

**GOVERNMENT OF INDIA
TOURISM
LOK SABHA**

UNSTARRED QUESTION NO:139

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Crime Against Women Foreign Tourists

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Will the Minister of TOURISM be pleased to state:

- (a) whether there has been an increase in the incidents of crime against foreign tourists especially women tourists in the country;
- (b) if so, the details thereof and the number of cases registered during the last three years along with the steps taken by the Government in this regard to promote Indian tourism amongst foreign nationals;
- (c) whether the Government has taken any measures or proposes to set up any monitoring system in various parts of the country in view of the rise in crime against tourists especially, foreign women tourists;
- (d) if so, the details thereof and the action taken by the Government in this regard especially to counter the impression that the country is dangerous for women/tourists; and
- (e) if not, the reasons therefor?

Answer

MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)
(DR. MAHESH SHARMA)

(a) and (b): The Ministry of Tourism does not compile the data regarding crime against foreign or domestic tourists. However, the National Crime Records Bureau (NCRB), Ministry of Home Affairs has started collecting data on crime against foreign tourists since 2014. Hence data on crime against foreign tourist prior to 2014 is not available with NCRB. The total numbers of cases registered under crime against foreign tourists were 384 during 2014. This information is not available for 2015.

In order to promote Indian tourism amongst foreign nationals, the Ministry of Tourism, as part of its on-going activities, regularly releases print, electronic, online and outdoor media campaigns in the international markets, under the "Incredible India" brand-line, to promote various tourism destinations and products of India with the objective of increasing foreign tourist arrivals to the country. The Ministry of Tourism also promotes various tourism destinations and products through its website and publicity and promotional material produced from time to time.

In addition, a series of promotional activities are undertaken in important and potential tourist generating markets overseas through the India Tourism Offices abroad with the objective of showcasing India's tourism potential and promoting tourism to the country. These promotional activities include participation in travel fairs and exhibitions; organising Road Shows, "Know India" seminars & workshops; organizing and supporting Indian food festivals; publication of brochures, offering joint advertising and brochure support, and inviting media personalities, tour operators and opinion makers to visit the country under the Hospitality Programme of the Ministry.

Financial support is also extended under the Marketing Development Assistance Scheme to approved service providers and State Governments/Union Territories for promotional activities undertaken by them in the overseas markets including Sales-cum- study tours, participation in Fairs/Exhibitions and Road Shows and production of publicity material, Sales Tours etc.

(c) and (d): The measures taken by Ministry of Tourism to ensure the safety and security of tourists including foreign tourists are as below:

i) The Ministry of Tourism has launched the 24x7 Toll Free Multi-Lingual Tourist Helpline on 8.2.2016. This service is available on the toll free number 1800111363 or on a short code 1363 and operational 24X 7 (all days) in a year offering a "multi-lingual helpdesk" in the designated languages to provide support service in terms of providing information relating to Travel & Tourism in India to the domestic and International tourists and to assist the callers with advice on action to be taken during times of distress while travelling in India and if need be alert the concerned authorities. The languages handled by the Tourist Helpline include ten International languages besides English and Hindi, namely, Arabic, French, German, Italian, Japanese, Korean, Chinese Portuguese, Russian and Spanish. The calls made by tourists (both international and domestic) while in India will be free of charge.

ii) Adoption of code of conduct for Safe and Hon'ble Tourism, which contains a set of guidelines to encourage tourism activities to be undertaken with respect to basic rights like dignity, safety and freedom from exploitation of both tourists and local residents, in particular women and children.

iii) All the Chief Ministers of the State Governments and Administrators of Union Territory Administrations have been asked to take immediate effective steps for ensuring a conducive and friendly environment for all tourists and also request them to publicize the steps being taken/proposed to be taken to increase the sense of security amongst the present/prospective visitors and also to counter the negative publicity, if any.

iv) The National Tourism Ministers' Conference was convened on 18th July, 2013 and 21st August 2014 in New Delhi which resolved that the Departments of Tourism of all States and UTs will work for ensuring the safety and security of tourists, especially women. The State Governments/UT Administrations of Andhra Pradesh, Goa, Karnataka, Kerala, Maharashtra, Himachal Pradesh, Rajasthan, Jammu & Kashmir, Uttar Pradesh, Delhi, Punjab, Madhya Pradesh and Odisha have deployed Tourist Police, in one form or the other.

v) Grant of Central Financial Assistance to the State Governments of Rajasthan, Uttar Pradesh and Andhra Pradesh for setting up of Tourist Facilitation and Security Organization (TFSO) on a pilot basis.

vi) In the wake of some unfortunate incidents happening involving foreign tourists, Ministry of Tourism posts an advisory on its website www.incredibleindia.org.

vii) The Ministry of Tourism has issued the Guidelines on Safety and Security of Tourists for State Governments/Union Territories and Tips for Travellers in September 2014. These guidelines were sent to the State Governments/Union Territories and other relevant authorities to stress the importance of safety and risk management, assist in identifying best practices and encourage closer cooperation for ensuring a pleasant experience to the tourists. The Guidelines are indicative references that may be useful to the States in sharing or adopting the best practices and design their domestic measures to better protect tourists. In addition to these guidelines "Tips to Travellers" are also offered to make the visit of tourists to Incredible India, a memorable experience.

(e): Does not arise.
