Incredible !ndia

Study on

"Functioning of Tourist police in States/UTs & Documentation of Best Practices"

Submitted to:

Ministry of Tourism
(Market Research Division)
Govt. of India

Submitted by:

Indian Institute of Tourism and Travel Management
Bhubaneswar, Odisha
(An Organization of Ministry of Tourism, Govt. of India)

STUDY ON
Functioninig of Tourist Police in States/UTs & Documentation of Best Practices

Submitted to

Ministry of Tourism
(Market Research Division)
Govt. of India

Submitted by:

Indian Institute of Tourism & Travel Management
Bhubaneswar, Odisha
(An Autonomous Body under Ministry of Tourism, Govt. of India)

Project Team

Project Director
Prof. Sandeep Kulshreshtha, Director, IITTM
Chief Investigator
Prof. Sarat Kumar Lenka, Nodal Officer, IITTM Bhubaneswar
Investigators
Dr. Md. Sabir Hussain, Assistant Professor, IITTM, Bhubaneswar
Shri Preji M P, Assistant Professor, IITTM, Bhubaneswar
Shri Prasanth Udayakumar, Assistant Professor, IITTM, Bhubaneswar

ACKNOWLEDGMENT

The Indian Institute of Tourism & travel management (IITTM) is indebted to the Ministry of Tourism, Government of India for entrusting the responsibility of carrying out the project study on the "Functioning of Tourist Police in the States/ UT's and Documentation of Best Practices". This study is the result of contributions of many connoisseurs ranging from academicians, industry experts, government officials, service providers, tourists, local residents to many more. It is impossible to mention by name all those who have contributed in the making of this project, still we sincerely express our heartiest gratitude and appreciation for their kind cooperation and support.

The project team of IITTM earnestly expresses its gratefulness to the officials of Ministry of Tourism, Government of India for having shown their confidence and unconditional trust during the course of this project study. To acknowledge a few, Shri Vinod Zutshi , Secretary (Tourism), Shri Sanjeev Ranjan, Additional Secretary (Tourism), Dr. Ravi Kant Bhatnagar, Additional Director General (MR), Smt. Meenakshi Sharma, Addl. Director General (Tourism) and Shri Suman Billa, Joint Secretary (Tourism).

We extend our sincere thanks to Smt. Mini Prasannakumar, Jt Director (MR), Ms. Neha Srivastava, Dy. Director (MR), Mr. Shailesh Kumar, Dy. Director (MR) and Mr. S.K. Mohanta, DPA for their support.

We also record our thanks to the field investigators at different study locations for their support to collect the data. We also extend our thanks to the senior officials of Ministry of Tourism and colleagues in IITTM campuses at Bhubaneswar, Gwalior, Noida, Goa and Nellore who have given valuable insights towards the time bound completion of the study. We duly acknowledge their contributions at different stages of the study.

Project Team

CONTENTS

             (i)   Tourists
             (ii) Govt. Officers/Planners
             (iii) Tourist Police
             (iv) Tourist Operator/Tourist Guide/Other service providers
             (v) Hotels/Restaurant and other service providers
             (vi) Instrument for the collection of secondary data regarding crime rates

LIST OF TABLES AND FIGURES

List of Table

List of Figures

EXECUTIVE SUMMARY

This study conducted by IITTM commissioned by the Ministry of Tourism, Government of India aims at studying the tourist police systems prevailing in the states and union territories of the country since safety and security of the tourists is a major factor for progressive destination development in the parlance of tourism. The study valued the functioning of Tourist Facilitation and Security Organization (TFSO) in the states of Rajasthan, Uttar Pradesh and Andhra Pradesh, a scheme launched by the Ministry of Tourism sensitizing the need to have a separate earmarked organization, the personnel of which can be deployed at important tourist destinations/circuits.

Safety and security have always been indispensable condition for travel and tourism since it is a determining factor for choosing a destination. In recent years, safety and security gained a much bigger importance due to various changes in the world in the form of terrorist acts, local wars, natural disasters, epidemics and pandemics. Since tourism is a multi-sector industry it could not ignore the negative impacts and consequences of such events. This fact necessitates the research related to safety and security issues in tourism.

India has gained the reputation as a peaceful destination thanks to the highly hospitable mentality of the citizens as well as the amplified responsibility from the side of the government in enhancing the safety measures. The law and order in the country is exemplary and is appropriate enough to accommodate the huge number of tourists visiting the country every year. The Ministry of Tourism, Government of India initiated this study as one among its many initiatives to ensure the safety and security of the tourists. The earlier initiative of the Ministry "Athithi Devo Bhava" is found to be so effective in sensitizing the host population to inculcate a tourism friendly culture. The Terms of Reference of the study has been designed considering even the minute issues relating the safety and security. The outcome of the study may be useful in various decision making and further policy development.

Based on the Terms of Reference (ToR), the research instrument was designed and the data was collected from 14 states including the national capital (2 cities from each state). The respondents were Tourists, Government officials, tourist police/general police and service providers. The questions and responses were coded and entered in the computer using Microsoft Excel software. Required analysis was done with the aid of Statistical Package for Social Sciences 22.0 Version. A combination of various statistical tools has been used to get the desired output, viz. multiple regression has been used to study the effectiveness of the tourist police; spider map has been used to plot the perception of different categories of respondents towards security issues faced by the tourists during their visit and stay in the country.

The survey conducted among the government officials and policy makers of different states shows that one or other form of tourist police system prevails in every states of the country. It shows the high responsibility of the state governments in ensuring safety and security for the tourists. The majority of the tourists who are being surveyed are on the opinion that safety and security is a major determining factor for choosing a destination. Hardly few tourists cancelled their trip to India because of safety and security reasons and that is during the time of natural calamities. On examination of the data it has been found that very few cases of serious issues like sexual harassment and murdering attempt have been reported. However a few tourists came across certain security issues which are either manipulation in service or cheating or theft. The absence of very serious issues shows the capability of the government in enforcing safety and security.

More over the tourists visiting the country are satisfied with the services of the tourist police and many of them are aware about the organizations to be contacted in case of any security breach. Some of the state governments even have toll free numbers exclusively for the service of tourists. However it has been found that the training imparted for the tourists police is not satisfactory in many of the states. Even if some of the state governments are imparting such training programmes, they are restricted to a short duration say one or two days. Training programmes which are of minimum seven days duration is suggested to be effective. Such kind of trainings should give emphasis on behavior, attitude and skill development of the police personnel. The enforcement of tourist police personnel is found to be much required in entry/exit points.

It has been studied that, the service providers in the country like tour operators, travel agents, and accommodation service providers prefer the service of the tourist police in case if they are not able to resolve themselves the security issues come across in their premises. On such occasions they are highly satisfied with the services of the police personnel. They are on the opinion that they get maximum departmental and governmental support to intervene the safety and security related issues.

To compare the tourist police system prevailing in different countries, secondary data available in the websites of various countries such as America, Ireland, Malaysia, Switzerland, Korea, Bangladesh, Singapore and Sri Lanka have been analyzed. Best practices from these countries have been documented in the report. However limitations are there to adopt such practices while considering the economic and socio-cultural aspects prevailing in our country.

CHAPTER –I

BACKGROUND OF THE STUDY

> **1.1 Introduction**
> **1.2 Background of The Study**
> **1.3 Global Tourism Trends**
> **1.4 International Tourist Arrivals**
> **1.5 Current Scenario of Tourism In India**

1.1 Introduction

Today, tourism is one of the largest and dynamically developing sectors of external economic activities. Its high growth and development rates, considerable volumes of foreign currency inflows, infrastructure development, and introduction of new management and educational experience actively affect various sectors of economy, which positively contribute to the social and economic development of the country as a whole. Most highly developed western countries, such as Switzerland, Austria, and France have accumulated a big deal of their social and economic welfare on profits from tourism. In early 2015 global tourism has experienced a consistent stable growth driven by key events and the implementation of successful marketing activities by nations all over the world. Even the under-developed and developing nations also achieved their space in the global tourism market. In spite of all those favorable factors for the smooth augmentation of tourism industry, still there exists bottle necks which hamper the industry constantly. Safety and security is a much spoken issue among nations with tourism as the backbone of their economies.

Safety and security are vital for providing quality service in tourism. More than any other economic activity, the success or failure of a tourism destination depends on being able to provide a safe and secure environment for visitors. It is undeniable that the tourism industry has a right to defend itself as well as to have a legitimate expectation that the government will ensure safety and security. It is, therefore, in the industry's own interest to co-ordinate its efforts and co-operate fully with the other main partners, i.e. the government, law enforcement agencies and the wider community. It must recognize that when the environment is safe, the visitor is also safe and that if the travel and tourism industry emphasizes security it will have a good chance of surviving.

Violent crime, especially directed against tourist has become common in some of the countries. As purchasing power of tourists is comparatively larger in India, tourists should exercise modesty and caution in financial dealings to reduce the chance of being a target for robbery or other crimes.

1.2 Background of the Study

For progressive destination development in the parlance of tourism, the destinations have to have an image of utmost safety and tourist friendliness. In this regard a fool proof system supported with strategies and action plans ensuring best practices is regarded as the need of the hour. The present study attempts to reveal the need for tourism police to ensure a safe and secure travel for tourists who are on a visit to many destinations in India. Study also intends to validate the scope of tourism police and their assumed higher responsibilities in safe guarding the safety interests of travelers in an alien country and also extend its scope to analyse the gap prevailing in those states which are not having such set up in the police line-up. The study focuses on the effectiveness of tourism police and their performance standards at various states in India. Relevance has been accorded to the documentation of best practices in the country and leading overseas destinations on tourist security.

A study of this kind is not possible without many background information viz. the global tourism trends, the present status of tourism in the study area, the degree to which the government respond to the increased number of tourist arrivals to the proposed study areas. The study team thoroughly analyzed the above mentioned facts from the secondary data which has been collected from police stations, district administrations, state administration, travel and tourism associations, trade associations, NGO's associated with tourism, tourist information offices, directorates of tourism of various states and from the websites of various tourism organizations/institutions/bodies. Some of the findings after the assessment of the secondary data has been compiled in this study report.

1.3 Global Tourism Trends

Travel & Tourism is an important economic activity in most countries around the world. As well as its direct economic impact, the sector has significant indirect and induced impacts. International tourist arrivals grew by 4.4% in 2015 to reach a total of 1,184 million in 2015, according to the Advance Release of the UNWTO World Tourism Barometer. Some 50 million more tourists (overnight visitors) travelled to international destinations around the world last year as compared to 2014.

2015 marks the 6th consecutive year of above-average growth, with international arrivals increasing by 4% or more every year since the post-crisis year of 2010. International tourism reached new heights in 2015. The robust performance of the sector is contributing to economic growth and job creation in many parts of the world.

Figure: 1.1 International Tourist Arrivals
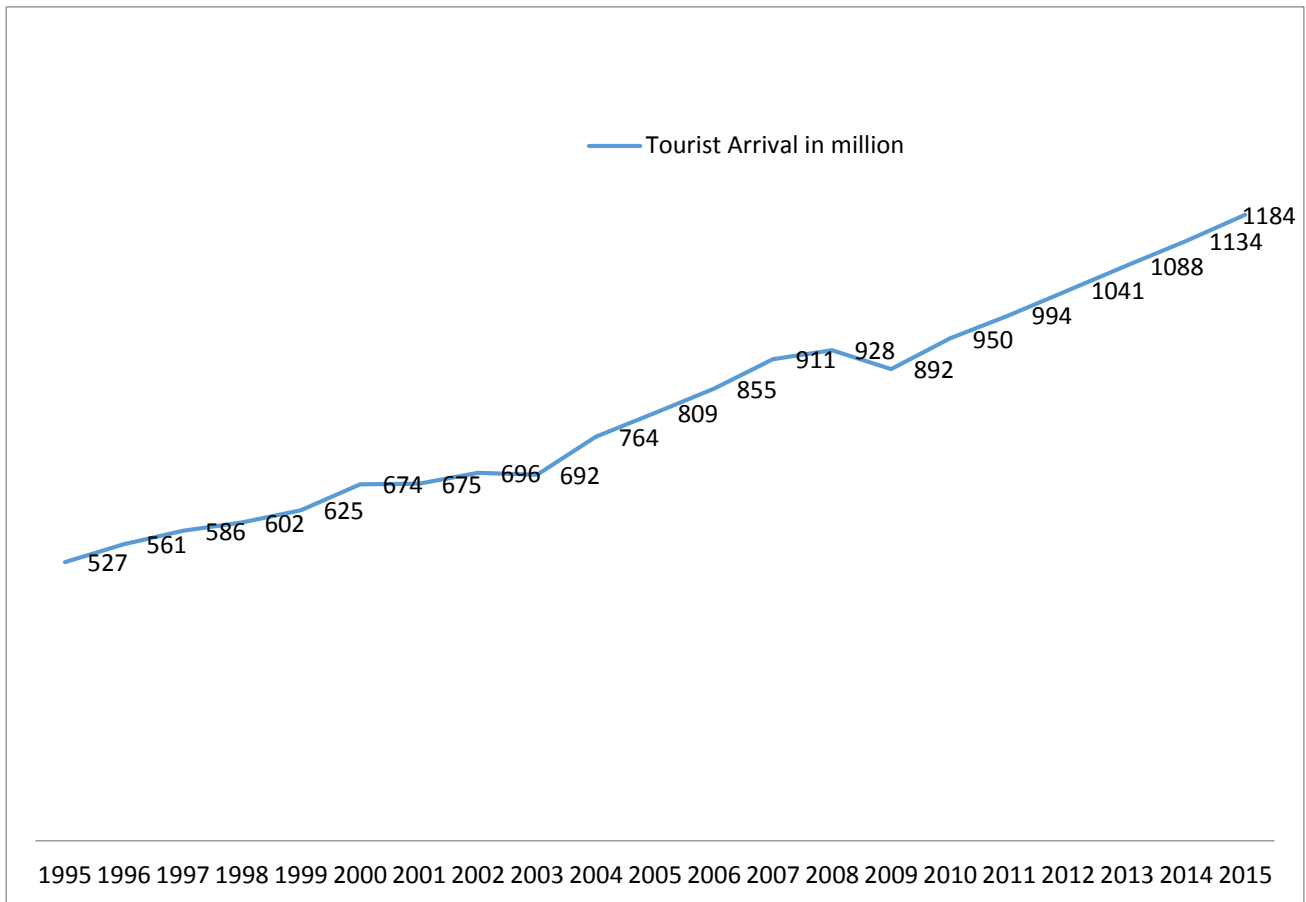
Source: UNWTO

1.4 International Tourist Arrivals

Europe (+5%) led growth in absolute and relative terms supported by a weaker euro vis-à-vis the US dollar and other main currencies. Arrivals reached 609 million, or 29 million more than in 2014. Central and Easter Europe (+6%) rebounded from last year's decrease in arrivals. Northern Europe (+6%), Southern Mediterranean Europe (+5%) and Western Europe (+4%) also recorded sound results, especially considering the many mature destinations they comprise.

Asia and the Pacific (+5%) recorded 13 million more international tourist arrivals last year to reach 277 million, with uneven results across destinations, Oceania (+7%) and South East Asia (+5%) led growth, while South Asia and in North-East Asia recorded an increase of 4%.

International tourist arrivals in America (+5%) grew 9 million to reach 191 million, consolidating the strong results of 2014. The appreciation of the US dollar stimulated outbound travel from the United States, benefiting the Caribbean and Central America and North America (both at +4%) were close to the average. International tourist arrivals in the Middle East grew by an estimated 3% to a total of 54 million, consolidating the recovery initiated in 2014.

Limited available data for Africa points to a 3% decrease in international arrivals, reaching a total of 53 million. In North Africa arrivals declined by 8% and in Sub-Saharan Africa by 1% though the latter returned to positive growth in the second half of the year.

Figure: 1.2 International Tourist Arrival
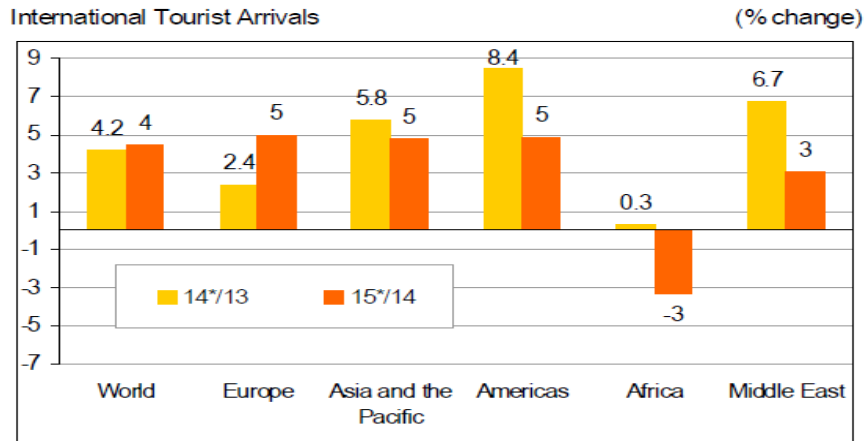
Source: World Tourism Organization (UNWTO) ©

Figure: 1.3 International Tourist Arrival
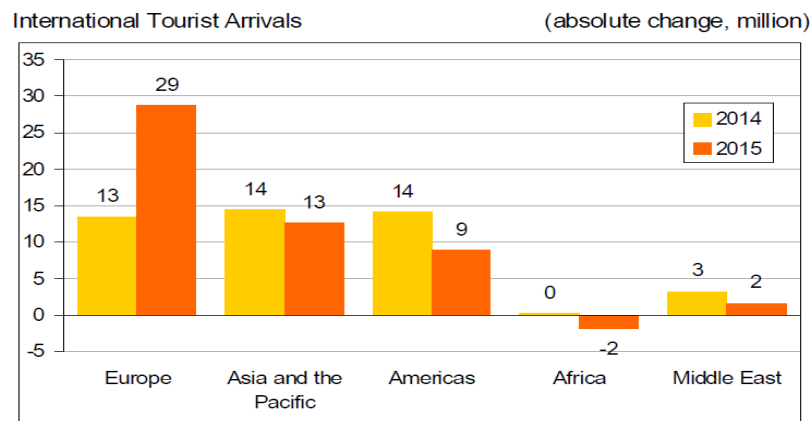
Source: World Tourism Organization (UNWTO) ©

Figure: 1.4 International Tourist Arrival
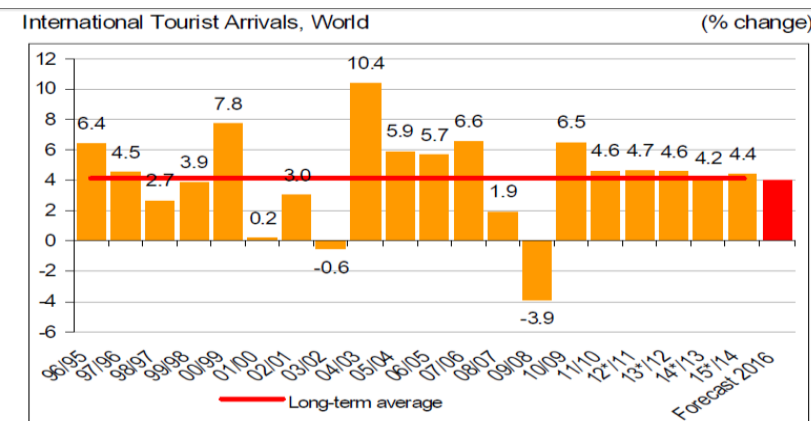
Source: World Tourism Organization (UNWTO) ©

1.5 Current Scenario of Tourism in India

Tourist arrivals in India have registered steady growth in the last decades and the tourism statistics revealed by Press Information Bureau, Ministry of Tourism, Government of India (May 2016) is summarized as follows. Indian Tourism has registered a growth of 10.7% growth in Foreign Tourist Arrivals (FTAs) in April 2016 over the same period in 2015. Bangladesh accounts for highest share of tourist arrivals followed by USA and UK in April 2016. Rs. 11, 637 crores Foreign Exchange earned through tourism in April 2016.Ministry of Tourism compiles monthly estimates of Foreign Tourist Arrivals (FTAs) on the basis of Nationality-wise, Port-wise data received from Bureau of Immigration (BOI) and Foreign Exchange Earnings (FEEs) from tourism on the basis of data available from Reserve Bank of India. The following are the important highlights regarding FTAs and FEEs from tourism during the month of April, 2016.

Foreign Tourist Arrivals (FTAs)

The brief write up released by Ministry of Tourism, Govt. of India (2016) on monthly analysis of Foreign Tourist Arrivals has revealed the following facts and has been summarized as follows:

- ❖ FTAs during the Month of April, 2016 were 5.99 lakh as compared to FTAs of 5.42 lakh during the month of April, 2015 and 5.35 lakh in April, 2014. There has been a growth of 10.7% in April, 2016 over April, 2015.
- ❖ FTAs during the period January- April, 2016 were 31.08 lakh with a growth of 10.1% as compared to the FTAs of 28.23 lakh with a growth of 3.0% in January- April, 2015 over January- April, 2014.
- ❖ The Percentage share of Foreign Tourist Arrivals (FTAs) in India during April, 2016 among the top 15 source countries was highest from Bangladesh (18.09%) followed by USA (12.24%), UK (9.58%), Sri Lanka (3.71%), Malaysia (3.23%), China (3.14%), Australia (3.05%), Germany (3.02%), France (2.86%), Canada (2.83%), Russian Federation (2.81%), Japan (2.50%), Nepal (2.07%), Singapore (1.85%) and Thailand (1.61%).
- ❖ The Percentage share of Foreign Tourist Arrivals (FTAs) in India during April 2016 among the top 15 ports was highest at Delhi Airport (29.12%) followed by Mumbai Airport (16.85%), Haridaspur Land check post (9.77%),Chennai Airport (7.82%), Bengaluru Airport (6.66%), Kolkata Airport (4.16%), Cochin Airport (3.51%), Hyderabad Airport (3.07%), Goa Airport (2.84%), Gede Rail (2.31%), Trivendrum Airport (1.54%), Ahmadabad Airport (1.44%), Tiruchirapalli Airport (1.31%) Attari-Wagah (1.13%), and Ghojadanga land check post (0.96%).

Foreign Exchange Earnings (FEEs) from Tourism in India in Rs. terms and in US$ terms

❖ FEEs during the month of April, 2016 were Rs. 11,637 crore as compared to Rs. 10,091 crore in April, 2015 and Rs. 9,179 crore in April, 2014.

❖ The growth rate in FEEs in rupee terms during April, 2016 over April, 2015 was 15.3% as compared to the growth of 9.9% in April, 2015 over April, 2014.

❖ FEEs from tourism in rupee terms during January- April, 2016 were Rs. 52,048 crore with a growth of 15.7% as compared to the FEE of Rs. 44,966 crore with a growth of 5.0% during January- April, 2015 over January- April, 2014.

❖ FEEs in US$ terms during the month of April, 2016 were US$ 1.747 billion as compared to FEEs of US$ 1.609 billion during the month of April, 2015 and US$ 1.520 billion in April, 2014.

❖ The growth rate in FEEs in US$ terms in April, 2016 over April, 2015 was 8.6% compared to the growth of 5.9% in April, 2015 over April, 2014.

❖ FEE from tourism in US$ terms during January- April, 2016 were US$ 7.733 billion with a growth of 7.2% as compared to the US$ 7.214 billion with a growth 3.6% during January- April, 2015 over January- April, 2014.

Table:-1.1: Top 15 source countries for foreign tourist visits/FTA in India 2014-15

Rank in 2014	Country	FTAs in India in 2014	% Share in 2014	Rank in 2015	Country	FTAs in India in 2015	% Share in 2015
1	United States	1118983	14.57	1	United States	1213624	15.12
2	Bangladesh	942562	12.27	2	Bangladesh	1133879	14.13
3	United Kingdom	838860	10.92	3	United Kingdom	867601	10.81
4	Sri Lanka	301601	3.93	4	Sri Lanka	299513	3.73
5	Russia	269832	3.51	5	Canada	281306	3.50
6	Canada	268485	3.50	6	Malaysia	272941	3.40
7	Malaysia	262026	3.41	7	Australia	263101	3.28
8	France	246101	3.20	8	Germany	248314	3.09
9	Australia	239762	3.12	9	France	230854	2.88
10	Germany	239106	3.11	10	Japan	207415	2.58
11	Japan	219516	2.86	11	China	206322	2.57
12	China	181020	2.36	12	Russian Federation	172419	2.15
13	Singapore	150731	1.96	13	Nepal	154720	1.93
14	Nepal	126416	1.65	14	Singapore	152238	1.90
15	Thailand	121362	1.58	15	Pakistan	124924	1.56
Total Top 15 Countries		5526363	71.97	Total Top 15 Countries		5829171	72.62
Other Countries		2152736	28.03	Other Countries		2197962	27.38
Grand Total		7679099	100.00	Grand Total		8027133	100.00

Source: Ministry of Tourism, Govt. of India

The domestic tourist visits to all the states/UTs have also been registered with a steady growth rate. The statistics from 1997 shows that percentage change in terms of tourists visits were always on or above 10% in most of the years except during the economic slowdowns in some years. The growth rate was on a snail's pace especially in years like 1998 with 5.2%, 2001 & 2005 with 7.4% and 7% respectively. In 2012 the growth has hit the all-time best with 20.9% were the number of tourist visits to all states/UT's were 1045.05 million. In 2014, the domestic visits have recorded a growth of 11.9% with 1281.95 billion tourists visited the states and UTs.

Table:-1.2 Number of Domestic Tourist Visits to all states/UTs in India, 1997-2014

Number of Domestic Tourist Visits to all states/UTs in India, 1997 - 2014		
Year	**Number of Domestic Tourist Visits (in million) to states/UTs**	**Percentage (%) Change over the previous year**
1998	168.20	5.2
1999	190.67	13.4
2000	220.11	15.4
2001	236.47	7.4
2002	269.60	14.0
2003	309.04	14.6
2004	366.27	18.5
2005	392.01	7
2006	462.32	17.9
2007	526.56	13.9
2008	563.03	6.9
2009	668.80	18.8
2010	747.70	11.8
2011	864.53	15.6
2012	1045.05	20.9
2013	1145.28	9.6
2014	1281.95	11.9
2015	1431.97	11.63

Source: Ministry of Tourism, Govt. of India (2014)

Domestic tourist visits to all states and Union Territories increased drastically. The tables below list the top 10 states/UTs in India in number of foreign and domestic tourist visit in the year 2014.

Table : 1.3 Share of Top 10 states/UTs of India in Number of Foreign Tourist Visits in 2015

Share of Top 10 states/UTs of India in Number of Foreign Tourist Visits in 2015			
Rank	State/UT	Foreign Tourist Visits 2015	
		Number	Percentage Share (%)
1	Tamil Nadu	4684707	20.08
2	Maharashtra	4408916	18.90
3	Uttar Pradesh	3104062	13.30
4	Delhi	2379169	10.19
5	West Bengal	1489500	6.38
6	Rajasthan	1475311	6.32
7	Kerala	977479	4.19
8	Bihar	923737	3.96
9	Karnataka	636502	2.72
10	Goa	541480	2.32
	Total of top 10	20620863	88.40
	Others	2705300	11.60
	Total	23326163	100

Source: Ministry of Tourism, Govt. of India

Figure – 1.5 :Share of Top 10 states/UTs of India in Number of Foreign Tourist Visits in 2015
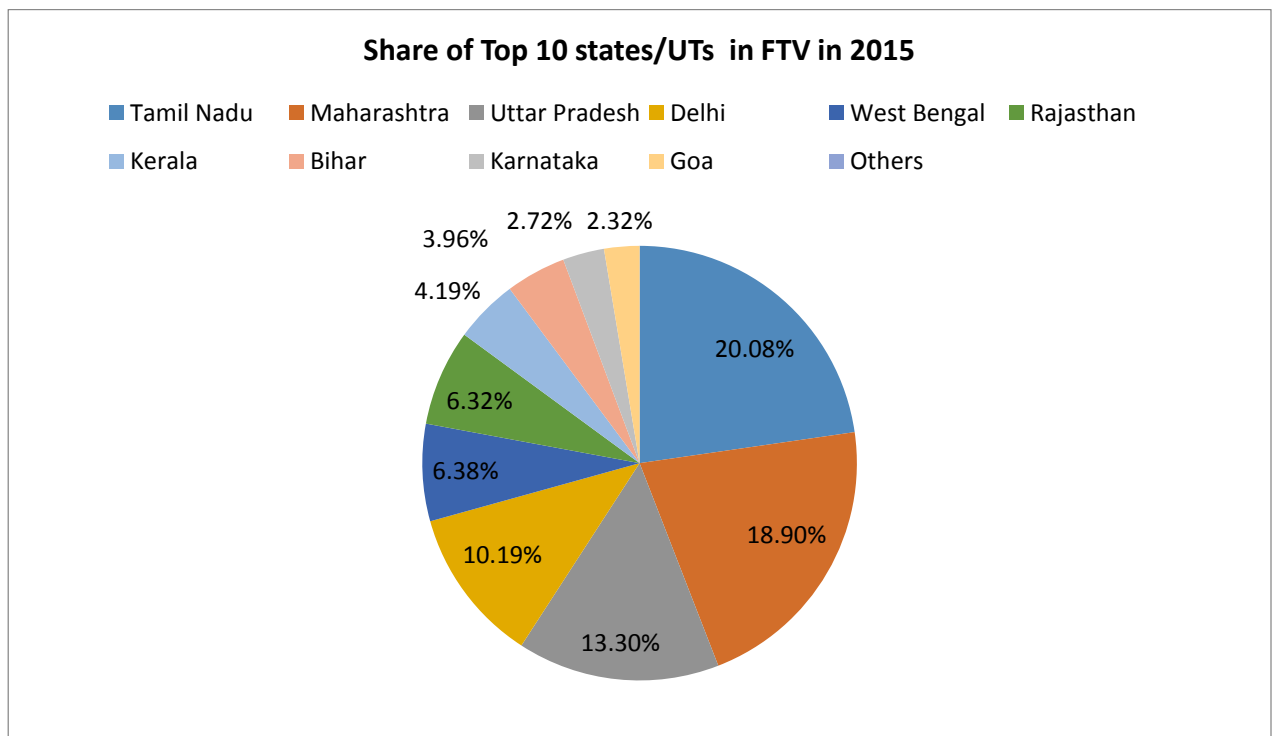
Source: Ministry of Tourism, Govt. of India

Table :1.4 Share of Top 10 states/UTs of India in Number of Domestic Tourist Visits in 2015

Share of Top 10 states/UTs of India in Number of Domestic Tourist Visits in 2015			
Rank	State/UT	Domestic Tourist Visits 2015	
		Number	Percentage Share (%)
1	Tamil Nadu	333459047	23.28
2	Uttar Pradesh	204888457	14.30
3	Andhra Pradesh	121591054	8.49
4	Karnataka	119863942	8.37
5	Maharashtra	103403934	7.22
6	Telengana	94516316	6.60
7	Madhya Pradesh	77975738	5.44
8	West Bengal	70193450	4.90
9	Gujarat	36288463	2.53
10	Rajasthan	35187573	2.45
Total of top 10		1197359974	83.61
Others		234613820	16.39
Total		1431973794	100

Source: Ministry of Tourism, Govt. of India

Figure: 1.6 Share of Top 10 states/UTs of India in Number of Domestic Tourist Visits in 2015
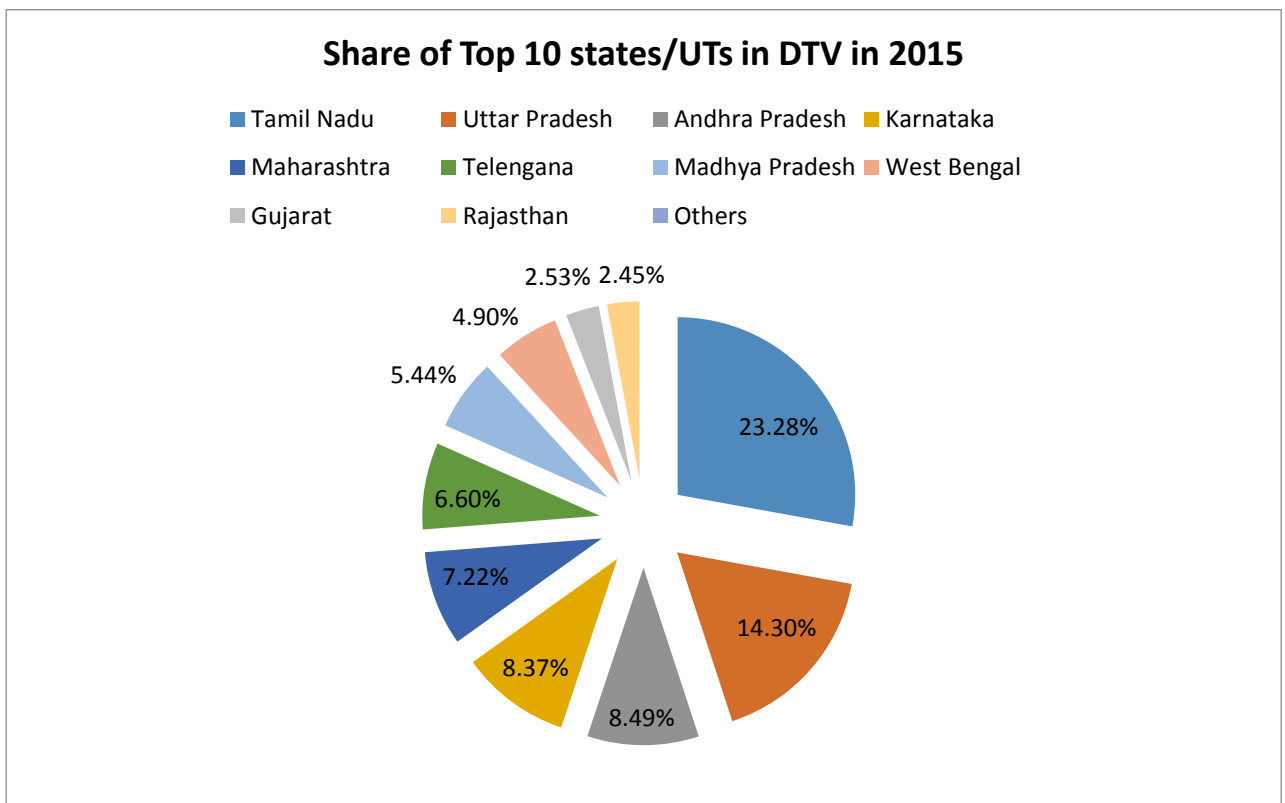
Source: Ministry of Tourism, Govt. of India

In terms of foreign tourist visit among the top 10 states/UTs, Tamil Nadu stands first with a share of 20.6% whereas Goa stands last with a share of 2.4% . All other states not included in the top list together contribute 11.2% of foreign tourist visit. In terms of domestic tourist visit among the top 10 states/UTs also Tamil Nadu is the most visited (25.6%) state whereas Rajasthan is the least visited (2.6%). All other states which are not included in the top list together contribute 16.7% of domestic tourists.

In addition to the above data, the study team has also analyzed **the Annual Report 2015- 2016** published by Ministry of Tourism, Govt of India. As per the available data, the number of foreign Tourist Arrivals (FTAs) recorded during 2015 was 80.27 lakhs with a growth of 4.5%, as compared to the FTAs of 76.79 lakhs during 2014 with a growth of 10.2%, as compared to the FTAs of 69.67 lakhs in 2013. Further, the estimates of domestic tourism are compiled on the basis of data furnished by State Governments /Union Territory Administrations and other information available with the Ministry of Tourism. The number of domestic tourist visits during the year 2014 were 1290 million (Provisional), showing a growth of 12.92% over 2013.

Table 1.5 : FTAs in India and FEEs from tourism 2000- 2015.

Year	Foreign Tourist Arrivals (in nos.)	Percentage Change Over Previous Year	Foreign Exchange Earnings (Rs. Crore)	Percentage Change Over Previous Year	Foreign Exchange Earnings (Million US$)	Percentage Change Over Previous Year
2000	26,49,378	6.7	15,626	20.6	3,460	15.0
2001	25,37,282	(-)4.2	15,083	(-)3.5	3,198	(-)7.6
2002	23,84,364	(-)6.0	15,064	(-)0.1	3,103	(-)3.0
2003	27,26,214	14.3	20,729	37.6	4,463	43.8
2004	34,57,477	26.8	27,944	34.8	6,170	38.2
2005	39,18,610	13.3	33,123	18.5	7,493	21.4
2006	44,47,167	13.5	39,025	17.8	8,634	15.2
2007	50,81,504	14.3	44,360	13.7	10,729	24.3
2008	52.82.603	4.0	51.294	15.6	11.832	10.3
2009	51,67,699	(-)2.2	53,700	4.7	11,136	(-) 5.9
2010	57,75,692	11.8	64,889(P)	20.8	14,193(P)	27.5
2011	63,09,222	9.2	77,591(P)	19.6	16,564(P)	16.7
2012	65,77,745	4.3	94,487(P)	21.8	17,737(P)	7.1
2013	69,67,601	5.9	1,07,671(PR)	14.0	18.445(PR)	4.0
2014	76,79,099	10.2	1,23,320(PR)	14.5	20.236(PR)	9.7
2015	80,27,133	4.5	1,35,193 (PR)	2.6	21.071 (PR)	-4.1

CHAPTER II
OBJECTIVES AND RESEARCH METHODOLOGY

2.1 Objective of the Study

2.2 Coverage

2.3 Methodology of the Study

2.4 Research Design

2.5 Instrumentation

2.6 Data Collection

2.7 Sampling

2.8 Data Analysis Procedure

2.9 Limitations of the of the study

Tourists and visitors represent a valuable and appreciated element of many countries and many communities. Anecdotal evidence suggests that these tourists and visitors are at great risk of being victims of violent and property crimes in the cities they visit if the law and order system is not appropriate to meet the security needs of the tourists. This study represents a pilot project to assess the tourism police system functioning in different states and UTs of the country. The results of the study may hopefully assist the Government and law making bodies in studying more idiosyncratically the relationship between proper tourist police system and its effect on the penetration of crimes against tourist.

2.1 Objective of the Study

The objective of the study as stated by the Term of Reference (TOR) given by the Ministry of Tourism is:

1. To list out various forms of tourist police and study the current position and effectiveness of the present form of tourist police in the states of Andhra Pradesh, Delhi, Goa, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Maharashtra, Madhya Pradesh, Odisha, Punjab, Rajasthan and Uttar Pradesh where Tourist Police in form or the other exist

2. To study the functioning of tourist facilitation and security organisation (TFSO) in Rajasthan, Uttar Pradesh and Andhra Pradesh where this scheme was launched on a Pilot basis.

3. Comparison of crime rate against tourist in states where tourist police in place vis-a-vis such states where there is no tourist police.

4. To find out the places like hotels, tourist destinations, market areas etc where the incidents of crime against tourist is reported to be happening the most.

5. Data and analysis of the reported incidents of crime against tourists (state wise as well as gender wise) for the last five years.

6. Listing of problems faced by domestic and international tourists in redressal of their grievances

7. Documentation of rules, law, acts if any of restricted area prevalent in states/ UT's for protection of tourists.

8. Documentation of "best practices" in the country and one leading overseas destination on tourist security (one each from Europe and Asian country)
9. Recommendation and action points/ strategies for adopting best practices

2.2 Coverage

1. The study involved collection of both primary and secondary sources of data.
2. The category of respondents for the study includes tourists, government officials, tour operators, tourist guides, tourist police, hotels and other service providers.

2.3 Methodology of the Study

This chapter detailed about the research methodology for the present study. It explain a suitable methodology to achieve the objectives stated in the Term of Reference (ToR). The objective of this study is to identify and explore the need of tourist police and its importance in primarily different states of India. This has been done by detecting the factors through field survey and comparing them across the demographics characteristics. The research methodology has to be robust in order to minimize errors in data collection and analysis. Owing to this, various methodologies namely surveys, interview (structured and unstructured) were chosen for data collection. This chapter describes the, participants of the study, instrumentation done for the study, data collection, and data analysis procedures of the entire study.

2.4 Research Design

The exploratory and descriptive research design was adopted due to the nature of the study. Exploratory research provides insights into and comprehension of an issue or situation. It also helps to determine the best research design, data collection method and selection of subjects. Descriptive research answers the questions who, what, where, when and how. Thus, on the basis of the above, the two research designs were appropriate for the present study as it was important to gauge the various project specific risks that impact the present study and also understand the dynamics of organization's climate on the study.

2.5 Instrumentation

For effective and flawless data collection, survey, interview methods were extensively used. Survey method is the most extensively used technique for data collection, especially in behavioral sciences, while interviews are an appropriate method to use when exploring practitioners perspectives due to the qualitative nature of the information. Thus, these methods have been widely used to extract the most relevant information and help in better analysis of the data. In order to efficiently use the survey method a questionnaire was developed.

2.6 Data Collection

Data collection is the process of gathering and measuring information on targeted variables in an established systematic fashion, which then enables one to answer relevant questions and evaluate outcomes. The data collection component of research is common to all fields of study including physical and social sciences, humanities and business. While methods vary by discipline, the emphasis on ensuring accurate and honest collection remains the same. The goal for all data collection is to capture quality evidence that then translates to rich data analysis and allows the building of a convincing and credible answer to questions that have been posed. All the data used for the study has been collected from both secondary source and primary source.

2.6.1 Secondary Source

An extensive review of available secondary documents / literatures has been undertaken in order to assure the judicious use of available research in successful completion of the study.

➢ Secondary data was collected from police stations, district administrations, state administration, travel and tourism associations, trade associations and NGO's associated with tourism.
➢ The crime rates were collected from National Crime Records Bureau, Ministry of Home Affairs, Government of India as well as from similar organizations in various states.
➢ Relevant documents were also collected from the media houses, publication divisions of private and public sector, academic Institutes and different reports have also been consulted.
➢ Various travel literatures and advisories published by various countries and international organisations to ensure safe travel
➢ Literatures have been evaluated in the area of tourism to analyse the industry best practices in terms of safe travel across

- o Domestic destinations in the selected states of India
- o The national, regional and local economic and tourism statistics
- o International destinations

The study made use of secondary data available from the records of various foreign countries including countries from Europe and Asia to evaluate the tourism police system followed by these countries. Prima facie, it has been noted that many of the selected countries follow unique system for the advancement of tourist's safety and security mechanism. On careful analysis of the literature, a document has been prepared which includes the best practices which can be considered to adopt in our country and the same has been summarized in chapter 4 of this study report.

2.6.2 Primary Survey

The primary data has been collected through field survey from the targeted respondents considering the Terms of Reference (TOR) of the study. Five sets of questionnaires have been prepared and the pilot survey was also conducted. As per the suggestions of the respondents during the pilot survey, the questionnaires have been modified to achieve the best results. The respondents are broadly classified into the following five categories.

- ❖ Tourists
- ❖ Tourism Board/Government officials including policy makers
- ❖ Tourist police/Law enforcement agencies
- ❖ Tour Operators/tour guides/other service providers
- ❖ Hotels/Restaurants/hospitality establishments.

2.6.2.1 Tourist

The structured questionnaire has been used to gather information from domestic as well as international tourists related to their travel experience in lieu of their expectations particularly on safety and security. The questionnaire was mainly focused on the following aspects

- ✓ Nature of security related issues come across by the tourists in a destination.
- ✓ The relevance of safety and security in choosing a tourist destination
- ✓ The satisfactory level of the tourist while dealing with safety and security personnel
- ✓ The service encounter points where the safety and security measures need to be enforced in the order of priority

2.6.2.2 Tourism Board/Government Officials including policy makers:

The questionnaire has been designed to collect the information from the government officials responsible for policy making and tourism planning. The questionnaire was prepared covering the following factors:

- ✓ Latest schemes and systems followed by each states to control safety and security related issues concerning tourists
- ✓ Training and orientation programme and any other such initiatives organized for tourist police personnel
- ✓ Guidelines and charters issued for the knowledge of tourists visiting the destination
- ✓ Suggestions for the betterment of the existing safety measures

2.6.2.3 Tourism police / law enforcement agencies

The structured questionnaires were used to collect information from those states where the tourist police system exists. In case of other states where there is no such system, information has been elicited from general police/ any other law enforcement agencies. The questionnaire was focused on the following aspects

- ✓ The areas where tourism police are generally deployed to maintain the safety and security of tourists
- ✓ The sources of exploitation while the tourists visit the destination
- ✓ Information regarding toll free numbers for the help of tourists and means of popularization of such numbers.
- ✓ The cooperation of service providers in reporting the security related issues
- ✓ Training and awareness programmes for tourist police for enhancing their expertise.

2.6.2.4 Tour operators, tourist guides and other service providers:

The questionnaire was designed to collect the information from the players of the tourism industry including service providers in all capacity in a destination. The questionnaire was designed considering the following factors:

- ✓ Commitment of such units in ensuring safety and security standards in the premises including deployment of private security personnel
- ✓ Reported cases of atrocities faced by tourists during the service
- ✓ The status of crime rates after the deployment of tourist police.
- ✓ The rating of the services rendered by tourist personnel
- ✓ Suggestions for the betterment of the existing safety measures

2.6.2.5 Hotels/Restaurants/other hospitality establishments

Questionnaire was designed to collect information from hotels and other hospitality establishments which cover the following aspects.

- ✓ Commitment of such units in ensuring safety and security standards in the premises including deployment of private security personnel
- ✓ Reported cases of atrocities faced by tourists during their stay
- ✓ The status of crime rates after the deployment of tourist police.
- ✓ The rating of the services rendered by tourist personnel

2.7 Sampling

2.7.1 Selection of sampling

For the purpose of the study, samples has been taken randomly from the identified segments of the universe. The identified groups of respondents are as follows:

a) Tourist: This segment consists of domestic as well as international tourists. All the demographic characteristics were considered during the collection of data.

b) Government officials including policy makers: The information was collected from the government officials and policy makers who are responsible for safety and security of tourists as well as general public. It also covers those who are authorized with enacting rules, regulation, polices and best practices.

c) Tourist Police/ General Police: this segment covers tourist police in those states where such system prevails and general police is accounted in those states where tourism police concept is not in practice.

d) Tour operators, tourist guides and other service providers: The information was collected from following categories:

- Travel Agents and tour operators
- Trade Associations
- Tour Guides
- Taxi Drivers
- Handicrafts vendors and craftsman

e) Hotel/Restaurants/other hospitality establishments: The information was collected from the classified hotels, restaurants and similar graded hospitality establishments who cater the needs of the sector.

2.7.1 Sampling Procedure

The data has been collected from 14 states of India where one or other form of tourist police exist i.e., Andhra Pradesh, Telengana, Delhi, Goa, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Maharashtra, Madhya Pradesh, Odisha, Punjab, Rajasthan and Uttar Pradesh. 2 cities from each state have been identified based on tourist arrivals and potential tourism resources. The study gives more impetus to states of Rajasthan, Uttar Pradesh and undivided Andhra Pradesh where tourist facilitation and security Organisation (TFSO) scheme was launched on pilot basis. The ToR indicates that there are 13 states are providing   tourist

police service to the tourists. But during the designing of the study methodology it is revealed that Andhra Pradesh has been separated into two states. So the study team proposed to consider 14 states for study instead of 13 states mentioned in ToR.

2.7.3 Sample Size

The sample has been selected on a random basis. The details are as follows:

States	Cities identified	Hotels/ Other hospitality establishments	Tourist Police/law enforcement bodies	Tourist (Domestic & foreign)	Tour Operators/ tour guides/other Service Providers	Govt Officials / Tourism Boards/Policy makers	Total
Andhra Pradesh	Visakhapatanam Tirupathy	40	20	200	50	10	320
Telengana	Warangal Hyderabad	40	20	200	50	10	320
Delhi	Delhi	40	20	200	50	10	320
Goa	Panjim, Calangute	40	20	200	50	10	320
Himachal Pradesh	Shimla, Manali	40	20	200	50	10	320
Jammu & Kashmir	Sri Nagar Gulmarg	40	20	200	50	10	320
Karnataka	Bangalore Mysore	40	20	200	50	10	320
Kerala	Kochi Alappuzha	40	20	200	50	10	320
Maharashtra	Pune, Aurangabad	40	20	200	50	10	320
Madhya Pradesh	Gwalior Indore	40	20	200	50	10	320
Odisha	Bhubaneswar Puri	40	20	200	50	10	320
Punjab	Chandigarh Amritsar	40	20	200	50	10	320
Rajasthan	Jaipur Udaipur	40	20	200	50	10	320
Uttar Pradesh	Varanasi Agra	40	20	200	50	10	320
						Grand Total	4480

2.8 Data Analysis Procedure

Statistical Package for the Social Sciences (SPSS) version 22.0 has been religiously used for the statistical analyses. Coding of variables in quantitative research is very critical for better interpretation of results. Age, Gender, Education etc. were all coded and were entered in to the computer. The questions and responses were coded and entered in the computer using Microsoft Excel software. Required analysis has been done with the aid of Statistical Package for Social Sciences 22.0 Version. Certain statistical methods has been applied on the data to get the results which has been analyzed. The procedures used for the analysis of the research questions of this study are described below.

2.8.1 Frequency distribution

A **frequency distribution** shows us a summarized grouping of collected data divided into mutually exclusive classes and the number of occurrences in a class. Some of the graphs used with frequency distributions are histograms, line charts, bar charts and pie charts. Frequency distributions are used for both qualitative and quantitative data.

2.9 Limitations of the of the study

(1) National Crime Record Bureau (NCRB) has started the collection of data from the foreign tourist regarding the crimes from 2014. Most of the state governments have not compiled the crime data related to foreign and domestic tourists. So due to the lack of adequate data it is not possible to analyze the trend in crime. However, the crime data of 2014 of NCRB has taken as the base for analysis.

(2) After several visits, most of the state governments could not provide the different schemes and activities adopted by their department to protect tourist from the crime related issues. However some of the data on different schemes referred in this study have been gathered from the primary sources after discussion with the Govt .officials.

(3) Due to financial limitations, it was not possible to visit foreign countries for collection of data on best practices adopted in the country concerned. All the best practices referred in this study has been collected either from website of the country concerned or from the overseas tourist offices of Ministry of Tourism, Govt. of India.

CHAPTER III
TOURIST POLICE SYSTEM IN DIFFERENT STATES/UTs

3.1 Importance of Safety and Security in Tourism

3.2 Tourist Facilitation and Security Organization

3.3 The Tourist Police in Delhi

3.4 The Tourist Police in Goa

3.5 The Tourist Police in Himachal Pradesh

3.6 The Tourist Police in Jammu & Kashmir

3.7 The Tourist Police in Karnataka

3.8 The Tourist Police in Kerala

3.9 The Tourist Police in Maharashtra

3.10 The Tourist Police in Odisha

3.11 The Tourist Police in Punjab

3.12 The Tourist Police in Madhya Pradesh

3.13 The Tourist Police in Uttar Pradesh

3.14 The Tourist Police in Rajasthan

3.15 The Tourist Police in Andhra Pradesh

3.16 The Tourist Police in Telangana

3.17 Crime against Foreigners

3.18 State wise Crime against Foreigners

3.19 Crime against Foreign Tourists

3.20 Comparison of Crime Rates between states having Tourist Police system and other States

3.21 Laws and Acts related to tourism

3.1 Importance of Safety and Security in Tourism

The safety and security of the tourists is one of the essential prerequisites for a sustainable long-term growth of' this sector. The safety and security considerations become paramount for the tourists during their travel, their stay and their visit to tourist destinations. This chapter summarizes the initiatives taken by the Ministry of Tourism, Government of India for ensuring the safety and security of the foreign tourists. The role of the state governments with respect to the safety of the tourists and the functioning of different tourist police schemes in various states and union territories are also discussed.

3.2 Tourist Facilitation and Security Organization

Law and order being a State subject, the safety and security of tourists primarily the responsibility of State Government/UT administrations. Some of the State Governments have deployed Tourist Police for the security and safety of the tourists from their existing Police set up. However, this is not a committed force and there is always a possibility of their re-deployment in case of other pressing law and order situations. Furthermore, it has been felt that many states have not deployed Tourist Police due to budgetary provision for consulting a committed organization for tourist security. Therefore, there is a need to have a separate

earmarked Tourist Facilitation and Security Organization, the personnel of which can be deployed at important tourist destinations/circuits with all objectives of ensuring facilitation, guidance, safety and security to the tourists visiting the place. Furthermore, the personnel deployed for this job should be appropriately trained so that they have an attitude and capabilities of facilitating and guiding the tourists. To encourage the State Governments / Union Territory Administrations to raise Tourist Facilitation Security Organization, a scheme of partial Central assistance for the initial years has been formulated.

Tourist Facilitation and Security Organization (TFSO) is an organization being created to provide facilitation, guidance, safety and security to foreign and domestic tourists visiting the identified destinations/circuits during their stay and visit of tourist attractions. The personnel deployed under this organization would compromise retired personnel from the Defense.

3.2.1 Important features of the scheme:

The scheme is called Central Financial Assistance for creating Tourist Facilitation and Security organization in the States/Union Territories. The objectives of the scheme are:
1. To ensure safety and security of the tourists.
2. To provide required information and guidelines to tourists for their safe visit to tourist destinations and
3. To facilitate their seamless movement.

3.2.2 The central assistance eligible under this scheme:

It is proposed that for the first three years. Govt. of India (GOI) would bear 50% of the expenditure on the establishment and operation of the TFSOs with matching share coming from the concerned state government/ Union territory administration. For the next three years, GoI would bear 25% of the expenditure and the remaining 75% to be met by the concerned State Government / Union Territory Administration.

Pilot Projects are implemented in undivided Andhra Pradesh, Uttar Pradesh and Rajasthan and money has been sanctioned. It was decided to choose one destination or circuit from each of the above mentioned states for Pilot Project under the scheme. As a result, Golconda Fort from undivided Andhra Pradesh; Jaipur from Rajasthan; Shravasti and Kushinagar from Uttar Pradesh have been chosen. The effectives of the scheme in the said destinations have been identified during the study and it has been included in the analysis part of the study report.

3.2.3 The TFSO personnel are deployed primarily at:

1. The tourist destinations
2. Moving with a tourist group within the destination/circuit identified.
3. Railway station/bus station/airport/port of the destination, wherever required

3.2.4 Roles and responsibilities of personnel deployed under TFSO:

1. To work for the safety and security of the tourists and reporting of any crime against them to the nearest police station
2. To act as a bridge between tourist and Administration/District Police
3. To provide necessary information to the tourists to facilitate their visits
4. To make tourists aware of activities of touts and undesirable elements and also assist the District Administration/Police in taking action against such undesirable elements.
5. To assist the District Administration/Police appropriately in case of an emergency or disastrous situation to help the tourists.
6. Assist in traffic management and crowd control
7. Assistance in "Lost and Found" activities
8. Assist the District Administration/Police in preventing any sort of drug trafficking, illegal liquor sale or illegal liquor consumption
9. Preventing Graffiti and littering of garbage at tourist sites
10. Any other responsibility that can be entrusted for tourist facilitation.

3.2.5 Training and capacity building

The personnel deployed under the scheme are trained to make them more effective in discharging their responsibilities. The training of Tourist Facilitation & Security Organization are also undertaken under the Ministry of Tourism's Scheme of capacity Building for Service Providers (CBSP).

3.2.6 Status of TFSO scheme in different states.

Andhra Pradesh(undivided)

On analysis of the available information from the Ministry of Tourism, Government of India, it has been found that initial financial assistance has been granted to all the states included under the pilot project of TFSO. An amount of Rs. 33,33,100 was sanctioned and released to the Government of Andhra Pradesh (prior to bifurcation) for the establishment of security enforcement at Golkonda Fort, Hyderabad by way of DD baring No.312277, dt.15.12.2011 favouring secretary (Tourism), Govt. of A.P., vide their file No. 2.TT.II (9)/2008-vol.II, dt.02.02.2012 . As informed by Telengana tourism, on the basis of the Guidelines of Ministry of Tourism, Government of India, an apex committee was constituted with the following officials.

1. Special Chief Secretary to Government (Tourism) - Chairperson
2. Deputy Secretary to Government (Tourism) - Member
3. Officer on Special Duty (Tourism) - Member
4. Representative of ASI - Member
5. Deputy General Manager, Sound & Light Show, APTDC - Member
6. Deputy Commissioner of Police, Golconda- Member
7. Representative of Zilla Sainik Welfare Officer, R.R. District - Member
8. Representative of Zilla Sainik Welfare Officer, Hyderabad District – Member
9. Nominee of Commissioner of Tourism, Hyderabad- Convener
10. Special Chief Secretary to Government (Tourism)- Chairperson
11. Deputy Secretary to Government (Tourism) - Member
12. Officer on Special Duty (Tourism) - Member
13. Representative of ASI - Member
14. Deputy General Manager, Sound & Light Show, APTDC - Member
15. Deputy Commissioner of Police, Golconda - Member
16. Representative of Zilla Sainik Welfare Officer, R.R. District - Member
17. Representative of Zilla Sainik Welfare Officer, Hyderabad District - Member
18. Nominee of Commissioner of Tourism, Hyderabad - Convener

The Zilla Sainik Welfare Officer, Hyderabad and Ranga Reddy district was provided16 ex-serviceman on outsourcing basis to work under the said scheme. Out of which ten were working under the Administrative control of Director of Tourism, Govt. of Telangana and their remuneration was being paid through outsourcing agency. The expenditure of Rs.47,40,273/- was incurred by the State Government against sanctioned amount of Rs.33,33,000 of Ministry of Tourism, Government of India. However at present the Telengana Tourism is in the process to revive the scheme in many tourist attractions of the state.

Uttar Pradesh

An amount of Rs. 57,32,500/- has been sanctioned to the State of Uttar Pradesh for constituting Tourist Facilitation and Security Organization comprising Ex-servicemen at Shravasti and Kushinagar for the purpose of safety and security of tourists. During the collection of primary data it is revealed that the scheme was in operation for some time. The ex-service men were providing different type of service including guiding service to the tourist at both the places. But at present the scheme is not functioning. During the discussion with officials of UP Tourism, it is found that the sanctioned fund has been utilized and as the tourist police system has already been introduced in the state, the TFSO is not required.

Rajasthan

The government of Rajasthan received an amount of Rs. 29,34,400 for the maintenance of Tourist Facilitation and Security Organization comprising Ex-servicemen at destinations in

Jaipur for the purpose of safety and security of tourists. During the collection of primary data, the officials of Rajsthan Tourism intimated that the funds received from Ministry of Tourism Govt. of India for TFSO Scheme has been utilized and at present the said scheme is part of Tourist police system.

During the study it has been identified that in all the selected states and UTs there exist one or the other form of tourism police system to assist the tourist visiting the destinations. The tourism police systems in some of the states and UTs are discussed below.

3.3   The Tourist Police in Delhi

Delhi is an important tourist destination and also a transit point wherefrom international and national tourist make future journey to various other tourist places. Tourist at times face several problems related to transport, accommodation, getting tourism related information and many times they fall victim to cheats and touts losing their belongings and valuables. To help tourists, the tourist Police of the Delhi Police has been deployed at following ten important places/locations:

- IGI Airport
- New Delhi Railway Station
- HazaratNizammuddin Railway Station
- Raj Ghat
- Red Fort
- QutubMinar
- Palika Bazar
- Janpath
- India Gate
- PaharGanj (Railway Station Side)

3.3.1   Objective of Delhi Tourism Police:

➢ To avoid harassment to the tourist by touts.
➢ To help tourist in getting transport and lodging at appropriate rate and without much hassle at Railway Station, Airports Bus Terminals, important tourist places, malls etc.
➢ Safety and security against cheats and bag lifters etc. at these places.
➢ Containing crime like pick pocketing, eve-teasing, molestation, drugging etc.
➢ Providing information related to the Capital of Delhi and other adjoining tourist places.

3.3.2   Duties of Delhi Tourism Police:

➢ To guide the tourist about the location of tourist places, distance and available transport to reach desired destination.

➢ To help tourist in procuring tickets for museums, resorts, transports, movies and also to protect them from touts and black marketers.

➢ To ensure that no peddlers, jewelers, shopkeepers, tout, cheats and beggars etc. harass them.

➢ To help tourists in solving their problems as also facilitating them during stay in the city.

➢ To guide tourists about local of Art and Culture, Emporia 's, Book Stalls, Banks, PCOs etc.

➢ To guide tourists on local conditions of law and order, security and hazards and places of medical help.

➢ To guide the tourists on matters relating to passport, visas, residential permits exchange of currency and on immigration issues.

➢ To help sorting out matters of exigency like sickness, loss of theft of belonging assault or involvement in criminal cases.

➢ To guide local custom and tradition.

3.4 The Tourist Police in Goa

Goa being among the most popular tourist destination of the world attracts more than a million tourists from across the globe and India, almost equalizing the state's total population. They arrive by air, rail, road or sea. To ensure them protection from anti-social element and make their stay pleasant, a tourist police unit was created in 1990. The tourist police, besides ensuring law and order for the visiting tourists, also help the tourism department in the implementation of provisions of the Goa registration of Tourist Trade Act, 1982 that governs related activates in the state. The Goa Tourist Police even has an attractive website from where the tourists get information and tips for a hurdle free travel in the state.

3.5 The Tourist Police in Himachal Pradesh

The Himachal Pradesh Tourism police system is full-fledged with a squad of about 100 police personnel deployed at 23 identified strategic locations at key tourist destinations. These include Shimla, Manali, Dharamsala, Dalhousie, Narkanda, Chail, Kasauli and Kufri. Keeping in view the fact that lakhs of pilgrims visit famous temples in Himachal, the tourist police is positioned at Jwalaji, Chamunda Devi, Srinaina Devi, DeotSidh, Chintpurni, Bajjreshwari Devi and other important religious places.

The tourist police perform the multi-purpose functions which include providing comprehensive information, security, safety, guidance and hospitality. Besides ensuring that the language barrier does not hamper the enjoyment of tourists, they save them from being

exploited by touts, coolies, taxi operators and unscrupulous hoteliers besides other people in the tourism industry.

Equipped with adequate knowledge about the key tourist destinations, the tourist police are conversant with the rates of hotels, taxis and porters fixed by the authorities and guide the tourists. It works in coordination with other departments and also address the complaints regarding fleecing, cheating, overcharging and misbehavior.

3.6 The Tourist Police in Jammu & Kashmir

A special police force called Tourist Police is posted at all important places frequented by tourists for providing assistance to tourists to prevent them from being cheated, harassed, etc. This force is headed by a Superintendent of Police, designated as Deputy Director Tourism (Enforcement) and is stationed in the Tourist Reception Centre.

For safeguarding the interests of tourists visiting the State, the Jammu & Kashmir Government has enacted a special legislation called "J&K Registration of Tourist Trade Act" under which some officers of the Tourism Department have been vested with magisterial powers, including the power of compounding, in case of cheating, overcharging, harassment, pestering, touting, etc. faced by tourists.

3.7 The Tourist Police in Karnataka

Karnataka has a fully fledged tourist police force to look after the security of tourists in the state. Tourism police unit involves civil defense personnel and the home guards, which coordinate with the police at tourism spots. These personnel are trained and are attached to regular police to ensure safety of tourists.

3.8 The Tourist Police in Kerala

Over the years Kerala has acclaimed laurels for the ways the state plans the tourism resources. Kerala is the first state which has got a Tourism Police Station. The police station complex located at Mattancherry is having a police museum also. The police museum showcases the history of the police force in the State, with police uniforms, armoury and rank insignia in the force, right from the colonial period to the present, put on display.

Recently, Kerala tourism has succeeded in the implementation of a new system namely Tourist Alert Service, aimed at promptly attending the calls of Tourists at different Tourist locations. The "Tourist Alert Service" is an additional service fully dedicated to the Tourists.

Kerala is the first state implementing Police-community partnership through its "Janamaithri Suraksha Project". The basic objectives of the scheme are to reduce crime levels, detect crimes

and forge a partnership between the police and the public in the area of security. The project centres on a beat officer who is in daily contact with the people in a locality, typically with around 1,000 houses. The officer knows the area and gains the support and trust of the people. Under Janamaithri Suraksha, schemes such as combined night patrolling, traffic safety, environmental safety, blood and organ donation and legal awareness classes for women were implemented in different police station limits.

In addition to all these initiatives, the Police Department is maintaining a separate wing of police force whose services are available in all the major tourism destinations. The training for the force is imparted by Kerala Institute of Tourism and Travel Studies, a premier institute in the state of Kerala.

3.9 The Tourist Police in Maharashtra

Currently the tourism police in the state reports to the home department. Considering the increasing number of tourists visits the state, the state tourism department recently demanded the government to hand over charge of the tourism police to it from the home department so that efficient monitoring can be done at tourist spots. As per the plan, the home department was expected to increase the strength of personnel to 80 from the current 40-odd. According to the same proposal, the tourism police were also supposed to get a uniform, slightly casual in comparison to that of the city police. They were also to be provided with swanky four- and two-wheelers.

3.10 The Tourist Police in Odisha

The tourist police system in Odisha has been introduced in June 2015 during Nabakalebara of Lord Jagannath. Initially it has been proposed to start tourist policing system near eight (8) tourism attractions of Odisha. These places are Puri, Konark, Satpada, Nandankanan, Gopalpur, Lingaraj temple, Dhaulisanti stupa and Barkul. But considering the importance of Nabakalebara, the tourist police outposts were inaugurated by Hon,ble Minister for tourism and culture at Puri in June 2015. The police personnels have been hired from the Home department, Government of Odisha and were given the responsibility of the outpost. Two days training were imparted to them by IITTM, Bhubaneswar and Odisha tourism. However the scheme is in its infant stage and Government of Odisha has constituted a committee to submit a report regarding the modus operandi of the scheme.

3.11 Tourist Police in Punjab

Tourism police wing for the state of Punjab has been launched in the month of January 2015 by realizing a long cherished dream of the tourism stakeholders. The 'Tourism police' have undergone a specially design training about tourism, hospitality and safety of the tourist at

destinations. Above all the scheme has been launched with an aim to ensure that cops on duty behave in proper manner and communicate clearly with the tourists. After an interview some of the cops have been asked to undertake a crash course on communication skills and personality development, so that they can provide desired service to the tourists.

This has been prepared that they will also be given training in foreign languages like Spanish, French etc in future. These 'Tourism Police' will work like a guide for tourists by providing them with helpful information about prominent tourist places at different cities in Punjab.

It is also intended to establish specially-designed small booths bearing sign of 'Tourism Police' and 'Tourist Information Centre' with a helpline number '1073' at several places in the state of Punjab. The city police had also claimed about the proposal to get ceremonial bikes that would shuttle at prominent destinations for the safety and help of the tourists.

3.12 The Tourist Police in Madhya Pradesh

Chain of reports of assaults towards foreign tourists in 2013 had tarnished the tourist friendly image of the state. The incident has raised many questions including the setting up of a separate 'Tourist- police system' to be constituted for security of tourists in Madhya Pradesh. The issue of providing better safety and security to tourists in the country as well as in Madhya Pradesh is being raised from time to time from the Parliament to the State Assemblies, whenever any tourist became the victim of a crime. In Madhya Pradesh Assembly, the issue was prominently raised by MLAs who represent Bundelkhand, which is supposed to be paradise of tourists in the State.

3.13 The Tourist Police in Uttar Pradesh

The Uttar Pradesh government has officially launched Tourism police service in January 2015 in the state. The Tourism police services intends 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 at the destinations. The government has also issued a recruitment notification in June 2016 exclusively for tourism police for almost 60 posts in Uttar Pradesh.

3.14 The Tourist Police in Rajasthan

The state has taken initiative for the establishment of Tourist Assistance Force (TAF) way back in the year 2000 (Tourist Police) for providing the safety, security and assistance to the tourists visiting the state. The TAF should make efforts to resolve the problems experienced by tourist and to protect them from anti-social elements for a hassle free stay in the State. Presently the force has been deployed at Jaipur, Udaipur, Jodhpur, Jaisalmer, Pushkar (Ajmer) and Mt. Abu

The state has amended the Rajasthan Tourism Trade (Facilitation & Regulation) and the following job specifications & descriptions have been incorporated for regulating the Tourist Assistance Force (TAF) in 2013.

- ❖ The TAF personnel shall keep watch on the touts, hawkers, beggars etc.
- ❖ TAF personnel shall patrol the tourist areas assigned to them by the Deputy Director (TAF) and such assignment of areas to TAF personnel shall be made after having consultation with the Deputy Superintendent of Police having jurisdiction over the tourist area
- ❖ Subject to the overall superintendence and control of Commissioner, Department of Tourism, Government of Rajasthan, the TAF in the State shall work under the superintendence and control of the Deputy Director (TAF).

3.15 The Tourist Police in Andhra Pradesh

Andhra Pradesh Government has announced that a Special Police Force system will be launched in 2016 for safety and security of tourists in the State. It has also been decided that there would be special police stations for tourists apart from a 24X7 call centre and guidance centers for tourists.

3.16 The Tourist Police in Telangana

The government as per the recent Tourism policy released on the formation day of the state in 2016 has announced its plan to establish tourism police under the Police Commissionerate to exclusively monitor and help visitors to the state. Tourism police stations will be established with full team of Tourist Police personnel to help tourists visiting the state.

Table :3.1 Cases reported during the year (CR),No of victims in the registered cases (VICT) Under Various Crime Heads for Crimes against Foreigners During 2014

State/UT	Total Crimes Committed against Tourist Foreigners		Murder		Attempt to commit Murder		Culpable Homicide not amounting to Murder		Attempt to commit Culpable Homicide		Rape		Attempt to commit Rape		Assault on women with intent to outrage her Modesty	
	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT
Andhra Pradesh	2	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Arunachal Pradesh	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Assam	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bihar	13	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chhattisgarh	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goa	66	69	1	1	0	0	1	3	0	0	2	2	0	0	4	4
Gujarat	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Haryana	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Himachal Pradesh	2	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Jammu & Kashmir	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Jharkhand	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Karnataka	11	12	1	1	2	3	0	0	0	0	3	3	0	0	2	2
Kerala	7	7	0	0	0	0	0	0	0	0	0	0	0	0	4	4
Madhya Pradesh	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Maharashtra	25	25	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Manipur	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Meghalaya	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mizoram	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Nagaland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Odisha	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Punjab	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rajasthan	31	33	0	0	0	0	0	0	0	0	2	4	0	0	3	3
Sikkim	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tamil Nadu	2	2	0	0	0	0	0	0	0	0	2	2	0	0	0	0
Telangana	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Tripura	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Uttar Pradesh	64	64	0	0	0	0	0	0	0	0	0	0	0	0	6	6
Uttarakhand	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
West Bengal	4	6	0	0	0	0	0	0	0	0	2	4	0	0	0	0
TOTAL STATE(S)	**245**	**253**	**4**	**4**	**2**	**3**	**1**	**3**	**0**	**0**	**11**	**15**	**1**	**1**	**24**	**24**
A & N Islands	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chandigarh	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
D&N Haveli	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daman & Diu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Delhi UT	135	135	0	0	0	0	0	0	0	0	6	6	0	0	9	9
Lakshadweep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Puducherry	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL UT(S)	**139**	**139**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**6**	**6**	**0**	**0**	**9**	**9**
TOTAL (ALL INDIA)	**384**	**392**	**4**	**4**	**2**	**3**	**1**	**3**	**0**	**0**	**17**	**21**	**1**	**1**	**33**	**33**

Indian Institute of Tourism & Travel Management, Bhubaneswar

Insult to the Modesty of Women		Kidnapping & Abduction		Dacoity		Robbery		Grievous Hurt		Extortion		Cheating		Theft		Forgery		Importation of Girls from Foreign Country		Disclosure of Identity of Victims	
CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT
0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	12	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	1	1	1	0	0	0	0	1	1	0	0	3	3	36	36	0	0	0	0	0	0
0	0	0	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	2	2	0	0	0	0	0	0	1	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0
0	0	0	0	0	0	4	4	0	0	0	0	2	2	15	15	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0
0	0	0	0	0	0	2	2	0	0	0	0	0	0	20	20	3	3	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	8	8	0	0	0	0	0	0	29	29	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	1	1	1	0	0	18	18	1	1	0	0	7	7	##	124	3	3	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	2	0	0	0	0	3	3	0	0	0	0	9	9	97	97	3	3	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
2	2	0	0	0	0	3	3	0	0	0	0	10	10	99	99	3	3	0	0	0	0
3	3	1	1	0	0	21	21	1	1	0	0	17	17	##	223	6	6	0	0	0	0

Human Trafficking		Other IPC		Immoral Traffic (Prevention) Act, 1956		Indecent Representation of Women (Prohibition) Act, 1986		Other SLL		Total Crimes Committed against Other Foreigners		Murder		Attempt to commit Murder		Culpable Homicide not amounting to Murder		Attempt to commit Culpable Homicide		Rape		Attempt to commit Rape	
CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT
0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	16	17	0	0	0	0	0	0	7	12	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
0	0	1	1	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0
0	0	2	2	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	2	2	0	0	0	0	0	0	34	34	1	1	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0
0	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1	0	0
0	0	1	1	0	0	0	0	0	0	5	5	0	0	0	0	0	0	0	0	2	2	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	1	1	0	0	0	0	20	20	2	2	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	2	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0
0	**0**	**25**	**26**	**0**	**0**	**0**	**0**	**22**	**22**	**68**	**73**	**1**	**1**	**0**	**0**	**1**	**1**	**0**	**0**	**3**	**3**	**0**	**0**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	2	2	0	0	0	0	4	4	29	29	0	0	2	2	0	0	0	0	2	2	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	1	1	0	0	0	0	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0
0	**0**	**3**	**3**	**0**	**0**	**0**	**0**	**4**	**4**	**34**	**34**	**0**	**0**	**2**	**2**	**0**	**0**	**0**	**0**	**2**	**2**	**0**	**0**
0	**0**	**28**	**29**	**0**	**0**	**0**	**0**	**26**	**26**	**102**	**107**	**1**	**1**	**2**	**2**	**1**	**1**	**0**	**0**	**5**	**5**	**0**	**0**

Assault on women with intent to outrage her Modesty		Insult to the Modesty of Women		Kidnapping & Abduction		Dacoity		Robbery		Grievous Hurt		Extortion		Cheating		Theft		Forgery	
CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2	0	0
0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	4	0	0	0	0	0	0	0	0	0	0	0	0	1	1	7	7	15	15
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	**5**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**0**	**3**	**3**	**18**	**18**	**15**	**15**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	19	19	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0
1	**1**	**0**	**0**	**2**	**2**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2**	**2**	**19**	**19**	**0**	**0**
6	**6**	**0**	**0**	**2**	**2**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**0**	**5**	**5**	**37**	**37**	**15**	**15**

Importation of Girls from Foreign Country		Disclosure of Identity of Victims		Human Trafficking		Other IPC		Immoral Traffic (Prevention) Act, 1956		Indecent Representation of Women (Prohibition) Act, 1986		Other SLL		Total Crimes against Foreigners	
CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT	CR	VICT
0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	13
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	4	1	3	0	0	0	0	73	81
0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4
0	0	0	0	0	0	3	3	0	0	0	0	0	0	9	9
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	2	2	0	0	0	0	1	1	14	15
0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	8
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
0	0	0	0	1	1	3	3	0	0	0	0	2	2	59	59
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4
0	0	0	0	0	0	1	1	0	0	0	0	0	0	36	38
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	3	3	0	0	0	0	1	1	7	7
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	66	66
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	2	2	6	8
0	**0**	**0**	**0**	**1**	**1**	**13**	**16**	**1**	**3**	**0**	**0**	**6**	**6**	**313**	**326**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	1	0	0	0	0	2	2	164	164
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	3	3	0	0	0	0	0	0	7	7
0	**0**	**0**	**0**	**0**	**0**	**4**	**4**	**0**	**0**	**0**	**0**	**2**	**2**	**173**	**173**
0	**0**	**0**	**0**	**1**	**1**	**17**	**20**	**1**	**3**	**0**	**0**	**8**	**8**	**486**	**499**

3.17 Crime against Foreigners

The foreign tourist footfalls have always been growing in India in the last decades and in 2014 a significant increase of 10.21 % has been registered when compared to 2013 foreign arrivals. A total of 76, 79,099 (7.68 million) foreigners have visited India in 2014 and among them at around **33, 99,272 foreigners were on tourist visa**. The India Tourism Statistics at a Glance (2014) published by Ministry of Tourism, Government of India clearly indicates the rising trends in the arrival of foreigners. In this background, providing safety and security to the tourists' especially foreign travellers have been reckoned as the need of the hour.

Figure 3.1 :- Arrivals of foreigners to India during 1998- 2014
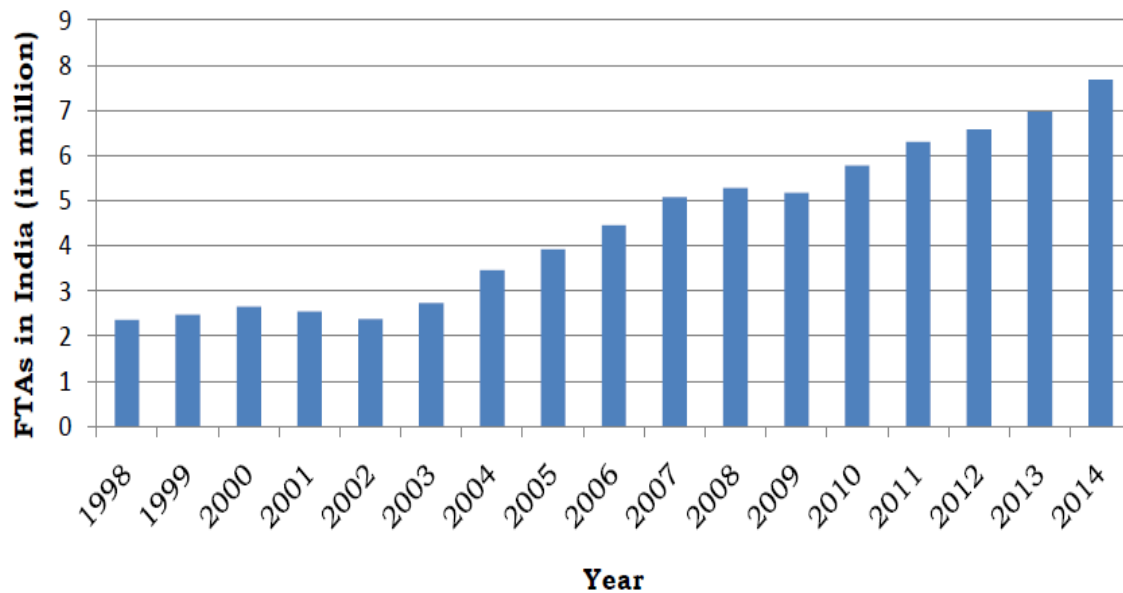
Source: Ministry of Tourism, Govt. of India

The rising trends in foreign arrivals in India have also thrown light to the need for having an exclusive security mechanism for the tourists in general and foreign travellers in particular as they are fully alien at such destinations in a foreign land. Crime in India (2014) of National Crime Records Bureau (NCRB) revealed that a total of 486 crimes were reported in the country of which 384 cases were under crime against foreign tourists during 2014, constituting 79% of crime against foreigners.

3.18 State wise Crime against Foreigners

Among **486 cases** of **crime against foreigners**, majority of the cases reported in Delhi (164 cases), followed by the states of Goa (73 cases), Uttar Pradesh (66 cases), Maharashtra (59 cases), Rajasthan (36 cases), Karnataka (14 cases) and Bihar (13 cases). These seven states together accounted 425 cases (87.4%) of total such cases reported in the country.

Table: -3.2 Incidence of Crime committed against Foreigners during 2014.

Theft	Assault on Women with an intention to outrage her modesty	Rape	Robbery	Cheating	Forgery	Other IPC	Other Special & Local laws (SSL)	other	Total
260	39	22	22	22	21	45	34	21	486

Source: - NCRB Crime in India -2014

Among 486 cases of crime against foreigners, maximum cases were reported under thefts accounting for about 53.5% (260 cases) followed by assault on foreign women with an intent to outrage her modesty (39 cases), rape , robbery & cheating (22 cases each) and forgery 21 cases reported during 2014. A total of 45 cases and 34 cases were of unclassified category as other IPC & other SSL crimes respectively.

Figure: -3.2: Incidence of Crime committed against Foreigners during 2014.
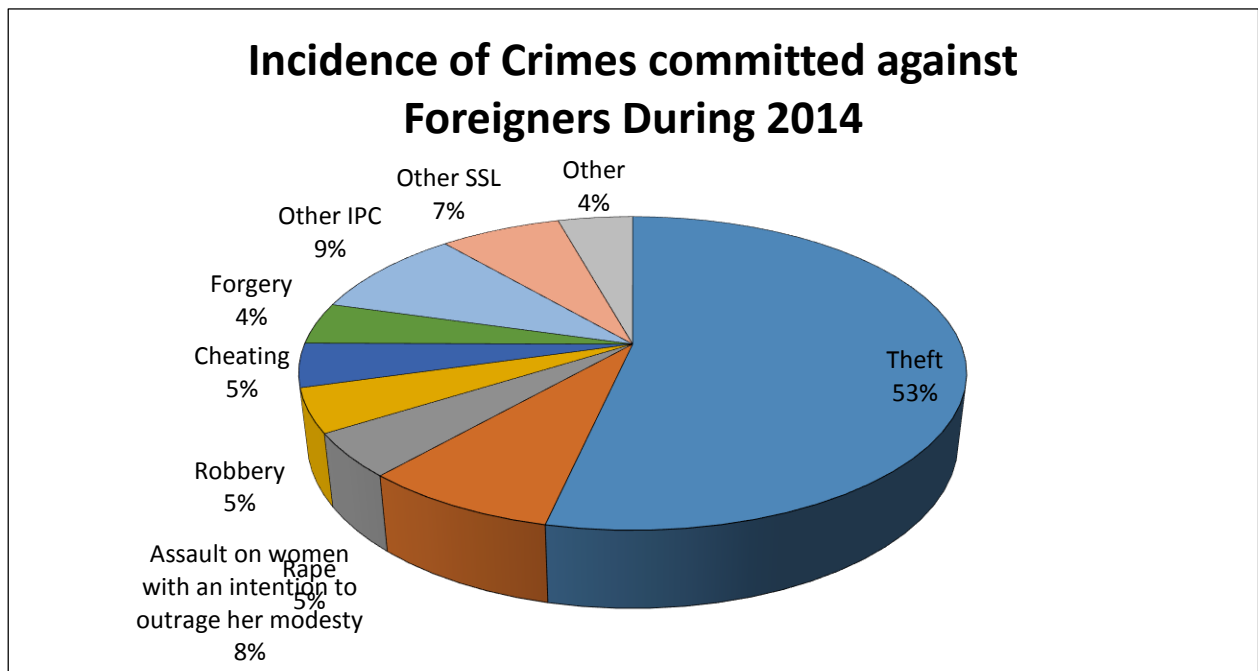
Source: - NCRB Crime in India -2014

Out of the total crimes against foreigners reported in the country in 2014, most of the crimes have been reported in Delhi ranging from theft (116 cases out of 260), assault on women with intent to outrage her modesty (10 out of 39 cases), rape (8 out of 22 cases), cheating (9 out of 22 cases) were reported in Delhi alone accounting for 44.6%, 25.6%, 36.4%, and 40.9%.

3.19 Crime against Foreign Tourists

The highest incidents of **crime against foreign tourists** were reported in Delhi which accounts for about 135 cases (35.2%) out of total 384 cases reported in the country. This is followed by states of Goa (66 cases), Uttar Pradesh (64 cases), Rajasthan (31 cases), Maharashtra (25 cases), Bihar (13 cases) and Karnataka (11 cases).

Under Crime against the tourists, most of the cases were reported under theft (223 cases) which accounts for about 58.1% followed by assault on foreign tourists women with an intent to outrage her modesty (33 cases), robbery (21 cases) and rape & cheating (17 cases each). A total of 28 cases and 26 cases were of unclassified category other IPC, Other SSL and other category respectively.

Table: - 3.3: Crimes against Foreign tourists and range of crimes

Theft	Assault on Women with an intention to outrage her modesty	Rape	Robbery	Cheating	Forgery	Other IPC	Other Special & Local laws (SSL)	other	Total
223	33	17	21	17	17	28	26	2	384

Source: - NCRB Crime in India -2014

Out of the total crimes against foreign tourists reported in the country in 2014, most of the crimes have been reported in Delhi (97 cases) which accounted for 43.5% of such crimes reported in the country and is followed by the states of Goa (36cases), and Uttar Pradesh (29 cases) during 2014.

Figure: -3.3 Incidence of Crime committed against Foreigners during 2014.
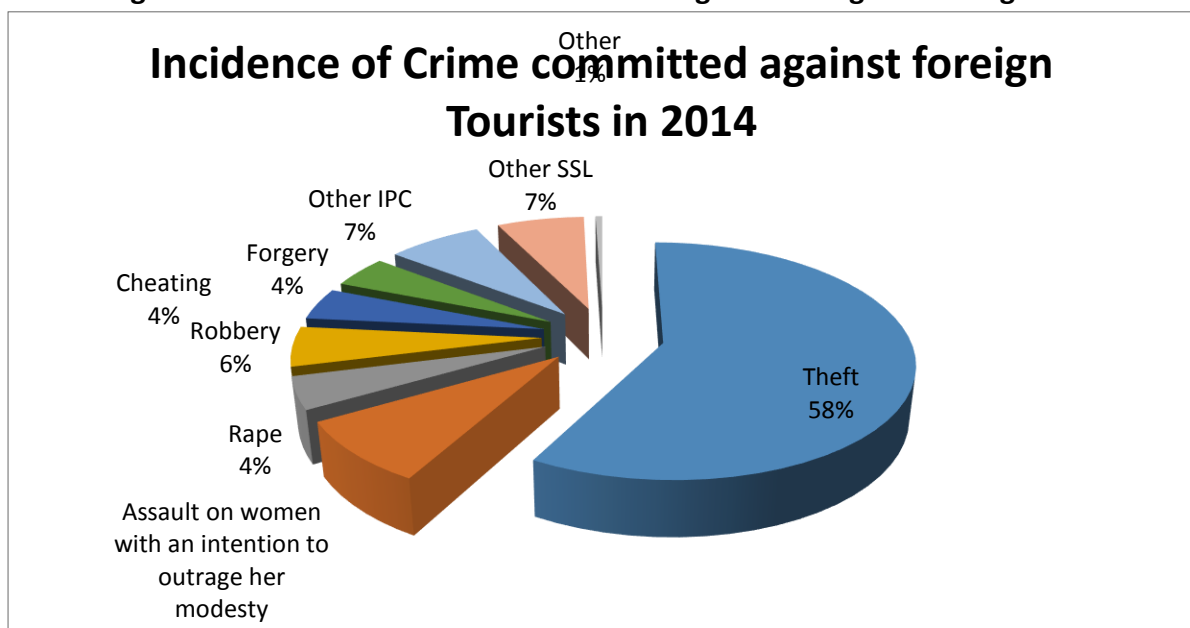
Source: - NCRB Crime in India -2014

Maximum cases of assault on foreign tourists (women) with intent to outrage her modesty were reported in Delhi (9cases) followed by Uttar Pradesh (6cases) and Kerala & Goa (4 cases). These four states together accounts 69.7% of total such cases reported in the country during 2014. Out of 17 rape cases against foreign tourists in the country, 6 cases in Delhi, 3 cases in Karnataka, 2-cases each reported from the states of Goa, Rajasthan, Tamil Nadu and West Bengal. Cases of murder (4) and cases of insult to modesty (3) of woman under crime against foreign tourists were reported in 2014. Out of 21 cases of robbery against foreign tourists, 8 cases and 4 cases were reported in UP & Maharashtra respectively.

Table : 3.4:Incidence of Crime Against Foreigners during 2014

States/UT's	Incidence of crime
Andhra Pradesh	5
Arunachal Pradesh	0
Assam	0
Bihar	13
Chhattisgarh	0
Goa	73
Gujarat	4
Haryana	9
Himachal Pradesh	2
Jammu & Kashmir	1
Jharkhand	0
Karnataka	14
Kerala	8
Madhya Pradesh	2
Maharashtra	59
Manipur	0
Meghalaya	0
Mizoram	1
Nagaland	0
Odisha	1
Punjab	4
Rajasthan	36
Sikkim	0
Tamil Nadu	7
Telangana	2
Tripura	0
Uttar Pradesh	66
Uttarakhand	0
West Bengal	6
TOTAL STATE(S)	
A & N Islands	0
Chandigarh	2
D&N Haveli	0
Daman & Diu	0
Delhi UT	164
Lakshadweep	0
Puducherry	7
TOTAL UT(S)	
TOTAL (ALL INDIA)	**486**

Source : Crime in India – 2014 (NCRB)

3.20 Comparison of Crime Rates between states having Tourist Police system and other States

As discussed above among the Indian States/ UTs, 15 states have Tourist Police System. The practices followed by the states in Tourist Policing differ as there is no National Policy on the functioning of Tourist Police.

Table : 3.5 Tourist Police States/ Non Tourist Police States/ UTs.

Tourist Police states	Non Tourist Police states/UTs
Andhra Pradesh	Arunachal Pradesh
Delhi	Assam
Goa	Bihar
Himachal Pradesh	Chhattisgarh
Jammu & Kashmir	Gujarat
Karnataka	Jharkhand
Kerala	Manipur
Madhya Pradesh	Meghalaya
Maharashtra	Mizoram
Punjab	Nagaland
Odisha	Sikkim
Rajasthan	Tripura
Telangana	Uttarakhand
Uttar Pradesh	West Bengal
	A & N Islands
	Chandigarh
	D&N Haveli
	Daman & Diu
	Lakshadweep
	Puducherry

Table : 3.6 Crime Rates of Tourist Police States (2014)

Sr. No.	Tourist Police states	No. of Crimes	%
1	Andhra Pradesh	5	1.0%
2	Delhi	164	38.0%
3	Goa	73	17.0%
4	Himachal Pradesh	2	0.0%
5	Jammu & Kashmir	1	0.0%
6	Karnataka	14	3.0%
7	Kerala	8	2.0%
8	Madhya Pradesh	2	0.0%
9	Maharashtra	59	14.0%
10	Punjab	4	1.0%
11	Odisha	1	0.0%
12	Rajasthan	36	8.0%
13	Telangana	2	0.0%
14	Uttar Pradesh	66	15.0%
Average		**31.21**	
Total		**437**	100.0%

Figure : 3.4 Crime Rates of Tourist Police States (2014)
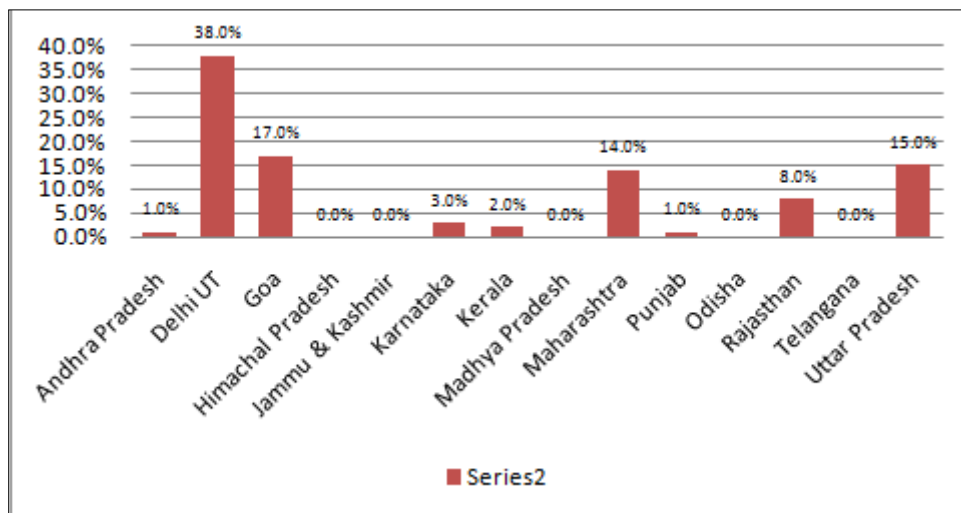
The above table represents the crime rates of tourist police states for the year 2014. The table reveals that the highest rate of crime is reported in Delhi (38.0%) and next coming Goa (17.0%), Uttar Pradesh (15.0%), Maharashtra (14.0%). The average rate of crime for the year 2014 is 31.21 i.e. 31 in the above 14 states.

Table : 3.7 Crime Rates of Other states (2014)

Sr. No.	Non Tourist Police states/UTs	No. of Crimes	%
1	Arunachal Pradesh	0	0%
2	Assam	0	0%
3	Bihar	13	27%
4	Chhattisgarh	0	0%
5	Gujarat	4	8%
6	Haryana	9	18%
7	Jharkhand	0	0%
8	Manipur	0	0%
9	Meghalaya	0	0%
10	Mizoram	1	2%
11	Nagaland	0	0%
12	Sikkim	0	0%
13	Tamil Nadu	7	14%
13	Tripura	0	0%
14	Uttarakhand	0	0%
15	West Bengal	6	12%
16	A & N Islands	0	0%
17	Chandigarh	2	4%
18	D&N Haveli	0	0%
19	Daman & Diu	0	0%
20	Lakshadweep	0	0%
21	Puducherry	7	14%
Average		**2.23**	
Total		**49**	100%

The above table represents the crime rates of other states/ UTs for the year 2014. The table reveals that the reported crimes is highest in Bihar (27.0%) and then coming Haryana (18.0%) and Tamil Nadu and Puducherry (14.0%) each.

It is revealed from the above statistical analysis and comparison between states having tourist police and other states that the crime is also linked to the volume of FTV in different states of the country along with the absence of effective tourist policing systems. In this context, it can be mentioned that the crime is 38% in Delhi against the 10.3% of FTV, 15% in Uttar Pradesh against 12.9% of FTV and 14% in Maharashtra against 19.4% of FTV. Similarly in case of the other states, 27% in Bihar against 3.7% of FTV, 18% of crime in Haryana against 2.4% FTV and 14% in Tamil Nadu against 20.6% of FTV.

3.21 Laws and Acts related to tourism

Although in the Indian Constitution the word "Tourism" is not found anywhere, but the elements related to tourism are in "Directive Principles of State Policy", "Distribution of Legislative Power" and "Fundamental Duties of Citizens".

Under "Distribution of Legislative Power", there are three lists viz Union, State and Concurrent. In these lists also the word "Tourism" does not appear anywhere, but there are points directly or indirectly related to tourism.Some of them are as follows;

<u>Union List</u>

1. (13) "Participation in international conferences, associations and other bodies and implementing of decisions made thereat"
2. (19) "Admission into, and emigration and expulsion from India; passports and visas".
3. (2) "Pilgrimages to places outside India"
4. (22) "Railways".
5. (23) "Highways declared by or under law made by Parliament to be national highways"
6. (24) "Shipping and navigation on inland and waterways declared by Parliament by law to be national waterways, as regards mechanically propelled vessels; the rule of hte road on such waterways"
7. (25) "Maritime shipping and navigation including shipping and navigation on tidal waters; provision of education and training for the mercantile marine and regulation of such education and training provided by states and other agencies".
8. (29) "Airways, aircraft and air navigation; provision of aerodromes; regulation and organization of air traffic and of aerodromes; provision for aeronautical education and training and regulation of such education and training provided by states and other agencies".
9. (30) "Carriage of passengers and goods by railways, sea and air or national waterways in mechanically propelled vessels".
10. (62) "The Institutions known at the commencement of this constitution as the National Library, the Indian Museum, the imperial war Museum, the Victoria Memorial and the Indian War Memorial, and any other like Institution financed by the Government of India wholly or in part and declared by Parliament by law to be an Institution of national importance".
11. (67) "Ancient and historical monuments and records, and archeological sites and remains, declared by or under law made by Parliament to be of national importance".

State List

1. (5) "Local government, that is to say, the constitution and powers of Municipal Corporation, Improvement trusts, districts boards, mining settlement authorities and other local authorities for the purpose of local self-government or village administration".
2. (6) "Public Health and sanitation, hospitals and dispensaries".
3. (7) "Pilgrimages, other than pilgrimages to places outside India"
4. (12) "Libraries, museums and other similar Institutions controlled or financed by the stage; ancient and historical monuments and records other than those declared by or under law made by Parliament to be of national importance"
5. (13) "Communications, that is to say, roads, bridges, ferries and other means of communication not specified in list: I Municipal tramways, ropeways, inland waterways and traffic thereon subject to the provision of list I and the list III with regard to such waterways; vehicles other than mechanically propelled vehicles".
6. (31) "Inn and inn-keepers".
7. (33) "Theatres and dramatic performances; cinemas subject to the provisions of entry 60 of list-I; sports, entertainments and amusements".

Concurrent List

1. (17A) "Forests".
2. (17B) "Protection of wild animals and birds".
3. (18) Adulteration of food stuffs and other goods"
4. (31) "Ports other than those declared by or under law made by parliament or existing law to be major ports".
5. (40) "Archaeological sites and remains other than those declared by or under law made by Parliament to be of national importance"

Under fundamental duties of citizens, tourism related duties are as follows:-

6. (f) To value and preserve rich heritage of our composite cultures
7. (g) To protect and improve the natural environment including forests, lakes, rivers, wildlife and to have compassion for living creatures.

Constitution of India has highlighted the basics of tourism and also provided future guidelines for its growth. Besides the above following are some of the important existing laws and acts which cater the needs of tourist and tourism industry .A few of them are as follows;

1. Consumer Protection Act, 1986
2. Code of criminal Procedure, 1973 (Act No: 2 of 1974)
3. The Airport Authority of India Act, 1994
4. Foreign Exchange Regulation Act, 1973
5. The Railways Act, 1989
6. The Sarais Act, 1867
7. The Passport Act, 1967
8. The Laws of Torts
9. The Prevention of Food Adulteration Act, 1954
10. The Road Transport Corporation Act, 1950
11. The Industries (Development and Regulation) Act 1951
12. The Indian Penal code, 1860
13. Indian Contract Act, 1872

CHAPTER –IV
BEST PRACTICES ON THE FUNCTIONING OF TOURIST POLICE IN DIFFERENT COUNTRIES

4.1 Ireland

4.2 Malaysia

4.3 Indonesia

4.4 Thailand

4.5 Singapore

4.6 Sri Lanka

4.7 United States Of America

4.8 Bangladesh

4.9 New Zealand

4.10 South Korea

4.11 Switzerland

4.12 Conclusion

"Working Where Others Play Effective" policing in a tourist area requires crime fighting tactics, crime prevention strategies, and diplomatic skills. The analysis of responses to the Problem of Crimes against Tourists requires thorough understanding of the local problems and the factors contributing to it. It is found in the case of almost every countries studied in this report that they have analysed their local problems and established baselines for measuring effectiveness by considering possible responses to the problem. The following response strategies are drawn from a variety of research studies and police problem-solving efforts. It is critical that the responses are to be tailored as per the local circumstances, and that each responses are to be justified based on reliable analysis. In most cases, an effective strategy will involve implementing several different responses. Law enforcement responses alone are seldom effective in reducing or solving the problems. The Government should not limit them self to consider what police can do; but should give careful consideration as to who else in the country shares responsibility for the problem and can help police better respond to it. Unfortunately, there are few careful evaluations of tourist crime interventions. Much of what is recommended in this report is based on informed judgments about what is likely to be effective. More rigorous evaluations are needed. Some of the best practices from countries across the globe are summarized as follows:

4.1 Ireland

The uniqueness of Irish law that it is not the victim but the state takes a case against a suspect. The victim is not a party to the criminal investigation and is not legally represented. Their input is limited to reporting the offence to the police and testifying as a witness for the prosecution if the case goes to court. The Director of Public Prosecutions (DPP) is entitled to make decisions independently of all other bodies and institutions, including both the Government and the Police, and decisions are taken free from political or other influence.

For the sake of the tourist, the Irish Government has a scheme called "Irish Tourist Assistance Service" (ITAS) which offers immediate support and assistance to tourists who are victimized while visiting Ireland. The police personnel deployed under the scheme are identifiable with special uniform which is black in colour. In case of any security issue the tourist can contact the nearest police station who will contact the Irish Tourist Assistance Service (ITAS). There is even a toll free number through which tourist can directly contact the ITAS. ITAS organizes specialized training programmes to police personnel who deal with the tourists. On examination on the available secondary data from the country it has been found that the crime rates against tourists came down drastically after the establishment of ITAS. ITAS issued comprehensive guidelines for the knowledge of the tourists who visit the destinations. The service of ITAS is which is entirely free and confidential covers the following

- ❖ Emotional support and practical assistance to the victim
- ❖ Offer use of telephone/fax/email facilities in case of emergencies
- ❖ Assist with language difficulties
- ❖ Liaise with embassies, Police and other agencies
- ❖ Assistance in money transfers
- ❖ Re-issue stolen travel tickets
- ❖ Assist with the cancellation of credit cards
- ❖ Arrange accommodation/meals if needed
- ❖ Organize transport for stranded tourists
- ❖ Addressing medical needs

Figures released by the Irish Tourist Assistance Service (ITAS) show that a total of 823 tourists sought assistance in 445 incidents in 2015. The main crime perpetrated against tourists was theft from person which accounted for 42% of the cases referred. Crimes also occurred when tourists were sightseeing, shopping and socializing. The majority of crimes occurred between the hours of 2pm to 6pm.

4.2 Malaysia

The Royal Malaysian Police has a specialized Tourist Police unit with its motto as "Friendly, Fast and Right" which provides tourist and visitors information on law, customs, culture and attractions in the local community. Initially, the units were established in the Malaysian capital of Kuala Lumpur, as well as in the states of Johor, Penang, and Selangor. This unit has been created to make collaboration with travel agencies, hotels, airlines, bus and taxi companies to ensure safety and security to tourists. Visitors who face unforeseen problems can always seek the aid of the Malaysian Tourist Police. Tourist can identify an officer by his or her attire - chequered hatband, dark blue shirt and trousers and a red and blue badge (with the letter "I" for information) displayed on the pocket. These officers usually patrol entry and exit point of tourist destinations and protect the attractions/monuments as well as the safety of all visitors. This unit organizes specialized training programme for police personnel who deal with tourists. There is a sharp decline in crime rates against tourists after the

establishment of such a tourist police system separately for tourists. The unit also issues a set of guidelines for the knowledge of the tourists who visit the destinations under its jurisdiction.Tourist Police unit also helps preventing crimes in the areas where tourists are frequent. In Kuala Lumpur, four teams have been established to do daily patrolling and to prevent any crime incidents penetrated on tourists. The four patrol teams are:

* Walking Patrol
* Motorcycle Patrol
* Bicycle Patrol
* Patrol Car Crew

Their visible presence not only implements increased security, but also effectively attends to tourist's concerns, as it becomes more convenient for tourists to submit any issues or complaints. The most commonly reported crimes are snatching, pick pocketing,mugging, overpricing by taxi drivers, or thievery in hotel rooms. As part of standard procedure, Tourist Police personnel receive the complaint brought to their attention, obtain the report, and then forward the report to the concerned division of government able to attain an immediate response to the situation. For instance, cases of overcharging taxi drivers are immediately submitted to the Land Public Transport Commission. Malaysia's reputation as being a safe place for foreigners has improved, primarily due to the efforts of the Tourist Police. The presence of such a specialized police force has been beneficial in boosting the country's international image.

4.3 Indonesia

The Indonesian National Police is the responsible body for the law enforcement and policing duties all over Indonesia nationally. They have a separate unit exclusively for the service of the tourists. The tourism police are identifiable with their unique uniform with dark brown cowboy hats and short pants and usually conducting patrolling along the beaches of Indonesia especially in Bali.Tourism Personnel are Police members that are specially formed to carry out security duties for domestic and international tourists. Since the skills and basic abilities of tourism personnel are more specified to serving tourists they are trained specifically and are deployed in tourism objects all over Bali. Crime rates against tourists came down after the establishment of such a wing separately for tourists. Specific behavioral guidelines were issued for the knowledge of the tourists who visit the Indonesia. An advanced technology based security pattern is followed by the Indonesian Tourism Police with CCTVs and call centers in major destinations for the safety of the tourists.

4.4 Thailand

The Thailand National Police Department (TNPD), a subdivision of the Ministry of Interior is maintaining the national police force of Thailand which is otherwise known as the "**Royal Thai Police**". The primary responsibility of the force is the maintenance of public order through

enforcement of the kingdom's laws. All components of the police system were administered by the TNPD headquarters in Bangkok, which also provided technical support for law enforcement activities throughout the kingdom. The major operational units of the force were the Provincial Police, the Border Patrol Police (BPP), the Metropolitan Police, and smaller specialized units supervised by the Central Investigation Bureau.

Recently TNPD has constituted a special force of Tourist Police specifically for the service of tourists so that they have as little contact as possible with the ordinary police. Tourist police are uniformed personnel who lack police powers and are largely responsible for writing out reports for insurance companies for victims of theft. In more serious cases, they will translate reports to be passed on the normal police in Bangkok. Cross-cultural training programmes were organized for police personnel who deal with tourists. A considerable decrease in the crime rates against tourists was experienced after the establishment of such a wing. The study team has not come across any guidelines/charter so far for the knowledge of the tourists who visit Thailand.

4.5 Singapore

The Singapore Police Force functions with the strategies of Prevention, Deterrence and Detection to deal with terrorism and other public disorders. In order to achieve this, they apply the strategies of Prevention, Deterrence and Detection. The first strategy stops the criminal intent from being formed, while the second denies opportunities for the criminal act to be realised. The final strategy of Detection is a mitigating strategy that reduces the damage resulting from the crime. Even though Singapore does not have a separate force for the service of the tourists, the general police are well-known for their tourist-friendly behaviour. They are fair in their dealings with people, irrespective of their race, religion, gender, age, standing in life and irrespective of whether they are victims, suspects or convicts.

Police personnel deployed in tourist attractions are committed to provide a high standard of service to the tourist. The '999' is the Police emergency response. The police personnel are trained and instructed to attend the calls within 10 seconds, which is about 3 rings of the telephone. A tourist gets the service of a police officer within 15 minutes of the occurrence of the incident.

4.6 Sri Lanka

The vision of tourist police is to create a hassle free, secure, safe & memorable experience to all tourists with in Sri Lanka. Their mission is to build up confidence for the tourists regarding their safety in Sri Lanka. To entertain tourists & their complaints courteously, record complaints and implement necessary actions in a professional manner. Conducting

surveillances and gathering information regarding the misconducts done by the tourists and monitoring the dishonest organizations linked within the tourism trade. To associate with the tourist service providers and introducing safety measures for the tourists for their travel within Sri Lanka and Conducting awareness programs for the various sorts of the Tourist Service Providers in order to minimize issues which are being raised for better improvement of tourism in Sri Lanka.

The Tourist police personnel are provided with special khaki uniform and are deployed after proper training to deal with tourist. The training provided to them covers the following:

1) Training based on knowledge and attitude development including:
❖ Orientation of foreign languages
❖ Awareness of the law enforcement related to the tourism
❖ Awareness of following sectors in order to minimize practical issues – Immigration procedures, Existing custom procedures, Import-Export procedures

2) Training and awareness programs are organized for the tourist service providers in order to fulfill following aspects;
❖ To minimize frauds and deceitful acts over the service providing business
❖ Ensuring quality service to the expenditure borne by the tourist
❖ Enhancement of skills amongst those who engaged within the trade

4.7 United States of America

There is not a specific force dedicated for tourists in the US but they have an effective strategy in place for Working with the tourism industry and to identify and address crime-related concerns. Police representatives participate on tourism boards and work with hotel/motel, convention, and visitors' bureaus to understand tourism-related problems and concerns, and to develop joint crime prevention programs. Some of the key aspects of USA with respect to safety and security of tourist are discussed below

❖ To deal with crimes against tourists, the New Orleans and Orlando police departments have created special units with selected personnel specifically to protect tourists.Special Training is imparted to police and private security staff to recognize and address tourist-related safety concerns.
❖ Tourist victims usually will not return to their vacation spots to give testimony, as it is costly and time-consuming. On this backdrop, Hawaii has enacted a statute allowing crime victims to testify from their home via teleconferencing.
❖ In some tourist areas, property owners pay a special fee to support security and other services that increase the area's appeal and reduce safety risks to tourists.
❖ Some of the American countries have safety ambassadors for serving the tourists. The duties of the uniformed "safety ambassadors" include being the eyes and ears of the police, including serving as a police witness and filling out police reports when necessary; offering information and directions to pedestrians; reporting misconduct or suspicious

incidents to the police; responding appropriately to crises; being familiar with all events and tourist attractions.

❖ The American countries encourage hotels and motels to adopt practices that will reduce guest victimization such as installing electronic room locks that are changed after each guest checks out; providing safety deposit boxes; providing safety tips on website or in-house cable TV channel.

❖ Offering rewards for information leading to the arrest and conviction of those who commit serious crimes against tourists.

❖ The Florida legislature passed a law requiring that regular license plates be issued to replace the easily identifiable ones on rental vehicles, the county required that maps and directions be provided with every rented vehicle, and identifying stickers were removed from rental vehicles.

❖ Directional signs were installed, many in the airport areas, and tourism safety videos were shown on many inbound international flights to Florida

❖ The police officers in Florida were trained to contact lost or confused motorists, and give them an escort if necessary. They were also equipped with cell phones, maps, brochures, and other information in a variety of languages, to distribute as necessary.

❖ The Florida Government also established a tourist hotline, started a newsletter, and set up a 24-hour information counter in the airport

❖ The Government in US Encourage positive media contacts regarding the tourist police program and tourist safety, including having tourist officers take journalists on "ride-along"

❖ Developing means to inform travelers of the safest places to stay (for example, some cities have a crime free hotel/motel certification program that allows hotels/motels to qualify for special advertising based on their safety record).

❖ Unpaid or paid citizen patrols during peak tourist seasons supplement police presence. They help inform tourists and discourage offenders. They are conspicuously dressed, well informed about matters of concern to tourists, and have ready communication with police.

❖ The cities of Orlando and Miami have erected special highway signs that provide directions for visitors. The signs are placed along airport expressways near car rental companies

❖ The "Follow the Sun" project has involved the strategic placement of 400 new road signs bearing a tourist-friendly sunburst logo to help non-English-speaking visitors find their way.

4.8 Bangladesh

Tourist police system in Bangladesh is in its nascent stage. There is no separate uniform is allotted for the tourist police. Even though there does not exist any specific training programme to tourist police, the department imparts orientation programmes to these officers from time to time. The unit is tasked with the responsibilities of providing security to

the tourist and protecting all the tourist spot of the country. One of the foremost objectives is to improve the image of Bangladesh as a country of peace loving people to the outside World, and help develop the tourism industry to the fullness of each potentiality. The recent trends in the tourism of the country show positive signs of deployment of tourist police.

4.9 New Zealand

In New Zealand the safety and security of the tourist is ensured through a scheme called "Walk Wise". The scheme deploys trained civilian safety officers at all times in the city's central business district. The officers act as ambassadors and work closely with police, intervening in low-level disorder problems and reporting more-serious offending. The New Zealand Government has issued a code of conduct for the safety of the tourists and the same is available in the website of the tourism department as well as the police department.

4.10 South Korea

Recently, the Ministry of Culture, Sports and Tourism in South Korea began a new tourism police unit to deter common crimes against foreigners, such as overcharging by merchants and taxi drivers, and help tourists who believe they have been victimized. The unit is also meant to help improve South Korea's image and prevent visitors from returning to their home countries with stories about being mistreated. Police were recruited from the Seoul Metropolitan Police Agency based on their ability to speak English, Chinese or Japanese, and work in pairs that include one career police officer and one conscript completing his mandatory period of military service. The career police officers have the same capabilities as regular police, such as the right to detain and arrest suspects.

Officers in the force are not armed and are expected to summon regular police officers in the event of an emergency or serious crime. The outfits the tourist police wear have been designed especially by one of the costume designers for Psy's music video 'Gangnam style', which became the first video to reach one billion views on YouTube after going viral. The Korean Government has a toll free number for tourists to report travel problems, concerns and complaints.

4.11 Switzerland

Compared to most Europeans, the Swiss are law-abiding to a fault, rendering even the minimal police presence superfluous. There's only a small force of plain-clothes federal police, since most police duties are managed by the cantonal authorities, all of which maintain uniformed, armed police. Towns and cities also have their own armed police, operating in conjunction with the cantonal force. It's very rare one will even see a police officer in Switzerland, although one may come across one or two directing the traffic. There isn't any

specific tourist police service the general policing mechanism takes care of the crime against tourists.

4.12 Conclusion

Among the European nations the policing facilities provided by Ireland for tourists are the best in its class and among the Asian nations, the policing facilities provided by Malaysia for tourists are the best in its class. Though there is no specific provision for tourist policing but the general policing service in USA is well acquainted with tourist specific issues and hi-tech in nature and in the case of Singapore though there is no specific provision for tourist policing but the general policing service in Singapore is well trained and oriented in handling tourist specific issues.

CHAPTER V
DATA ANALYSIS OF THE STATES UNDER STUDY

5.1 : TOURIST

The demographic characteristics of the tourists from different states of India and countries coming to 14 states under study and participated as respondent are given in the annexure. The data was collected from 2754 nos. of tourists both national and international.

Table: 5.1: Demographic Profile of the Tourists (N=2754)

Category	Frequency				Total	Percent	Cumulative Percent
	Domestic	Percent	Foreign	Percent			
Age							
Below 25 yrs	722	34.96	241	34.98	963	35	35
25-40 years	1195	57.87	398	57.76	1593	57.8	92.9
41 - 60 yrs	104	5.04	35	5.08	139	5	97.9
Above 60 years	44	2.13	15	2.18	59	2.1	100.1
Total	**2066**	**100.00**	**688**	**100.00**	**2754**	**100**	

The below demographic profile table of the tourists shows that out of total number of respondents majority are married i.e. 1383 (50.40per cent) and 1295 (47.0 per cent) are unmarried and the rest of the respondents are 72 (2.6%) are other category.

Table: 5.2: Marital Status of Tourists

Category	Frequency				Frequency	Percent	Cumulative Percent
	Domestic	Percent	Foreign	Percent			
Marital Status							
Married	1041	50.39	346	50.29	1383	50.4	50.4
Single	971	47.00	324	47.09	1295	47	97.4
Others	54	2.61	18	2.62	72	2.6	100
Total	**2066**	**100**	**688**	**100**	**2754**	**100**	

Further, while analyzing the educational status of the tourists, it was found that majority of the respondents, i.e. 1485 (53.85%) are graduates, 32.61 % of the respondents are having PG & above qualification and very few have education up to matriculation (13.54%).

Table: 5.3: Educational Status of Tourists

Category	Frequency				Total	Percent	Cumulative Percent
	Domestic	Percent	Foreign	Percent			
Education							
Upto Matriculate	280	13.55	93	13.52	373	13.54	13.54
Graduate	1116	54.02	369	53.63	1485	53.85	67.39
PG & Above	670	32.43	226	32.85	896	32.61	100
Total	**2066**	**100**	**688**	**100**	**2754**	**100**	

Table: 5.4: Occupational Status of Tourists

Category	Frequency				Total	Percent	Cumulative Percent
	Domestic	Percent	Foreign	Percent			
Occupation							
Business	650	31.46	217	31.54	867	31.48	31.48
Other	178	8.62	59	8.58	237	8.6	40.08
Retired	86	4.16	28	4.07	114	4.14	44.22
Service	595	28.80	198	28.78	793	28.8	73
Student	557	26.96	186	27.03	743	27	100
Total	**2066**	**100**	**688**	**100**	**2754**	**100**	

The occupation of the majority of tourists is either business (31.48%) or service (28.80%) or student (27.0%).

Table: 5.5 Safety and Security at a Destination for making travel choice

Variables	Frequency	Percent	Cumulative Percent
No	385	14	14
Yes	2369	86	100
Total	**2754**	**100**	

Figure :5.1 Safety and Security at a Destination for making travel choice
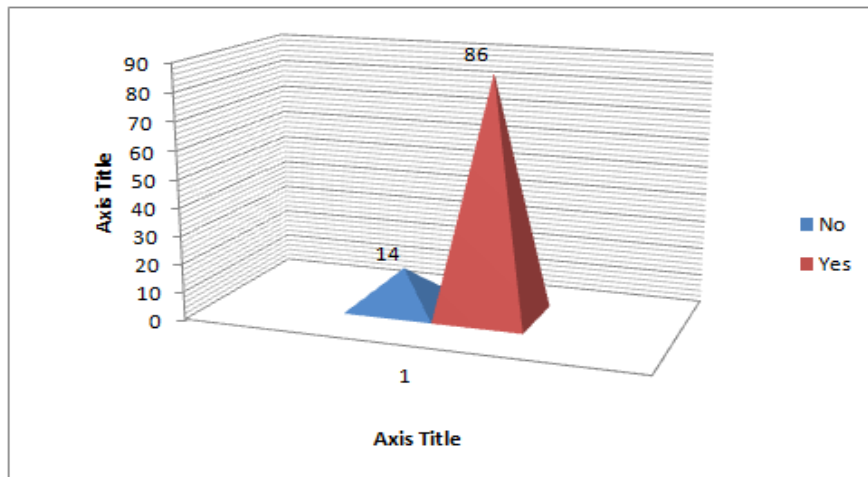
The above table and graph shows the extent to which safety and security acts as a determining factor for the choice of a destination. 86.0% of the tourists are of the opinion that security is the first preference while choosing a tourist destination

Table: 5.6 : Cancelled of tour due to security reasons

Variables	Frequency	Percent	Cumulative Percent
No	2199	79.85	79.85
Yes	555	20.15	100
Total	**2754**	**100**	

Figure: 5.2 : Cancelled of tour due to security reasons
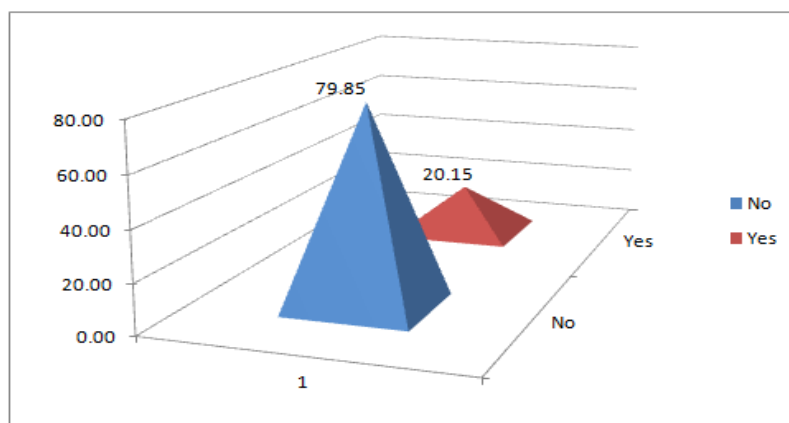
The above table and graph shows that only 20.15 per cent of tourists cancelled the scheduled tour due to security reasons.

Table: 5.7: Type of Security issues come across during the visit

Sr. No.	Variables	Frequency	%
1	Sexual harassment	242	9%
2	Fatal crimes	263	10%
3	Theft	572	21%
4	Rapes	145	5%
5	Manipulation of services/Cheating	1065	39%
6	Threatening and others	467	17%
	Total	2754	100%

Figure: 5.3 Type of Security issues come across during the visit
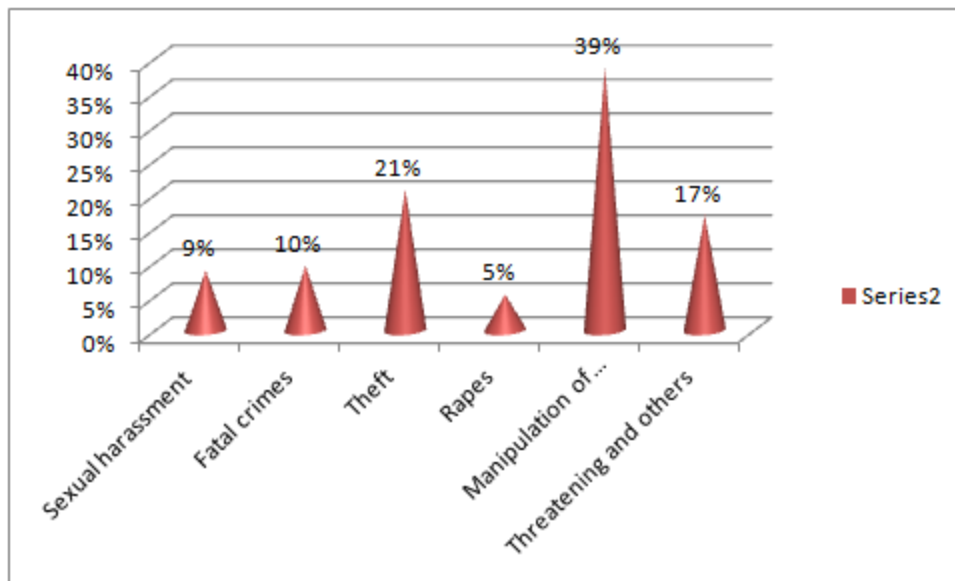
The above table and graph are plotted to clarify the nature of security issues faced by tourists while visiting different states of the country. Manipulation of services/cheating (39.0%) is in the top of the list which is followed by theft (21.0%). Then comes threatening (17.0%), sexual harassment (9.0%) and fatal crimes (10.0%).

Table:5.8 : Organization to be contacted in case of security threats

Variables	Frequency	Percent	Cumulative Percent
Yes	1265	45.93	45.93
No	1489	54.07	100.00
Total	**2754**	**100**	

Figure: 5.4- Organization to be contacted in case of security threats
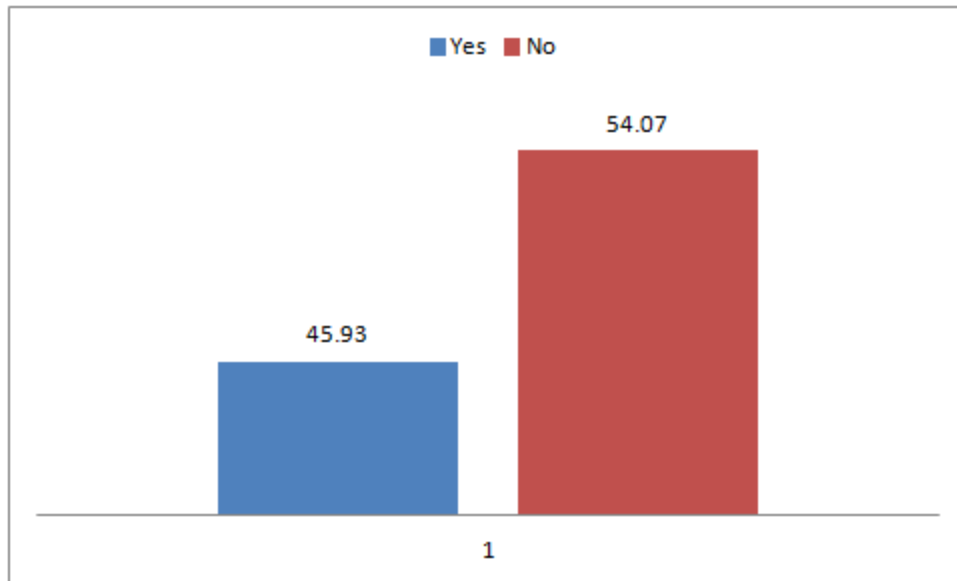
The above table and graph shows the degree of awareness of the tourists regarding the organizations to be contacted in case of any security threats/cheating and fraud cases/related issues. 54.07 per cent of them are not aware about such organizations whereas 45.93 per cent are recorded their response as "yes".

Table: 5.9 Source to gather information regarding safety enforcement establishments

Sr. No.	Variables	Frequency	%
1	Internet & websites	1479	54%
2	Information from brochures	725	26%
3	Information from service providers	311	11%
4	Embassies	150	5%
5	Charters published by home country	78	3%
6	Any other, please specify (Facebook, TV, Magazine, Friends)	11	0%
	Total	**2754**	**100%**

Figure: 5.5 Source to gather information regarding safety enforcement establishments
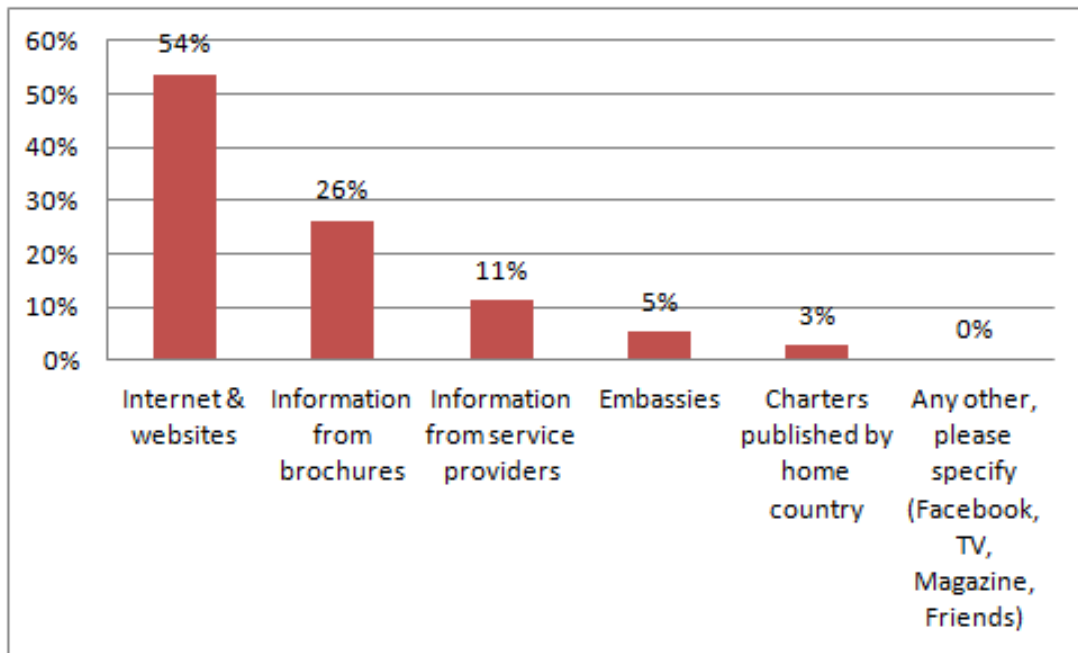
The above bar diagram represents the various sources from where the tourists gathered information regarding safety and security establishments in the destination. The majority of the tourists, i.e. 54.0% depend on internet for such information. 26. 0% relies on information gathered from brochures. Among the respondents, no one has gathered information from other sources facebook, TV, Magazine and friends

Table: 5.10 Expectation from the Police Authority during security threats

Sr. No.	Variables	Frequency	%
1	Immediate intervention to sort out the issues	1343	49%
2	Intervention & reassurance of security	839	30%
3	proactive measures for future security arrangements	391	14%
4	Keeping the higher authorities	181	7%
Total		**2754**	100%

Figure: 5.6: Expectation from the Police Authority during security threats
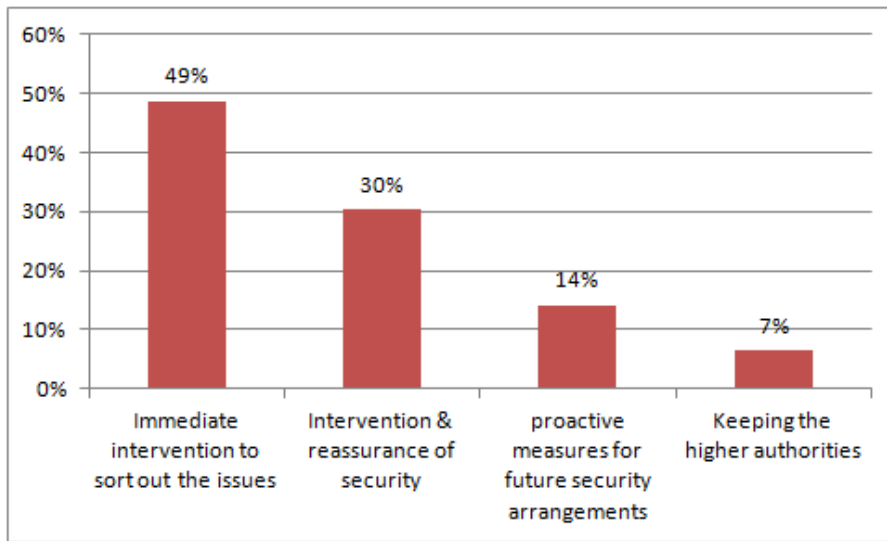
The above diagram explains the kind of intervention expected by the tourists from the police authority while some security issues are reported. 49.0 percent of them have opined for immediate intervention to sort out the issues. 30. 0 per cent expects intervention and reassurance of security.

Table:5.11 : Service encounter points

Variables	Rank1	Rank2	Rank3	Rank4	Rank5	Rank6
Hotels/restaurants/other hospitality establishments	**19%**	12%	9%	7%	11%	10%
Entry/exit of the state	**25%**	14%	10%	10%	7%	6%
Religious place	17%	26%	15%	10%	13%	5%
Monuments	12%	15%	28%	19%	14%	6%
Fair and Festival venues	12%	13%	18%	28%	15%	5%
Market areas	13%	17%	14%	14%	27%	7%
Other destinations	4%	4%	5%	11%	11%	61%
Total	100%	100%	100%	100%	100%	100%

The above table represents the ranking of service encounter points by the tourists in the order of their priority for more careful and effective security enforcement. The table reveals that highest preference is to entry/ exit points (25.0%) then comes hotels/ restaurants/ other hospitality establishments by (19.00 %).

Table: 5.12: Recognizing Tourist Police Easily

Variables	Frequency	Percent	Cumulative Percent
No	373	13.54	13.54
Yes	2381	86.46	100
Total	**2754**	**100.0**	

Figure: 5.7: Recognizing Tourist Police Easily
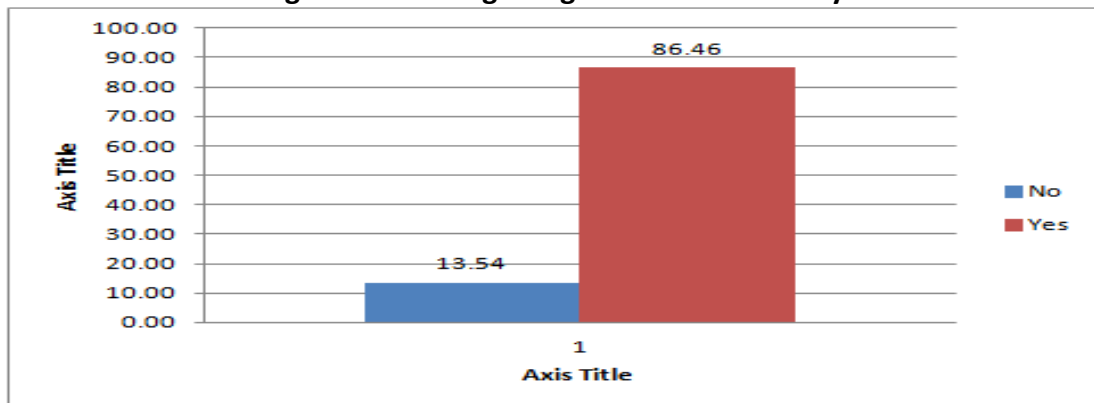
The above table and graph represent the response of the tourists to the question "whether tourism police should be easily recognizable?" 86.46% of the tourists responded positively towards the question.

Table:5.13 Dress code of the tourist police

Sr. No.	Variables	Frequency	%
2	Special uniform	2301	84%
3	General uniform	264	10%
4	Civil dress	189	7%
Total		2754	100%

Figure:5.8 Dress code of the tourist police
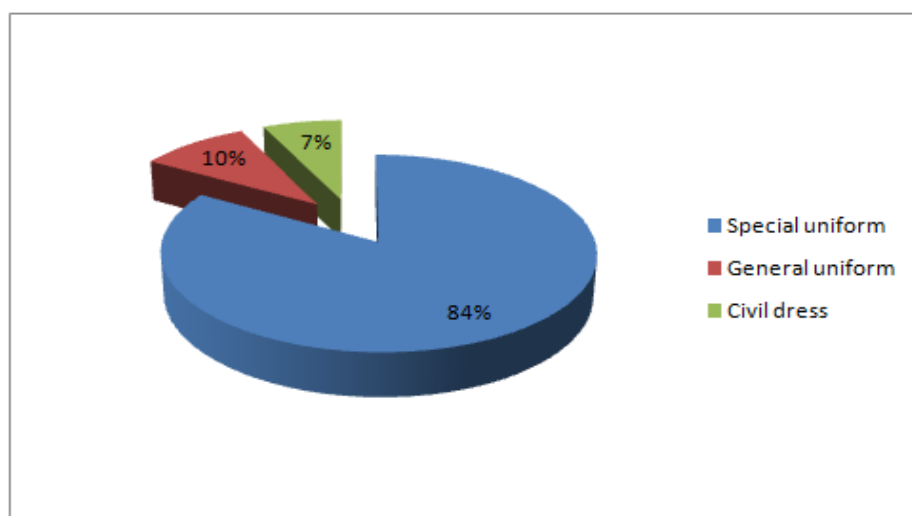
The above table and graph displays the response of the tourists regarding the dress code of the tourist police. The majority of the respondents (84.0%) suggest special uniform for the tourist police.

Table: 5.14 Time to enhance the security services

Sr. No.	Variables	Frequency	%
1	Day	309	11%
2	Late evening	273	10%
3	Night	559	20%
4	24X7	1613	59%
	Total	2754	100%

Figure: 5.9 Time to enhance the security services
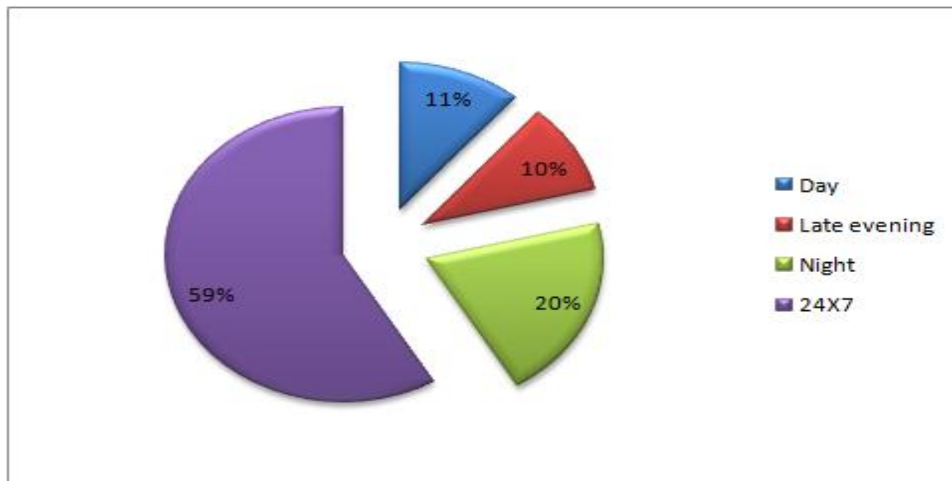
The above table and graph plot the opinion of the tourists regarding the time enhancement in the provision of security services. 59.0% of the tourists opined 24x7 hours service for well tackling of security issues.

5.2 .GOVERNMENT OFFICERS/ PLANNERS

The following table represents the demographic profile of the govt. Officers and planners from whom data has been gathered.

Table : 5.15:Year of Experience

Category	Frequency	Percent	Cumulative Percent
Yrs of experience			
Less than 10 yrs	34	28.10	28.10
11 - 20 ys	49	40.50	68.60
21 - 30 yrs	29	23.97	92.56
31 - 40 yrs	9	7.44	100.00
41 and more yrs	0	0.00	100.00
Total	121	100.00	

While analyzing it has been found that 40.50% of the officers from whom data has been collected are having 11 to 20 years of experience in their respective job.

Table: 5.16- Requirement of Tourist Policing System.

Variables	Frequency	Percent	Cumulative Percent
Yes	90	74.4	74.4
No	31	25.6	100.0
Total	**121**	**100.0**	

Figure: 5.10Requirement of Tourist Policing System.
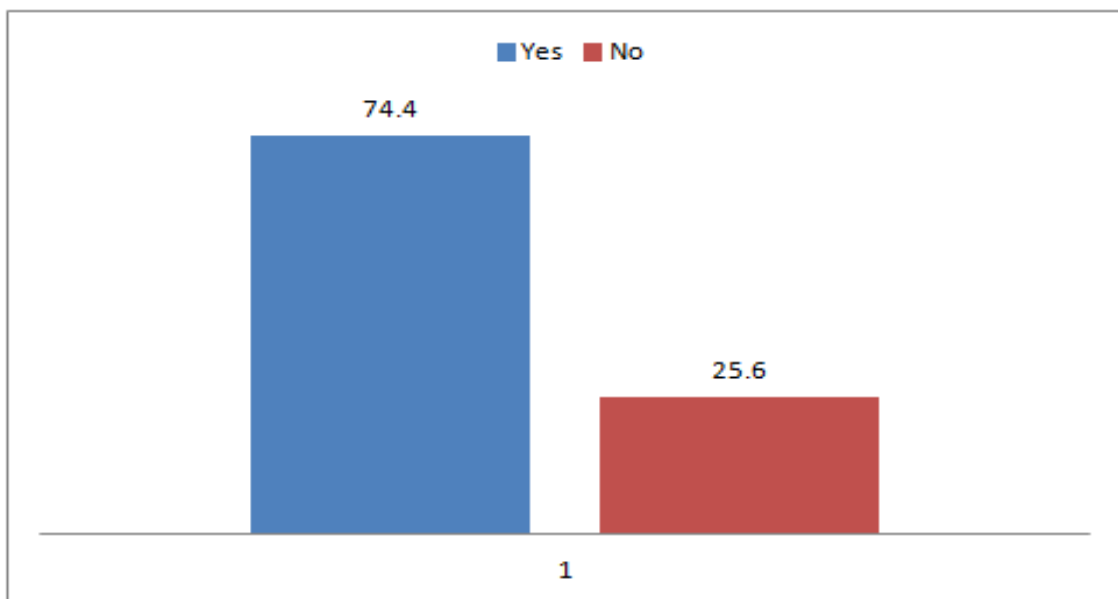
The above table and graph shows the response of the government officers to the question "whether a tourist policing system is required in the state to curb the crime rate against tourists"? About74. 40% of the officials opined that there exists the need for such a system in one or another form in their state/union territory.

Table:5.17 Deployed of Policeat tourist attraction

Variables	Frequency	Percent	Cumulative Percent
Yes	84	69.4	69.4
No	37	30.6	100.0
Total	**121**	**100.0**	

Figure: 5.11 Deployed of Police at tourist attraction
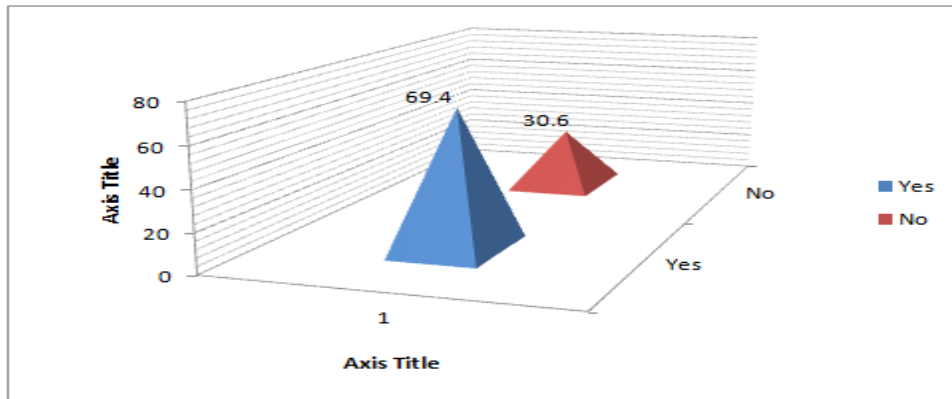
The above table and chart shows the status of tourist police deployment in the states and union territories under the study. The response reveals that majority of the states and union territories (69.40%) deployed one or other form of tourist police in different tourist places.

Table: 5.18 Type of Tourist Police

Variables	Frequency	Percent	Cumulative Percent
Dedicated pool	72	59.5	59.5
Rotational pool	49	40.5	100.0
Total	**121**	**100.0**	

Figure: 5. 12 Type of Tourist Police
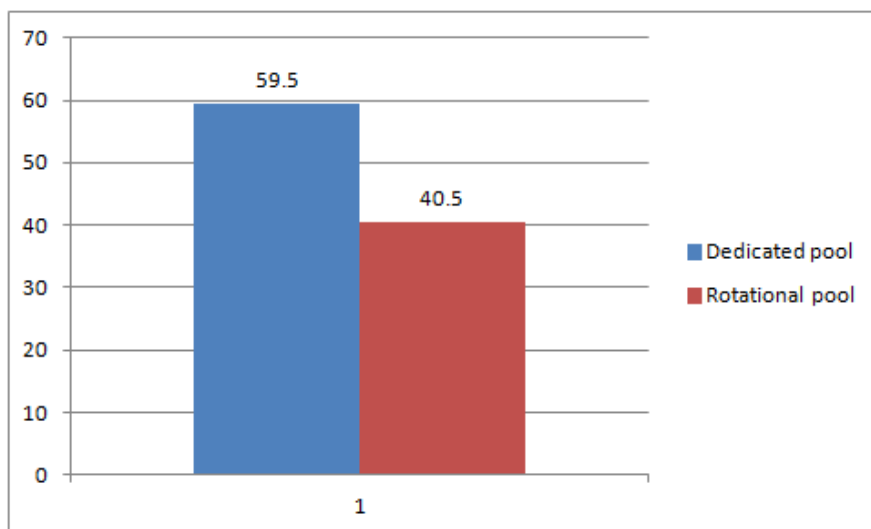
The analysis of the above table and graph reveal that 59.5% of the government officials told that there exists a dedicated pool of tourist police in their states/union territories where as 40.5% responded that they are following rotational pooling system.

Table: 5.19 Need of Training programme for improvement of efficiency.

Variables	Frequency	Percent	Cumulative Percent
Strongly Agree	80	66.60	66.60
Agree	31	25.60	91.77
Neutral	10	8.33	100.0
Total	**121**	**100.0**	

Figure: 5.13 Need of Training programme for improvement of efficiency.
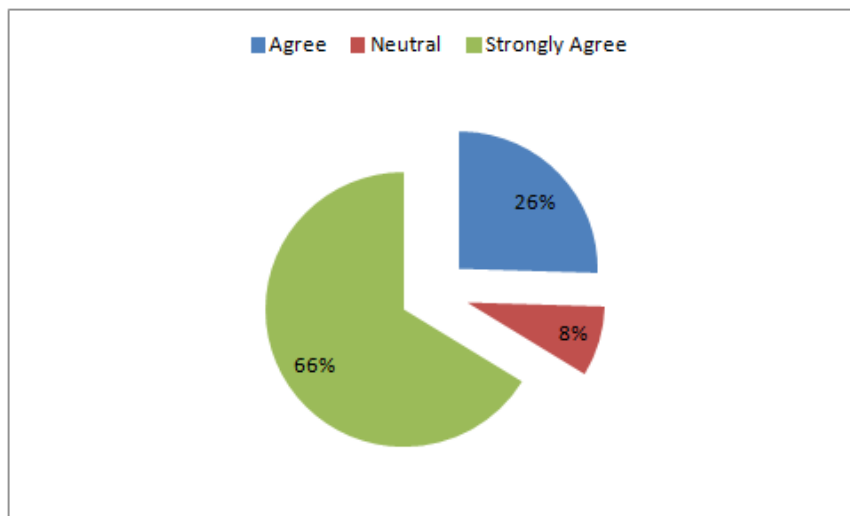
During the survey with the government officials, 66.0% of them strongly agree to the statement that "training programme improves the efficiency of the tourist police"

Table: 5.20 Need of Tourist Policing System to reduce crime rates at tourist destination

Variables	Frequency	Percent	Cumulative Percent
19-0%	11	9.1	9.1
49-20%	7	5.8	14.9
69-50%	19	15.7	30.6
99-70%	53	42.1	72.7
100%	31	26.15	100.0
Total	**121**	**100.0**	

Figure:5.14 Need of Tourist Policing System to reduce crime rates at tourist destination
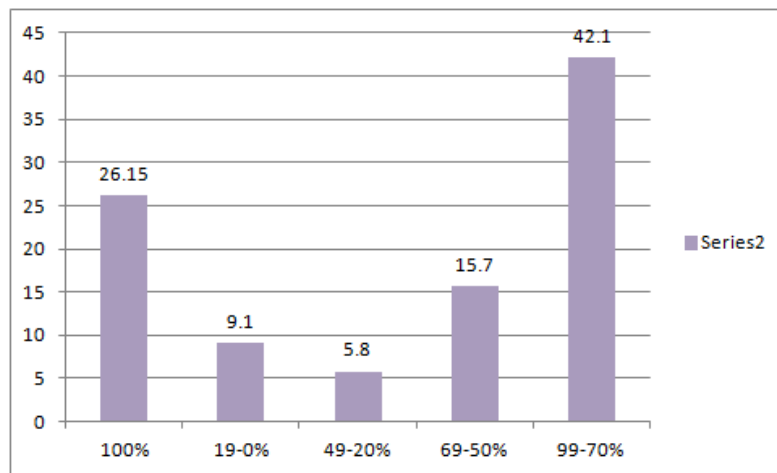
The above table and graph shows the response of the government officials regarding the extent to which crime rates can be reduced after the deployment of tourist police. As per the response, 42.1% of them are of the opinion that crimes rates can be reduced more than 70% through deployment of tourist police.

Table: 5.21- Availability of Grievance redressal center for the tourists

Variables	Frequency	Percent	Cumulative Percent
Yes	70	57.85	57.85
No	51	42.15	100
Total	**121**	**100**	

Figure: 5.15 Availability of Grievance redressal center for the tourists
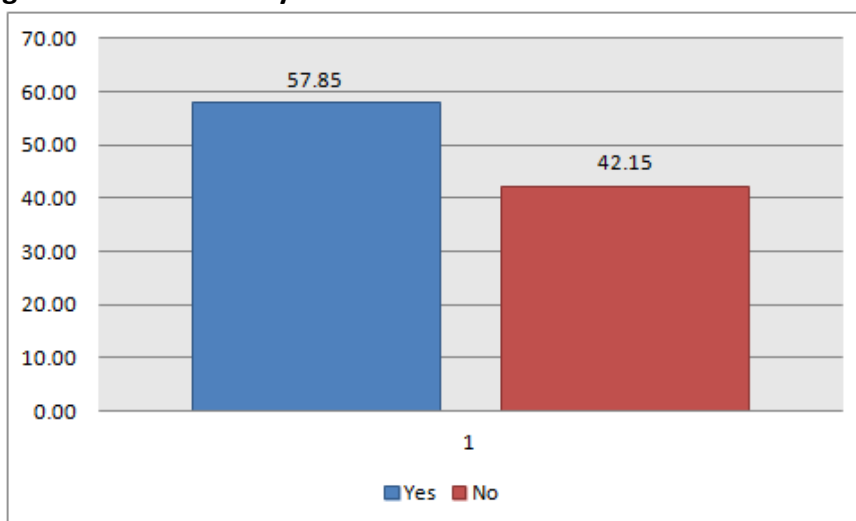
When the respondents are asked whether in their place is having a grievance redressal center for the tourists, 57.85% recorded their response as yes and 42.15% recorded their response as No.

Table: 5.22 Need of grievance redressal Cell for Tourist

Variables	Frequency	Percent	Cumulative Percent
Strongly Agree	72	59.50	59.50
Agree	34	28.10	87.60
Neutral	9	7.44	95.04
Disagree	6	4.96	100.00
Total	**121**	**100**	

Figure: 5.16 Need of grievance redressal Cell for Tourist
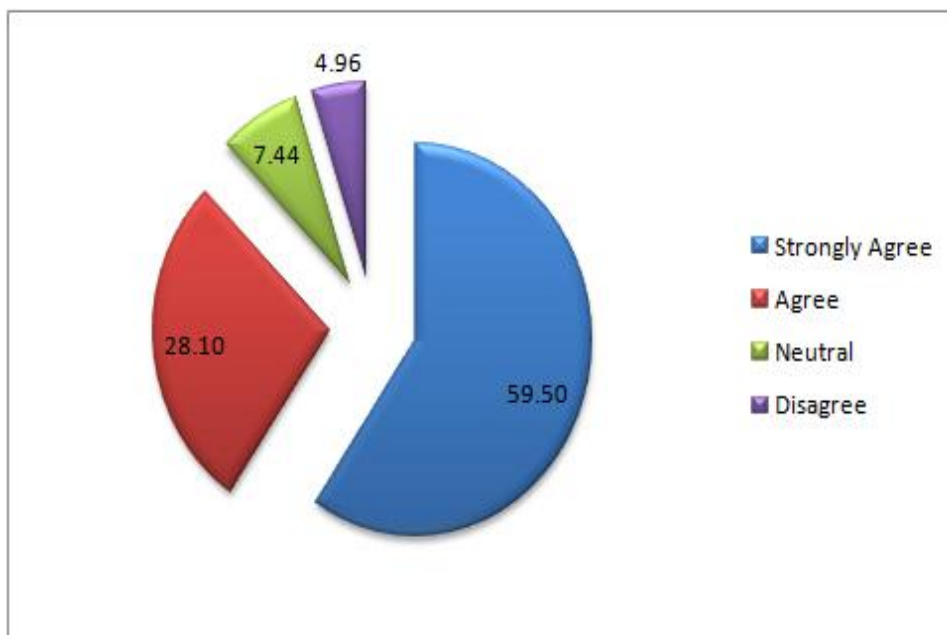
The above table and graph shows the response of the respondents regarding their agreement to the need of establishing grievance redressal cell in their jurisdiction. 59.50% of them strongly agreed with the statement.

Table: 5.23 Availability of Toll free number to help tourists

Variables	Frequency	Percent	Cumulative Percent
Yes	76	62.81	62.81
No	45	37.19	100
Total	**121**	**100**	

Figure: 5.17: Availability of Toll free number to help tourists
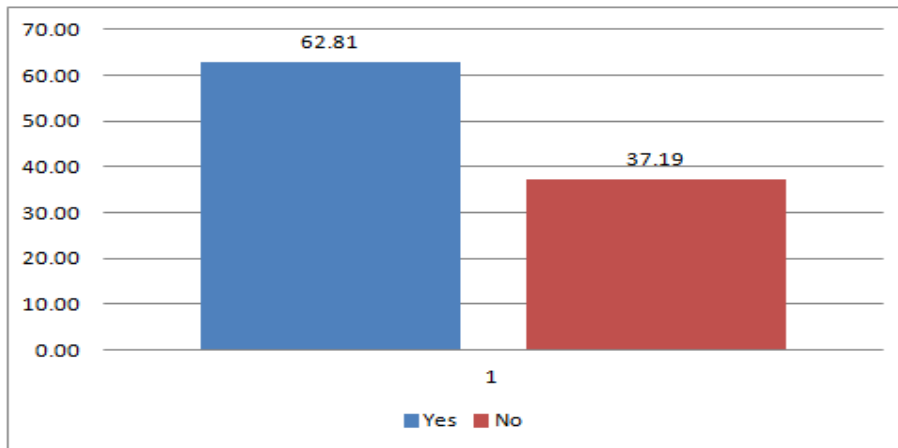
The above tables and graph reveals that 62. 81% of the respondents recorded their response as yes when asked whether they have a toll free number to help tourists.

Table: 5.24 : Need of Toll Free number to Reduce crime against tourist.

Variables	Frequency	Percent	Cumulative Percent
Strongly Agree	64	52.89	52.89
Agree	43	35.54	88.43
Neutral	9	7.44	95.87
Disagree	5	4.13	100.00
Total	**121**	**100**	

Figure: 5.18Need of Toll Free number to Reduce crime against tourist.
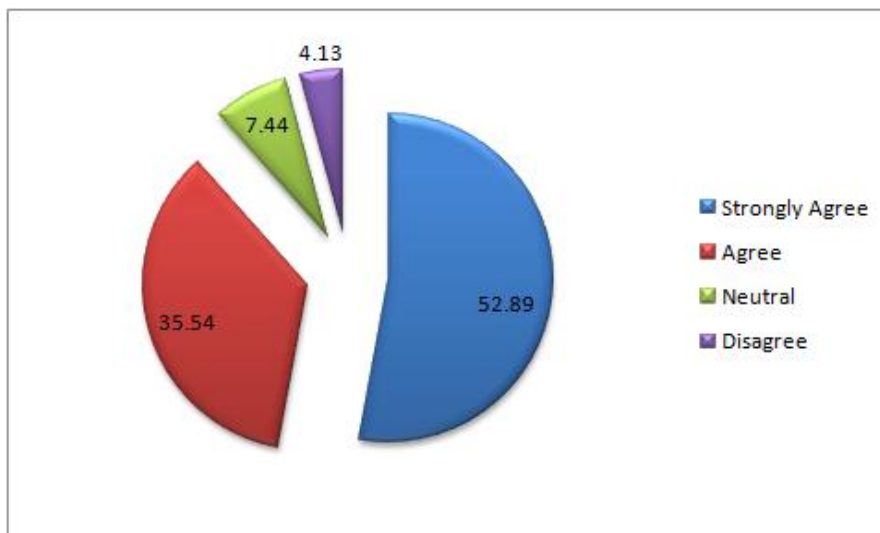
During the analysis, it has been found that 52.89% of the respondents strongly agreed that the existence of a toll free number which is dedicated to the service of the tourists can reduce the crime rates.

Table: 5.25- Issue of Security Guidelines for the knowledge of the tourists

Variables	Frequency	Percent	Cumulative Percent
Yes	81	66.94	66.94
No	40	33.06	100
Total	**121**	**100**	

Figure: 5.19: Issue of Security Guidelines for the knowledge of the tourists
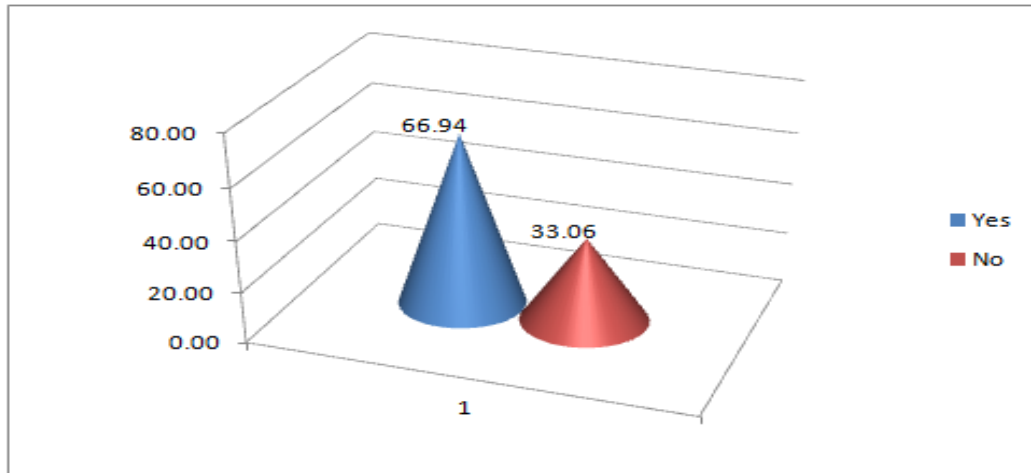
The above table and graph represents the guidance and carter for the knowledge of the tourists. The table reveals positive response i.e. yes to 66.94% and no to 33.06%.

Table:5.26 Job responsibility of tourist police

Variables	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	Total
Protection	44%	34%	1%	1%	19%	100%
Providing Information	35%	43%	5%	1%	16%	100%
Redressal	28%	41%	12%	1%	17%	100%
Patrolling	35%	30%	17%	5%	13%	100%
Enforcement	42%	36%	13%	0%	9%	100%
Job Responsibility	33%	67%	0%	0%	0%	100%

The above table and graph shows the response of the officials when asked about the job responsibility of the tourist police deployed in their state. The respondents recorded their responses ranging from strongly agree to strongly disagree against each parameters. Providing protection is strongly agreed by 44%, providing information is strongly agreed by 35%, redressal of grievance is strongly agreed by 28%, patrolling at tourist attractions is strongly agreed by 35% and enforcement of precautionary measures is strongly agreed by 42%.

5.3 : TOURIST POLICE

The following table describes the demographic profile of the 255 numbers of tourist police in different states of India. The sample covers 14 different states of India. 245 (96.10%) of respondents are males and 10 (3.9%) of them are females. The designation of the maximum of the respondents ranges from Commissioner of Police to constable. Maximum of the respondents are having about 10 years of experience.

Table: 5.27 Gender of the police

Variables	Frequency	Percent	Cumulative Percent
Gender			
Female	10	3.9	3.9
Male	245	96.1	100.0
Total	255	100.0	

Table: 5.28 Experience in Policing System

Variables	Frequency	Percent	Cumulative Percent
Yrs. of Experience			
less than 10 yrs	130	50.98	50.98
11 - 20 yrs	59	23.14	74.12
21 - 30 yrs	53	20.78	94.90
31 - 40 yrs	11	4.31	99.22
41 and more	2	0.78	100.00
Total	255	100	

Also, the table reveals that maximum of police personnel belongs to the category of general police deployed in tourist centres.

Table:5.29 Undertaken any training before Deployment

Variables	Frequency	Percent	Cumulative Percent
Yes	72	28.24	28.24
No	183	71.76	100
Total	255	100	

Figure:5.20 Undertaken any training before Deployment
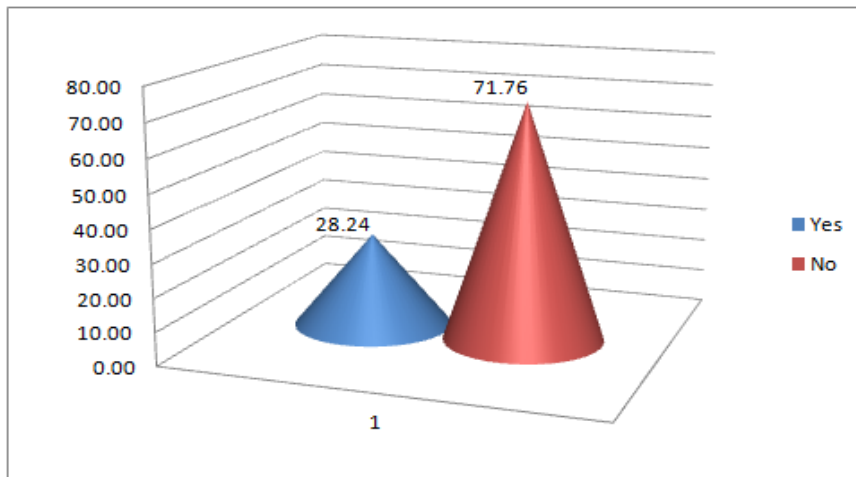
The above table and graph plot the responses of the tourist police when asked whether they have undergone any kind of training before deployment. Maximum of them (71.76%) responded negatively.

Table: 5.30 Duration of training

Variables	Frequency	Percent	Cumulative Percent
1 Day	151	59.22	59.22
2 - 4 days	53	20.78	80.00
5 - 7 days	38	14.90	94.90
More than 7 days	13	5.10	100.00
Total	**255**	**100**	

Figure: 5.21 Duration of training
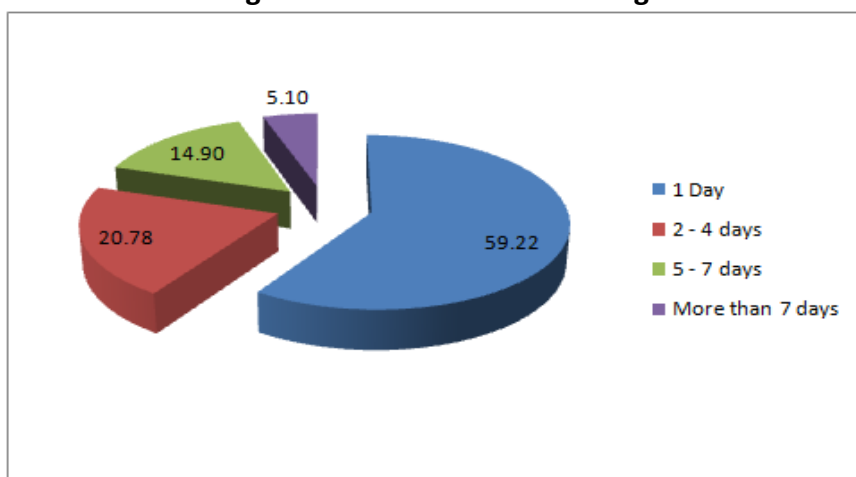
The above table and graph recorded the duration of the training programme attended by the tourist police. Out of the 28.24% of the respondents who have undergone training before deployment, only 5.10 % have undergone the same for more than 7 days where as the majority i.e. 59.22% were provided with one day training.

Table: 5.31 Module of Training programme

Variables	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Total
Behavioural/ attitude training	**35%**	30%	11%	10%	15%	100%
Law enforcement training	28%	25%	24%	14%	9%	100%
Inter-personal training	33%	25%	23%	13%	6%	100%
Cross-cultural training	**34%**	31%	15%	8%	12%	100%
Skill development training	25%	27%	25%	15%	8%	100%

When the tourist police were asked to rank the types of training needed for them in the order of effectiveness, the majority (35%) ranked behavioral/attitude training as the most. Skill development training is the least ranked (25%) in the list.

Table: 5.32 Rating the service of Tourists police

Variables	Frequency	Percent	Cumulative Percent
Excellent	56	21.96	21.96
Very Good	66	25.88	47.84
Good	44	17.25	65.09
Average	36	14.12	79.21
Poor	53	20.78	100.00
Total	**255**	**100**	

Figure: 5.22Rating the service of Tourists police
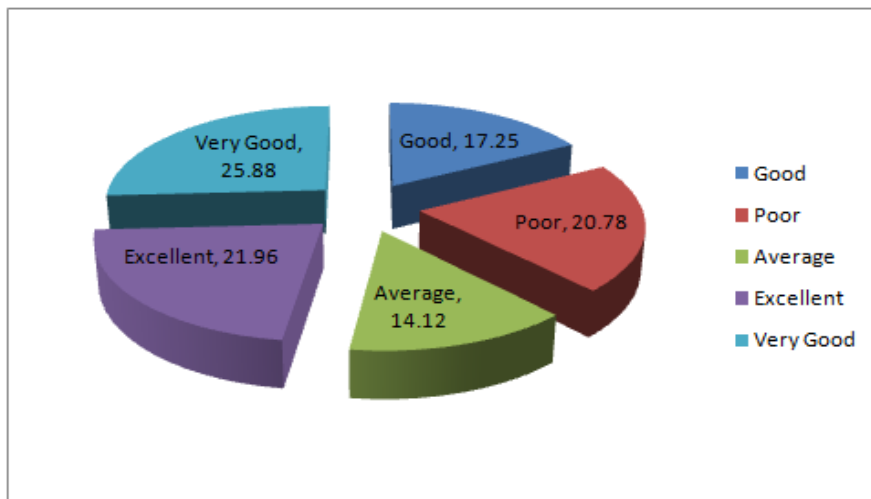
The above table and graph shows the response of the tourist police regarding the extent to which their services have been rated by the tourists. 25.88% of the respondents opined that their services have been rated by the tourists as very good. 21.96% of them claim that they had excellent response from the tourist whom they served.

Table: 5.33 : Reporting of security issues by tourist

Variables	Rank1	Rank 2	Rank3	Rank4	Rank5	Rank6	Total
Sexual Harassment	3%	7%	9%	13%	18%	50%	100%
Fatal Crimes	**20%**	14%	15%	16%	14%	21%	100%
Theft	13%	5%	10%	3%	19%	51%	100%
Rapes	17%	13%	18%	12%	18%	22%	100%
Manipulation of services/Cheating	8%	21%	14%	14%	17%	27%	100%
Threatening and others	**21%**	15%	17%	15%	20%	12%	100%

The above figures shows the ranking of different types of security issues reported to tourist police. 21% ranked threatening as the most where as 20% ranked fatal crimes as the most.

Table: 5.34 Place of occurrence of crime

Variables	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Total
Tourist Attraction	13%	20%	20%	18%	29%	100%
Hotel and other accommodation units	17%	21%	30%	19%	13%	100%
Market areas	9%	18%	14%	24%	35%	100%
Entry/exit of the state	**22%**	14%	17%	26%	21%	100%
Dealing with touts/local vendors/unauthorized service providers	**21%**	31%	14%	14%	19%	100%

The above table and graph shows the ranking of different encounter points where the tourists are subjected to incidence of crime. 22% of the respondents ranked entry/exit points as the most where as 21% ranked "dealing with touts/local vendors/unauthorized service providers" as the most.

Table: 5.35 Expectation of tourist from police personnel

Variables	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Total
Individual and one to one attention	**43%**	27%	17%	8%	4%	100%
Tourist friendly service	**31%**	22%	21%	16%	9%	100%
Time bound resolution	27%	24%	22%	15%	13%	100%
Language proficiency	31%	30%	13%	14%	11%	100%
Easily recognizable in dedicated uniform	25%	30%	21%	15%	9%	100%

The above table explicates the response of the tourist police regarding the expectations from the part of the tourists while they deal with the police personnel. From among the given factors 43% of the respondents ranked "individual and one to one attention" as the most where as 31% of the respondents ranked "tourist friendly service" as the most.

Table: 5.36 Availability of Toll free number to help tourists

Variables	Frequency	Percent	Cumulative Percent
Yes	176	69	69
No	79	31	100
Total	**255**	**100**	

The above tables reveals that 69% of the respondents recorded their response as yes when asked whether they have a toll free number to help tourists.

Table: 5.37 : Need of Toll Free number to Reduce crime against tourist.

Variables	Frequency	Percent	Cumulative Percent
Strongly Agree	153	60	60
Agree	82	32.15	92.15
Neutral	12	4.70	96.85
Disagree	8	3.15	100.00
Total	**255**	**100**	

During the analysis, it has been found that 60% of the respondents strongly agreed that the existence of a toll free number which is dedicated to the service of the tourists can reduce the crime rates.

Table: 5.38: Popularization of Toll Free number among tourists for awareness

sr. No.	Variables	Frequency	%
1	Website	125	49%
2	Publicity in public transport/tickets/vouchers/brochures	98	38%
3	Advertisement/hoardings/brand ambassadors	16	6%
4	Travel Mart/events/road shows	8	3%
5	Through service providers	8	3%
	Total	**255**	**100%**

Figure: 5.23 Popularization of Toll Free number among tourists for awareness
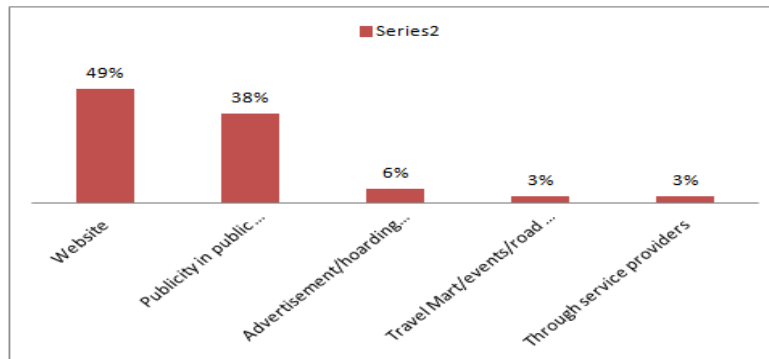
The above bar diagram indicates the response of the tourist police as to how the toll free numbers can be popularized among the tourists. 49.0% of them opined that website is the most appropriate medium through which it can be promoted among the tourists. Another 38.0% of them favored publicity in public transport/tickets/vouchers/brochures.

Table:5.39: Departmental support to discharge the duties

Variables	Frequency	Percent	Cumulative Percent
Excellent	34	13.33	13.33
Very Good	37	14.51	27.84
Good	79	30.98	58.82
Average	85	33.33	92.15
Poor	20	7.84	100.00
Total	**255**	**100**	

Figure: 5.24 Departmental support to discharge the duties
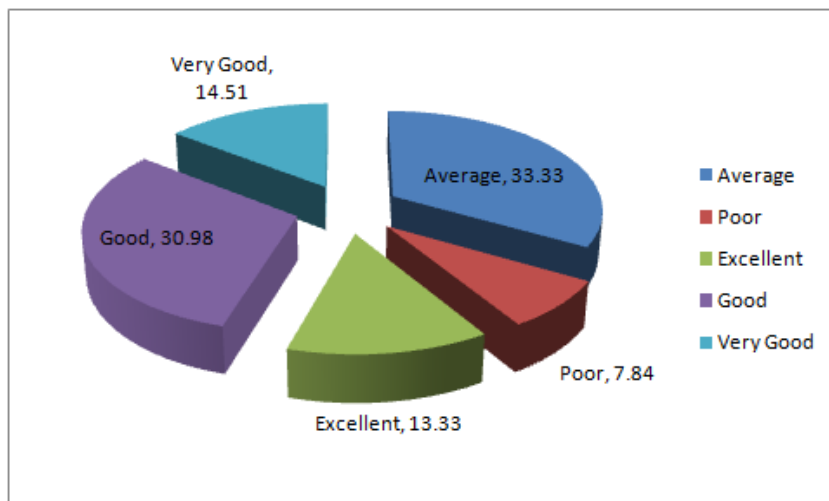
The above chart and diagram represents the response of the tourist police when they are asked to rate the departmental and governmental support they are getting in discharging their duty. It is found that 33.33% of the respondents rated it as average where as another 30.98% rated it as good.

5.4 : TOUR OPERATORS

The following table shows the profile of the tour operators in different states of India from whom data has been collected. The area of operation of the respondents is tour operation and travel agency.

Table: 5.40 Year of experience of the (N=592)

Category	Frequency	Percent	Cumulative Percent
Yrs of experience			
Less than 10 yrs	319	52.55	52.55
11 - 20 ys	163	26.85	79.41
21 - 30 yrs	105	17.30	96.71
31 - 40 yrs	7	1.15	97.86
41 - 50 yrs	4	0.66	98.52
51 and more yrs	9	1.48	100.00
Total	**607**	**100**	

Table: 5.41 Percentage of different categories of service providers participated

Category	Frequency	Percent	Cumulative Percent
Area of Operation			
Travel Agency	159	26.19	26.19
Tour Operation	179	29.49	55.68
Tour guide	102	16.80	72.49
Both Tour operation and Travel agency	108	17.79	90.28
Handicrafts	4	0.66	90.94
Taxi drivers	55	9.06	100.00
Total	**607**	**100**	

Table: 5.42 Range of operation

Category	Frequency	Percent	Cumulative Percent
Range of Operation			
All	52	8.57	8.57
Domestic	227	37.40	45.96
Inbound	239	39.37	85.34
Outbound	50	8.24	93.57
Inbound, Outbound	39	6.43	100.00
Total	**607**	**100**	

Further, the profile of the tour operators says that the range of operation of most of them are confined to domestic i.e. 37.40 % and inbound i.e. 39.37%.

Table: 5.43 Govt. support to provide safety and security to tourist

Variables	Frequency	Percent	Cumulative Percent
Yes	424	69.85	69.85
No	183	30.15	100
Total	607	100.0	

Figure: 5.25 Govt. support to provide safety and security to tourist
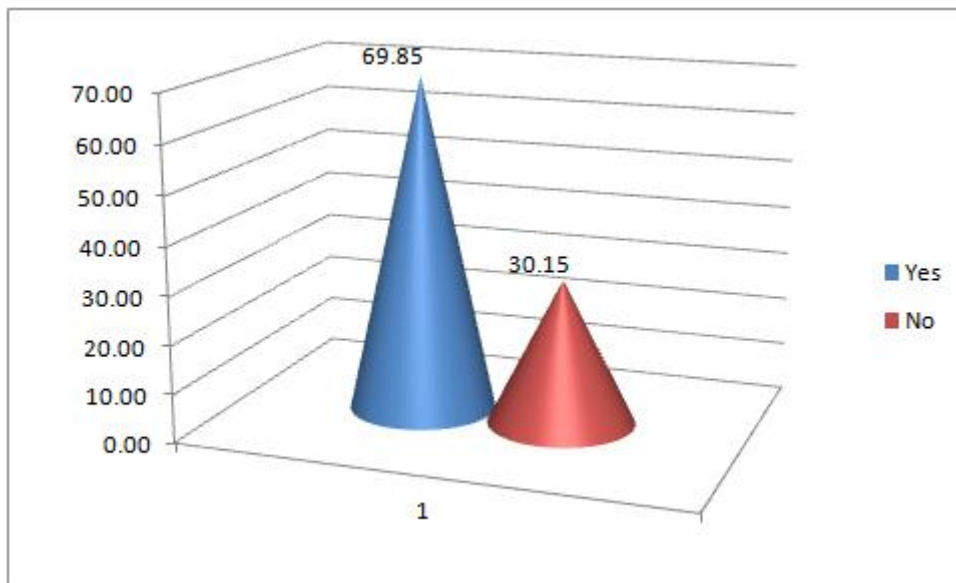
The above chart and diagram represents the response of the tour operators/travel agents/other service providers when they are asked whether they are getting departmental and governmental support in maintaining the safety and security of tourists in their range of operation. The majority of the respondents (69.85%) recorded their responses positively.

Table: 5.44 Support of police in case of crime faced by tourist

Variables	Frequency	Percent	Cumulative Percent
Yes	434	71.50	71.50
No	173	28.50	100
Total	607	100	

Figure: 5.26 Support of police in case of crime faced by tourist
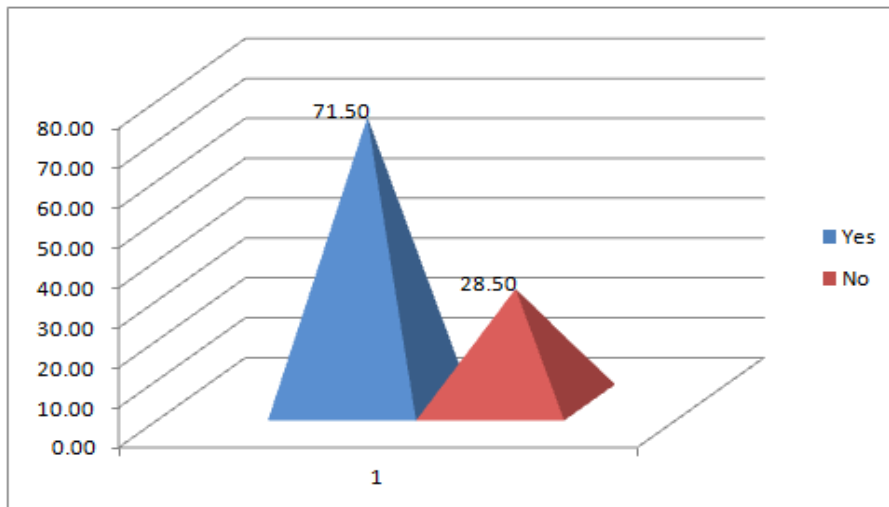
The analysis of the above bar diagram reveals that 71.50% of the respondents availed the service of tourist police/general police in the event of a crime or similar situation faced by their client.

Table: 5.45 Managing the emergency situation by Tourist Police

Variables	Frequency	Percent	Cumulative Percent
Excellent	36	5.93	5.93
Very good	169	27.84	33.77
Good	199	32.78	66.56
Average	154	25.37	91.93
Poor	49	8.07	100.00
Total	**607**	**100**	

Figure: 5.27 Managing the emergency situation by Tourist Police
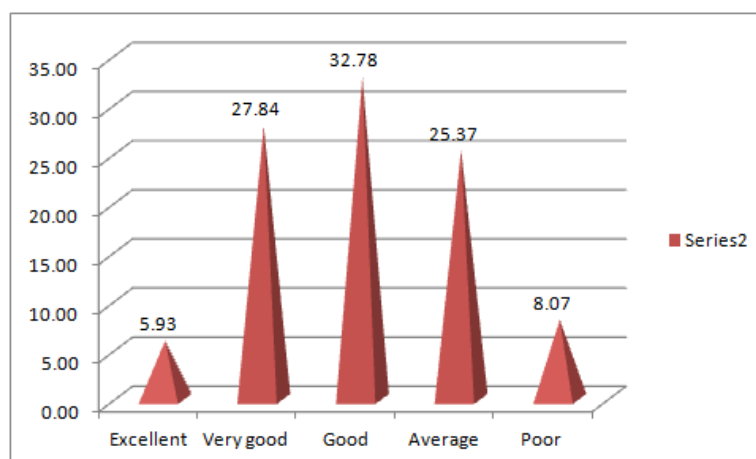
The above graphs shows the result of the rating done by service providers as to how the tourist police/general police render their services in tackling the emergency situation. It has been found that 32.78% of them rated it as good where as 27.84% of them rated it as very good

Table: 5.46 Crime against tourist in case of introduce of tourist police

Variables	Frequency	Percent	Cumulative Percent
100%	29	4.8	4.8
99-70%	182	30	34.8
69-50%	260	42.8	77.6
49-20%	87	14.3	91.9
19-0%	49	8.1	100
Total	607	100	

Figure: 5.28 Crime against tourist in case of introduce of tourist police
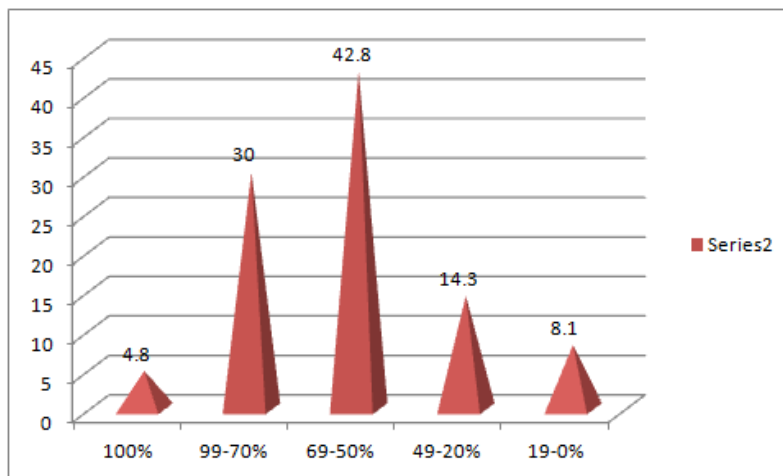
The above table and graph shows the response of the tour operators and other service providers regarding the extent to which crime rates can be reduced after the deployment of tourist police. As per the response, 42.80% of them are of the opinion that crimes rates can be reduced in between 69% and 50% through deployment of tourist police.

Table: 5.47 Managing security threats in case faced by tourist

Sr. No.	Variables	Frequency	%
1	Resolve yourself to the extent possible	175	29%
2	Immediately Report to police	228	38%
3	Report to police if necessary	172	28%
4	Send your client to police station	27	4%
5	Any other	5	1%
	Total	607	100%

Figure: 5.29 Managing security threats in case faced by tourist
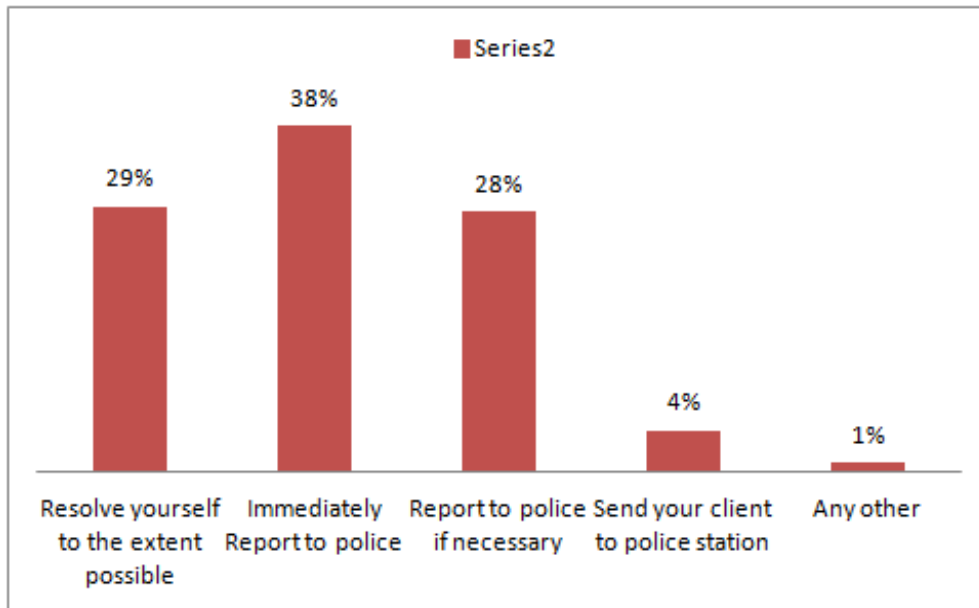
The above table highlights the responses gathered from the tour operators when they are asked about the different ways by which they tackle the security threats/cheating and fraud cases. The response says that 38.0% prefer immediately reporting to police; 29.0% tries to resolve the issue themselves and 28.0% of them prefer reporting to police provided if it is necessary.

Table: 5.48 Frequency of occurrence of different security threats which reported by tourist

Particulars	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Total
Sexual Harassment	**16%**	18%	0%	26%	16%	23%	100%
Fatal Crimes	8%	12%	14%	20%	11%	35%	100%
Theft	**25%**	17%	1%	18%	20%	19%	100%
Rapes	8%	9%	13%	15%	14%	42%	100%
Manipulation of services/Cheating/ Cheating	**16%**	14%	11%	14%	18%	28%	100%
Threatening and others	12%	15%	12%	15%	15%	32%	100%

The above chart summarizes the response of the tour operators when they are asked to rank the nature of security issues in the order of frequency of occurrence which are generally reported by their clients. 25% of the respondents ranked theft as the most. 16% of them ranked manipulation of services/cheating as the most. Another 16% ranked sexual harassment as the most.

5.5 HOTELS/ RESTAURANTS AND OTHER SERVICE PROVIDERS

The following table describes the demographic profile of the hotels/ restaurants and other service providers in different states of India. Regarding the years of experience, maximum of the respondents are having 5 to 10 years of experience.

Table: 5.49 Year of experience in the field

Category	Frequency	Percent	Cumulative Percent
Yrs of experience			
Less than 10 yrs	290	53.41	53.41
11 - 20 ys	196	36.10	89.50
21 - 30 yrs	43	7.92	97.42
31 - 40 yrs	9	1.66	99.08
41 - 50 yrs	3	0.55	99.63
51 and more yrs	2	0.37	100.00
Total	**543**	**100**	

Table : 5.50 : Percentage of different categories of hospitality establishments participated

Category	Frequency	Percent	Cumulative Percent
Classified Hotels	254	46.78	46.78
ClassifiedResort	180	33.15	79.93
Classified Restaurants	65	11.97	91.90
Licensed guest house	6	1.10	93.00
Beach Shack	8	1.47	94.48
Budget lodge	5	0.92	95.40
Graded Home stay	5	0.92	96.32
Approved Houseboat	6	1.10	97.42
Non classified others	16	2.95	100.00
Total	**543**	**100**	

Table : 5.51 Range of operation

Category	Frequency	Percent	Cumulative Percent
Range of Operation			
Regional	159	29.28	29.28
National	205	37.75	67.03
International	106	19.52	86.55
Interstate& intra state	73	13.44	100
Total	**543**	**100**	

The range of operation of most of the establishment is either regional or national level or international level. Maximum of the respondents are from classified hotels and resorts.

Table: 5.52   Departmental support in maintaining safety and security

Particulars	Frequency	Percent	Cumulative Percent
Yes	342	62.98	62.98
No	201	37.02	100
Total	**543**	**100**	

Figure : 5.30   Departmental support in maintaining safety and security
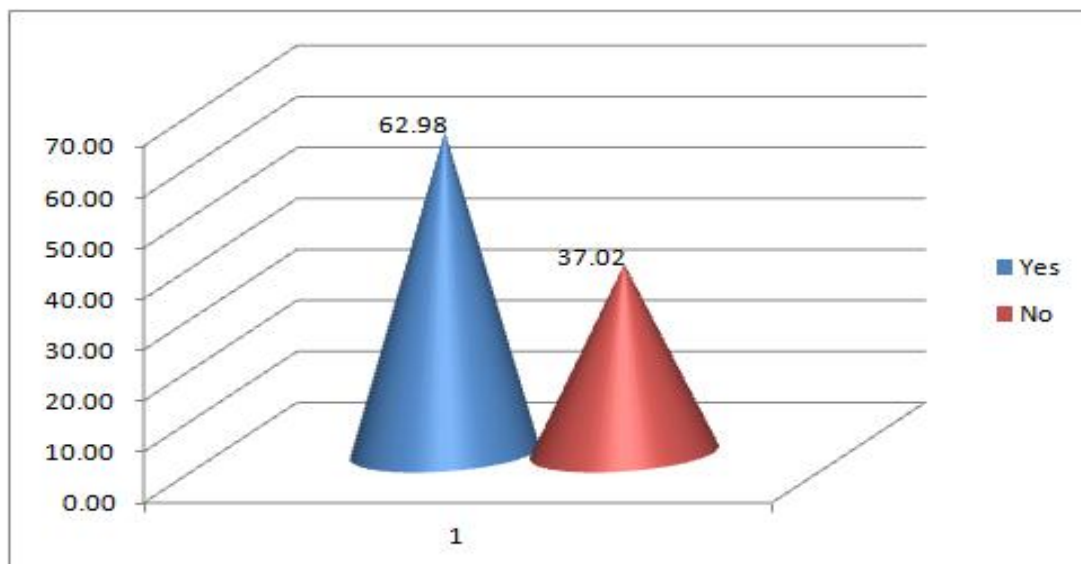
The above chart and diagram represents the response of the hotels/restaurants/other establishments when they are asked whether they are getting departmental and governmental support in maintaining the safety and security of tourists in their range of operation. The majority of the respondents (62.98%) recorded their responses positively.

Table: 5.53 Support of police in case of crime faced by tourist

Particulars	Frequency	Percent	Cumulative Percent
Yes	429	79.01	79.01
No	114	20.99	100
Total	**543**	100	

Figure: 5.31 Support of police in case of crime faced by tourist
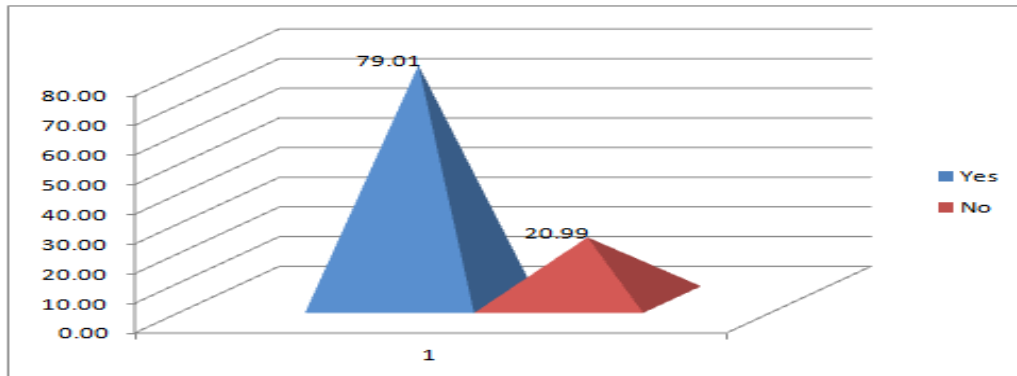
The analysis of the above bar diagram reveals that 79.01% of the respondents availed the service of tourist police/general police in the event of a crime or similar situation faced by their client.

Table: 5.54 Managing the emergency situation by Tourist Police

Particulars	Frequency	Percent	Cumulative Percent
Excellent	47	8.66	8.66
Very good	167	30.76	39.41
Good	201	37.02	76.43
Average	94	17.31	93.74
Poor	34	6.26	100
Total	**543**	**100**	

Figure: 5.32 Managing the emergency situation by Tourist Police
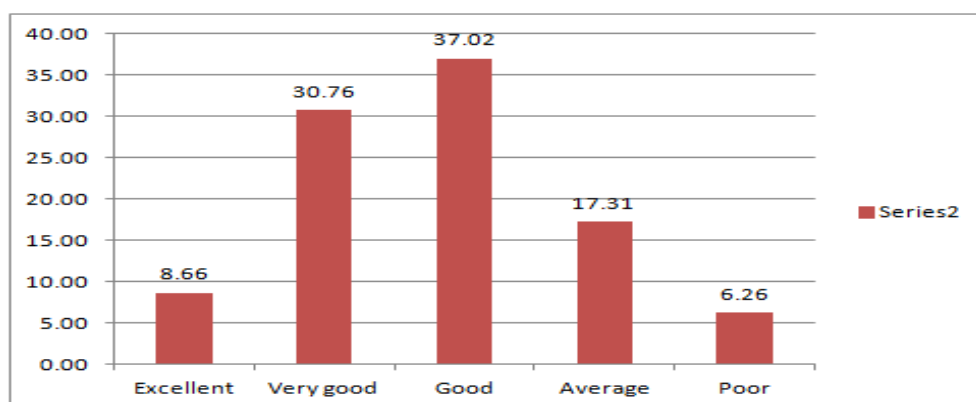
The above graphs show the result of the rating done by hotels/restaurants/other establishments as to how the tourist police/general police render their services in tackling the

emergency situation. It has been found that 37.02% of them rated it as good where as another 30.76% of them rated it as very good

Table: 5.55 Crime against tourist in case of introduce of tourist police

Particulars	Frequency	Percent	Cumulative Percent
19-0%	46	8.47	8.47
49-20%	76	14.00	22.47
69-50%	183	33.70	56.17
99-70%	213	39.23	95.40
100%	25	4.60	100.00
Total	**543**	**100**	

Figure :5.33 Crime against tourist in case of introduce of tourist police
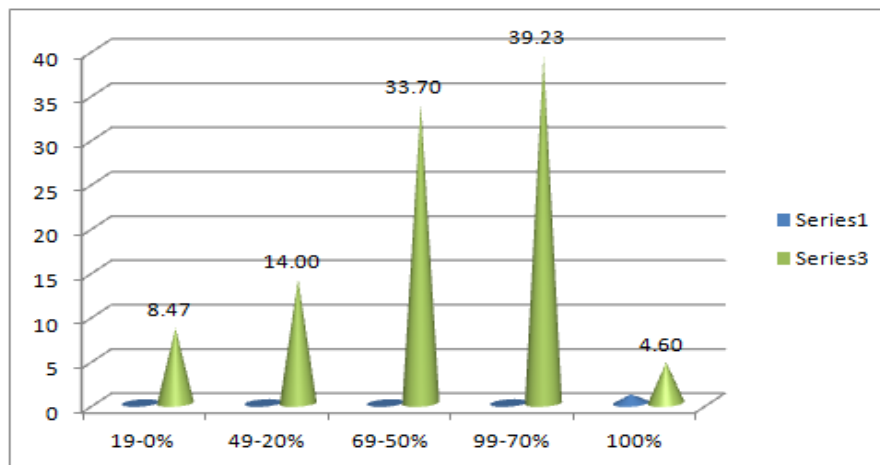
The above table and graph shows the response of the hotels/restaurants/other establishments regarding the extent to which crime rates can be reduced after the deployment of tourist police. As per the response, 39.23% of them are of the opinion that crimes rates can be reduced more than 70% through deployment of tourist police.

Table:5.56 Managing security threats in case faced by tourist

Sr. No.	Particulars	Frequency	%
1	Resolve yourself	67	12%
2	Immediately Report to police	183	34%
3	Report to police if necessary	231	43%
4	Send your client to police station	57	10%
5	Any other	5	1%
	Total	**543**	**100%**

Figure: 5.34 Managing security threats in case faced by tourist
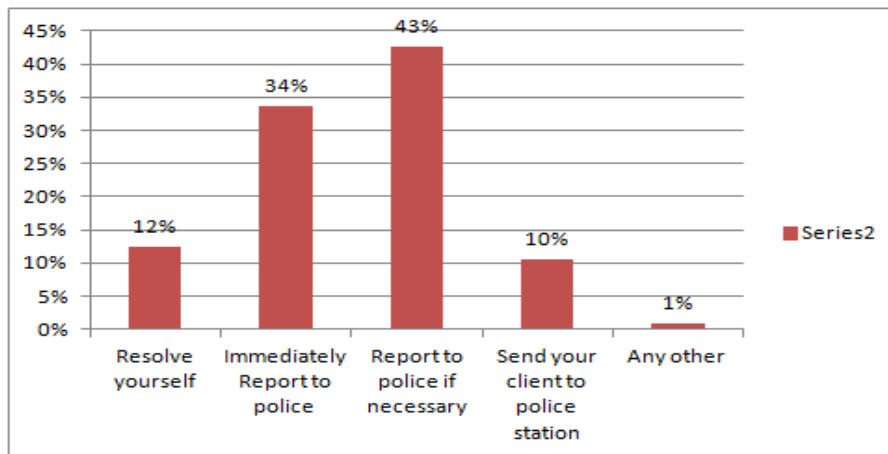
The above table highlights the responses gathered from the hotels/restaurants/other establishments when they are asked about the different ways by which they tackle the security threats/cheating and fraud cases. The response says that 34.0% prefer immediately reporting to police and 43.0% of them prefer reporting to police provided if it is necessary.

Table: 5.57 Frequency of occurrence of different security threats which reported by tourist

Particulars	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Total
Sexual Harassment	5%	7%	10%	10%	10%	58%	100%
Fatal Crimes	2%	8%	9%	11%	22%	47%	100%
Theft	**19%**	20%	13%	11%	15%	22%	100%
Rapes	4%	3%	5%	7%	27%	54%	100%
Manipulation of services/Cheating/Cheating	**15%**	13%	10%	10%	23%	29%	100%
Threatening and others	13%	14%	10%	10%	15%	38%	100%

The above chart summarizes the response of the hotels/restaurants/other establishments when they are asked to rank the nature of security issues in the order of frequency of occurrence which are generally reported by their clients. 19% of the respondents ranked theft as the most. 15% of them ranked manipulation of services/cheating as the most.

5.6 Comparative Analysis

Table: 5.58 Comparative Analysis of type of Security issues come across during the visit to different state under study

TOURIST

Particulars	Sexual harassment	Fatal crimes	Theft	Rapes	Manipulation of services/ Cheating	Threatening and others
TFSO STATES						
AP	2	3	4	6	1	5
Rajasthan	5	6	3	1	2	4
Talengana	4	5	1	6	2	3
UP	5	4	1	6	2	3
Other States						
Odisha	3	6	2	5	1	4
Delhi	3	4	1	3	2	5
Goa	3	5	4	6	2	1
HP	3	5	2	6	1	4
JK	5	3	4	6	1	2
Karnataka	2	4	3	5	1	3
Kerala	2	4	2	5	1	3
Maharastra	3	6	1	5	2	4
MP	5	4	1	6	2	3
Punjab	3	4	2	6	1	5
Avg. Score	3.43	4.5	2.21	5.14	1.5	3.5
Rank	Third	Fifth	Second	Sixth	First	Fourth

The table No: 5.61 represents the comparative analysis of Type of Security issues come across during the visit to different state under study. Ranking was allocated to the factors on the basis of number times of 1st ranks got by each factor. The highest repetition of rank one is categories as 1st, 2ndetc

The ranking in the above table is prepared with total score method. It has been taken the lowest average as rank 1 and subsequent rank accordingly, since it has been assigned first rank as 1 and last rank is 6. This means the highest order of rank is assigned the lowest value and lowest order of rank is assigned as highest value. From this the average and lowest average score is considered as first rank and subsequent rank accordingly.

The table reveals that Manipulation of services/Cheating is coming the 1st rank and theft is coming as the second rank.

Table: 5.59 Comparative Analysis of Service encounter points in different states under study

TOURIST

Particulars	Hotels/ restaurants / other hospitality establishments	Entry/ exit to the state	Religious destinations	Monuments	Fair & Festival venues	Market areas	Other destination
TFSO States							
AP	2	1	5	3	4	6	7
Rajastan	1	2	3	5	4	5	6
Talegana	1	2	3	4	5	4	6
UP	1	2	2	3	5	4	6
Other States							
Odisha	1	2	3	4	5	6	7
Delhi	3	4	5	1	2	6	7
Goa	1	2	6	4	3	4	5
HP	1	2	3	5	5	4	6
JK	1	2	3	5	5	4	5
Karnataka	2	1	3	4	5	6	5
Kerala	2	3	1	6	7	4	5
Maharastra	5	1	2	6	3	4	2
MP	2	1	3	4	5	5	6
Punjab	1	2	4	5	3	6	7
Avg. Score	1.71	1.93	3.08	4.21	4.36	4.86	4.00
Ranks	First	Second	Third	Fifth	Sixth	Seventh	Fourth

The table number 5.62 represents the comparative analysis of service encounter points of different states of the study in the order of priority of security enforcement. Ranking was allocated to the factors on the basis of number of times of 1st ranks got by each factor.

The ranking in the above table is prepared with total score method. It has been taken the lowest average as rank 1 and subsequent rank accordingly. Since it has been assigned first rank as 1 and last rank as 6. This means the highest order of rank is assigned the lowest value and lowest order of rank is assigned as highest value. From this the average and lowest average score is considered as first rank and subsequent rank accordingly.

The table reveals that **first rank of service encounter points in the order of priority** is secured by- *Hotels/restaurants/other hospitality establishments* and **second rank** preferred by tourist is *Entry/exit points*.

Table: 5.60 Comparative Analysis of type of Security issues come across during the visit to different state under study

TOURIST POLICE

Particulars	Theft	Cheating	Threatening	Sexual harassment	Fatal crime	Rapes
TFSO states						
AP	4	5	2	3	1	4
Rajasthan	3	3	4	2	1	2
Talegana	2	4	1	5	3	6
UP	6	4	1	5	3	4
Other States						
Odisha	5	4	2	2	3	1
Delhi	4	5	1	4	2	3
Goa	3	3	1	2	3	4
HP	2	3	1	3	2	4
JK	3	3	1	4	2	1
Karnataka	2	3	1	6	4	3
Kerala	6	4	3	5	1	2
Maharashtra	3	1	4	2	3	3
MP	1	3	3	4	1	2
Punjab	**3**	5	1	5	2	4
Avg. Score	**3.36**	3.57	1.86	3.71	2.21	3.07
Ranking	**Fourth**	Fifth	First	Sixth	Second	Third

The above table shows ranking of different security threats/ cheating related issues in the order of frequency in different states by tourist police. Ranking was allocated to the factors on the basis of number between 1 to 6. 1 stands for first rank and 6 stands for lowest rank.

The ranking in the above table is prepared with total score method. It has been taken the lowest average as rank 1 and subsequent rank accordingly. Since it has been assigned first rank as 1 and last rank is 6. This means the highest order of rank is assigned the lowest value and lowest order of rank is assigned as highest value. From this the average and lowest average score is considered as first rank and subsequent rank accordingly.

The table reveals that theft is ranked as **first position** and manipulation of services/cheating is ranked as second position and third rank is coming threatening others.

Table: 5.61 Comparative Analysis of Service encounter points in different states under study

TOURIST POLICE

Particulars	Tourist Attraction	Hotel and other accommodation units	Market areas	Entry/exit points	Dealing with touts/local vendors/unauthorized service providers
TFSO States					
AP	1	3	4	2	1
Rajasthan	5	4	3	1	2
Talengana	2	2	1	3	3
UP	3	4	5	1	2
Other States					
Odisha	1	4	3	2	2
Delhi	2	4	1	5	3
Goa	2	4	1	1	3
HP	3	1	1	2	1
JK	3	5	1	4	2
Karnataka	1	4	4	2	3
Kerala	2	5	4	3	1
Maharashtra	4	3	3	2	1
MP	1	1	2	2	3
Punjab	1	3	2	4	5
Avg. Score	2.21	3.36	2.50	2.43	2.29
Ranks	First	Fifth	Fourth	Third	Second

The above table shows **Ranking of places of exploitation/ incidents of crime in the order of frequency of occurrence in different states**. Ranking was allocated to the factors on the basis of number between 1 to 6. 1 stands for first rank and 6 stands for lowest rank.

The ranking in the above table is prepared with total score method. It has been taken the lowest average as rank 1 and subsequent rank accordingly. Since it has been assigned first rank as 1 and last rank is 6. This means the highest order of rank is assigned the lowest value and lowest order of rank is assigned as highest value. From this the average and lowest average score is considered as first rank and subsequent rank accordingly.

The table reveals that tourist attraction is ranked as **first position; Dealing with touts/local vendors/unauthorized service providers as the second rank** and **entry/ exit points** is ranked as third rank in **places of exploitation/ incidents of crime in the order of frequency of occurrence in different states**.

Table:5.62 Comparative Analysis of type of Security issues come across during the visit to different state under study

TOUR OPERATORS

Particulars	Sexual Harassment	Fatal Crimes	Theft	Rapes	Manipulation of services/Cheating	Threatening and others
TFSO states						
AP	2	4	1	5	3	4
Rajasthan	5	3	1	4	2	4
Talengana	2	4	1	3	2	4
UP	1	5	2	4	3	1
Other States						
Odisha	3	2	1	2	1	1
Delhi	3	5	1	4	2	6
Goa	4	5	1	3	1	2
HP	5	4	2	6	1	3
JK	3	5	4	2	1	4
Karnataka	3	4	1	3	2	4
Kerala	1	6	2	5	1	3
Maharashtra	3	5	1	4	2	2
MP	3	2	1	6	4	5
Punjab	5	1	6	4	2	3
Avg. Score	3.07	3.93	1.79	3.93	1.93	3.29
Ranks	Third	Fifth	First	Fifth	Second	Fourth

The above table shows of different security threats/ cheating related issues in the order of frequency in different states by tour operators. Ranking was allocated to the factors on the basis of number times of 1st ranks got by each factor.

The ranking in the above table is prepared with total score method. It has been taken the lowest average as rank 1 and subsequent rank accordingly. Since it has been assigned first rank as 1 and last rank is 6. This means the highest order of rank is assigned the lowest value and lowest order of rank is assigned as highest value. From this the average and lowest average score is considered as first rank and subsequent rank accordingly.

The table reveals that theft is ranked first, manipulation of services/cheating is ranked as second and threatening and sexual harassment is ranked as third position in r**anking of Security threats/ cheating related issues in the order of frequency in different states by tour operators**.

Table: 5.63 Comparative Analysis of type of Security issues come across during the visit to different state under study

HOTELS AND RESTAUTANTS

Particulars	Sexual Harassment	Fatal Crimes	Theft	Rapes	Manipulation of services/Cheating	Threatening others
TFSO states						
AP	5	6	1	4	2	3
Rajastan	5	6	3	4	2	1
Telangana	2	6	1	5	3	4
UP	6	4	1	5	3	2
Other States						
Odisha	6	5	2	4	3	1
Delhi	3	5	1	6	2	4
Goa	6	4	1	5	3	2
HP	6	5	1	4	2	3
JK	6	3	1	5	1	2
Karnataka			1	2	3	2
Kerala	4	5	2	5	1	3
Maharastra	1	6	3	4	5	2
MP	6	6	1	5	3	2
Punjab	4	4	1	5	3	2
Avg. Score	4.28	4.64	1.43	4.50	2.64	2.35
Ranks	Fourth	sixth	First	Fifth	Third	Second

The above table shows ranking of different security threats/ cheating related issues in the order of frequency in different states by hotels and restaurants. Ranking was allocated to the factors on the basis of number times of 1st ranks got by each factor.

The ranking in the above table is prepared with total score method. It has been taken the lowest average as rank 1 and subsequent rank accordingly. Since it has been assigned first rank as 1 and last rank is 6. This means the highest order of rank is assigned the lowest value and lowest order of rank is assigned as highest value. From this we calculate the average and lowest average score is considered as first rank and subsequent rank accordingly.

The table reveals that theft is ranked first, threatening others is ranked as second and manipulation of services/cheating is ranked as third position **in ranking of Security threats/ cheating related issues in the order of frequency in different states by hotels and restaurants**

Table: 5.64 Comparison of Type of Security issues of different category of respondents.

Particulars	Tourists	Tourist Police	Tour Operators	Hotels & Restaurants
Sexual harassment	Fifth	Sixth	Third	Fourth
Fatal crimes	Fourth	Second	Fifth	Sixth
Theft	Second	Fourth	First	First
Rapes	Sixth	Third	Sixth	Fifth
Manipulation of services/Cheating	First	Fifth	Second	Third
Threatening and others	Third	First	Fourth	second

Figure: 5.35 Perceptual Mapping of Type of Security issues of different category of respondents
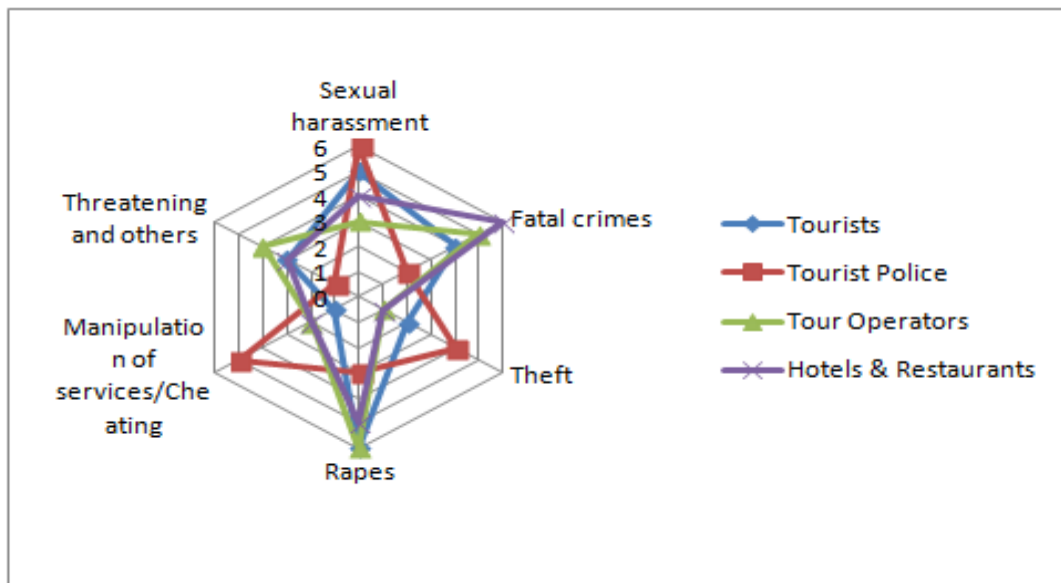
The above table and chart represents perceptions towards different security threats/ cheating & fraud cases and related issues in the order of frequency of occurrence which are reported under the jurisdiction. The above table is the comparison of the response of the service receiver (tourists) and service providers from whom data have been collected during the survey. The chart and table reveals that theft is given first rank by tour operators and hotels, restaurants. When manipulation of services/cheating is ranked as first by the tourist, the tourist police ranked threatening as first.

Table: 5.65 Comparison of service encounter points

Particulars	Tourists (Ranks)	Particulars	Tourist Police (Ranks)
Hotels/restaurants/other hospitality establishments	19% **(2)**	Tourist Attraction	13% **(4)**
Entry/exit points	25% **(1)**	Hotel and other accommodation units	17% **(3)**
Religious destinations	17% **(3)**	Market areas	9% **(5)**
Monuments	12% **(5)**	Entry/exit points	22% **(1)**
Fair and Festival venues	12% **(6)**	Dealing with touts/local vendors/unauthorized service providers	21% **(2)**
Market areas	13% **(4)**		
Other destinations	4% **(7)**		
Total	**100.0%**	**Total**	**100.0%**

Figure : 5.36 Perceptual Mapping of Comparison of service encounter points
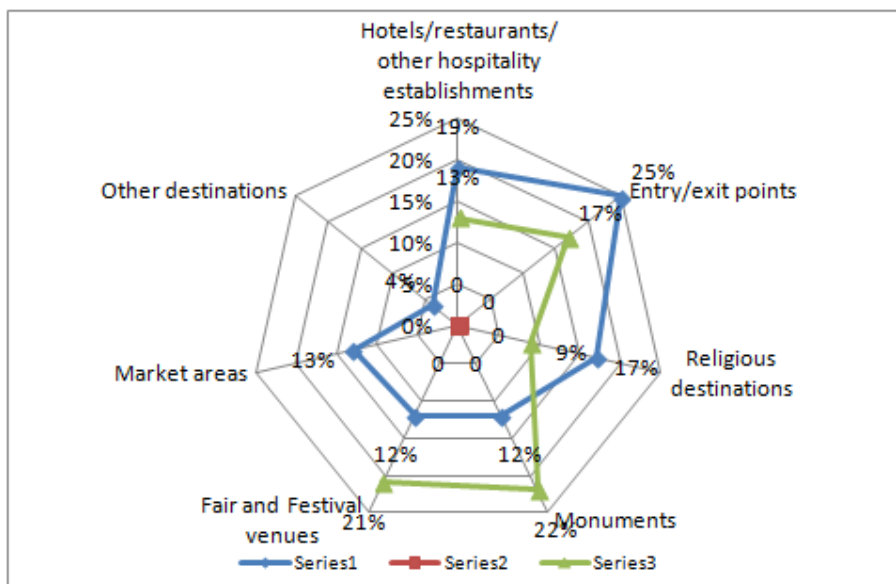
The above table represents the ranking of the areas of exploitation and crimes by tourists and tourist police. Here we have compared the two categories by taking first rank only. The analysis of the table reveals that tourists ranked entry/exit points as first (25%); Hotels/restaurants/other hospitality establishments as second (19%) in the order of priority of service encounter points where the safety and security measures are required. During the survey with the tourist police entry/exit point is ranked as first (22%); Dealing with touts/local vendors/unauthorized service providers is ranked as second (21%).

From the above analysis the study team reached into a conclusion that entry/exit points to the states should be given more priority while safety and security measures are being implemented since it is ranked as first by both the category of respondents.

CHAPTER VI
FINDINGS, RECOMMENDATIONS AND CONCLUSIONS

6.1 Findings

❖ About 86% of the tourists (Table- 5.5) are of the opinion that safety and security of a destination is the priority during the planning for a vacation. However, during the survey it has been found that only about 20% of the tourists (Table-5.6) cancelled their scheduled vacation due to security reasons.

❖ As per the opinion of the tourists, cheating/manipulation of service is a major issue in most of the tourist destinations of the country (Table-5.7). About 54% of tourists are not aware of the different law enforcement bodies available in the country to deal with such issues (Table5.8).

❖ Major source of information of tourists regarding safety and security enforcements in a destination is Internet and Website (Table - 5.9) and about 49% of the tourists expect that police authority should intervene immediately to sort out the problems in case they bring any issues to the notice of police personnel (Table 5.10).

❖ The tourists suggest that the police personnel should primarily be deployed at entry and exit point to the state (25%) followed by hotel, restaurant and other establishment (19%), (Table- 5.11).

❖ Majority of tourist (84%) opined that the tourist police should have a special uniform, with which they can be easily recognized, so that the tourists can approach them for help in case of any security issues (Table-5-12 and Table 5.13).

❖ Most of the tourists (59%) have given their opinion that in a destination 24x7 hours service should be available to the tourist from the side of the police (Table-5.14)

❖ Majority of the govt. officials (74%) suggest that a scheme should be introduced in every state to provide policing service to the tourists (Table - 5.16). About 60% of them agreed that they have a dedicated pool of police personnel deployed to provide service to the tourist (Table-5.18). Most of them emphasized that introduction of separate policing scheme for the tourist can reduce the crime rate at tourist destination by more than 70% (Table – 5.20). Also, 67% of them have strongly agreed that the training can increase the efficiency of police personnel deployed at different sites (Table - 5.19).

❖ Majority of govt. officials (60%) strongly agreed that every state should have a grievance redressal cell for the tourists (Table-5.21 and 5.22) and most of them also strongly suggested that a toll free number should be kept for the exclusive use of tourist, so that the crime rates will be reduced substantially (Table5.23 and 5.24). also, 67% of them agreed that the state government should issue set of guidelines for the knowledge of the tourist (Table – 5.25).

❖ Some of the govt. officials (44%) strongly agreed that the police should provide protection to the tourist at a tourist destination and majority of them also strongly agreed for the enforcement of precautionary measures to avoid any form of crime at a destination (Table -5.26).

❖ About 28% of the police deployed at tourist destination have opined that they have undergone training related to tourism either before or after their deployment. But out of this 28%, only a few of them have attended more than one day training programme related to tourism (Table - 5.29 and 5.30).

❖ The police personnel have given a mix response regarding the need of training programme to deliver quality service to the tourist. Majority ranked the training programme related to behavior and attitude as the first preference (35%) which is followed by cross cultural training (34%) (Table-5.31). However 26% of police personnel told that without much knowledge the service provided by them to the tourist rated as very good (Table - 5.32).

❖ The police consider the threatening (21%) as a major crime faced by tourist at destinations which is followed by fatal crime (20%) (Table-5.33). It is reveled from the study that most of tourists do not like to lodge FIR in the local police station in case of minor crimes like theft and cheating. Because they feel the exiting procedures may take so much of time which will disturb their tour itinerary. Only in case of major crime they lodge FIR in police station. Some service providers also discourage to the tourists to report the small crimes in the police station .

❖ Tourist police also agreed that entry and exit point of the state (22%) is the most essential place where the service of police personnel is required. Another 21% are of the opinion that the service is required more when the tourists are dealing with touts (Table-5.34). Further, the police personnel (43%) told that tourist expect individual attention from the police at a tourist destination (Table- 5.35).They suggest, the basic factors for the effectiveness of policing system at a destination are: behaviour and attitude of security personnel and their ability in creating awareness regarding policing system in the state (Table- 5.36).

❖ Majority of police strongly agreed that every state should have dedicated toll free number for the use of tourist, so that the crime rates will be reduced substantially (Table-5.37). They also opined that website is the most appropriate medium through which the toll free number can be popularized among the tourist (Table - 5.38).

❖ Majority of the police personnel (34%) rated the departmental support to discharge their duties at tourist destination as average (Table -5.39).

❖ About 72% of tour operators responded that they are availing the services of police personnel and getting government support to control crime at tourist destination (Table - 5.43 and 5.44). The service offered by the police personnel at tourist destination is being rated by the tour operators as good (Table - 5.45).

❖ Majority of tour operators (43%) have agreed that the crime rate can be reduced by more than 50% if tourist police will be deployed in the tourist destinations (Table- 5.46).

❖ Majority of tour operators (38%) prefer report to police in case of any crime faced by the tourist but about 29% of them try to resolve the issues on the spot (Table- 5.47)

❖ As per the opinion of tour operators (25%) theft is the most common crime faced by tourist at a destination followed by cheating (16%) and sexual harassment (16%) (Table -5.48).

❖ Majority of hoteliers (80%) avail the service of police during crime at their premises and most of them have also agreed that they are getting departmental support for maintaining the safety and security in their property (Table-5.52 and 5.53). Some of hoteliers (37%) rated the service of police as good in a five point scale and only 9% has rated the service as excellent (Table- 5.54).

❖ The hoteliers (40%) believe that more than 70% of crime can be reduced in a tourist destination by deployment of police (Table - 5.55). Majority of them (19%) have agreed that theft is the major crime in a destination followed by cheating (15%). However, only 34% of hoteliers prefer to report to the police to tackle any crime at their property (Table-5.59).

6.2 Recommendations

1. **To list out various forms of tourist police and study the current position and effectiveness of the present form of tourist police in the states of Andhra Pradesh, Delhi, Goa, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Maharashtra, Madhya Pradesh, Odisha, Punjab, Rajasthan and Uttar Pradesh where Tourist Police in form or the other exist.**

During the study it has been found that in all most all states and UTs there exist one or the other form of police system to assist the tourist visiting the destinations. The mode of operation, functions, power, training imparted and uniform of these police varies from one state to another.

The study recommends to introduce the tourist police scheme in the country to serve the tourists. Its mode of operation, functions, power, training imparted and uniform should be designed keeping in mind the requirement of the tourist. The Tourist Police should work under the control of District Police Administration with policing power exclusively for maintaining the safety and security of the tourists, so that the crime rate can be reduced more than 70% .

2. **To study the functioning of tourist facilitation and security organization (TFSO) in Rajasthan, Uttar Pradesh and Andhra Pradesh where this scheme was launched on a Pilot basis.**
The study and the NCRB data reveal that the crime rates and types of crimes are almost similar in states where TFSO is functioning and as well as in other states. It shows that TFSO is not fulfilling the objectives for which it was established. Hence, the study recommends to implement the Tourist Police Scheme across the country with the above modification (Point No:1) to provide the best security services to the tourists.

3. **Comparison of crime rate against tourist in states where tourist police in place vis-a-vis such states where there is no tourist police.**

Almost all states are having a policing system to ensure the safety and security of the tourist either as dedicated pool or as rotational pool. However some of the states have introduced Tourist police system to provide best services to the tourists. It is revealed from the study that the crime is also linked to the volume of FTV in different states of the country along with the absence of effective tourist policing systems. In this context, it can be suggested that state government should make arrangement for the deployment of tourist police in different tourist attractions of the states considering the volume of Foreign Tourist Visit to the states.

4. **To find out the places like hotels, tourist destinations, market areas etc where the incidents of crime against tourist is reported to be happening the most.**

Entry/exit points to the states like airports, railway stations and bus terminals are the areas where tourists are prone to exploitation. Also a considerable number of tourists are facing problems by touts. So it is recommended that the police personnel need to be deployed mainly in these areas on 24x7 hours basis.

5. **Data and analysis of the reported incidents of crime against tourists (state wise as well as gender wise) for the last five years.**

National Crime Record Bureau (NCRB) has started the collection of data from different states regarding the various crimes reported against foreigners since 2014. Most of the state governments have not compiled the crime data related to foreign and domestic tourists. Maximum numbers of crimes penetrated against tourists are reported in Delhi which is followed by Goa and Uttar Pradesh. Theft is the category of crime which is mostly happened and some other serious crimes are not reported by tourists very much either due to the fear of consequences or due to lack of time for further follow up. The study team recommends that the Tourist Police should provide immediate emotional support as well as practical assistance to tourists who are victimized.

6. **Listing of problems faced by domestic and international tourists in redressal of their grievances.**

Most of the tourists are not aware of the law enforcement bodies available in the country/states to deal with safety and security issues penetrated against tourists. So it is recommended that information regarding such organizations should be popularized through websites and printed advertisement materials.

Being the service providers, tourist police emphasize that the behavior and attitude and the ability to create awareness are the factors which helps in the time-bound redressal of the complaints from the tourists. As intermediary, tour operators suggest that the ability of the police personnel in co-ordinating with other departments is more detrimental in solving the problems. Hence it is recommended that the mechanism should be developed to equip the Tourist Police for handling the grievances.

7. **Documentation of rules, law, acts if any of restricted area prevalent in states/ UT's for protection of tourists.**

It is recommended that effective coordination between Union and State Governments are imperative to implement Tourist Police Scheme for a safe and secure environment in tourism.

Inter and Intra state coordination is also recommended to facilitate the victim and for the effective redressal of the complaint.

8. Documentation of "best practices" in the country and one leading overseas destination on tourist security (one each from Europe and Asian country)

The study analyzed the tourist police system prevailing in different states in the country and documented in Chapter-III. Some of the best practices are as follows:

Over the years, the Government has taken so many initiatives to bring up an efficient team of tourist police in all states. Some of the state governments have succeeded in putting up the system in practice. Among the states discussed, the states of Rajasthan, Kerala, Delhi & Goa have effective Tourist Police system. The "Jana Maitri Suraksha Project" implemented in the state of Kerala has received much recognition due to its "Police- community partnership". During the field survey it has been found that Govt. of Kerala is imparting induction training to Tourist Police through specialized Institution on different areas like basics of tourism, etiquettes, manners and behavioral aspects, hygiene, stress management and leadership etc. The Rajasthan Tourist Police always keep watch on touts, hawkers & beggars which offer Tourists a hassle free stay in the state. The Tourist Police system functioning in the state of Goa is well popular among Tourists because of its web-based information system for tourists. The Delhi Tourist Police helps tourists not only in ensuring safety & security but also helps in providing Tourist facilitation by sharing information related to Tourist places.

The study also analyzed the tourist police system prevailing in different countries and documented in Chapter-IV. Some of the recommendations are as follows:

The "Irish Tourist Assistance Service" (ITAS) offers immediate emotional support as well as practical assistance to tourists who are victimized. Similarly, it is recommended that the proposed Tourist Police scheme in India can be strengthen to provide immediate emotional support as well as practical assistance to tourists who are victimized. It is further recommended that the victim can report online about the crime at any police station in the country and generate a complaint number. The victim would not be a party to the criminal investigation and would not be legally represented and input would be limited to reporting the offence to the police. If needed the victims may be allowed to testify from their home country/state via teleconferencing.

The Malaysian tourist police is well popular among tourists for their identity created through special uniform - chequered hatband, dark blue shirt and trousers and a red and blue badge (with the letter "I" for information) displayed on the pocket. It is recommended that a similar kind of identity can be used by the Tourist Police of all the states under the mascot of **"Incredible India"** which has already been established as a brand for India tourism.

As it is prevailed in Indonesia, the study recommends that the CCTVs should be installed in major tourist attractions in the country for advanced safety and security. A universal Toll Free number in line with the already existing 1800111363 for the Tourism Industry of the country needs to be introduced and this should work 24X7 hours.

However, in the meantime the Ministry of Tourism, Govt. of India has taken proactive measures to promote 24X7 Tourist Helpline. The promotional campaign has been launched after collection of the data for the proposed study and during submission of the draft report. For the wide publicity, the following steps have been taken by Ministry of Tourism.

- Exclusive Press Advertisement on 8.2.2016 i.e. on day of launch
- Helpline highlighted as an key achievement through an Strip Advertisement in newspapers on pan India basis on 23.6.2016
- Launched a pan India SMS Campaign to promote Helpline
- Radio Advertisement campaigns
- The number of Helpline is included all the Press Advertisement issued by MoT
- The Helpline is also promoted continuously on the Social Media handles of MoT
- The help is displayed prominently on websites of MoT
- Travel Trade and Hospitality associations feature the help line numbers on their website
- Helpline being promoted through Airport Branding at Delhi/ Mumbai Airports
- Through Advertisement on the Air India Boarding Cards
- Through Advertisement on Railway tickets

Like safety ambassadors in the case of USA, it is recommended that the Paryatak Mitra /Tourist Facilitators etc. can be motivated as safety volunteers for wooing public support towards a better safety atmosphere at the destinations.

The training model adopted for tourist police in Sri Lanka is helpful to deliver quality service to the tourists. Hence seven days orientation programme during the induction of Tourist Police personnel is recommended along with two days of refresher training every year. The training module should include law and act related to tourism, cross-cultural, interpersonal and behavioral etc.

CHAPTER VII
TOURIST POLICE SCHEME

7. 1 Indian Constitution
7.2 Title of the Scheme
7.3 Duties and Responsibilities of Tourist Police
7.4 Tourist Police Station
7.5 Uniform of Tourist Police
7.6 Hierarchy of Tourist Police Personnel
7.7 Recruitment Procedure
7.8 Training of Tourist Police Personnel
7.9 Discipline
7.10 Deployment of Tourist Police personnel at tourist places, areas or destinations.

The final presentation of the project entitled "Functioning of Tourist Police in States/Union Territories and Documentation of Best Practices" was held on 18th November 2016 under the Chairmanship of the Hon'ble Secretary (Tourism) Government of India. Based on the suggestions and recommendations specified by the study team, the Secretary reiterated the need for strong security enforcement for the sake of the tourists visiting the country. To put it into practice, the study team was entrusted with the task of moulding a scheme for the implementation of a tourist police system in the country. As directed, a comprehensive scheme for the functioning of the tourism police system has been prepared by the team based on the recommendations of the study. The detail of the scheme has been given in this chapter

7. 1 Indian Constitution

"Police" is the subject defined and enlisted under the state list (list-II) of the Seventh Schedule of the Constitution of India, which form the extensive domain of each one of the state governments within India. The point No: 2 of State List indicates *"Police (including railway and village police) subject to the provisions of Entry-2 A of list – I".* So it is suggested that the Tourist Police should be in the control of state government like general police. However, Ministry of Tourism, Govt. of India can provide financial assistance to the state government for effective implementation of the scheme.

7.2   Title of the Scheme

The title of the scheme shall be "Tourist Police". Under the scheme, a pool of trained policemen would be made available to render policing service to the tourists and would control the crimes at the places of tourist interest.

The rules of the district police of the concerned state shall be applicable to the Tourist Police, unless the contrary appears from the content or from rules in this scheme.

7.3   Duties and Responsibilities of Tourist Police

The Tourist Police personnel shall be deployed in the major tourist attractions including monuments, entry and exit points i.e. airport, railway stations and bus terminals; religious places, shopping area, entertainment area etc. which are prone to overcrowding especially during tourist season. The market areas where tourists mingle with touts, hawkers and shopkeepers are one of the areas identified prima-facie for the implementation of the scheme.

For the purpose of performing their duties under the scheme, the Tourist Police personnel shall patrol the areas assigned to them. The Constables engaged in patrolling shall be reported to the Sub-inspectors of the concerned Tourist Police Station. In case of any violations found during the patrol, the same shall be communicated immediately to the Officer-in-charge of the Police Station concerned for timely effective action against such persons. The following shall come under the purview of Tourist Police:

- The prevention of crime and the maintenance of law and order in the tourist destination.
- To obtain knowledge of the people addicted to the crime at tourist attractions and to maintain adequate supervision over them.
- For successful detection of crime at tourist destination and prosecution of attenders are also of greatest importance.
- To ensure that all cognizable crime are reported and registered as well as the tourists are encouraged to give full information in this respect.
- Taking charge of the kiosks which act as reporting points for tourists in case of any security breach or for availing any similar kind of services.
- Curbing the activities of touts, beggars and hawkers of the concerned area.
- The entry of unauthorised people, beggars and persons hawking articles for sale in the tourist areas shall be reported as and when it is required.
- Making the travel of the tourists hassle free by immediate intervention in case of any mis-happening.
- Providing mental support to the victims when they are cheated, their belongings are stolen, or whenever they fall prey in to any other mischief or wrong doing.
- Imparting information to the tourists about locations, transport systems, facilities in the destinations, legal information, information about authorized shopping centres, information regarding medical help in case of physical assault etc.
- Every Tourist Police should show civility to all tourists and advice where they can get appropriate transport, accommodation and other services needed.
- The tourist police should be able to intervene in the event of pick-pocketing, eve teasing, harassment.
- The Tourist Police should also interfere in case the tourists are involved in drug trafficking and consumption

- Sensitizing tourists regarding the law and order system in the state like rules related to accommodation, entry/exit rules, reporting at local police stations, special permits; security conditions at the destination; social and cultural taboos and other local conditions
- Tourist police should assist tourists while dealing with foreign currency exchange and guide them to do the same in authorized exchange counters and banks.
- To deal with immigration issues and liasoning with Foreigners Regional Registration Offices (FRROs) at entry/exit points as and when it is required
- Restricting the entrance of unlicensed tourist guides and other unauthorized agencies into the destinations and places of tourist interest.
- In case of beach destinations and aqua-based destinations the tourist police should be commissioned with an aquatic wing to enhance the security of the tourists

7.4 Tourist Police Station

Tourist Police Station means any kiosk, post or place declared generally or specially by the state government at the tourist destination to provide policing service to the tourists. This Tourist Police Station will work under the jurisdiction of district police (Superintendent of Police) for all policing purpose. To make the Tourist Police Station more visible the following specification can be followed.

The Tourist Police Kiosk/Station should be a temporary/moveable set-up made of fiber and glass preferably of 20' x 15' size fully furnished with basic facilities like Tables, Chairs, Small wordrubs, washroom. For catching the attention of the tourist, the kiosk can be designed using the combination of green and red colour. The name of the tourist police station with the concerned state government logo should also be displayed. The logo of "Incredible India" should be engraved in a prominent place of the kiosk since it is an establish tourism brand of the country. The size of the kiosk may differ from one state to another but the colour and design of the kiosk should be uniformed.

The tourist police stations will be in charge of a Sub-Inspector as Officer-in-charge. Within the units of his jurisdiction the officer-in-charge of Tourist Police Station is responsible for the effective working and management of the police sub-ordinates attending to him to provide best services to the tourist. So far safety and security is concerned Tourist Police should try to establish meaningful relationship among the tourists, service providers and police.

7.5 Uniform of Tourist Police

Every where the mission of the Tourist Police is to provide safety and security to the tourist during their visit to different tourist destinations. But their uniform varies from country to country. In India about 14-states are having tourist police. The uniform of Tourist Police of these states also varies from state to state and even some states the uniform is same as

general police. So tourists do not get opportunity to approach them during their need. The present study suggests that the uniform of tourist police in India should be different from general police and further for the whole country atleast the colour of the uniform should be same, so that they can be recognised easily. Therefore the suggested uniform for Tourist Police is as follows:

With respect to the appearance of uniform of tourist police it seeks to strike a balance between accessibility & authority and between modernity & tradition. In addition, recognisability, safety and comfort play an important role in the design of the uniform.

It is suggested that the field uniform which will be worn at work place by the Tourist Police all over country will be as follows:

Trousers	: Khaki
Shirts	: Dark blue having two chest pockets. The rank (as in case of general police) will be shown in the shoulder band.
	The logo *"Incredible India"* will be on the left side of chest where as the name of the Police Officer will be in the right side of chest.
Cap	: The colour of the cap will be dark blue. Baseball style with the logo of general police of the state. Below the logo, "Tourist Police" should be engraved. The colour of the cord on the cap will be Gold.
Shoes	: Tan colour, leather
Shocks	: Khaki
Belt	: Tan colour, the logo on the monogram will be same as in case of the general police of the state along with the word "Tourist Police".
Blazer/Wincheater	: Dark blue colour having the logo and other information same as in case of Shirt. The word "Tourist Police" will be written in white colour on the back side of the Blazer.
Whistle Cord	: Gold in colour.

All other design of uniform may be followed as in case of general police of the state.

7.6 Hierarchy of Tourist Police Personnel

In each state the Tourist Police shall be under the control of Deputy Director (Tourist Police). The Sub-Inspectors and a pool of Constables including Head Constables will work under his supervision.

The Director, Department of Tourism of concerned state government will be the Administrative Controlling Officer for Tourist Police including Deputy Director (Tourist Police). However, the Superintendent of Police (SP) of concerned district will be the reporting officer for policing service. The Dy. Director (Tourist Police) will coordinate with SP office with Director, Department of Tourism. The Tourist Police shall abide by the directions given by the immediate superior to him at the tourist destination where they are deployed. The hierarchy of the Tourist Police at a tourist destination shall be as follows:

Deputy Director (Tourist Police)
(Jurisdiction whole of the state)
↓
Sub-Inspector
(Officer-In-charge, Tourist Police Station)
↓
Head Constable
(in promotion)
↓
Constable
(Area of Operation- Tourist Destination where deployed)
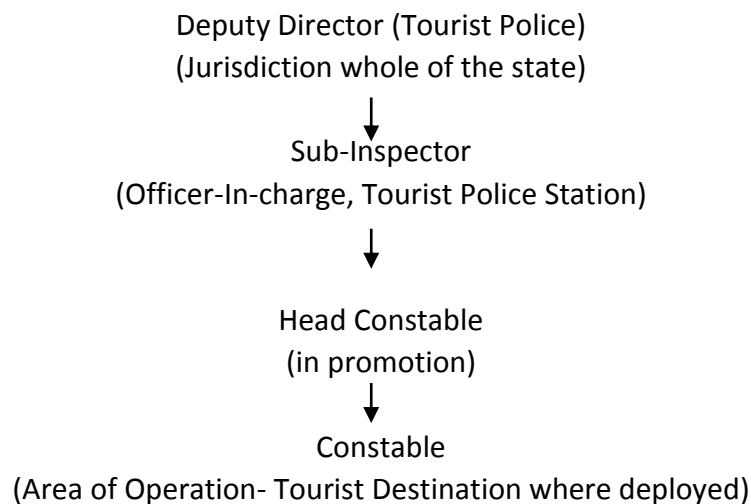
7.7 Recruitment Procedure

The Tourist Police will be recruited by the designated authority of the Home Department of state government in consultation with Director- Department of Tourism as per the guideline for different positions of general police related to Tourist Police. Further, Tourism Department of the concerned government may appoint some Tourist Police at different tourist attractions on deputation from the Home Department of the concerned state. However, the Direct Recruitment procedure for some of the positions are as follows:

Constable

The candidate shall be appointed by the Deputy Director (Tourist Police) in consultation with Superintendent of Police in concerned district and Director-Department of Tourism of concerned state.

The educational qualification shall be 10+2 pass. He/she must be between 20-30 years age. Every person appointed to the rank of Constable shall be able to read, write and speak English and his own vernacular language.

The standard of height and chest measurement are as follows:

Men:

Height – 5 ft 6 inches (168 cm)
Chest – 32 inches (81.28 cm)
Weight – 120 lbs (54.53 Kg)

Women:

Height – 5 ft 3 inches
Chest – 32 inches (81.28 cm)
Weight – 120 lbs (54.53 Kg)
In case of candidates coming from Scheduled Castes and Tribes the physical status may be reduced by 2" both in respect of height and chest and 10 lbs in weight.

The related rules of the concerned state government shall be applied for the appointment, promotion and training of Constables.

Sub-Inspector

The candidate shall be appointed by the Deputy Director (Tourist Police) in consultation with Superintendent of Police in concerned district and Director-Department of Tourism of concerned state.

The following qualification and other eligible criteria:
-   He/she must be a Graduate from a recognised University.
-   He/she must be between 20-30 years age.
-   He/she must speak, write and read English and vernacular language.

The standard of height and chest measurements are as follows:
Men:
-   Height – 5 ft 6 inches (168 cm)
-   Chest – 32 inches (81.28 cm)
-   Weight – 120 lbs (54.53 Kg)

Women:
- Height – 5 ft 3 inches
- Chest – 32 inches (81.28 cm)
- Weight – 120 lbs (54.53 Kg)

Dy. Director (Tourist Police)

Preferably an officer of the rank of Deputy Superintendent of Police (DSP) of concerned state can be deputed as Dy. Director (Tourist Police). In case of direct recruitment, the eligibility criteria for Dy. Director (Tourist Police) will be same as in case of Dy. Superintendent of Police (DSP) of concerned state. A retired officer of atleast DSP rank of the concerned state can be re-appointed as Dy Director (Tourist Police) for three years or till the age of 65 whichever is earlier.

7.8 Training of Tourist Police Personnel

After the recruitment, Tourist Police personnel should undergo the training at the designated training centre for district police as per the training modules related to general policing. Besides that a training programme of 7- days shall be organized to train and equip them with the security related requirements of the tourism industry. The training programme shall be structured in a holistic way by incorporating various aspects viz behaviour and attitude; law enforcement; inter-personal; cross-cultural; skill development and attractions and destinations of the concerned area. The responsibility of training the police personnel shall be entrusted with the reputed professional tourism institutes preferably Indian Institute of Tourism and Travel Management (IITTM), *An organization of Ministry of Tourism, Govt. of India.*

The design brief of the training programme is as follows:

Design Brief for the training

Training Need	❖ To enhance the knowledge on tourism industry in general and need of tourist in particular. ❖ For developing the skill to take care of tourist and to provide policing service to the tourists.
Entry Behaviour	Newly appointed and deputed Tourist Police Personnel.
Duration of training	7 days (8 hrs. per day)
Language	English

Venue	As decided by concerned State Government preferably at a tourism professional Institute.
Benefit	❖ The trainees will gain confidence to provide policing service to the tourists. ❖ Guidelines/rules and regulations of the central, state, district administration will be followed by the tourist and service providers. ❖ The tourists will get correct and authentic information during their visit to the attractions. ❖ The trainees will know the needs of the tourist.
Training Objectives	▪ The image of the country will be enhanced. ▪ The tourists will feel secured during their visit to different attractions. ▪ The trainees will be able to deliver quality policing services to the tourist.
Assessment **Internal**	❖ Minimum 80% attendance in the classes is required. ❖ Formal assessment will be carried out in the form of Group Discussion and the participation in the class. ❖ Summative assessment will be carried out through individual exercise and problem solving.
External	▪ The feedback mechanism will be developed and collected by the Office of the Director, Department of Tourism of the state from time to time to know the performance of the Tourist Police. ▪ It can also be monitored by Dy. Director (Tourist Police).
Model of Syllabus of the Programme	*Topics* 1. Conceptual Framework of Tourism Industry 2. Concept of Atithi Devo Bhava 3. Travel formalities 4. Tourism Attractions of the concerned state/area. 5. Facilities & amenities for Tourists available in the concerned state. 6. Understanding Group behaviour 7. Professional need for Tourist Police 8. Communication skills & personality development 9. Code of Conduct of Tourist Police 10. Handling Emergency

	11. Etiquettes, manners, attitude, behavior of Tourist Police.
	12. Cross cultural management
	13. Self/Stress Management
	14. Different schemes of India Tourism and State Tourism like Swachha Bharat Abhiyan and E-Visa etc.
	(The model syllabus can be modified as per the need of the organization)

Further, during the service every alternative year the tourist police will attend two days refresher training programme which will help them in their work place.

7.9 Discipline

All Tourist Police personnel, wherever deployed in the State, shall be subject to control of the Deputy Director (Tourist Police) in the matters of discipline and any adverse comment or report from the official superior in the hierarchy of Tourist Police at the Tourist Destination, where the Tourist Police personnel are deployed shall be viewed seriously and make the Tourist Police personnel liable for disciplinary action.

In the case of serious breach of discipline, the Tourist Police personnel shall be removed from the Roll as per terms and conditions settled while engaging for work. In the case of persons not drawn from Police Department of the State. In case of persons drawn on deputation from Police Department of the State, as per Disciplinary Rules applicable to them.

Inspection by Deputy Director (Tourist Police)

For the purpose of ensuring effectiveness of the service of Tourist Police in implementing the provisions of the scheme and providing assistance and help to the tourists in making their travel hassle free, the Deputy Director (Tourist Police) shall, from time to time, pay a visit to various tourist destinations and areas and carry out study and inspect the places where tourist police personnel are deployed and make changes in the arrangement wherever necessary and apprise the Director, Department of Tourism about the arrangements made.

Tourist Police personnel to obey and comply with the orders/directions of superior officers.

All orders or directions given by the Deputy Director (Tourist Police) or the prescribed authority shall be complied by the Tourist Police personnel as and when they are on a visit to any tourist place, area or destination or whenever they come for inspection.

Performance of other functions by the Tourist Police which could be assigned to it by the State Government.

In addition to the functions assigned to the Tourist Police under the Scheme and these regulations, it shall be the duty of the Tourist Police personnel to perform such other functions as well as the State Government may assign them in exercise of powers.

7.10 Deployment of Tourist Police personnel at tourist places, areas or destinations

The Deputy Director (Tourist Police) shall deploy the Tourist Police personnel at various tourist destinations in the State after seeking approval of the Director, Department of Tourism in concerned state from time to time, and in doing so if such occasion arises, may deploy any of such personnel from one place to another in the State.

Whenever such deployment is made by the Deputy Director (Tourist Police), the Tourist Police personnel shall function under the supervision of official superior in the hierarchy of Tourist Police in the Tourism Department at the Tourist Destination to provide policing service.

Cooperation with District Authorities:

The Dy. Director Tourist Police shall keep himself/herself in constant touch with the District Magistrate and Superintendent of Police of the District with which they are concerned for the purpose of discharging matters relating to the detection and prevention of crime at tourist places of concerned district. All rank of the district police and tourist police shall render mutual assistance in the execution of their duties and responsibilities. Both tourist police and district police shall communicate to each other the occurrence of crime and the movement of bad character at tourist attractions.

Area of Operation

As a pilot initiatives, 100 places is suggested which includes entry/exit points, monuments, gathering points and attractions where tourist police can be deployed. The places have been chosen with reference to various tourism related schemes of the Ministry of Tourism, Government of India. The scheme also recommends, from time to time the Tourist Police shall also be deployed from one place to another in the state if the situation demands. The identified places are listed in the annexure-II.

ANNEXURES- I

DEMOGRAPHIC PROFILE OF THE RESPONDENTS
Domestic Tourists (N = 2066)

Name of States	Frequency	Percent	Cumulative Percent
Andhra Pradesh	131	6.34	6.34
Arunachal Pradesh	3	0.15	6.49
Assam	53	2.57	9.05
Bihar	39	1.89	10.94
Chandigarh	1	0.05	10.99
Chhattisgarh	15	0.73	11.71
Goa	3	0.15	11.86
Gujarat	6	0.29	12.15
Haryana	77	3.73	15.88
Himachal Pradesh	88	4.26	20.14
Jammu & Kashmir	11	0.53	20.67
Jharkhand	4	0.19	20.86
Karnataka	42	2.03	22.89
Kerala	19	0.92	23.81
Madhya Pradesh	17	0.82	24.64
Maharashtra	14	0.68	25.31
Manipur	1	0.05	25.36
Nagaland	1	0.05	25.41
New Delhi	795	38.48	63.89
Odisha	83	4.02	67.91
Punjab	47	2.27	70.18
Rajasthan	67	3.24	73.43
Sikkim	1	0.05	73.48
Tamil Nadu	48	2.32	75.80
Telengana	64	3.10	78.90
Uttar Pradesh	109	5.28	84.17
Uttaranchal	321	15.54	99.71
West Bengal	6	0.29	100.00
Total	**2066**	100.00	

Foreign Tourists (N = 688)

Name of States	Frequency	Percent	Cumulative Percent
AFGANISTAN	18	2.62	2.62
Argentina	84	12.21	14.83
Atlanta	17	2.47	17.30
Australia	8	1.16	18.46
Bangladesh	64	9.30	27.76
Belgium	2	0.29	28.05
Brazil	7	1.02	29.07
Canada	3	0.44	29.51
Colombia	28	4.07	33.58
CZECH	3	0.44	34.01
Denmark	9	1.31	35.32
Egypt	8	1.16	36.48
ESTONIA	4	0.58	37.06
Finland	17	2.47	39.53
France	7	1.02	40.55
German	59	8.58	49.13
Holland	33	4.80	53.92
Hungary	4	0.58	54.51
Indonesia	5	0.73	55.23
IRAN	4	0.58	55.81
Israel	6	0.87	56.69
Italy	3	0.44	57.12
Japan	6	0.87	57.99
Kenya	6	0.87	58.87
Korea	1	0.15	59.01
Luxembourg	5	0.73	59.74
MALAYSIA	1	0.15	59.88
Mexico	6	0.87	60.76
Moldova	1	0.15	60.90
Nepal	4	0.58	61.48
Netherland	2	0.29	61.77
News Land	7	1.02	62.79
NIGERIA	7	1.02	63.81
Oman	4	0.58	64.39
Pakistan	2	0.29	64.68
Poland	3	0.44	65.12
Portugal	4	0.58	65.70
Qatar	6	0.87	66.57
Romania	4	0.58	67.15

Russia	3	0.44	67.59
Singapore	6	0.87	68.46
South Africa	12	1.74	70.20
South Korea	18	2.62	72.82
SPAIN	4	0.58	73.40
Sri Lanka	18	2.62	76.02
Switzerland	5	0.73	76.74
Taiwan	7	1.02	77.76
Thailand	1	0.15	77.91
TIBET	19	2.76	80.67
UAE	2	0.29	80.96
UK	8	1.16	82.12
USA	119	17.30	99.42
Vietnam	3	0.44	99.85
Yemen	1	0.15	100.00
Total	**688**	100.00	

ANNEXURES- II

IDENTIFIED TOURIST LOCATIONS FOR DEPLOYMENT OF TOURIST POLICE

States	Cities
Rajasthan	1. Ajmer 2. Jaipur 3. Udaipur 4. Ranthampore 5. Jaisalmer 6. Mount Abu
Andhra Pradesh	7. Amaravati 8. Tirupati Railway Station 9. Puttaparthi Railway Station 10. Vishakapattanam
Punjab	11. Amritsar 12. Chandigarh city
Karnataka	13. Kempegowda International Airport 14. Bangalore Railway Station 15. Badami 16. Hampi 17. Mysore Palace
Gujarat	18. Dwaraka 19. Ahamedabad Railway Station 20. Vadodara 21. Surat
Bihar	22. Mahabodhi Temple Complex at Bodh Gaya 23. Nalanda 24. Rajgir
Tamil Nadu	25. Chennai International Airport 26. Kanchipuram 27. Velankanni 28. Mahabalipuram 29. Kanyakumari 30. Ootty
Uttar Pradesh	31. Agra Railway station 32. Mathura 33. Varanasi 34. Taj Mahal 35. Agra Fort 36. Allahabad 37. Lucknow
Odisha	38. Bhubaneswar Railway Station 39. Biju Patnaik International airport 40. Puri 41. Konark 42. Chilika (Barkul)
Jharkhand	43. Ranchi

Chattishgarh	44. Raipur
Telengana	45. Rajiv Gandhi International Airport
	46. Hyderabad Railway Station
	47. Warangal
Uttarakhand	48. Kedarnath
	49. Haridwar
	50. Rishikesh
	51. Nainital
Assam	52. Kamakhya
	53. Kaziranga Wildlife Sanctuary
	54. Guwahati Railway Station
Delhi	55. Indira Gandhi International Airport
	56. New Delhi Central Railway Station
	57. Qutub Minar complex
	58. Red Fort Complex
	59. Humayun's Tomb
	60. Lotus temple
	61. Akshardam Temple
Maharashtra	62. Chhatrapati Shivaji International Airport
	63. Mumbai CST Railway Station
	64. Gateway of India
	65. Ajanta Caves
	66. Ellora Caves
	67. Elephanta Caves
	68. Khandala
West Bengal	69. Netaji Subhash Chandra Bose International Airport
	70. Howrah Railway Station
	71. Darjeeling
	72. Sundarbans region
	73. Dakshineswar Temple
Kerala	74. Trivandrum International Airport
	75. Cochin International Airport
	76. Kovalam
	77. Munnar Town
	78. Chengannur Railway Station (Sabarimala Gate way)
	79. Alappuzha Punnamada Houseboat Terminal
Madhya Pradesh	80. Bhopal Railway Station
	81. Buddhist Monuments at Sanchi
	82. Rock Shelters of Bhimbetka
	83. Khajuraho Group of Monuments
	84. Gwalior
Himachal Pradesh	85. Shimla
	86. Manali

	87. Dalhousie
Jammu & Kashmir	88. Jammu Tawi Railway Station
	89. Katra
	90. Dhal Lake area
	91. Gulmarg
Goa	92. Calangute beach
	93. Vasco-da-gama Railway station
	94. Dabolim International airport
Meghalaya	95. Shillong
Nagaland	96. Kohima
Manipur	97. Imphal
Arunachal Pradesh	98. Itanagar
Sikkim	99. Gangtok
Tripura	100. Agartala

ANNEXURE – III

INSTRUMENT FOR DATA COLLECTION

TOURIST

Namaskar,

Greetings from IITTM, Bhubaneswar!!!! We are conducting a study on "Functioning of Tourist Police in States/UTs and Documentation of Best Practices", on behalf of **Ministry of Tourism (MoT), Govt. of India**. Kindly spare a few minutes of your valuable time to fill-up the questionnaire to help us to improve the safety and security of guests who are visiting this beautiful piece of land. All the information collected will be used exclusively for the research and shall not be shared with anyone else.

Thanks, Study Team

IITTM Bhubaneswar

Please put (√) in appropriate boxes

1. Name: _____

2. Gender: Male ☐ Female ☐

3. Nationality/State:

4. Age:
   (i) Below 25 years ☐
   (ii) 25 – 40 years ☐
   (iii) 41– 60years ☐
   (iv) Above 60

5. Marital Status:
   (i) Married ☐
   (ii) Single ☐
   (iii) Others ☐

6. Education:
   (i) Up to Matriculate ☐
   (ii) Graduate ☐
   (iii) Post Graduate and above ☐

7. Annual Income (in INR)
   (i)   Up to 6 lakhs ☐

   (ii)   7 – 15 lakhs ☐

   (iii)   Above 15 lakhs ☐

8. Occupation
   (i) Student ☐

   (ii) Service ☐

   (iii) Business ☐

   (iv) Retired ☐

   (v) Other occupations ☐

       Please Specify ……………………………………………………………….

9. Whether safety and security of the destination is a major concern for making a travel choice?
   (i)   Yes ☐

   (ii)   No

10. Have you ever cancelled your scheduled tour to India due to security reasons
   (i)   Yes ☐

   (ii)   No

11. If yes, please specify the year and the reasons (security threats/cheating and fraud cases/related issues) for the cancelation ………………………………………………………………………………

12. What is the nature of security issue you have come across while visiting the state?
   (i)   Sexual harassment ☐

   (ii)   Fatal crimes

   (iii)   Theft

   (iv)   Rapes

   (v)   Manipulation of services/cheating ☐

   (vi)   Threatening and others

13. Whether you are aware about the details of the organizations which to be contacted in case of any security threats/cheating & fraud cases/related issues?
   (i) YES ☐

   (ii) NO

14. If Yes, how you gathered the information regarding safety enforcement establishments in the destination?
   (i) Internet & websites ☐

   (ii) Information from brochures

(iii) Information from service providers ☐

(iv) Embassies ☐

(v) Charters published by home country ☐

(vi) Any other, please specify --

15. In case of any such issues, what is your expectation from the police authority when you brought security threats/cheating & fraud cases/related issues to their notice?

(i) immediate intervention to sort out the issues ☐

(ii) Intervention & reassurance of security ☐

(iii) proactive measures for future security arrangements ☐

(iv) Keeping the higher authorities in the loop for of policy decisions ☐

16. How do you rate the effectiveness of tourist police system in the state? (Please give tick mark against your choice)

Parameters	Outstanding / Excellent	Very good	Good	Average	Poor
Ensuring Safety and security					
Creating awareness regarding tourist police system					
Behaviour and attitude of security personnel/police					
Co-ordination with other departments/agencies					
Efficiency in controlling crime/tackling the problem					
Time-bound redressal of the complaints					
Controlling touts/unauthorized service providers					
Delivery of Quality Services by tourist police. TFSO (only TFSO States)					

17. Rank the following service encounter points in the order of priority of more careful and effective security enforcement.

(i) Hotels/restaurants/other hospitality establishments ☐

(ii) Entry/exit point to the state

(iii) Religious place

(iv) Monuments

(v) Fair and Festival venues

(vi) Market areas

(vii) Other destinations

18. Do you think tourism police should be easily recognizable which will motivate tourist to approach them?

(i) Yes

(ii) No

19. What should be the dress code of the tourist police personnel while on duty?

(i) Special uniform

(ii) General uniform

(iii) Civil dress

20. The need of enhanced security services are more relevant during which time

(i) Day

(ii) Late evening

(iii) Night

(iv) 24x7

21. Have you come across any other countries where the security mechanism is exemplary when compare with India? If so, please specify the name of the countries

(i) --------------------

(ii) --------------------

(iii) --------------------

(iv) --------------------

(v) --------------------

22. Contact details and signature of the Respondent (Optional):

Thank You…..

Office use only

Date: _____   **Team Leader: _____**

Interviewer: _____   **Scrutinizer: _____**

City of Data Collection   State of Data Collection

GOVT. OFFICERS/PLANNERS

Namaskar,

Greetings from IITTM, Bhubaneswar!!!! We are conducting a study on "Functioning of Tourist Police in States/UTs and Documentation of Best Practices", on behalf of **Ministry of Tourism (MoT), Govt. of India**. Kindly spare a few minutes of your valuable time to fill-up the questionnaire to help us to improve the safety and security of guests who are visiting this beautiful piece of land. All the information collected will be used exclusively for the research and shall not be shared with anyone else.

Thanks,
<div align="right">Study Team</div>

<div align="right">IITTM Bhubaneswar</div>

Please put (√) in appropriate boxes

---

1. Name : _____
2. Designation : _____
3. Department : _____
4. Years of experience (please tick (√)

Less than 10 yrs	
11 - 20 ys	
21 - 30 yrs	
31 - 40 yrs	
41 and more yrs	

5. Do you have any scheme or system to handle safety and security threats/cheating & fraud cases/related issues concerning tourists?

(i)   Yes   ☐

(ii)   No   ☐

6. If so, mention the name of the scheme/system ………………………………………………………………………….

7. If there is no such scheme /system, do you think that it is required?

(i)   Yes   ☐

(ii)   No   ☐

8. Have you deployed any form of tourist police in your state/UT?

(i)   Yes   ☐

(ii)   No   ☐

9. If yes, whether it is :-

(i)   Dedicated pool   ☐

(ii)   Rotational pool   ☐

10. Training programmes would improve the efficiency of police personnel who deal with tourists. Do you agree?
(i)   Strongly agree
(ii)   Agree
(iii)   Neutral
(iv)   Disagree
(v)   Strongly disagree

11. By what extend do you think the crime rates against tourists will come down after the establishment of such a wing/scheme/body/tourist police system separately for tourists?
(i)   100%
(ii)   99- 70 %
(iii)   69 – 50%
(iv)   49 – 20%
(v)   19 – 0%

12. Do you have any grievance redressal center for the tourists in your state?
(i)   Yes
(ii)   No

13. The establishment of a grievance redressal centre is highly required in the State. Do you agree?
(i)   Strongly agree
(ii)   Agree
(iii)   Neutral
(iv)   Disagree
(v)   Strongly disagree

14. Do you have any toll free number to help tourists in case of any security threats/cheating & fraud cases/related issues?
(i)   Yes
(ii)   No

15. Do you think that such toll free number helps in reducing crimes against tourists?
(i)   Strongly agree
(ii)   Agree
(iii)   Neutral
(iv)   Disagree
(v)   Strongly disagree

16. Have you issued any guidelines/charter so far for the knowledge of the tourists who visit the destinations under your jurisdiction?

(i)   Yes

(ii)   No

17. The job responsibility of tourist police spreads across the following aspects. Do you agree?

Parameters	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Providing protection to tourists					
Providing Information regarding safety and security issues					
Redressal of grievance					
Patrolling at tourist attractions					
Enforcement of precautionary measures					

18. Please give your comments regarding the relevance of tourism police system in the present
………
……………………………………………………………………………………………….

19. Contact details and signature of the Respondent (Optional):

Thank You…..

Office use only

Date: _____   **Team Leader: _____**

Interviewer: _____   **Scrutinizer: _____**

City of Data Collection   State of Data Collection

TOURIST POLICE

Namaskar,

Greetings from IITTM, Bhubaneswar!!!! We are conducting a study on "Functioning of Tourist Police in States/UTs and Documentation of Best Practices", on behalf of **Ministry of Tourism (MoT), Govt. of India**. Kindly spare a few minutes of your valuable time to fill-up the questionnaire to help us to improve the safety and security of guests who are visiting this beautiful piece of land. All the information collected will be used exclusively for the research and shall not be shared with anyone else.

Thanks,

Study Team
IITTM Bhubaneswar

Please put (√) in appropriate boxes

1. Name : _____

2. Gender : Male ☐ Female ☐

3. Designation : _____

4. Years of service (Please tick (√)

Less than 10 yrs	
11 - 20 ys	
21 - 30 yrs	
31 - 40 yrs	
41 and more yrs	

5. Name of the police station : _____

6. Which category do you belong?

(i) General police deployed in tourist centers ☐

(ii) Tourist police ☐

(iii) Home guard ☐

(iv) TFSO personnel ☐

(v) Others, please specify ……………………….

7. Have you undergone any training related to tourism before deployment?

(i) Yes ☐

(ii) No ☐

8. If yes, what was the duration of the training?

(i) 1 day ☐

(ii) 2 – 4 days ☐

(iii) 5 – 7 days ☐

(iv) More than 7 days ☐

9. Rank the following types of training recommended for tourist police in the order of effectiveness. (1 is the most and 5 is the least)

Factors	1	2	3	4	5
Behavioural/ attitude training					
Law enforcement related/technical training					
Inter-personal training					
Cross-cultural training					
Skill development training					

10. What was the response of the tourists regarding the services of the tourist police personnel
(i)   Outstanding/ Excellent
(ii)   Very good
(iii) Good
(iv)   Average
(v)   Poor

11. Rank the following security threats/cheating & fraud cases/related issues in the order of frequency of occurrence which are generally reported under your jurisdiction (1 is the most and 6 is the least)

Factors	1	2	3	4	5	6
Sexual Harassment						
Fatal Crimes						
Theft						
Rapes						
Manipulation of services/Cheating						
Threatening and others						

12. Rank the following places of exploitation/incidents of crime in the order of frequency of occurrence. (1 is the most and 5 is the least)

Factors	1	2	3	4	5
Tourist Attraction					
Hotel and other accommodation units					
Market areas					
Entry/exit points to the state					
Dealing with touts/local vendors/unauthorized service providers					

13. Rank the following aspects regarding the expectations of a tourist while they are dealing with the police personnel? (1 is the most and 5 is the least)

Factors	1	2	3	4	5
Individual and one to one attention					
Tourist friendly service					
Time bound resolution					
Language proficiency					
Easily recognizable in dedicated uniform					

14. How do you rate the effectiveness of tourist police system in the state? (Please give tick mark against your choice)

Parameters	Outstanding / Excellent	Very good	Good	Average	poor
Ensuring Safety and security					
Creating awareness regarding tourist police system					
Behaviour and attitude of security personnel/police					
Co-ordination with other departments/agencies					
Efficiency in controlling crime/tackling the problem					
Time-bound redressal of the complaints					
Controlling touts/unauthorized service providers					
Delivery of Quality Services by tourist police. TFSO (only TFSO States)					

15. Whether the service providers of tourism industry are generally willing to report any security threats/cheating & fraud cases/related issues?

(i)   Yes

(ii)   No

16. Do you have any toll free number to help tourists in case of any security threats?

(iii)   Yes

(iv)   No

17. Do you think that such toll free number helps in reducing crimes against tourists?

   (vi)   Strongly agree

   (vii)   Agree

   (viii) Neutral

   (ix)   Disagree

   (x)   Strongly disagree

18. If yes, how it can be popularized among the tourists for their awareness?

(i)   Website

(ii)   Publicity in public transport/tickets/vouchers/brochures

(iii)   Advertisement/hoardings/brand ambassadors

(iv)   Travel Mart/events/road shows

(v)   Through service providers

19. How do you rate the departmental and governmental support in discharging your duty?

(i)   Outstanding/Excellent

(ii)   Very good

(iii)   Good

(iv)   Average

(v)   Poor

20. Provide your suggestions to enforce and further to enhance the tourist centric safety and security mechanism in the country

    ----

21. Contact details and signature of the Respondent (Optional):

Thank You…..

Office use only

Date: _____   **Team Leader: _____**

Interviewer: _____   **Scrutinizer: _____**

City of Data Collection   State of Data Collection

TOUR OPERATORS/ TOUR GUIDES/OTHER SERVICE PROVIDERS

Namaskar,

Greetings from IITTM, Bhubaneswar!!!! We are conducting a study on "Functioning of Tourist Police in States/UTs and Documentation of Best Practices", on behalf of **Ministry of Tourism (MoT), Govt. of India**. Kindly spare a few minutes of your valuable time to fill-up the questionnaire to help us to improve the safety and security of guests who are visiting this beautiful piece of land. All the information collected will be used exclusively for the research and shall not be shared with anyone else.

Thanks,   Study Team

                                                                                          IITTM Bhubaneswar

Please put (√) in appropriate boxes

---

1. Name of the person/Organization : _____
2. Years of experience in the present assignment (please tick (√)

Less than 10 yrs	
11 - 20 ys	
21 - 30 yrs	
31 - 40 yrs	
41 and more yrs	

3. Category of service providers
(i)   Travel Agency
(ii)   Tour Operation
(iii)   Tour guide
(iv)   Both Travel agency and Tour Operation
(v)   Handicrafts
(vi)   Taxi drivers

4. Range of Operation
(i)   Domestic
(ii)   Inbound
(iii)   Outbound

5.   Are you getting any departmental and governmental support in maintaining the safety and security of tourists in your range of operations?
(i)   Yes
(ii)   No

6. Do you take the help of tourist police/general police in the event of a crime or similar situation faced by your clients?

    (i)   Yes

    (ii)   No

7. How do you rate the effectiveness of tourist police system in the State? (Please give tick mark as per your choice)

Parameters	Outstanding / Excellent	Very good	Good	Average	Poor
Ensuring Safety and security					
Creating awareness regarding tourist police system					
Behaviour and attitude of security personnel/police					
Delivery of Quality Services by tourist police. TFSO (only TFSO States)					
Efficiency in controlling crime/tackling the problem					
Time-bound redressal of the complaints					
Controlling touts/unauthorized service providers					
Co-ordination with other departments/agencies					

8. How you rate the services of tourist police/general police in tackling the emergency situation?

    (i)   Outstanding/Excellent

    (ii)   Very good

    (iii)   Good

    (iv)   Average

    (v)   Poor

9. By what extend do you think the crime rates against tourists will come down after the establishment of such a wing/scheme/body/tourist police system separately for tourists?

(i)   100%

(ii)   99- 70 %

(iii)   69 – 50%

(iv)   49 – 20%

(v)   19 – 0%

10. How do you tackle security threats/cheating & fraud cases/related issues concerning tourists?

(i)   Resolve yourself to the extent possible

(ii)   Immediately Report to police

(iii)   Report to police if necessary

(iv)   Send your client to police station

(v)   Any other ……………………………….

11. Rank the following security threats/cheating & fraud cases/related issues in the order of frequency of occurrence which are generally reported by tourist. (1 is the most and 6 is the least)

Factors	1	2	3	4	5	6
Sexual Harassment						
Fatal Crimes						
Theft						
Rapes						
Manipulation of services/cheating						
Threatening and others						

12. In your opinion Your suggestions to improve the safety and security of tourists ------------------
----
----

13. Contact details and signature of the Respondent (Optional):

Thank You…..

Office use only

Date: _____   **Team Leader: _____**

Interviewer: _____   **Scrutinizer: _____**

City of Data Collection   State of Data Collection

HOTELS/ RESTAURANTS AND OTHER SERVICE PROVIDERS

Namaskar,

Greetings from IITTM, Bhubaneswar!!!! We are conducting a study on "Functioning of Tourist Police in States/UTs and Documentation of Best Practices", on behalf of **Ministry of Tourism (MoT), Govt. of India.** Kindly spare a few minutes of your valuable time to fill-up the questionnaire to help us to improve the safety and security of guests who are visiting this beautiful piece of land. All the information collected will be used exclusively for the research and shall not be share with anyone else.

Thanks,

Study Team
IITTM Bhubaneswar

Please put (√) in appropriate boxes

1. Name of the person/Organization : _____

2. Years of experience (please tick (√)

Less than 10 yrs	
11 - 20 ys	
21 - 30 yrs	
31 - 40 yrs	
41 and more yrs	

3. Category of Hospitality Establishment
(i)   Classified hotels ☐

(ii) Classified Resorts ☐

(iii) Classified Restaurants ☐

(iv) Graded Home stays ☐

(v)   Licensed Guest House ☐

(vi) Beach Shack ☐

(vii) Budget lodge ☐

(viii) Approved Houseboat ☐

(ix) Others, please specify --------------------

4. Range of Operation
(i)   Regional ☐

(ii)   Intra state and Inter state ☐

(iii)   National ☐

(iv)   International ☐

5. Are you getting any departmental and governmental support in maintaining the safety and security of tourists in your range of operations?

(i)   Yes

(ii)   No

6. Do you take the help of tourist police/general police in the event of a crime or similar situation faced by your clients?

(i)   Yes

(ii)   No

7. How you rate the services of tourist police/general police in tackling the emergency situation?

(i)   Outstanding/Excellent

(ii)   Very good

(iii)   Good

(iv)   Average

(v)   Poor

8. By what extend do you think the crime rates against tourists will come down after the establishment of such a wing/scheme/body/tourist police system separately for tourists?

(i)   100%

(ii)   99- 70 %

(iii)   69 – 50%

(iv)   49 – 20%

(v)   19 – 0%

9. How do you tackle security threats/cheating & fraud cases/related issues concerning tourists?

(i)   Resolve yourself

(ii)   Immediately Report to police

(iii)   Report to police if necessary

(iv)   Send your client to police station

(v)   Any other ………………………….

10. Rank the following security threats/cheating & fraud cases/related issues in the order of frequency of occurrence which are generally reported by tourist. (1 is the most and 6 is the least

Factors	1	2	3	4	5	6
Sexual Harassment						
Fatal Crimes						
Theft						
Rapes						
Manipulation of services/Cheating						
Threatening and others						

11. In your opinion Your suggestions to improve the safety and security of tourists -------------------

    ----

    ----

12. Contact details and signature of the Respondent (Optional):

Thank You…..

Office use only

Date: _____   **Team Leader: _____**

Interviewer: _____   **Scrutinizer: _____**

City of Data Collection   State of Data Collection

INSTRUMENT FOR THE COLLECTION OF SECONDARY DATA REGARDING CRIME RATES

Source of data

State of Data Collection

(Domestic Tourists)

YEAR	Sexual harassment		Fatal crimes		Theft		Rapes	Manipulation of services/ Cheating		Threatening and others		Total cases reported
	M	F	M	F	M	F		M	F	M	F	
2009												
2010												
2011												
2012												
2013												
2014												
Total												

(Foreign Tourists)

YEAR	Sexual harassment		Fatal crimes		Theft		Rapes	Manipulation of services/cheating		Threatening and others		Total cases reported	
	M	F	M	F	M	F		M	F	M	F		
2009													
2010													
2011													
2012													
2013													
2014													
Total													

Office use only

Date: _____

Team Leader: _____

Interviewer: _____

Scrutinizer: _____

The following academicians extended their cooperation for the collection of primary and secondary data from the identified cities of the present study.

Prof. Sutheeshna Babu S Professor and Nodal Officer National Institute Water Sports, Altinho, Panaji, Goa	Mr. Vinodan A Assistant Professor Indian Institute of Tourism & Travel Mgmt. Muthukur Road, Nellore, Andhra Pradesh
Dr. Pawan Gupta Assistant Professor Indian Institute of Tourism & Travel Mgmt. Noida, UP	Dr. Joby Thomas, Associate Professor, Christ University, Bangalore, Karnataka
Dr. K S Nagapathi Mysore University Mysore, Karnataka	Dr. Dillip Kumar Das Assistant Professor Burdwan University, West Bengal
Ms Anitha R Assistant Professor, Sri Narayan Arts and Science Colege, Komarakom, Kottayam, Kerala	Prof. Kalyani Mohanty Professor. Department of PMIR Utkal University, Bhubaneswar
Dr. Rajesh Ragde Director, Dept of Tourism Administration Dr. Babasaheb Ambedkar Marathwada University, Aurangabad Maharashtra	Dr. Prashant Gautam Director, Institute of Tourism & Hotel Management, Punjab University, Chandigarh
Prof. Ashok Singh, Professor, Faculty of Management Studies, Mohan Lal Sukhadia University Udaipur, Rajasthan	Dr. Lavkush Mishra, Director, Institute of Tourism & Hotel Management Dr. B R Ambedkar University University Campus, Khandari, Agra(UP)
Sh.Chandra Shekhar Barua Assistant Professor- Tourism Studies Indian Institute of Tourism and Travel Management Govindpuri , Gwalior Madhya Pradesh	Sh. Bishwanath Samantaray Secretary Premiere Institute of Hotel Management, Catering Technology and Tourism Puri, Odisha
Mr. Sanjay K Thakur Principal Institute of Hotel Management, Catering Technology & Applied Nutrition Vidyanagar, Hyderabad, Telengana	Ms. Shikha Sharma GIRI RAJ NIWAS, RAMNAGAR, Shimla, Himachal Pradesh
Dr. Anukrati Sharma Associate Professor Faculty of Commerce and Management University of Kota JAIPUR, Rajashthan	Dr. Shahnawaz Ahmad Dhar Assistant Professor (Tourism) The Business School, University of Kashmir, Srinagar, Jammu & Srinagar
Dr. Madhuri Sawant Asstt.Professor, Dept of Tourism Administration Dr. Babasaheb Ambedkar Marathwada University, Aurangabad, Maharashtra	Dr. Abhishek Aggarwal Associate Professor Head, Deptt. of Geography & Tourism Hindu College Amritsar, Punjab
Ms. Ritu Tiwari Varanasi, Uttar Pradesh	Prof. I C Gupta, 40 Aditya Nagar Agra Bombay Road Indore, Madhya Pradesh

Indian Institute of Tourism and Travel Management
Bhubaneswar, Odisha
(An Organization of Ministry of Tourism, Govt. of India)
Dumduma, Bhubaneswar - 751019, Odisha, India.
Tel : 0674-2472014 / 15 | Fax : 0674-2472013
Email : iittmb@gmail.com | Website : www.iittmb.in