

**GOVERNMENT OF INDIA
TOURISM
LOK SABHA**

UNSTARRED QUESTION NO:5939
ANSWERED ON:10.04.2017
Shortage of Skilled Human Resources in Tourism
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Will the Minister of TOURISM be pleased to state:

- (a) whether there is a shortage of skilled human resources in the country in tourism sector;
- (b) if so, the details thereof; and
- (c) the steps being taken by the Government to remove the shortage of skilled human resources in tourism sector?

Answer

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

(a) & (b): As per the report on "Human Resource & Skilled Requirement in the Travel, Tourism and Hospitality Sector (2013-2017, 2017-2022)" prepared by the National Skill Development Corporation (NSDC) for the Ministry of Skill Development and Entrepreneurship (MSDE) at the beginning of 12th five year plan, the sector employed "over 6.9 million employees in 2013 and is slated to employ more than 13 million by 2022". This implies an additional creation of about 6.9 million of jobs in the nine year period amongst the three sub sector of travel and tour operators, hotels and restaurants, the restaurant segment would be the key employment growth sub sector.

(c): In the year 2003-04, the Ministry of Tourism introduced this scheme to provide education, training and certification to the tourism service providers at every level. The main objectives of this initiative are to train and up-grade manpower at every strata of service in order to i) capitalize on the vast tourism potential of the country to the fullest, and ii) provide professional expertise to the local populace as well as create fresh opportunities for employment generation in the tourism sector both in urban as well as rural areas. Under the Capacity Building for Service Providers Scheme, a special Initiative called the "Hunar Se Rozgar Tak" was launched in 2009-10 for creation of employable skills amongst the youth belonging to economically weaker strata of Society in the age group of 18 to 28 years with the basic objective to reduce the skill gap affecting the hospitality and tourism sector and to ensure the spread of economic benefit of Tourism to the poor. The programme offers short duration courses of 6 to 8 weeks which are fully funded by Ministry of Tourism. Initially covering two courses i) Food and beverage services; and ii) food production courses. House Keeping Utility, Bakery and Patisserie were added subsequently. With the growing acceptability of the initiative more trades/training areas were added to bring up Drivers, Security Guards and Tourist Facilitators etc.

The hospitality trades under the initiative are being implemented by MoT's own Institutes (21 Central Institutes of Hotel Management, 18 State Institutes of Hotel Management, 10 Food Craft Institutes), Indian Institute of Tourism and Travel Management (IITTM), India Tourism Development Corporation (ITDC), Kerala Institute of Tourism and Travel Studies (KITTS), Indian Railway Catering and Tourism Corporation Ltd. (IRCTC), Institutes identified by State Governments, Classified Hotels, Hotels/equivalent establishments under the State Tourism Development Corporations. As regards the non-hospitality trades, like bringing up Drivers, Security Guards, Tourist Facilitators etc, these are implemented by State Governments /agencies designated for the purpose.

In order to allow participation of the private sector in the Hunar Se Rozgar Tak initiative on a scale higher than hitherto, so as to enhance the programme reach and delivery, Ministry of Tourism have allowed the following too to implement the programmes in four Hospitality Trades viz. Food Production, Food & Beverages, Housekeeping and Bakery and Patisserie and also in Non Hospitality trades viz. Event Facilitators, Security Guards, Skin Care & Spa Therapy and Tour Assistants/Transfer Assistant & Office Assistants in the 2015-16:

- i. Industrial units, associations of industries and professional/skill developing agencies with proven credentials; and
- ii. Hospitality Institutes approved by All India Council for Technical Education/National Skill Development Authority/State Governments/Union Territory Administrations.

A six month training programme has also been introduced in 2014-15 under the Hunar Se Rozgar Tak programme. The programme is to facilitate vertical skill/academic mobility of the pass-outs under Hunar Se Rozgar Tak Programme (HSRT). This is aimed to upgrade sector specific service standards by infusion of skills. The programme is to be implemented by the Institutes of Hotel Management and Food Craft Institutes sponsored by the MoT and networked to the National Council for Hotel Management and Catering Technology.

Another programme for certification of skills of service providers employed in the hospitality sector has been instituted by the Ministry under which the service providers undergo a 6 day orientation programme, followed by practical test and viva-voce. So far the facilities have been instituted at 21 Central Institutes of Hotel Management (CIHMs), 17 State Institutes of Hotel Management (SIHMs), 7 Food Craft Institutes (FCIs) and National Institute of Tourism and Hospitality Management. Ministry of Tourism has also partnered with the New Association of Street Vendors of India (NASVI) for the specific training programme under which the service providers undergo a 5 day orientation programme, followed by practical test and viva voce. So far the facilities have been instituted at 21 CIHMs, 17 SIHMs, 7 FCIs.
