

**GOVERNMENT OF INDIA
TOURISM
LOK SABHA**

UNSTARRED QUESTION NO:5812
ANSWERED ON:30.04.2010
NATIONAL HELPLINE FOR TOURISTS
Ramshankar Dr.

Will the Minister of TOURISM be pleased to state:

- (a) whether the Government proposes to start national helpline for the security of tourists;
- (b) if so, the details thereof; and
- (c) the time by which it is likely to be operationalise of all over the country?

Answer

MINISTER OF STATE IN THE MINISTRY OF TOURISM(SHRI SULTAN AHMED)

(a) to (c): For the safety and security of tourists, responsibility for which rests with the State Governments/Union Territories, Ministry of Tourism has formulated guidelines for formation of Tourist Security Organization(s), which have been forwarded to the State Governments & Union Territory Administrations in 2008. These guidelines suggest that the State Governments/Union Territory Administrations obtain a three or four digit helpline telephone number from the concerned telephone departments for the convenience of tourists which should be managed by the Tourist Security Organization. Ministry of Tourism pursues with the States that, with helpline based appropriate technological solutions, they widen the scope to provide other helpful information to tourists.