

GOVERNMENT OF INDIA  
MINISTRY OF TOURISM

**RAJYA SABHA**  
**STARRED QUESTION NO.82**  
ANSWERED ON 09.02.2023

**CUSTOMIZED PROGRAMMES TO UPSKILL MANPOWER IN TOURISM  
SECTOR**

82 SHRI K.R. SURESH REDDY:

Will the Minister of Tourism be pleased to state:

- (a) whether Government feels that the success of the hospitality industry depends on skilled manpower;
- (b) if so, the initiatives taken/proposed to be taken by Government to come out with customised programmes to upskill people in the tourism sector; and
- (c) if not, the reasons therefor?

**ANSWER**

THE MINISTER OF TOURISM

(SHRI G. KISHAN REDDY)

(a) to (c): A Statement is laid on the Table of the House.

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**STATEMENT IN REPLY TO PARTS (a) TO (c) OF RAJYA SABHA STARRED QUESTION NO.82 ANSWERED ON 09.02.2023 REGARDING CUSTOMIZED PROGRAMMES TO UPSKILL MANPOWER IN TOURISM SECTOR**

(a): Yes, Sir. Skilled manpower is one of the major factors for the success of hospitality industry.

(b): Skill programmes of hospitality education is a regular and ongoing initiative of Ministry of Tourism. Hospitality education is imparted by the Institutes affiliated with National Council for Hotel Management & Catering Technology (NCHMCT), an apex body under the aegis of Ministry of Tourism, Government of India. It has 93 educational Chapters through which run 11 regular courses such as Under Graduate (UG), Post Graduate (PG), Diploma and Certificate Courses. Two UG and PG programmes courses are also offered by Indian Culinary Institute at Tirupati and Noida.

List of regular courses run by premier academic institutions affiliated with NCHMCT is placed at **Annexure**.

Further, another Institute, named, Indian Institute of Tourism and Travel Management (IITTM) (5 centres) as a pioneer Institute in the field of travel and tourism education and training. It provides specialized training and education for tourism and travel industry. It currently offers a two-year full time MBA (Tourism and Travel Management) and three- year full time BBA (Tourism and Travel) programme including short- term Skill Development Programmes/Courses. In addition, National Institute of Water Sports (NIWS), Goa, incorporated in IITTM, also imparts education/ training, research and consultancy, and also leisure water sports promotion in India like OBM Maintenance, FRP Boat Repair, Tiller Controlled Powerboat Handling, Remote control Powerboat Handling, Life Saving Techniques, Surf Life Saving techniques, etc. It also conducts some skill based courses like windsurfing, sailing, water skiing, kayaking, etc.

Besides above, Ministry of Tourism provides various short term skill courses for semi-skilled/unskilled in the field of Hospitality and Tourism for unorganised/organised sector under “Capacity Building for Service Providers” (CBSP) Scheme to provide education, training and certification to tourism service providers at every level. These programmes are implemented through Central Institutes of Hotel Management (CIHMs), State of Institutes of

Hotel Management (SIHMs), Food Craft Institutes (FCIs), State Tourism Departments/Development Corporations, Indian Institute of Tourism and Travel Management (IITTM), Indian Culinary Institute (ICI), other Government Institutes and empanelled private sector institutes.

Under CBSP Scheme, Ministry of Tourism also conducts various short term skill development training programmes.

The following skilling, re-skilling and up-skilling programmes are conducted under CBSP Scheme: -

i. **Hunar Se Rozgar Tak (HSRT) (Skilling Programme):-** ‘Hunar Se Rozgar Tak’ Programmes under CBSP Scheme are compliant with the Common Norms notified by Ministry of Skill Development & Entrepreneurship (MSDE), Government of India for various Ministries for implementing skilling programmes. The programme presently offers a total of eleven short duration courses in hospitality and tourism sector, such as : -

- a) Multi Cuisine Cook
- b) Food & Beverage Service
- c) Room Attendant
- d) Front Office Associate
- e) Laundry Machine Operator
- f) Kitchen Steward
- g) Home Delivery Boy
- h) Traditional Snack & Savory Maker
- i) Unarmed Security Guards
- j) Heritage Guide
- k) Tour Guide

ii. **Entrepreneurship Programme (Up-skilling):-** This programme was launched with the objective to facilitate micro and small business start-ups under the scheme of ‘Capacity Building for Service providers’. Five 150-hour courses are offered under this programme in following trades:-

- a) Cook – Tandoor

- b) Barman
- c) Baker
- d) Homestay (Multi-Skilled Caretaker)
- e) Halwai – Indian Sweets

iii. **Skill Testing & Certification (Re-skilling):-** This programme is for the existing service providers to test and certify them in four hospitality trades, viz.

- a) Food Production
- b) F&B Service
- c) Bakery & Patisserie
- d) Housekeeping Utility

iv. **Tourism Adventure Courses (Re-skilling):-** From the financial year 2018-19, Ministry of Tourism introduced Tourism Adventure and Escort courses with the objective to develop capacity in youth to promote regional based specially structured adventure skill. The courses are: -

- a) Parasailing
- b) Trekking
- c) Hot Air Ballooning
- d) Tourism Escort

These courses are conducted by Indian Institute of Tourism & Travel Management (IITTM) through Indian Institute of Skilling and Mountaineering (IISM), Gulmarg, Jammu & Kashmir.

v. **Linguistic Tourist Facilitators (Up-skilling):-** To create trained manpower in different foreign languages, 6-week language courses in German, French, Japanese, Chinese, Vietnamese, Thai and other languages are conducted.

vi. **Incredible India Tourist Facilitator Course (IITFC):-** Ministry of Tourism conducts Incredible India Tourist Facilitator Course (IITFC) in an online mode. The course is imparted at basic and advance level (heritage and adventure). In addition, spoken language and refresher courses are also taught.

vii. **Tourism Awareness /Sensitization programme:** - This programme is conducted for existing service providers.

viii. **Destination Based Skill Development:** - In order to scale-up the skilling programme under CBSP Scheme in a big way, Ministry of Tourism initiated Destination Based Skill Development training programme from 2019-20 with the objective to bring in an all-encompassing training plan at tourist destination itself to sensitize, upgrade and build capacities of all tourist service providers, especially to the people who are residing near tourism sites and destinations. The outcome is geared towards enhancing employability with the expectation that the sector is no longer serviced by any raw hands.

(c): The question does not arise.

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## ANNEXURE

**STATEMENT IN REPLY TO PART (b) OF RAJYA SABHA STARRED QUESTION NO.82 ANSWERED ON 09.02.2023 REGARDING CUSTOMIZED PROGRAMMES TO UPSKILL MANPOWER IN TOURISM SECTOR.**

**List of regular courses run by premier academic institutions affiliated with NCHMCT Under the aegis of Ministry of Tourism, Government of India premier academic institutions affiliated with NCHMCT are running following regular courses:**

1. M.Sc. (Hospitality and Hotel Administration)
2. B.Sc. (Hospitality and Hotel Administration)
3. Post Graduate Diploma in Accommodation Operations & Management
4. Post Graduate Diploma in Dietetics & Hospital Food Service
5. Diploma in Food Production
6. Diploma in Food & Beverage Service
7. Diploma in Front Office Operation
8. Diploma in Housekeeping Operation
9. Diploma in Bakery & Confectionery
10. Craftsmanship Certificate Course in Food Production & Patisserie
11. Craftsmanship Certificate Course in Food & Beverage Service
12. BBA Culinary Arts - Indian Culinary Institute
13. MBA Culinary Arts - Indian Culinary Institute

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