

## RECOMMENDATIONS FOR ICONIC TOURISM DESTINATIONS AND REGIONAL CONNECTIVITY SCHEME



# KEY TRENDS IN TOURISM OF THE FUTURE



I call on all to unite closely around the team you elected and enable us to make new progresses in future. We assure you of our honesty, sincerity and being open to all your suggestions/feedback

**Festival greetings to all,**

**W**e have made a good start to our work in the Hindustani New Year on completion of our IATO Election on April 28, 2018 at The Ashok Hotel, New Delhi.

The New Year and the old team with new vigor will take our various unfinished works to a new level. I welcome E M Najeeb who is elected as Sr Vice President, Rajesh Mudgill as Hony. Secretary and also other elected members who are new viz Ravi Gosain as Hony. Treasurer, P Vijayasathay, Deepak Bhatnagar and Tony Marwah elected as Executive Committee Members. The first battle has been won in our efforts. The members' confidence bestowed on us was outflowing. We achieved success in several areas which opened up increased tourist arrivals. We achieved success on streamlining e-tourist visa norms, immigration clearance at international airports, MDA norms, road shows, training programmes and have made several recommendations to the government for correcting the areas of concern for GST implementation in the travel and hospitality sector. Our efforts will continue and will not stop till we see the final conclusion. Our members have great spirit to work hard and endure hardships to realise the dreams. We can bring the success only with your feedback and cooperation.

I salute all our members who helped us to come back with flying colours in the election and contribute to IATO's continuous growth. I call on all to unite closely around the team you elected and enable us to make new progresses in future. We assure you of our honesty, sincerity and being open to all your suggestions/feedback. EC under my leadership have rolled up the sleeves to work hard for the goal of building a strong IATO, achieving the great rejuvenation in IATO work strategy and building a strong IATO for shared destiny of success in business and a life full of prosperity.

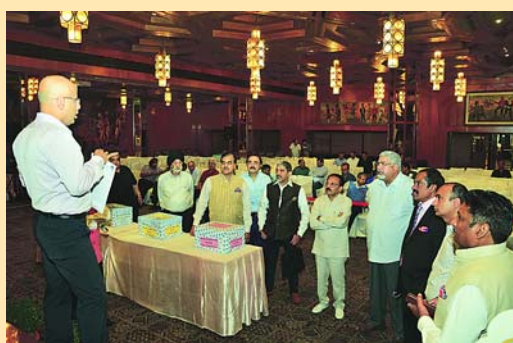
This Hindu New Year bring all success, good health and prosperity.

**Pronab Sarkar, President, IATO**



# IATO CONDUCTS ELECTIONS FOR NEW OFFICE BEARERS

IATO's elections for the post of office bearers and executive committee members were held on April 28, 2018 at The Ashok Hotel, New Delhi. Total number of votes cast were 313 out of 376 members eligible to vote.



## The New Team



**Pronab Sarkar**  
President



**E M Najeeb**  
Sr Vice President



**Rajeev Mehra**  
Vice President



**Rajesh Mudgill**  
Hony. Secretary



**Rajnish Kaistha**  
Hony. Joint Secretary



**Ravi Gosain**  
Hony. Treasurer



**Subhash Goyal**  
Immediate Past President



**Viney Tyagi**  
EC Member



**Raj Bajaj**  
EC Member



**Sunil C Gupta**  
EC Member



**P S Duggal**  
EC Member



**Deepak Bhatnagar**  
EC Member



**Tony Marwah**  
EC Member



**P Vijayasarthi**  
EC Member



**Zia Siddiqui**  
EC Member



# THE FIRST JOINT WORKING GROUP MEETING WITH SOUTH AFRICA

**T**he first Joint Working Group Meeting on Tourism cooperation took place on April 27, 2018 wherein India delegation was led by Suman Billa, Joint Secretary, Ministry of Tourism, Government of India and South African delegation was led by Aneme Malan, Deputy Director General Tourism Research Policy and International Relations. Pronab Sarkar,

President, IATO was also in the delegation representing travel trade in India. He made valuable suggestions how the travel trade in both the countries can make best use of such joint deliberations. He mentioned about the need for visa ease, exchange of information and data related to tourism, better cooperation between tourism stakeholders, particularly hotels and

tour operators, more investment in tourism and hospitality sectors, exchange programmes for cooperation in tourism hospitality training and education. The meeting concluded with signing of the bilateral agreement. Gour Kanjilal, Executive Director, IATO also was present in the meeting along with trade members from the hospitality industry.



# KEY TRENDS IN TOURISM FOR THE FUTURE

By Gour Kanjilal

**T**here is a tangible shift in the way people are travelling and this trend will become more defined in the future. While the new age traveller today is looking for distinctively different experiences, there is a small but growing segment which believes in travelling with a specific aim to enrich themselves – this can range from learning a new culinary style while on a vacation to doing a crash course in tennis or engaging in voluntourism. There is already an increasing focus of looking beyond the destination – the sudden growth in events based tourism and sports tourism are a case in point. The only instance when the destination will be of focal point will be the yet unexplored locations which are distinctively different from the better known and most frequented ones.

## Mass Tourism

In an industry which is changing so fast, both in terms of traveller demands and behaviour patterns and in business operations, understanding major trends will be the key to look for successful growth. One of the interesting new trends is the concept of Mass Tourism through movement of charters. Mass Tourism needs a different education for handling big groups with different languages and interests. It can develop with improvements in infrastructure at all levels, that is improvement of airports, technology, allowing the transport of large numbers of people by air or surface, rail, cruise, etc, in a short span of time. To boost this segment of tourism, the Ministry of Tourism, Government of India has constituted a special Travel Trade Cell to



look after charter operations and regulation of norms for charters. This however also needs special training and adoption of global norms for operations.

## Sustainable Tourism

New trends need to be featured in tourism education syllabus so that the new generation entering the industry are well prepared to focus on new avenues of business. For instance, niche tourism products like Agri Tourism, which includes visiting agro farms, wineries, rural centres. India has better opportunities for servicing such experiential tourists. Farm tourism can also be included in Sustainable Tourism, which will become the mainstay in times to come. It is integral for

Sustainable Tourism practices to be incorporated in tourism education syllabus. There cannot be real economic growth without social and environmental impact studies. This has brought focus on Eco Tourism - travel to fragile, pristine and usually protected areas that strive to be low impact, and often small scale. It mainly tries to educate travellers, provides tourism revenues for education/conservation, benefiting the local communities and fostering respect for different cultures and human rights. In India, there are now over 170 Rural Tourism Centers under development and at various stages of completion, mainly to promote eco-tourism objectives. But for systematic education and development,





sustainable tourism needs to be included under niche products outlining the do's and don'ts along with systems of conservation, impact studies, research base, carrying capacity, etc.

## Medical Tourism

Medical Tourism is a new concept and has grabbed global attention among tourism promoting countries. India has made a significant progress on this account but there is no proper education on how such businesses need to be operated on ethical practices. In India, Wellness Tourism is part of Medical Tourism, combining alternative health practices with the mainstream.

## Creative Tourism

Another segment called Creative Tourism, has always existed as Cultural Tourism. This concept got a boost since high profile organisations like UNESCO who through the creative cities network have endorsed Creative Tourism as an engaged, automatic experience that promotes an active understanding of the specific cultural feature of a destination, like World Heritage Monuments in India China, Egypt, Turkey, France, Jordan and

other countries. Cultural and Crafts Tourism also focus on cultural festivals and craft festivals where tourists have direct interaction with craftspeople, through interactive workshops and informed learning experiences.

## Dark Tourism

There are other new segments in tourism which will need professionals to do justice for future development in a systematic manner. Dark Tourism is getting popular in Western Europe like sites of horrific crimes (Potsdam and Dresden in Germany), acts of genocide (like concentration camps where Jews were massacred), etc. In India, such sites include the INA Memorial in Manipur, cemeteries in Lucknow and Kolkata, etc. There are also visits to off-the-beaten track sites which may also include places where worst earthquake took place like Kutch areas in Gujarat. It has some link with Doom Tourism which involves travelling to places that are environmentally or otherwise sites of disasters like melting glaciers of Patagonia, dwindling coral of the Great Barrier Reef, tribal regions of Andaman Islands, Odisha, etc. This type of tourism is believed to be on the rise and often is

clubbed with Sustainable Tourism as these centers are also threatened by environmental factors such as global warming, over population, climate change and other factors.

## Sports Tourism

Sports Tourism is also making significant progress but we also need specific education and licensing for operations such as football, cricket, hockey world cups attract volumes of tourists. Adventure tourism like trekking in the Himalayas, river rafting, aqua sports in rivers, oceans, Himalayan Car Rally, desert safari, high altitude expeditions, bungee jumping, will continue to grow in popularity.

## Emerging segments

Space Tourism has also been much discussed since the last decade. Meanwhile, underwater hotels like Hydropolis (in Dubai) will attract big cruisers which will be like floating cities. Thus, Cruise Tourism format will change with new destinations added. In India, the government has given some priority status but lack total skill development for servicing Cruise Tourism.

In Europe, Japan, China and even India, Rail Tourism has added a new dimension. Special tourist trains like Palace on Wheels, Deccan Odyssey, Royal Rajasthan are offering unique Rail Tourism experiences. Shopping Tourism, Architectural and Photo Safari, Gourmet Heritage, Astrological Tours, Cycle Tours, Educational Tours, are the other emerging segments.

There is a need to remodel the whole tourism syllabus looking into all these new trends. Skill development is necessary in these segments as in the absence of trained staff, we might fail to leverage on these niche tourist components and our tourism will remain in the cultural segment. We have to go out of this branding as a cultural tourism destination; our image should be a Land of All Seasons, All Reasons and Tell Your Interest. But first we need to prepare our future students in tourism by having professional education. Let us work together to create the syllabus.

## Reservations & Other tourism related issues with Indian Railways Problems & proposed solutions identified by IATO members

S.No.	Subject	Problems	Solutions
1)	<b>Group reservations</b>	Currently representative of any Indian school group or Indian wedding party is facilitated by supervisor of reservations in Indian Railways to issue the group ticket so that the party can undertake the journey as whole group with seat allocation done in continuity serial wise. However there is no provision for foreign groups of IATO members to book their foreign groups since there are no RTA's/RTSA's in existence as agents/representatives of Indian Railways.	Allocate a separate booking window as Nodal point for IATO members to be allowed to physically buy and obtain the tickets for their overseas foreign groups. Similarly, IATO members who are recognised by Ministry of Tourism be allowed to act as representatives to serve the foreign groups for the cause of the nation.
2)	<b>Platform entry passes for IATO members</b>	In order to service the foreign groups and individuals our IATO members buy platform tickets whose sale is suspended during/around special occasions like Independence Day, Gandhi Jayanti, Republic Day and during Puja holidays etc.	Members of IATO should be facilitated with issuance of special pass to serve foreign clients for arrival and departure at the platforms. Just like the airport authority issues special passes against payment on six monthly basis, same way Indian Railways can greatly benefit foreign visitors by issuance of such passes to IATO members.
3)	<b>Advance purchase of tickets</b>	Currently the reservation facility is available to the GSAs of Indian Railways who are based overseas for booking the train sectors 360 days prior to their date of journey. The overseas GSA communicates with foreign tourist office of Indian Railways located in Station Building of New Delhi Railways Station on first floor. Likewise some other gateway cities of India are providing such facility for GSAs as well as foreign tourists who arrive at the last minute.	Railways should allow similar facility to IATO members so that they can purchase train tickets for their foreign groups and individuals, either thru advance purchase or for their tourists who plan the itinerary after arrival in India under foreign tourist quota.
4)	<b>Tourist Bogies</b>	a) Presently the approval and processing time for IRCTC to obtain the permission from different zone is lengthy. b) Hiring charges for extra coach are costlier almost two and half times of the ticket cost. Supposing the group wants to hire coach for sector Delhi to Sawai Madhopur, then Indian Railways levy point to point charge Delhi to Mumbai and back, plus 40 per cent taxes. This is on a very high side.	a) For charter of train/ bogies, facility should be available at the separate window where normal booking is done for the IATO members and the procedure should be simplified b) In the earlier days, only single journey plus taxes were charges for hiring of coaches, which should be reinstated. c) Facility for chartering tourist bogies for longer duration should be available and to be attached in the important trains as per requirement by the tour operators.



S.No.	Subject	Problems	Solutions
5)	<b>Toy Trains</b>	<p>All the below three toy trains have issues like Reservations, Quality, Safety &amp; Hygiene besides First Class Category not delivering the quality:</p> <p>a) Darjeeling – Ghoom – Darjeeling b) Kalka – Shimla – Kalka c) Ooty – Coonoor – Mettupalayam &amp; back.</p> <p>1. The coaches are not clean and there is dirt and grime all over. The condition of coaches being used for First Class are contrary to the name indicated. 2. Booking and clearance process is quite slow at Ambala Cantt for Kalka – Shimla – Kalka sector. 3. More coaches are required for all toy trains. 4. For toy train sector Ooty – Coonoor – Mettupalayam &amp; back, as of now there is no provision for charter booking. 5. Safety and security of passengers. On September 12, 2015, a major accident occurred on Kalka-Shimla toy train. Due to this UK foreign agent of IATO member TWX has removed promoting toy train from their wholesale brochure programme. 6. Present insurance coverage for Indian and foreign passengers travelling on any of the train sector is ₹4 lakh per pax. 7. 'The Nilgiris Mountain Train', the Queen of all trains in Southern India is most popular both with home tourists and foreign nationals. Unfortunately all tourists face a lot of difficulties and hardship in enjoying this wonderful journey. The points to be thought of: a) The limitation of just 16 seats in the first class - if there is group they cannot be accommodated due to the small number of seat allotment in the first class. b) There is no appearance of a luxury compartment in this wonderful train. c) The frequency of the train is presently one or two departures whereas most of the tourists prefer the uphill journey, d) During peak season rush, many times passengers from the second class are found in the first class and the ticket conductor is not around to monitor the situation. 8. The Darjeeling Himalayan Railway (DHR) more popularly known as the Toy Train was granted World Heritage Site status by UNESCO in the December 1999. The stations along this route are still from the old era and can be improved by just adding a clean toilet and good restaurants. Then last year 2015 all of a sudden the toy train fares were increased by about 300 per cent. If the prices are not reduced less and less people will travel by this train. 9. Many movie makers want to feature the Toy Train in their movies. This has not happened because of the complicated system for filming. If one has to shoot a scene in any railway station in the Darjeeling hills, they have to first take permission from the Railway Board and deposit money in Maligaon in Assam and it takes a lot of time to get the permission.</p>	<p>1) May we suggest the authorities to spruce up the coaches and give them a facelift even at the cost of a little increase in the fare but bearing in the mind that the heritage status is maintained. 2) We suggest that control /booking/fast clearance should be done thru Delhi office. 3) Keeping in view of the more demand &amp; if technical viability then, we suggest that more coaches should be deployed especially first class. 4) We suggest that charter booking should be allowed for toy train sector Ooty – Coonoor – Mettupalayam &amp; back 5) Strong infrastructure in terms of maintenance of tracks, experienced drivers to avoid any accident. 6) In order to repose the confidence back amongst the travel fraternity in overseas world, it is strongly recommended to increase the coverage upto INR 20 Lakh per pax. 7) Suggestion parawise given below</p> <p>a) No. of seats in first class to be increased b) The train has to enhance to more luxury status by retaining its originality. The passengers will definitely not mind paying the extra charges. c) The frequency of the departures from Mettupalayam has to be increased. d) Strict action to be taken against the unauthorised travellers.</p> <p>8. Facilities for the passengers on this journey be improved. The stations along this route should be improved by adding a clean toilets and good restaurants. The fares be reduced on this trains so that occupancy be increased.</p> <p>9. Single window clearance should be given for film shooting and permissions be given in one go. Unnecessary harassment should be avoided. If money could be deposited in Darjeeling/Kurseong, the headquarters of the DHR, and permission could be given by the DHR itself, many movie makers would feature the DHR in their movies. This would really popularise and help the DHR.</p>

S.No.	Subject	Problems	Solutions
6)	<b>Special Tourist Coaches</b>	The condition of coaches in all the trains including Rajdhani Express and other tourist trains is not of international standard and need to be upgraded.	<p>It is suggested that special tourist coaches of international standard with bio-degradable toilet facility should be introduced in all the important trains. Such coaches could be attached with any train as per booking requirement.</p> <p>Super Deluxe Bogie to be introduced exclusively for Foreigners/NRIs, to start with initially on important trains, mail express.</p> <p>Catering to be of international standard.</p>
7)	<b>Haulage charges for the luxury trains run by State Tourism Development Corporations</b>	The existing tourist trains are running with only 30 per cent occupancy. In spite of having a capacity to run more than 10 tourist trains, we are not even running a single train to its full capacity and because of “haulage charges” on tourism, the tourist trains are dying. Capacity of the tourist trains are low, so, the per capita haulage charge becomes very high. It compels State Tourism Development Corporations to increase the price of the tickets. Due to the over-priced tickets, we get very few bookings. And it has become almost impossible for the tourist trains to survive.	We need discounted haulage charges for tourist trains so that tariff of luxury trains can be reduced which are presently very high. We understand that priority for Indian Railways to run trains for common people but tourism is also important for the country like India for further growth and development.
8)	<b>Cleanliness at the railway stations, platforms, toilets etc.</b>	The condition of railway platforms and surroundings areas of railway stations is not acceptable to foreign tourists.	Platform should be clean and easily approachable for elderly and physically challenged people.
9)	<b>Availability of wheel chairs at railway stations</b>	There are not sufficient numbers of wheel chairs available at railway stations.	Sufficient number of wheel chairs be available at all the railways stations
10)	<b>Special insurance coverage - Safety and security</b>	<p>Safety and security is paramount for all travellers. Present insurance coverage for Indian and foreign passengers travelling on any of the train sector is:</p> <p>a) ₹4 lakh per pax for the normal trains</p> <p>b) ₹10 lakh per pax for the luxury trains</p>	<p>After the accident which happened on Sept 12, 2015 Kalka to Shimla route, confidence of the foreign tour operators is shaken up and they are very concerned for future promotion of their groups for travel on Indian Railways. In order to repose the confidence back amongst the travel fraternity in overseas world, it is strongly recommended that for the foreign tourists it should be as under</p> <p>a) As per international norms failing which minimum ₹20 lakh per passenger for the normal trains b) As per international norms failing which minimum ₹one crore for the luxury trains.</p>



S.No.	Subject	Problems	Solutions
11)	<b>Medical facilities</b>	There is lack of emergency medical facility at the railway stations.	Medical facility should be made available at all the major trains including Rajdhani and Shatabdi Express trains. We understand it was proposed to be introduced in Duranto Trains and if found feasible, the same would be introduced in other trains. Previous minister
12)	<b>Proper designated parking for tourist vehicles</b>	There is no proper parking for the tourist coaches and vehicles at railways stations.	Separate designated parking area should be earmarked for tourist coaches and vehicles at all important tourist places and metro cities.
13)	<b>Facilities for accessible tourists</b>	There are no facilities available for accessible tourists at the railway stations and in luxury trains.	a) There should be working escalators at all the key stations b) Special ramp to be made at all key stations for accessible tourists to board the train c) Specially designed toilets to be made in luxury trains for accessible tourists.
14)	<b>Marketing by railways</b>	There is no proper marketing done by the railways for promoting rail tourism either in the international or domestic markets.	Indian Railways to have an “Exclusive Marketing Department” which should focus on marketing overseas, including international trade fairs. i) As a synergistic force, we should work as a United India force whereby all the five corporations can have co-branding to promote each other, thru’ onboard passengers also. ii) International marketing materials like a combined brochure, videos, short promos, etc. iii) Participation in overseas roadshows. iv) Luxury trains of India, can also do co-branding with exchange programmes with other global trains like Rocky Mountains, Belmond, Orient Express, Blue Train, etc. v) E-commerce/IT company which does IT PR work can be hired to do exposure of luxury trains thru’ social media like Facebook, Twitter, Instagram, Google Plus, etc. vi) Ministries of tourism & railways can synergise to initiate a Travel Mart in India, to invite niche train wholesalers from Global World, for buyers-sellers meet in India.
15)	<b>Wi-Fi at the railway stations</b>	Wi-Fi connectivity at the railway stations is poor and tourists always make complaints.	Wi-Fi speed to be increased and connectivity should be made better so that tourists can make use of this facility.

# Recommendations for iconic tourism destinations

IATO held a meeting with Rashmi Verma, secretary tourism, ministry of tourism, Government of India on March 19, 2018 regarding developing prominent tourist sites into iconic tourism destinations as announced during the Union Budget 2018-19. IATO made the following recommendations:

- All the monuments should have similar facilities and upkeep which should be of international standard. Hygienic condition is the main concern especially for the foreign tourists, and should be given top priority.
- There should be proper designated parking area earmarked for tourist coaches and cars.
- Pick up and drop points with proper signages should be there at all monuments. This is very important because foreign tourists come to our country on short visits and on fixed itineraries. Time is wasted by walking to and from parking place and locating the vehicles. Also for senior citizens, it becomes very difficult to walk long distances.
- All the monuments should be free from unauthorised shops, hawkers, etc. This will not only help in creating a positive image of our country but also would help to keep surrounding of the monuments clean and free from polybags and other garbage, normally used by hawkers.
- Unauthorised guides and touts should not be allowed to move around the monuments. There should be proper monitoring to ensure that foreign/domestic tourists are not harassed or cheated at the monuments.
- We must ensure that open areas inside the monuments and also surroundings are kept clean in commensurate with Clean India Campaign.
- There are often long queues at the monuments for purchasing the tickets.
- Number of counters to be increased at each monument. Also there should be separate counter for foreign tourists to save their time by standing in queues.
- Purchase of monument entry tickets should be available online, not only through ASI website but also through 'Book My Show', which is a good app and is being used by many people for purchasing tickets online for any event pan India.
- All tickets should be printed with bar coding and should have facility of recording entry and exit timings through digital entry/exit gates, if needed, especially for the monuments which have higher footfall.
- For online purchase of tickets, procedure should be simplified. No unnecessary information like passport details etc. should be asked, as entry tickets can be purchased at the counter without any details. Only name of the visitors should be enough, if it is so essential. Group ticket facility should be available without any hassle.
- For the differently abled people, facilities of pathways for the wheel chair with proper signages to be made at all the monuments.
- There should be adequate number of digital entry gates for scanning digital tickets with separate entry for foreign tourists.
- Audio guides, app based guides at the kiosks in different foreign and Indian languages should be installed at various points on payment basis. This information should be properly displayed at the entrance and at the ticketing counters.
- High speed free Wi-Fi at all the monuments should be available.
- Seating arrangements at various points near the pathways for elderly people/senior citizens.
- Provision for designated area/place for holding MICE and other social events with lunch/dinner facilities preferably using the monument as a backdrop would be a good idea. This will not only generate additional revenue for the government, but also additional publicity for the monuments.
- Points for photography/selfie to be made with proper signages at convenient locations.
- Meeting/pick up points for guides to be made near the entrance gate.
- Assembly points for groups/school children to be made available for briefing and introducing the monument, etc.
- Approach roads to the monuments should be well maintained and clean with proper signages. No encroachment and un-authorised parking of large or small vehicles should be allowed. Also approach roads should be No Honking Zones.
- There should be proper walkways for visitors inside the monuments with signages. This will restrict tourists to disturb the horticulture/walk on green areas.
- Safety and security of the tourists at the monuments is very essential which is a major concern. Tourist Police at the monuments should be visible. There should be properly manned Police Assistance Booths. Tourist Police personnel should be able to speak English fluently and should be able to communicate with foreign tourists.
- Toilet facilities inside the monument area is required.
- Souvenir/bookshops for getting maps/books/DVDs, etc. about the monuments should be there near the entry/exit gates.
- Free drinking water kiosks and First Aid facilities to be made available at all monuments.



- ATM booths should be installed at all the monuments.
- Monument manager to supervise and assist the visitors with support of adequate number of marshals at entrance gate and inside. They will also be responsible for the protecting monuments from vandalism.

## Promotion of Rail Tourism

IATO was asked to submit the list of popular tourist trains on which they can design strategy for offering seats for tour groups.

If the matter of group booking facility for IATO members is resolved, in the

coming season, our members can serve their foreign clients and show them the world class service of Indian Railways.

Below please find the list of trains on which we need additional seats for foreign quota.

S.No.	SECTOR	TRAIN DETAIL	TIMING
1)	Delhi - Haridwar - DEHRADUN	12017 - DEHRADUN SHATABDI	0645 / 1240 HRS
2)	DEHRADUN- Haridwar - DELHI	12018 - DEHRADUN SHATABDI	1700 / 2245 HRS
3)	DELHI - JAIPUR - AJMER	12015 - AJMER SHATABDI	0605 / 1245 HRS
4)	AJMER - JAIPUR - DELHI	12016 - AJMER SHATABDI	1545 / 2240 HRS
5)	DELHI - AGRA - BHOPAL	12002 - BHOPAL SHATABDI	0600 / 1350 HRS
6)	BHOPAL -AGRA - DELHI	12001 - NDLS SHATABDI	1515 / 2330 HRS
7)	Delhi - Jammu Tawi	12425 - JAMMU RAJDHANI	2040 / 0545 +1 HRS (OVERNIGHT)
8)	Jammu Tawi - DELHI	12426 - JAMMU RAJDHANI	1940 / 0555 +1 HRS (OVERNIGHT)
9)	Mumbai - Aurangabad	17617 - TAPOVAN EXPRESS	0615 / 1315 HRS
10)	AURANGABAD - MUMBAI	17618 - TAPOVAN EXPRESS	1435 / 2150 HRS
11)	Chennai - Madurai	16127 - MS GURUVAYUR EXPRESS	0815 / 1605 HRS
12)	Madurai- Chennai	16128 - GUV CHENNAI EXPRESS	1120 / 2030 HRS
13)	Delhi - KhajuraHo	12448 - U P SAMPARK KRANTI	2010 / 0635 +1 HRS (OVERNIGHT)
14)	KhajuraHo - Delhi	22447 - KURJ NZM EXPRESS	1820 / 0525 +1 HRS (OVERNIGHT)
15)	Indore - Jabalpur	18233 - NARMADA EXPRESS	1715 / 0625 +1 HRS (OVERNIGHT)
16)	Jabalpur - INDORE	22192 - JBP INDORE EXPRESS	2355 / 0955 +1 HRS (OVERNIGHT)
17)	Bhopal - Khajuraho	22163 - MAHAMANA EXPRESS	0650 / 1330 HRS
18)	Khajuraho - BHOPAL	22164 - MAHAMANA EXPRESS	1615 / 2255 HRS
19)	NEW DELHI - DEHRADUN	122005 - NANDA DEVI EXPRESS	2350/0540 HRS
20)	DEHRADUN - NEW DELHI	122006 - NANDA DEVI EXPRESS	2335-0520 HRS

# REGIONAL CONNECTIVITY SCHEME

**F**or the roundtable on Tourism and Civil Aviation on March 9, 2018 in Hyderabad, IATO gave the following inputs for developing Short Distance Circuits for Tourism Purpose under Regional Connectivity Scheme of Udaan Scheme:

## D) SECTOR TO BE INTRODUCED UNDER UDAAN SCHEME:-

Following sectors may be added, if not added already for Short Distance Flights under Regional Connectivity Scheme of the Government

### Note:-

i) Operations must be from October

to March every year, except Delhi-Shimla-Kullu during May to October as per aircraft capacity and frequency mentioned above.

ii) For the period January to March frequency and aircraft capacity could be increased depending upon the response/requirement.

S.No.	Sector	Aircraft Capacity (Seater)	Frequency
1	Agra-Jhansi-Khajuraho-Varanasi	20	Thrice a week
2	Agra-Bhopal-Udaipur-Aurangabad	40	4 times a week
3	Jaipur-Bikaner-Jaisalmer-Jodhpur-Udaipur	40	Daily
4	Ahmedabad-Bhavnagar-Rajkot-Porbandar-Bhuj	20	Daily
5	Agra-Indore-Shahdol-Kanha	20	Thrice a week
6	Lucknow – Sarawasti-Varanasi-Kushinagar - Gaya	40	3 or 4 times a week
7	Madurai – Bangalore - Mysore	40	Daily
8	Delhi – Shimla - Kullu	40	Daily
9	Amritsar-Dharamshala-Kullu	40	Daily
10	Hyderabad-Warangal-Rajamundry-Vishakhapatnam	20	Thrice a week
11	Goa – Hampi – Hasan - Mysore	40	Thrice a week
12	Varanasi - Bhubaneswar - Varanasi	40	Thrice a week
13	Varanasi – Patna-Varanasi	40	Thrice a week
14	Port Blair – Diglipur – Port Blair	40	Daily
15	Bhubaneswar – Bodhgaya - Bhubaneswar	20	Thrice a week
16	Bhubaneswar – Varanasi - Bhubaneswar	20	Thrice a week
17	Bhubaneswar – Jaypore - Bhubaneswar	20	Thrice a week
18	Bhubaneswar – Jharsuguda - Bhubaneswar	20	Thrice a week
19	Trichy – Cochin - Trichy	20	Thrice a week
20	Madurai – Cochin - Madurai	40	Thrice a week
21	Ahmedabad – Bhuj - Ahmedabad	40	Thrice a week



## II) ADDITIONAL AIR CONNECTIVITY TO PROMOTE NORTH EAST INDIA

To promote North East, additional air connectivity is required to complete the circuit by air. For North East we suggest following sectors need to be added from March to November under Udaan Scheme:-

S. No.	Sector	Aircraft Capacity (Seater)	Frequency
1	Agartala- Aizawal – Imphal - Agartala	20	Daily
2	Imphal – Dimapur – Dibrugarh - Imphal	20	Daily
3	Dibrugarh - Tezpur	20	Daily

Note: On the above sectors, if Udaan service is not feasible, helicopter service to be introduced.

## III) INTRODUCTION OF NEW REGULAR FLIGHTS (NOT UNDER UDAAN SCHEME)

Following sectors needs to be added in regular route (Not covered under Udaan Scheme). Flights on these sectors are required during tourist season from October to March every year on daily frequency:-

S. No.	Sector	Aircraft Type	Frequency
1	Udaipur - Aurangabad-Udaipur:- This will complete the one of the important tourism sector between Delhi and Mumbai with Udaipur and Aurangabad covering world heritage site Ajanta and Ellora Caves and Tourist city of Udaipur. This will help boost tourism footfall in both the cities where now good hotels are also available.	Boeing aircraft	Daily
2	Agra - Khajuraho - Varanasi:- Khajuraho is undersold due to shortage of air connectivity and very high airfare for the sector due to limited operation at present.	Boeing or ATR depending on the load factor	Daily
3	Varanasi - Kathmandu - Varanasi :- This was a good connection earlier where India and Nepal were promoted together. There is a high demand for this sector and it should be continued during season time.	Boeing aircraft	Daily

## IV) SUGGESTIONS FOR HELICOPTER SERVICE

On the following sectors, helicopter services to be introduced/re-introduced:

S. No.	Sector	Capacity	Frequency
1	Tezpur - Twang		Daily
2	Dibrugarh – Ziro		Daily

## V) SUGGESTIONS FOR PROMOTING ADVENTURE TOURISM

One of the main reasons holding back tourism to the India Himalaya is lack of accessibility. There is an urgent need to open / re use / reactivate airstrips in remote locations to enable access by fixed wing air crafts. This exercise will not only increase tourism footfalls to these remote destinations but also reduce pressure from the existing airstrips like Leh, which cannot handle huge footfalls.

**A) We propose that a three-tier system may be implemented to achieve deep penetration into Himalayan destinations:**

i) Large aircraft (Boeing/Airbus) till main airports like Dehradun, Kohima, Imphal, Kullu, Leh, etc.

ii) Small 15 - 17 seater fixed wing aircrafts from main state airports to connect with smaller STAL / Greenfield airfields within the state

iii) Connecting heliports to the Greenfield / STAL airfields to remote villages and main adventure travel destination

**B) The short term plan will be to activate the existing airstrips in states as identified in phase I below:**

i) In Uttarakhand: Gauchar, Pithoragarh, Chinyalisaur (air strips are ready but not in use)

ii) In Himachal Pradesh. Kullu (need to increase flights here). Re-start flights to Shimla.

iii) In Jammu & Kashmir: There is advanced landing ground of the defense forces at those (Shyok Valley) and Kargil, which need to be opened for commercial flights.

iv) In Arunachal Pradesh: There is advanced landing ground of the defense forces at Mechuka which could be used by commercial airlines.

v) Strips in Pantnagar, Gauchar (Rudraprayag) & Chinyalisaur (Uttarkashi) may be connected with Dehradun, Delhi and Lucknow.

**C) In the long run, the STAL (Short takeoff And Landing) / greenfield airstrips that need to be constructed are the following:-**

i) In Himachal Pradesh: Spiti Valley

(near Kaza) and Lahaul

ii) In Jammu & Kashmir: Padum (Zaskar valley), Korzok (Tsomoriri). Open Thoise (Nubra valley) for commercial flights.

iii) In Arunachal Pradesh: There are some advance landing grounds of the defence forces at Zero, Tawang and Pasighat which could be used by commercial airlines

iv) In Sikkim : Yambung.

## VI) SUGGESTIONS FOR CHARTER OPERATIONS

i) Scheduled airlines and non-scheduled airlines should be treated at par in Goa and other airfields namely for slot allocation processes, nil requirement of crew visas, sale of tickets to Indian nationals on empty seats irrespective of the sequence or number of operations.

ii) The license of approved or freshly licensed ground handling companies may be ratified at par with Air India specifying a period of validity to avoid uncertainty with carriers wishing to engage such ground handlers.

iii) Duty on fuel remaining for international tourist charter/foreign registered aircraft and flights operating to multiple point in India should be abolished by Customs as this is discouraging and in fact has drastically affected the multipoint tourist charter operations to and through India.

iv) Thank the ministry of civil aviation for opening up level playing field for private ground handlers recently as done in Goa.

v) Permission to business and other visa holders to travel on tourist charters to India must be granted as the same is not being implemented currently especially in case of valid visas being held by the passenger for India.

vi) The cap on travel of FTO representatives on board charter flights as well as the restriction to travel back and forth on tourist charters for the staff so permitted must be removed.

vii) Also the guest arrive on charter flights should be allowed to leave country on any other flight either charter or schedule which is currently not permitted.

viii) We must look into the possibility to

extend incentive to encourage the charter operators to fly more to India. Currently we have charter operation mainly to Goa.

## VII) OTHER IMPORTANT PENDING ISSUES

Besides the above there are few pending issues which we have been writing to the ministry of civil aviation and also to the airlines but no favourable response has been received:-

i) Free baggage allowance by domestic airlines: All the domestic airline were earlier giving 20 kg baggage allowance and the same was reduced to 15 kg few years ago. We have been constantly writing to the Ministry of Civil Aviation to allow 20 kgs baggage allowance to passengers keeping in view the following:-

The reduction in free baggage allowance has created a lot of inconvenience to the tourists in terms of free baggage allowance as the baggage allowance of international flights to India is as under:

- Emirates Airline Worldwide - 30 kgs
- Sri Lankan Airlines – 30 kgs
- Qatar Airways – 30 kgs
- Most of the international airlines - 20 to 23 kgs
- From USA some of the airlines – 23 kgs
- Others - two pieces of 23 kgs each.

International tourists while on their visit to India have reduced buying Indian handicrafts products due to the restricted baggage allowance and hence leading to loss of foreign exchange. This is also the case with domestic tourists.

**It is thus requested that all the domestic airlines be given the directive that free baggage allowance of 20 Kgs should be allowed (as it was earlier).**

ii) *Capping of airfare:* Just like the government have regulated cab/taxi fares from airports and other places, similarly UPPER capping of air fare has to be fixed so that during the peak season tourist and passengers are not overburdened with high air fare especially at last minute travel due to medical emergency/death or due to closure of surface transportation

iii) *Cancellation charges:* Air ticket cancellation charges are very high and they should be regularised.

# Tourism Statistics: February 2018

10.1 per cent growth in Foreign Tourist Arrivals in February, 2018 over February 2017  
62.0 per cent growth in Foreign Tourist Arrivals on e-Tourist Visa in February 2018 over February 2017

**M**inistry of Tourism compiles monthly estimates of Foreign Tourist Arrivals (FTAs) & FTAs on e-Tourist Visa on the basis of Nationality-wise, Port-wise data received from Bureau of Immigration (BOI). The following are the important highlights regarding FTAs and FTAs on e-Tourist Visa during the month of February 2018:

## Foreign Tourist Arrivals (FTAs):

- The number of FTAs in February, 2018 was 10.53 lakh as compared to FTAs of 9.56 lakh in February 2017 and 8.49 lakh in February, 2016.
- The growth rate in FTAs in February 2018 over February, 2017 was 10.1 per cent, compared to 12.7 per cent in February 2017 over February 2016.
- FTAs during the period January-February 2018 were 21.19 lakh with a growth of 9.2 per cent, as compared to the FTAs of 19.40 lakh with a growth of 14.6 per cent in January- February 2017 over January- February 2016.
- The percentage share of Foreign Tourist Arrivals (FTAs) in India during February 2018 among the top 15 source countries was highest from Bangladesh (18.28 per cent) followed by USA (12.40 per cent), UK (11.75 per cent), Canada (4.36 per cent), Russian Federation (4.20 per cent), France (3.24 per cent), Malaysia (3.14 per cent), Germany (3.04 per cent), Sri Lanka (2.89 per cent), Australia (2.65 per cent), China (2.33 per cent), Japan (2.09 per cent), Thailand (1.92 per cent), Afghanistan (1.65 per cent) and Nepal (1.41 per cent).
- The percentage share of Foreign

Tourist Arrivals (FTAs) in India during February 2018 among the top 15 ports was highest at Delhi Airport (30.95 per cent) followed by Mumbai Airport (15.85 per cent), Haridaspur Land Check Post (8.58 per cent), Chennai Airport (6.60 per cent), Goa Airport (5.32 per cent), Bengaluru Airport (4.93 per cent), Kolkata Airport (4.75 per cent), Cochin Airport (2.63 per cent), Gede Rail Land Check Post (2.58 per cent), Hyderabad Airport (2.39 per cent), Ahmedabad Airport (2.05 per cent), Amritsar Airport (1.46 per cent), Sonauli Airport (1.28 per cent), Ghojadanga Land Check Post (1.27 per cent) and Trivandrum Airport (1.23 per cent).

## Foreign Tourist Arrivals (FTAs) on e-Tourist Visa:

- During the month of February 2018, a total of 2.76 lakh foreign tourists arrived on e-Tourist Visa as compared to 1.70 lakh during the month of February 2017 registering a growth of 62.0 per cent.
- During January- February 2018, a total of 5.16 lakh tourist arrived on e-Tourist Visa as compared to 3.22 lakh during January-February 2017, registering a growth of 60.3 per cent.
- The percentage share of top 15 source countries availing e-Tourist Visa facilities during February 2018 was as follows: UK (20.1 per cent), USA (10.3 per cent), France (7.0 per cent), Canada (5.5 per cent), Russian Fed (5.4 per cent), China (5.1 per cent), Germany (4.8 per cent), Australia (3.4 per cent), Thailand (2.7 per cent),

Italy (2.6 per cent), Oman (1.8 per cent), Rep of Korea (1.7 per cent), Netherlands (1.5 per cent), Malaysia (1.4 per cent), and Spain (1.4 per cent).

## The percentage share of top 15 ports in foreign tourist arrivals on e-Tourist Visa during February 2018 was as follows:-

- New Delhi Airport (43.6 per cent), Mumbai Airport (18.6 per cent), Dabolim (Goa) Airport (9.6 per cent), Chennai Airport (9.5 per cent), Bengaluru Airport (5.6 per cent), Kochi Airport (3.6 per cent), Kolkata Airport (3.1 per cent), Hyderabad Airport (1.8 per cent), Trivandrum Airport (1.6 per cent), Amritsar Airport (1.4 per cent), Ahmadabad Airport (1.3 per cent), Jaipur Airport (0.9 per cent), Gaya Airport (0.8 per cent), Tirchy Airport (0.5 per cent) and Calicut Airport (0.3 per cent).

## Foreign Exchange Earnings (FEEs) through Tourism (in Rs.)

FEEs during the month of February 2018 were Rs 17, 407 crore as compared to Rs 15,790 crore in February 2017 and Rs 13,661 crore in February 2016.

The growth rate in FEEs in rupee terms in February 2018 over February 2017 was 10.2 per cent, compared to the growth of 15.6 per cent in February 2017 over February 2016.

FEEs during the period January-February 2018 were Rs 35,132 crore with a growth of 10.0 per cent, as compared to the FEE of Rs 31,925 crore in January-February 2017 with a growth of 16.8 per cent over January-February 2016.



## Announcements

### Haryana to strengthen infrastructure for religious tourism

The Haryana government has drawn up plans to strengthen infrastructure to promote religious tourism, related to Kurukshetra. Giving details, the spokesman for the Haryana



Tourism Department said recently that it has been decided to spend ₹38.31 crore on the beautification of 'Brahm Sarover' and ₹32.33 crore on 'Jyotisar' under various schemes.

Under the Swadesh Darshan Scheme of the central government, an amount of ₹97.34 crore had been allocated for the 'Sri Krishna Circuit' out of which ₹32 crore has been spent on the development of Brahm Sarovar, Jyotisar, Narkaataari, Sannihit Sarovar and beautification of Kurukshetra city.

In addition, lighting work around the main gate and on the periphery costing ₹five crore, construction of seven toilets in the peripheral area, and four in the parking area (₹5.25 crore), and construction of all seven main entry gates and the floor area (₹4.25 crore) is also in progress, the spokesman said. Similarly, construction of ghaats for women (₹1 crore) and mural painting work on the periphery (₹2.10 crore) is also in progress. The works include a laser media show to be developed by the ITDC at a cost of ₹16 crore. A building on the theme of 'Mahabharata' worth ₹13 crore would soon be constructed around the shrine,

### New ropeway project to start in Jammu

Priya Sethi, minister of State for Tourism, Jammu and Kashmir recently said that the state ropeway project will boost tourism and add to aesthetics of the city.

Sethi also reviewed the preparedness for a trial-run of the project scheduled for this month. The minister, accompanied by divisional commissioner Hemant Kumar Sharma, managing director cable car corporation Shamim Ahmad Wani visited Peerkho, the first take off point, the Mahamaya temple, second landing bay area and Bagh-e-Bahu, the third and final destination where huge chunk of land has been acquired for developing parking, restaurant and landscaping.

Sethi issued on-spot directions to the officials of JK cable car corporation to expedite work and ensure that first trial

between the Mahamaya Temple and Bagh-e-Bahu is conducted in time. The project, she said, is of utmost importance and going to be the biggest tourist attraction, besides adding to aesthetics of Jammu city.

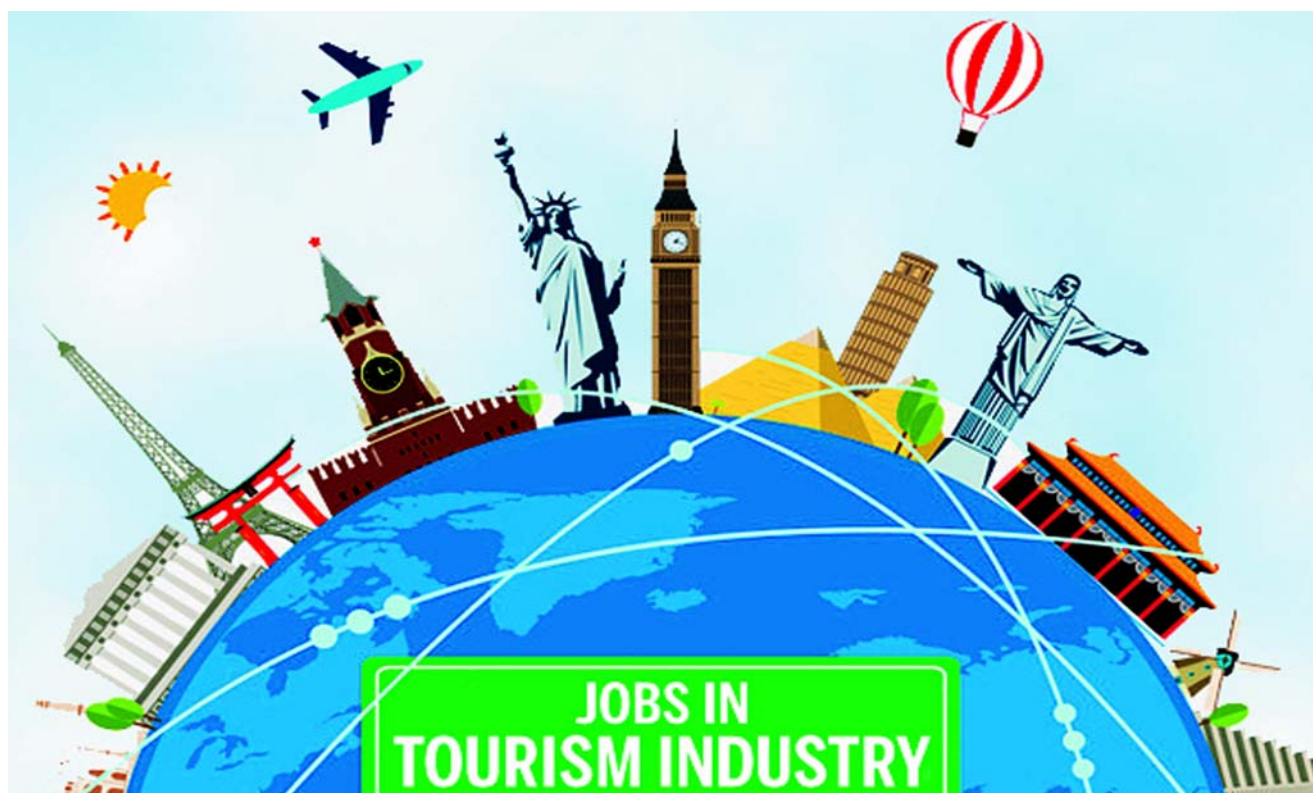
She said that successful trial-run of eight coaches will encourage the engineers, which in turn will boost their morale to complete first ropeway as well. In the initial stages, eight cable cars will be put on trial this month and then 12 more cars will be made operational on first stretch connecting both ends of river Tawi in the middle of this year. They said that work on approach roads and construction of retaining wall at Bahu, besides restaurants at all places are in the completion stages.

### Sanjay Razdan wins the SJOBA Sub Himalayan Car Rally

Sanjay Razdan, director, Razdan Holidays, an active member of IATO, won the recently concluded SJOBA (St John's Old Boys' Association) Sub Himalayan Car Rally. He participated in the Unmodified Cars category driving a 1300 CC stock Gypsy. He was also 2nd runner up - Overall in all kinds of Modified and Unmodified Cars. IATO extends its heartiest congratulations to him.



# TRAVEL, TOURISM CREATED 25.9 MN JOBS IN INDIA IN 2017: **REPORT**



**T**he travel and tourism sectors together generated 25.9 million jobs in 2017, contributing \$75.8 billion (Rs 5 lakh crore, approximately) to the country's Gross Domestic Product (GDP) in the same year, a report by Indian industry body Ficci and services firm KPMG said recently. "Directly contributing 25.9 million jobs, travel and tourism sectors are among the largest employment generators in the country," said the report.

Titled 'Expedition 3.0: Travel and hospitality gone digital', the report by the Federation of Indian Chamber of Commerce and Industry (Ficci) in

association with KPMG India assesses the trends and challenges in the twin sectors. "Travel, tourism and hospitality are among the key sectors of the Indian economy and have registered a steady growth rate of 15.6 per cent (year-on-year) in Foreign Tourist Arrivals (FTAs) in 2017," it said. Mobile applications, social media, Big Data, Artificial Intelligence (AI) and virtual/augmented reality (VR/AR) are likely to shape the future of the travel industry, according to the report.

The online travel booking sales are likely to go up at a compound annual growth rate of 14.8 per cent from 2017 to 2021, it estimated. "India has the potential

to be the sixth-largest business travel market in the world by the end of 2019. The growing disposable incomes and the rise of millennials as the primary wage earners is responsible for the growth of the travel and tourism sectors," the report stated.

India is moving towards becoming a digitally-enabled tourist destination with rising smartphone and internet penetration, along with travel and tourism companies making use of technology, it said. "India was projected to have accounted for 3.7 per cent of the global digital travel sales in 2017 - making it the third-largest market by value in the Asia-Pacific region," the report added.



# CONFERENCE VISA GRANTED TO FOREIGN NATIONALS ATTENDING CONFERENCES IN INDIA

Indian Convention Promotion Bureau (ICPB) had been persistently following up with the Ministry of Tourism, Government of India on the need for grant of Conference Visa.

Ministry of Tourism has informed that revised instructions have been issued by the Ministry of Home Affairs, Government of India vide circular number No 25022/8/2018-FCC, dated February 28, 2018, relating to the grant of Conference Visa to foreign nationals coming to India to attend international conferences / seminars / workshops.

The notification from the Ministry of Home Affairs is self-explanatory. This will certainly help ICPB bring in more number of international conferences to India in the future.



## IATO members attend ATM Dubai

ATM Dubai is an annual trade show. IATO members have joined India National Pavilion and many members have their own stand at the periphery of India Tourism Pavilion. Members found the platform very positive for further growth of their business. They could meet various tour operators from other parts of the globe to cultivate business contacts from new markets viz Latin America, Africa, Polynesian countries, Indian Ocean countries, gulf and the Middle East and Asian countries.



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