

GOVERNMENT OF INDIA  
MINISTRY OF TOURISM

**RAJYA SABHA**  
**UNSTARRED QUESTION NO.1119**  
ANSWERED ON 20.09.2020

**SAFETY AND SECURITY OF GENUINE DOMESTIC AND INTERNATIONAL  
TOURISTS**

1119. SHRI SAMBHAJI CHHATRAPATI:

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

- (a) whether the main reasons for country in not achieving the status of one of the most attractive tourist attractions globally are the safety, insecurity, cheating by shopkeepers, drivers of hired vehicles, unfriendly behavior of local people, lack of quality facilities, economic exploitation, etc;
- (b) if so, whether Government has undertaken any detailed fact-finding study in the last three years for each of the States to identify the negative factors for sluggish growth in domestic and international tourism sector; and
- (c) if so, the details thereof and if not the action which Government proposes to initiate in consultation with States?

**ANSWER**

MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)  
(SHRI PRAHLAD SINGH PATEL)

(a) to (c): Details of Domestic Tourist Visits and International Tourist Arrivals in the country during the last three years are given below:

S.No.	Parameter	2017	2018	2019(P)
1.	Number of Domestic Tourist Visits (million)	1657.6	1854.9	2321.98
		(2.6%)*	(11.9%)*	(25.3%)*
2.	International Tourist Arrivals (ITAs) in India (million)	16.81	17.42	17.91
		(11.8%)*	(3.7%)*	(2.8%)*

P: Provisional

\* Figures in bracket shows Annual growth

As may be seen there has been a steady growth of tourists in the country.

The Ministry of Tourism has taken various measures to address issues relating to safety of tourists, cheating etc. as detailed below:

- (i) 'Public Order' and 'Police' and prevention of crime including safety & security of Tourists are State subjects. However, with efforts of Ministry of Tourism, the State Governments/Union Territory Administration of Delhi, Goa, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Maharashtra, Odisha, Punjab, Madhya Pradesh, Uttar Pradesh, Rajasthan, Andhra Pradesh and Sikkim have deployed tourist police, in one form or the other for the safety and security of Tourists.
- (ii) The Bureau of Police Research and Development, Ministry of Home Affairs, Govt. of India, has constituted a Committee with Ministry of Tourism as a member for the purpose of setting up of Dedicated Call Centres with Police Personnel at important tourist destinations with high footfalls. The Ministry of Home Affairs has also addressed letters to Chief Secretaries/ Administrators of States / Union Territories for implementation of pilot projects on Tourist Police at important tourist places.
- (iii) The Ministry of Tourism has launched the 24x7 Multi-Lingual Tourist Info-Helpline on the toll free number 1800111363 or on a short code 1363 in 12 Languages including 10 international language, Hindi & English in February 2016, for domestic and foreign tourists to provide support service in terms of information relating to Travel in India and also offers appropriate guidance to tourists in distress while travelling in India.
- (iv) The Ministry of Tourism along with all stakeholders, including the Tourism Departments of all States and UTs, have adopted the 'Code of Conduct for Safe & Honourable Tourism' which is a set of guidelines to encourage tourism activities to be undertaken with respect for basic right like dignity, safety and freedom from exploitation of both tourists and local residents in particular, women and children.

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