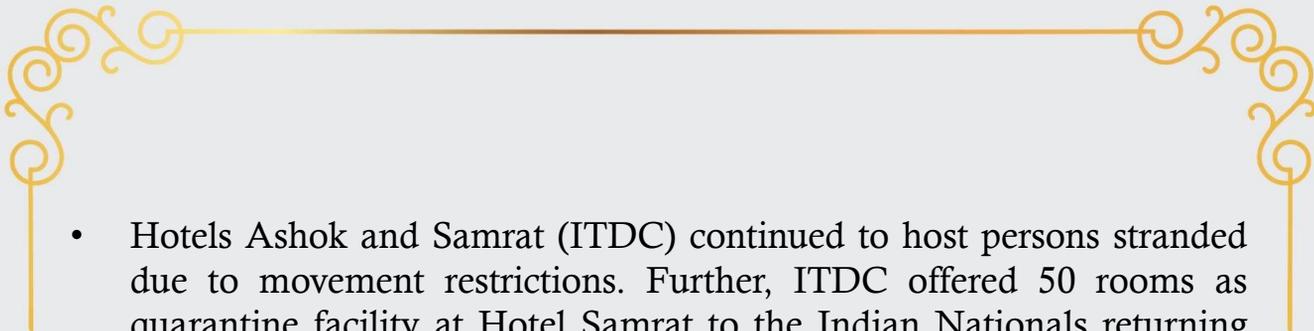


**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

SUMMARY OF ACTIVITIES FOR THE MONTH OF MAY, 2020

- Ministry of Tourism launched 'Dekho Apna Desh' web-series with a view to create awareness about tourist destinations in the country. A total of 14 webinars covering lesser known tourist destinations and promoting the concept of responsible tourism were held in the month of May 2020. The webinars have been well received with participants including the travel industry stakeholders, students as well as the general public. The webinars commenced on 14th April 2020, and a total of 26 webinars have been organized, since then. The webinars have had a total viewership of over 110,250 and have seen participation from more than 60 countries across the world.
- A Virtual Meeting of Heads of Tourism Administration of Shanghai Cooperation Organization (SCO) was held on 22nd May 2020. The Ministry of Tourism was represented by Director General and Joint Secretary. While expressing her solidarity to all the SCO member countries facing the common crisis brought about by COVID-19 pandemic, Director General informed that due to the visionary and bold leadership of our Honourable Prime Minister, the present crisis is being effectively managed. During the meeting, the common objective of SCO countries for increasing cooperation in tourism, sharing best practices and strategy to revive tourism, post Covid-19 was discussed.
- The Joint Secretary, Ministry of Tourism attended UNWTO Crisis Committee virtual meeting held on 28th May 2020 to discuss UNWTO Global Guidelines to Re-Start Tourism.
- Secretary (T) presided over a meeting of State and UT Tourism Secretaries through a Video Conference held on 21st May 2020. The meeting was convened to discuss local and domestic tourism issues post Covid-19 & was attended by Tourism Secretaries of 25 States and 3 Union Territories. The participating State Governments and Union Territory Administrations were urged to extend all possible tourism facilities to the tourism stakeholders to help them recover after the crisis, and provide relief especially on electricity charges, property tax etc. They were informed about activities of the Ministry viz. webinars on tourism sites, drone photography of major cities and iconic sites, and protocols to be observed with regard to hygiene and cleanliness post Covid-19.

- Ministry of Tourism has set up a portal titled 'Stranded in India' with a view to facilitate and extend support to foreign tourists who are stranded in the country on account of cancellation of flights/lockdown. The portal helps tourists get information/details of State /UT Tourism Departments and Regional Offices of Ministry of Tourism. The site also provides Helpline numbers of the Ministry of Health & Family welfare, Bureau of Immigration, Ministry of Tourism and the Ministry of External Affairs. Any support sought by tourists on the portal is automatically re-directed by an e-mail to the identified Nodal Officer in the State/Union Territory where the tourist is stranded. A total of 2142 foreign tourists have sought assistance through the portal till now.
- Ministry of Tourism has been coordinating with the State Government on regular basis to assist foreign tourists who have been held up in India due to lockdown. All States/UTs have been advised to designate Nodal Officers for assisting foreign tourists in distress.
- Ministry of Tourism has initiated photography/videography of important tourism and cultural sites using Drone cameras during the lockdown to get the best footage, and at a time when the pollution level is at its lowest. In this regard, filming at Mumbai, Chennai, Mamallapuram, Amer Fort (Jaipur) and Colva Beach (Goa) has been completed. While the work was halted at Kolkata due to the impact of Cyclone, it is in progress at Delhi. This will be a continuous project, wherein the natural heritage like National Parks, Wildlife Sanctuaries, Himalayan region etc., would be covered in next phase.
- Ministry of Tourism has been communicating extensively through various social media handles. The focus has been kept on promoting ancient wisdom, increasing engagement through various activities, uploading user generated content, increasing the number of interactive content (gifs and short videos) and building relationships with State Governments handles by re-sharing their content frequently. A special attention has been given towards Response Management (replies to messages, comments etc.).

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- Hotels Ashok and Samrat (ITDC) continued to host persons stranded due to movement restrictions. Further, ITDC offered 50 rooms as quarantine facility at Hotel Samrat to the Indian Nationals returning from abroad to support the Vande Bharat Mission. Guests have already started checking in. Hotel Kalinga Ashok, Bhubaneswar and Hotel Pondicherry Ashok are nominated for use as self-quarantine hotels by the State Governments. Due to extension in lockdown promulgated by Authorities, no events at hotels could materialise.
 - Ministry of Tourism disposed 241 Public Grievances by the end of May 2020 and 27 remained pending.

