

**GOVERNMENT OF INDIA  
TOURISM  
LOK SABHA**

UNSTARRED QUESTION NO:1850  
ANSWERED ON:22.07.2014  
MULTILINGUAL HELPLINE FOR TOURISTS  
Ahir Shri Hansraj Gangaram

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

- (a) whether the Government proposes to set up a multilingual helpline to provide tourism related information and local assistance to foreign tourists visiting the country;
- (b) if so, the details thereof along with the time by which the proposed helpline is likely to become operational;
- (c) whether the Government has taken steps to prepare a comprehensive list of domestic tourist spots for the use of tourists; and
- (d) if so, the details thereof?

**Answer**

MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE) (SHRI SHRIPAD NAIK)

(a) and (b): Yes, Madam. The Ministry of Tourism, Government of India, in order to provide information services to incoming tourists (pre and post arrival), has initiated action to set up a telephonic Contact Centre through competent, qualified and experienced partners. This service will primarily serve (i) those who are calling from abroad and know very little about travel within India; and (ii) those who have reached India but do not understand Indian systems (including private sector systems) and/or Indian languages, often not even English. The Ministry will outsource back offices for guidance services. The languages to be handled by the contact centres include ten international languages besides English and Hindi i.e. Arabic, French, German, Italian, Japanese, Korean, Chinese, Portuguese, Russian, Spanish. Ministry is making all efforts to ensure that the infoline commences by 31st March 2015.

(c) and (d): Identification of tourist spots is a continuous process and information on all important domestic tourist spots are available on the website of Ministry of Tourism [www.incredibleindia.org](http://www.incredibleindia.org).