

**GOVERNMENT OF INDIA  
TOURISM  
LOK SABHA**

UNSTARRED QUESTION NO:4667

ANSWERED ON:04.05.2012

VISA ON ARRIVAL SCHEME

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

- (a) whether the foreign tourists are facing difficulties while availing Visa-on-Arrival scheme;
- (b) if so, the details thereof alongwith the action taken by the Government to remove such difficulties;
- (c) whether the Government had conducted any survey or commissioned any study to evaluate the scheme;
- (d) if so, the details and findings thereof; and
- (e) the action taken by the Government thereon?

**Answer**

THE MINISTER OF TOURISM (SHRI SUBODH KANT SAHA)

(a) & (b): As a facilitative measure to attract more tourists to India, Government of India had introduced "Tourist Visa-on-Arrival" (TVOA) scheme for tourists from five countries, viz. Finland, Japan, Luxembourg, New Zealand and Singapore on a pilot basis for a period of one year w.e.f. 1st January, 2010. TVOA scheme was extended for the nationals of six more countries viz., Cambodia, Indonesia, Laos, Myanmar, Philippines and Vietnam with effect from January 2011. At present, the Tourist Visa on Arrival facility is available at four airports of entry, namely, Delhi, Mumbai, Chennai and Kolkata.

To ensure efficient and prompt disposal of visa related issues/problems including those relating to TVOA that are brought to the notice of the Government, a Coordination Committee of Joint Secretary level officers from the Ministries of Home Affairs, External Affairs and Tourism has been constituted.

(c) to (e): Ministry of Tourism had commissioned a study on Tourist Visa on Arrival scheme through Indian Institute of Tourism and Travel Management (IITTM).

Based on the study report, Ministry has taken various actions including:

- (1) Training in behavioural and communication skills for Immigration Officers manning the dedicated counters for TVOA at the airports.
- (2) The TVOA facility has been publicized on the websites of the Ministry of Tourism.
- (3) TVOA scheme has also been promoted through Road Shows in the countries for which TVOA facility is available.