Update on IATO Activities

(Wednesday 16th March to Thursday 31st March 2022)

Dear Members,

Greetings from IATO!

Please find appended relevant activities of our association for the period (Wednesday 16th March to Thursday 31st March 2022)

Segments covered are

- 1. Communication / Letters that addressed key issues
- 2. Webinars/ Panel Discussions/Circulars/Meetings/Chapter news
- 3. Media Coverage
- 4. Chapter News

Request your feedback to further the content of our weekly report.

1. Communication / Letters that addressed key issues

Segment 1 update sequence by date:16,17,23,29 March

Wednesday, 16th March

> IATO presented to Shri Arvind Singh, Secretary Tourism a White Paper on Measures to revamp the ailing tourism industry

IATO solicited a valid and a justified support from the Ministry of Tourism and Government of India to usher in the required policy drive that shall go a long way in augmenting tourism to India and offer some relief to the stake holders who had been suffering for the past two years due to the pandemic.

IATO requested that the recommendations made in the attached White Paper may kindly be considered favourably and taken up in earnest with the concerned Ministries.

A copy of the letter was marked A. DG Tourism, B.AS Tourism, C.ADG Tourism and D. DDG Tourism, Ministry of Tourism, Govt of India

> IATO wrote to Mr. Santosh Kumar Sarangi, Director General, Directorate General of Foreign Trade with a request to open window for selling of duty scrips by the tour operators

IATO requested help in the matter so that necessary directives are given to the concerned authorities to open the window for sale of duty scrips and the tour operators can then sell the

scrips on available genuine market rates as in 2015-18 period. This was more important as our members were facing liquidity crunch and the brokers were taking undue advantage of this situation & playing into the nerves of our members and guiding towards hoarding of scrips for profits. Once window is open, it would help the tour operators to get their right percentage while selling their scrips and avoid unwanted hoarding of the scrips by the brokers.

A Copy of the letter was marked to A. Shri B.V.R. Subrahmanyam, Secretary (Commerce) B. Shri Arvind Singh, Secretary (Tourism), C.Dr. Praveen Kumar, Deputy Director General, Directorate General of Foreign Trade, D. Mrs. Rupinder Brar, Additional Director General (Tourism), E. Dr. Brij Mohan Mishra, Deputy Secretary, Ministry of Commerce and F. Dr. Abhay Sinha, Director General, Service Export Promotion Council

➤ IATO brought to the kind notice of Shri Shivraj Singh Chouhan Hon'ble Chief Minister, Government of Madhya Pradesh regarding Exorbitant increase for Wildlife Safari Permits for National Parks and Tiger Reserves in Madhya Pradesh

IATO requested the Hon'ble Chief Minister for directives to the concerned authorities to withdraw this proposed increase of fee for Wildlife Safari Permits for National Parks and Tiger Reserves in Madhya Pradesh when the tourism industry in India was suffering. Further it was also requested that fee should be reduced and to be charged that was being charged prior to 1st October 2021.

It was also requested that there should not be any increase till March 2024 till the time inbound tourism to India revived. Thereafter, increase could be done in consultation with IATO and other tourism associations for a long term strategy of sustainable price increases

A Copy of the letter was marked to A. Dr. Kunwar Vijay Shah, Minister of Forests, B. Shri Iqbal Singh Bains, Chief Secretary, C. Shri Sheo Shekhar Shukla, Principal Secretary, Tourism, D. Shri Ashok Barnwal, Principal Secretary (Forests) and E. Mr. Alok Kumar, Principal Chief Conservator of Forest, Government of Madhya Pradesh

Thursday, 17th March

➤ IATO wrote to Mrs. Rupinder Brar, Additional Director General (Tourism), Ministry of Tourism and sought clarification on MoHFW Guidelines for International Arrivals dated 10th February 2022

- ➤ MoHFW/Ministry of Tourism should issue proper SOPs / FAQs for our FTOs as Standard protocols were not defined appropriately.
- The notification said that in cases tested positive, they shall be treated/isolated as per laid down standard protocol. What were the laid down standard protocols?
- A sub-section (2% of the total passengers in the flight) shall undergo random post-arrival testing at the airport on arrival. Would the passenger pay for this test, or it will be free?
- ➤ In the case of the group/family, if one passenger tested positive, would the entire group/family be quarantined, or only the person that tests positive?
- ➤ Where were clients supposed to be quarantined? were there specific hotels? Or any other specific venue?
- > Could a DMC/FTO/Client choose the hotel for quarantine?
- ➤ Would the hotel have instructions to accommodate Covid positive guests? What if they denied?
- > What would be the duration of the quarantine?
- ➤ How many tests are supposed to be undertake to stop the quarantine, and after how many days?
- ➤ Would they be allowed to travel as per their itinerary post-tested negative and completing quarantine period, or do they would have to return to their country?
- ➤ Who was supposed to pay the extension of the stay? Was it to be arranged by the Government or guests/DMC would pay for it?
- ➤ In case of hospitalisation, there were designated hospitals or the clients could choose the hospital?
- ➤ Who would pay the hospitalisation/treatment cost?

The above information was very important for the foreign tourists/foreign tour operators for planning their visit to India and hence it was requested if above could be looked into SOPS and FAQs could be issued by Ministry of Tourism/MoHFW.

It was also requested that the FAQs with the above clarifications to be uploaded on the websites of Ministry of Tourism, MOH&FW, MHA, Bureau of Immigration, Indianvisaonline, Indian Embassies/High Commissions/Visa Consulate and Indiatourism offices Overseas etc. for the convenience of international travellers and tourism fraternity.

A Copy of the letter was marked to **A.** Mr. Arvind Singh, Secretary (Tourism), **B.** Shri. Rajesh Bhushan Secretary (H&FW), **C.** Mr. Lav Agarwal, Joint Secretary, Ministry of Health and Family Welfare

> IATO thanked Shri Arvind Singh, Secretary (Tourism) on the Restoration of Tourist/e-Tourist Visa for Foreign Tourists

On the agenda IATO requested that

- 1. E-Tourist Visa for the international travellers from the countries such as the UK, Canada etc. may kindly be restored as a high number of tourists visited India from these countries.
- 2. In order to boost foreign tourist arrivals, the validity of free Tourist Visa to be kindly extended till 31st March 2024 without capping of 5 lakh free tourist visas to boost inbound tourism to India
- 3. To allow entry of foreign tourists through land borders of Nepal and Bhutan for the revival of Buddhist Tourism. This was also required as there were very limited flights to Bhutan.

IATO urged that the above issues be kindly taken up with Ministry of Home Affairs for favourable consideration.

A Copy of the letter was marked to **A**. Shri Ajay Kumar Bhalla, Secretary Home Affairs, **B**. Shri Sumant Singh, Joint Secretary (Foreigners), **C**. Shri Rajeev Ranjan Verma, Commissioner, Bureau of Immigration and **D**. Mrs Rupinder Brar, Additional Director General (Tourism)

Wednesday, 23rd March

➤ IATO wrote to Shri Arvind Singh, Secretary (Tourism) on the removal of Cascading effect of GST on Tour Operators services & other issues

IATO apprised the Secretary Tourism that it had a pre-budget meeting with Mr. G.D. Lohani, Joint Secretary(TRU), Ministry of Finance, Government of India on 3rd December 2021, wherein IATO raised issue of Cascading effect of GST on Tour Operators services & other issues including Tax Collection at Source. Mr. Lohani had assured that these will be looked into positively. On TCS he advised IATO to write to Chairman CBDT and accordingly IATO wrote a letter to Chairman CBDT on 17th February 2022.

IATO had requested on the

- 1. Cascading effect of GST on Tour Operators Services
 - i. **GST to be levied** @ **18% on 10% mark up:** It was requested that either GST may be levied @ 18% on the 10% mark-up (deemed value) so that effective rate of tax on package cost works out to 1.8% of gross billing with no ITC.
 - ii. Removal of GST on services provided outside India to foreign tourists: It was requested that that GST/IGST may be fully exempted on the services provided outside India i.e. in neighbouring countries even if package includes India tour. As a result of tax exemption, bookings would come to Indian Tour operators instead of such bookings going in favour of tour operators based in neighbouring countries. This would add considerable foreign exchange for the country.

iii. Small correction in the conditions prescribed against 5% GST notified for tour operators services:-

It was requested that:-

- a) The word "and" appearing between the words accommodation and transportation in condition No. 2 against sr. No. 23 of CGST Notification No. 11/2017-CT(R) dated 28.6.2017 may be replaced by the word "or" instead of "and".
- b) The Govt. may clarify by way of circular binding on the lower authorities that this was intent from the very beginning when GST rolled out so that the GST authorities should not raise objections from 01.07.2017.
- **2. Withdrawal of tax collection at source (TCS) for the foreign tourists: -** We had requested that TCS on foreign tourists/Foreign Tour Operators should not be applicable at they are neither Indian Pan Card holders nor they are liable to pay income tax to our country.

Tuesday 29th March

➤ IATO thanked Mr. Santosh Kumar Sarangi, Director General, and Mr Anil Agarwal, Additional DG, Directorate General of Foreign Trade on a patient hearing regarding the Request to open window for selling of duty scrips by the tour operators

IATO hoped that the issues would be resolved and window will be opened within next 10 days.

IATO also thank the authorities for taking up the issue of alternative scheme in place of SEIS for the tour operators, which IATO would discuss with its members and revert with suggestions very soon.

A Copy of the letter was marked to **A**. Shri Anil Aggarwal, Additional DGFT and **B**. Shri Arvind Singh, Secretary (Tourism), Ministry of Tourism

2. Webinars/ Panel Discussions/Circulars/Meetings

Segment 2 update sequence by date:16,17,23,26,28,31 March

Wednesday, 16th March

➤ All Members, were informed on the restoration of Tourist/e-Tourist Visa for Foreign Tourists

IATO was aggressively following up with the Government to restore Tourist/e-Tourist for Foreign Tourists including 5 years and 10 years Visas directly with MHA and through Ministry of Tourism.

Ministry of Home Affairs, Govt. of India issued orders for restoration of Tourist/e-Tourist Visa of all kind with immediate effect.

A copy of MHA Order dated 15th March was enclosed and was also available on the link of Bureau of Immigration, Ministry of Home Affairs, Govt. of India website.

IATO was writing to the Government to allow entry through Land borders of Nepal and Bhutan. Apart from this it was also writing that e-Tourist Visa for countries like UK, Canada and other countries to be revived.

Thursday, 17th March

➤ All Members were informed on the Capacity Building Program On Services Export Ecosystem- March 2022(Delhi/AMD/MUM) to be organised in Mumbai, Ahmedabad and Delhi. Dates were reflected in the LINK that was mentioned

Wednesday, 23rd March

- ➤ IIHCL Webinar | Innergise Wellness Stay Experience was held on Wednesday, 23rd March 2022 at 4PM. All Members re informed on 21st March.
- Maharashtra Tourism Road Show was held on 23rd March 2022 at Crowne Plaza, Okhla New Delhi from 5 pm onward. All Members were informed on 21st March.
- ➤ All Members were informed that E-Invoicing has become mandatory for GST registered taxpayers having aggregate turnover of more than Rs.20 cr. from 01.04.2022

➤ Further to the IATO circular dated 16th March 2022, All Members, were informed on the Restoration of Tourist/e-Tourist Visa for Foreign Tourists and commencement of Schedule Commercial International Flights. A copy of the letter dated 22nd March 2022 received from the Ministry of Tourism, Government of India in this regard, was attached

Saturday 26th March

- ➤ Ministry of Tourism, Govt. of India organised Dekho Apna Desh Webinar on 26th March 2022 at 1100 hours on Responsible Travel and its impact on development. All members re informed on 22nd March
- ➤ It's the first time that IATO organised successfully the largest and fully hosted fam tour in 47 single rooms with Gujarat Tourism for 47 IATO members from 26 March to 31 March. The Buddhist sector of Gujarat was explored by IATO members. Hon'ble Chief Minister of Gujarat Shri Bhupendra Bhai Patel welcomed the group Members and was presented with the IATO Manual by Hon.Secretary Mr. Rajnish Kaistha.





Monday 28th March

- ➤ Meeting for promotion of Tourism between India and Cambodia was held on Monday, the 28th March 2022. All Active Members were informed on 22nd March 2022.
- All Members were informed on the Message from Ministry of Tourism Govt. of India on Social Media to be shared with foreign tour operators/clients to create confidence amongst them, which would help India to revive tourism:-

 $\underline{https://www.instagram.com/p/CbnAtBepgeP/?utm_medium=copy_link}\\ \underline{https://twitter.com/tourismgoi/status/1508083494479884293?s=21\&t=S_1TddAncnVGV5m_jZvvKA}$

Thursday 31st March

All Members were informed that on IATO recommendation Pondicherry University agreed to start the MBA-Tourism course through Distance Education mode (Correspondence). The duration of the course would be for two years (four semesters).

2. Media Coverage

Segment 3 update sequence by date:16,17, 27,27,28 March

Wednesday, 16th March

➤ President IATO appeals to the Government of India to reinstate all suspended Visas/E Visas, the 30 days free Visa to continue till 2024 and Visa charges before March 2020 to be applicable.



Thursday, 17th March





Covid impact: Travel, hospitality sector again pushes for government help. https://m.economictimes.com/industry/services/travel/covid-impact-travel-hospitality-sector-again-pushes-for-government-help/amp_articleshow/90278093.cms

IATO REACTION COVERAGE ON RESTORATION OF TOURIST/E-TOURIST VISA

- ➤ India restores Tourist Visa for foreign travellers
 https://www.uniindia.com/story/India-restores-e-tourist-visas-for-foreign-travellers?msclkid=a5f82c26a5a911eca2a20b28e3349bf8
- After two years India restores tourist visa for all countries
 https://www.hindustantimes.com/india-news/after-two-years-india-restores-tourist-visas-for-all-countries-101647455283867.html?msclkid=a5f7e66ca5a911ec932b4cb0226390e2
- Covid impact travel hospitality sector again pushes for government help https://economictimes.indiatimes.com/industry/services/travel/covid-impact-travel-hospitality-sector-again-pushes-for-government-help/articleshow/90278093.cms
- ➤ Government restores E Tourist Visas for 156 countries with immediate effect, revalidates long term visas for US and Japan.

 https://travel.economictimes.indiatimes.com/news/visas-and-passports/government-restores-e-tourist-visas-for-156-countries-with-immediate-effect-revalidates-long-term-visas-for-us-japan/90268311
- ➤ IATO welcomes restoration of tourists and E tourist visa for foreign tourists. http://bwhotelier.businessworld.in/article/IATO-welcomes-restoration-of-tourist-and-e-tourist-visa-for-foreign-tourists/17-03-2022-423066/

https://www.bottindia.com/iato-welcomes-the-restoration-of-tourist-e-tourist-visa-for-foreign-tourists/

 $\underline{https://www.travelbizmonitor.com/iato-welcomes-the-restoration-of-tourist-e-tourist-visa-for-foreign-tourists/}$

https://www.traveltrendstoday.in/news/india-tourism/item/10840-iato-welcomes-the-restoration-of-tourist-e-tourist-visa

 $\frac{http://bwhotelier.businessworld.in/article/IATO-welcomes-restoration-of-tourist-and-e-tourist-visa-for-foreign-tourists/17-03-2022-423066/$

- Travel hospitality sector seek help from government once again https://deshinewsprime.com/travel-hospitality-sectors-seek-help-from-government-once-againet-travelworld-news-et-travelworld/
- ➤ VP IATO speaks about being on a consultative mode with MOT GOI on Digital Mission, IIDMP and other facets.



Saturday, 19th March 2022

Industry hope gets wings

Ministry of Civil Aviation's announcement to resume international commercial flights from March 27 has left stakeholders in tourism and hospitality sector ecstatic, as they expect a rise in business.



Rajiv Mehra President, IATO

Even though the decision of restarting scheduled international flights from Ministry of Civil Aviation was on the cards, still it has come as a relief for the entire travel and tourism fraternity. We look forward to the revival of international tourism in the country. Furthermore, to enhance the foreign tourist flow to the country, we urge the government to restore all visas that were issued earlier, but were suspended due to COVID-19. This apart, we appeal to the government to resume multiple entry visa and e-Visa for the countries. We also request the government to extend the validity of free tourist visa till March 31, 2024, without capping of five lakh free tourist visas.

Sunday 27th March

➤ Travel industry stakeholders welcome Government of India decision to reopen commercial international passenger's services from today https://pib.gov.in/PressReleasePage.aspx?PRID=1810276

Monday 28th March

➤ President on CNBC LIVE at 5pm https://twitter.com/CNBCTV18News/status/1508406215088689156?t=OWTYc0AuEp3Bm AxaUGoCbg&s=08



3. Chapter News

Segment 4 update sequence by date:19,28,29 March

Saturday, 19th March



Monday 28th March

> Chapter Odisha with the Hon'ble Union Tourism Minister





Tuesday 29th March

> IATO Chairman NORTH on the topic.

अंतरराष्ट्रीय उड़ान शुरू होने से जवां हुई उम्मीदें

दो वर्ष से उड़ान बंद रहने से बुरी तरह प्रभावित चल रहा है पर्यटन कारोबार, कारोबारियों के खिले चेहरे

जागरण संवाददाता, आगरा : रविवार से अंतरराष्ट्रीय उड़ान शुरू होने से दो वर्षों से बुरे दौर का सामना कर रहे ताजनगरी के पर्यटन कारोबारियों की उम्मीदें फिर जवां हो उठी है। अब यहां विदेशी पर्यटक तो आ ही सकेंगे, टूर एजेंट भी विदेशों का दौरा कर नए बाजार तलाश सकेंगे। जूता कारोबारी भी नए बाजार तलाशने अब विदेश जा सकेंगे।

कोरोना संक्रमण बढ़ने पर केंद्र सरकार ने मार्च, 2020 में अंतरराष्ट्रीय उड़ानों को स्थगित कर दिया था। दो वर्ष से कार्गो और बायो-बबल को छोड़कर सभी फ्लाइटें स्थगित चल रही थीं। सरकार ने रविवार से बायो-नवल को समाप्त कर दिया, इसके स. उड़ानें दो वर्ष के अंतरार शुरू हो गईं। कोरोना काल वर्ष तक अंतरराष्ट्रीय उड़ान पर पांबंदी की वजह से शहर का पर्यटन पर ए कारोबारं बुरी तरह प्रभावित रहा। होटल इंडस्ट्री, एंपोरियम संचालक, दूर एंड ट्रैवल से जुड़े कारोबारी, गाइड आदि खाली बैठे रहे। भारतीय पर्यटक जरूर आ रहे थे, लेकिन वह पर्याप्त नहीं था। अंतरराष्ट्रीय उड़ानें शुरू होने के बाद पर्यटन कारोबारियों को एक बार फिर पुराना

पलाइटें स्थगित चल रही थी



दौर लौटने की आस नजर आई है। आर्डर कम मिलने की वजह से उन्हें तत्काल राहत तो नहीं मिलेगी, लेकिन अक्टूबर से स्थिति सामान्य हो सकती है।

जूता कारोबारी जा सकेंगे बाहर: दो वर्षों से कोरोना काल में यहां का जूता निर्यात कारोबार भी बुरी तरह प्रभावित हुआ है। यूरोपीय देशों से

अंतरराष्ट्रीय उड़ान शुरू होने के बाद पर्यटन कारोबार तुरंत व नहीं होगा। बहुत सारे एजेंट के हैं। अब उड़ान शुरू हो -जाना शुरू करें े जिन्हों जिन्हों और मार्कीटन वही विदेशी पर्यटक 2020 में बुकिंग कराने क एडवांस वापस नहीं लिया था से स्थिति सामान्य हो जाएगी राजीव सक्सेना, उप

निर्यातक नए बाजार की तलाश को विदेश नहीं जा पा रहे थे। आगरा से होने वाला 80 प्रतिशत जूता निर्यात यूरोपीय देशों व 16 प्रतिशत अमेरिकी देशों को होता है। अब नए बाजार की तलाश को निर्यातक विदेश जा सकेंगे।

यूरोपीय देशों में जुलाई में छुट्टियां रहती हैं। अंतरराष्ट्रीय उड़ान शुरू होने के बाद विदेशी टूर एजेंट्स ने पूछताछ शुरू कर दी है। उन्हें आइटनरी (पर्यटक का भ्रमण कार्यक्रम) व टूर पैकेज तैयार **घर भेजे जा रहे हैं। उम्मीद है कि जुलाई** यूरोपीय व अमेरिकी पर्यटकों का हां आना शुरू हो जाएगा। दो वर्ष बाद टिन कारोबार एक बार फिर पटरी

सुनील गुप्ता, चेयरमैन नोर्दर्न रीजन आफ इंडियन एसोसिएशन आफ टूर आपरेटर

02 वर्ष से कागों और बायो-बबल को छोड़कर सभी पलाइटें स्थितित वल रही थी स्मारकों पर बढे पर्यटक

जासं, आगराः रविवार को ताजमहल पर पर्यटकों की भीड़ उमड़ी। दोपहर बाद स्मारक के पूर्वी व पश्चिमी गेट पर पर्यटकों की लाइनें लगीं। दिनभर में 27 हजार से अधिक पर्यटकों ने स्मारक देखा। गर्मी के चलते पर्यटक बेहाल नजर आए। रविवार को शनिवार की अपेक्षा ताजमहल पर पर्यटकों की संख्या घटी, लेकिन अन्य स्मारकों पर पर्यटकों की संख्या में वृद्धि हुई।

वीकेंड (शनिवार व रविवार) में इन दिनों ताजमहल देखने पर्यटकों की भीड़ उमड़ रही है। पिछले वीकेंड में शनिवार को 36,955 और रविवार को 34,487 पर्यटकों ने ताजमहल देखा था। इस बार वीकेंड में शनिवार को ताजमहल देखने 30,930 पर्यटक पहुंचे। रविवार को 27,953 पर्यटकों ने ताजमहल देखा, जिनमें 26,992 भारतीय और 601 विदेशी पर्यटक शामिल थे। पिछले वीकेंड में होली की छुट्टियों की वजह से अधिक पर्यटक आए थे।



हजार से अधिक पर्यटकों ने रविवार को

स्मारकों पर पर्यटकों की स्थिति		
स्मारक	शनिवार	रविवार
ताजमहल	30,930	27,593
आगरा किला	5,527	5,531
फतेहपुर सीकरी	784	912
सिकंदरा	603	967
एत्माद्दीला	320	451
मेहताब बाग	220	253
राम बाग	77	184
मरियम टाम्ब	74	75