitality and Travel Trade Sector in 2012, there is a demand and supply gap in manpower in tourism and hospitality sector especially in the non-managerial level. As per this study, the gap will be 7.55 lakh in non– managerial level and 1.09 lakh in managerial cadre by 2020-21.

(b) to (e): To bridge the talent gap and combat seasonal unemployment, Ministry of Tourism has put in place the Scheme of “Capacity Building for Service Providers” (CBSP) to provide education, training and certification to the tourism service providers at every level. The main objectives of this initiative are to train and up-grade manpower including women at every strata of service in order to i) capitalize on the vast tourism potential of the country to the fullest, and ii) provide professional expertise to the local populace as well as create fresh opportunities for employment generation in the tourism sector both in urban as well as rural areas.

Training programmes including an on-line Learning Management System are undertaken. The major programs including development of a system for Certification are as under:

- i) Skill Development in general for fresh candidates;
- ii) Specialised skill development, including language courses for fresh as well as existing service providers;
- iii) Training of teachers, administrators and planners;
- iv) Basic Skill up-gradation in general for existing service providers;
- v) Training of Trainers programmes;
- vi) Awareness Programmes;
- vii) Awareness of tourism benefits / knowledge in the rural areas;
- viii) Incredible India Tourist Facilitation Certification (IITF).
