

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

SUMMARY OF ACTIVITIES FOR THE MONTH OF MARCH, 2020

- Ministry of Tourism took several measures/initiatives to facilitate foreign tourists who were stranded in the country due to travel restrictions and lockdown which were imposed in wake of COVID-19 .
- Meetings were held with stakeholders to take suggestions on measures that could be taken to revive the confidence of the industry, consumers and stakeholders.
- Ministry of Tourism in consultation with the tourism stakeholders gave its recommendations to the Ministry of Finance for providing a relief package for the tourism sector. Some of the other measures taken in the month of March 2020 in wake of COVID-19 were:
 - ✓ Ministry of Tourism circulated and disseminated information on all travel related advisories and guidelines, issued by the Ministry of Health and Family Welfare and other Ministries/Organisations regarding various steps to be taken by tourists, hotels and other stakeholders to all Travel & Hospitality associations and stakeholders.
 - ✓ A meeting with stakeholders was chaired by the Hon'ble Minister of State for Tourism (Independent Charge) on 13.03.2020, wherein the stakeholders made several suggestions on measures that could be taken for the revival of tourism sector.
 - ✓ A letter dated 5th March 2020 was issued to Chief Secretaries/Tourism Secretaries of all States requesting that necessary instructions may be issued to district collectors/concerned local officials, not to stop entry of tourists with no exposure to the virus from checking into hotels and if required, medical testing of the tourists may be undertaken as per prescribed procedures.
 - ✓ The India Tourism Development Corporation Ltd. was advised to accommodate tourists in the Samrat Hotel in Delhi and the same was done as and when required. A total of 72 foreign tourists checked into Hotel Samrat from March 01, 2020 to March 31, 2020. There were 45 guests from Italy, 11 from Ireland, 06 from Nepal, 03 from USA, 02 from Puerto Rico & 01 each from other countries like Serbia, Chile, Spain, Malaysia, Japan, UK & Australia.

- ✓ Hotel Associations were advised not to deny accommodation to foreign tourists and to follow required procedures prescribed by the Ministry of Health & Family Welfare. OYO hotels collaborated by opening up their accommodation units across the country for stranded tourists. This information was shared with States/UTs, Embassies and others to utilise the accommodation units for tourists.
 - ✓ All States/UTs were advised to designate nodal officers for assisting Foreign Tourists in distress. The list of the officers with contact details was compiled and shared with all.
 - ✓ With a view to facilitating and extending support to foreign tourists who are stranded in the country the Ministry of Tourism launched 'Stranded in India' portal on 31st March 2020 to disseminate information regarding the services that can be availed by them.
 - ✓ The 24x7 Tourist Info-Helpline of the Ministry received calls related to COVID-19 and responded to them based on the advisories/guidelines issued by the Ministry of Health & Family Welfare and other Ministries/Authorities. Tourists seeking help in finding accommodation were supported through OYO Hotels.
 - ✓ A letter was issued to the Pr. Secretary/Secretary (Tourism) of all States/UTs requesting them to identify facilities/buildings, if any, that can be used as quarantine centers or can be converted to temporary hospitals with isolation facilities. States/UTs have also been requested to facilitate surveillance activities and to maintain a vigil particularly at major tourist spots and towns across the country.
- During the Financial Year 2019-20, out of an allocation of Rs.1416.00 Crore at RE stage, the Ministry booked an expenditure to the tune of Rs.1395.70 Crore which comes to 98.57% of the RE allocation. Due to the prevailing conditions the booking by Overseas Offices are yet to be fully reflected in the expenditure statement.
 - The Minister of State for Tourism & Culture (IC) launched the Incredible India Website in Chinese, Arabic and Spanish languages to attract tourists from these regions. The function was attended by senior officials of the ministry, foreign delegates and stakeholders of tourism industry.
 - Ministry of Tourism disposed 92 Public Grievances by the end of March 2020, and 112 remained pending.