

IATO

*A Tourism Industry Communication by
Indian Association of Tour Operators*

SPEAKS

**JET AIRWAYS
PLANS TO RESUME
COMMERICAL FLIGHTS**



**PRIME MINISTER
URGED TO REVIVE
INBOUND TOURISM**



Indian Association of Tour Operators (IATO)
310, Padma Tower II, 22,
Rajendra Place, New Delhi - 110 008
Tel : 91-11-25750028, 25754478, 25738803
E-mail: iato@ddppl.com; admin@iato.in;
iato@airtelmail.in

EC LIAISON
Mr. Harish Mathur

COMMITTEE CONVENOR
Mr. Neelam Thakur

Newsletter Committee
Mr. Rajnish Kaistha
Ms. Devika Jeet
Mr. Tapas Banerjee
Mr. Abraham George
Mr. Mukesh Manra
Mr. Rahul Chakravarty

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President's Message



Dear Members

I hope that you all are ready to welcome foreign tourists in large numbers. The way people are traveling now, we should not be surprised if our 'tourism season' now begins to follow an all-year-round pattern. In the new normal, we are quite hopeful that travel to India would not be restricted to winter alone, but tourists will come to our country whenever they find time - be it winter, summer or monsoon.

It seems the trends are undergoing an interesting change. Though it is difficult to imagine but it is true, this summer the domestic tourists traveled across India in 'hot weather' and every hotel did remarkably well. Even Rajasthan, which normally has poor occupancy during the summer, had no rooms available.

Perhaps there is no need any longer to refer to India as a hot country, I think it is the right time to adopt a fresh attitude and convince international tourists to visit India in summers as well - we can offer a lot.

You may be aware, Ministry of Tourism despite of some challenges it is facing, is now totally dedicated to promoting India, globally. It is also our duty to personally reach out to all our partners and ask them to promote India aggressively.

We have also approached the various state tourism departments to come forward and boost tourism, hold timely roadshows and seriously participate in international exhibitions.

Even our **Hon'ble Prime Minister, Shri Narendra Modi Ji**, used his good offices to reach out to the Indian diaspora overseas and requested them to send at least five families to visit India. Let us also reach out to local travel agents in those different cities and towns and promote tourism for India.

Let us look forward to the IATO annual convention in December 2022.

Meanwhile, just continue to remain cautious about Covid precautions and take good care of yourselves and your families.

Your President


JUNE

❖ All Members were informed about the celebration of Har Ghar Tiranga with the email from Ministry of Tourism, Government of India, along with a copy of the letter from Secretary, Ministry of Culture, Government of India regarding celebration of Har Ghar Tiranga.

❖ All Members were informed about the implementation of e-Visa Scheme at Kannur Kerala Airport

❖ IATO wrote to Mrs. Rajni Hasija, Chairman & Managing Director, Indian Railway Catering & Tourism Corporation Ltd., regarding pending issue of IRCTC invoicing of booking of tour package for Maharajas' Express Luxury Train, drawing her kind attention to the earlier communication regarding IRCTC invoicing of booking of tour packages. It was requested that GST should be levied on the actual amount paid i.e. after deduction of commission. The word "commission" should be replaced with the word

❖ IATO Yoga Day celebration at Lodhi Garden, Delhi. Around 50 people attended. Well organised by IATO sports committee, led by Mr. Vijayasathy.





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IATO wrote that the basic purpose of web check-in was to avoid rush at the baggage counters, but the purpose was defeated as all travellers have to stand in queue for handing over check-in baggage
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“DISCOUNT”, as then it will become practical to levy GST on the actual billing amount (net of discount).

❖ IATO requested the Hon'ble Tourism Minister to impress upon the Government to withdraw the requirement of submission of self-declaration form on the online Air Suvidha Portal for foreign nationals. Presently, all foreign tourists, who intend to visit our country, need to submit a self-declaration form and attach documents, which foreign tourists, especially the elderly, find very difficult. Due to this reason, many foreign tourists reported to have been offloaded, which is giving negative publicity, and now many tourists are skipping to travel to India. On one hand, we are looking to bring more foreign tourists to India and on the other hand, we are making it difficult for tourists to consider India as a destination by creating hindrances. We have, therefore, requested that the requirement of submission of self-declaration forms on the online Air Suvidha Portal should be removed to encourage foreign travellers to visit our country, so that inbound tourism to India could be revived.

❖ IATO wrote to Mr. Arun Kumar, Director General, Directorate General of Civil Aviation, regarding

resumption of Jet Airways Flights and pending refunds of Travel Agents/clients from Jet Airways. Welcoming the resumption of Jet Airways Flight operation, IATO mentioned that as per the news that appeared, Jet Airways intended to recommence commercial operations in the next quarter of this year (July-September 2022). However, IATO wrote that there were large amounts lying with Jet Airways accounts for over two years towards the amount paid by the ticketing agents, which Jet Airways had not refunded in spite of repeated reminders by the agents. In addition to this, advance deposits towards group bookings made by the travel agents for the ticketing of groups were also with Jet Airways.

❖ IATO wrote to Rajiv Bansal, Secretary, Ministry of Civil Aviation, on the compulsory Web Check-in being forced by all the Domestic Airlines. IATO wrote that the basic purpose of web check-in was to avoid rush at the baggage counters, but the purpose was defeated as all travellers have to stand in queue for handing over check-in baggage, as there were no separate queues or counters for those who have already done the web check-in. Also airlines were charging ₹200 per traveller, who have not done the web check-in. It was requested that directives should be issued to all the domestic airlines, not to make it compulsory for the travellers to do web check-in and facility of issuing Boarding Pass should be available from the airline check-in counters at the airport for those who have not done web check-in. Also, for the travellers who were travelling by flight, it was the responsibility of the airline to issue boarding pass and baggage tag. Hence, there should not be any additional charges of ₹200 for the boarding pass.

❖ All Members were detailed on the IATO Annual Subscription for the financial year 2022-23 for renewal of their membership. ❖

The Postcard



Just as we humans were once ignorantly clinging to the belief that Earth was flat, we are today at the doorstep of a new realisation that will eventually redefine and completely reset all our views on the role of environmental realities surrounding our precious lives. The modern age living has also brought with it serious concerns that are fraught with a warning for us. In our tempt for materials and conveniences, we seem to have mastered the ability of damage and neglect.

The pace of our modern day lifestyles and schedules have left us no time to think of the state and health of our environment that will control the 'quality of our well beings' in the coming times. It is quite difficult under these circumstances to imagine the impacts our everyday decisions and actions are constantly making to those habitats in which we work or conduct business in. As a matter of default this thought doesn't even occurs to us. Time has come to wake up, and realise the fact that we are living in a world which is consumer oriented and constantly driven by commercial forces. It is a direct consequence of these dynamics, that we are getting addicted to 'materials and things' that we would otherwise quite easily do without or would not necessarily need.

Consider this for a moment; anything we can imagine with total clarity has the potential of becoming a reality. After all isn't this the foundational principle we apply in all our business plans and execution of work. By the very same argument, we can also upgrade to a better and more sustainable business positioning if we can see with proper clarity, the harm our commercial actions and activities are causing at different places across the country, we operate in.

As the socially privileged people of a highly stimulating profession, every one of us can be part of the betterment of our fraternity and its global eco ranking and image, we just need to introduce a new thought into our minds; "let us go eco". A small change in our mindsets is all that is required to start paying thoughtful attention to our environment.

It is fascinating to notice, that most people across the world today, now feel immensely inclined towards doing business with companies who respect their own environments and destination habitats. This trend is picking up at a rapid pace especially in this post pandemic era. Other than this, it has been proved that eco-friendly businesses, homes, and places, also save money in their routine costs, maintenances and annual expenses, in addition to this they render over 45% more health benefits to human life.

Go Eco is the magic-wand to this boon. Tourism, and other businesses around the world

The Postcard

are going eco not only to protect their own 'habitats and surroundings', but also in the long term interest of their staffs and indigenous communities. The extraordinary feeling of wellbeing at our places of conducting business is like a wave of euphoria, which once experienced, would turn into a life long obsession. Incorporating appealing visuals and sensible aesthetics with basic disciplines of eco logic is the ultimate art of eco nirvana.

Below is a simple diagram which can prompt us to 'Go Eco'. Adopting the directives of this tree can help us to be welcomed into the world of increasing business opportunities.



Eco-logic is the sense of managing our businesses, home and daily lives, in such a way that we minimize the impacts we make on our immediate surroundings and the different habitats in which we execute our commercial commitments and activities.

Year 2022 - let us leave behind the memories of the pandemic, and look up towards the future of our organisations; businesses which are eco-friendly in their conducts and core values. Embrace the age of 'environmentally responsible global business practices' that do not neglect or damage the health of the habitats in which they foster their livelihoods.



*The author, Neelam Thakur (Neel) has been a devoted Tourism and Travel professional for over 3½ decades.
thakurquest@gmail.com*

Author's Note

The 'tag of eco friendly branding and responsible eco logical practices' is without doubt the call of future. Business of tourism is 100% habitat sensitive, unless we take the initiatives to shield their carnage, we as India's tourism entrepreneurs shall soon have nothing left to offer to the world. Let us Go Eco. It is the assurance of an eco-status that our potential partners and clients are seeking.

TOURISM IN INDIA UNDERGOES A MAJOR CHANGE

In India, Tourism has seen major changes during the past 3 decades. It has changed the standards and metrics for measuring client happiness, as well as the expectations we have for ourselves as professionals.

■ IATO Bureau



risks of faceless dealing; while on one hand, flood of information is instantly available on the internet, on the other hand, it has made it quite troublesome and difficult for travellers to differentiate between the genuine and the fake. A few clicks on Google, throw up a plethora of websites, each claiming to be the best in profession and mostly supported by enticing comments and reviews, the truths behind which forever remain unverified. It was different three decades ago, the human touch surpassed any sense of insecurity or risk.

The dynamics have changed, so have our equations with our service networks down the supply chains across the places we serve our clients in.

In addition to this, competition has become a lot sharper and increased manifold. It is no longer the domain of a few. Our tourism entrepreneurs are now found in nearly every corner, from Gujarat to North Eastern States, and from Ladakh to Andamans, to Lakshadweeps to Kanyakumari.

Tourism operations and client handling today demands flawless professionalism and an utmost sense of attention to details. It is these two strengths that are now needed more than ever before. Our wisdom lies in accepting

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Tourism in India has undergone a redefining change over the last 30 years. It has set new rules and scales of client satisfaction and has recrafted our professional psyches and dictates of work.

No longer are we in the era of human error and apology, and the client putting matter to rest. In this new age of tourism, errors are seldom forgiven; today the leisure consumer's expectations are high and his awareness is better than before. An instant access to multiple information resources, exciting options, live reviews and visuals, and speed of response, through the wonder of internet has made the consumer's leisure travel and holiday, a lot easier and greatly simpler.

This has, however, completely altered and restructured many things. It has also introduced the

”
Today, perfect professionalism and a keen eye for detail are required in all aspects of tourism operations and client service. These two skills are more important than ever right now
”





and understanding these changes and adapting ourselves to these new realities. Both sides have undergone a change; the tour-product buyer's mindset as well as the ground operator's commercial conditions, under which he now has to prove his performance and expertise.

The 'tour operator' is the middleman, a kind of imaginative producer who negotiates and buys various products and service-offers individually, and then designs a package to sell it further.

It is the tour operator's main job and business to skillfully put all the components together and turn them into a remarkable Indian experience through the use of all his professional strengths, experience and quality of executed services. His client must depart our country with the feeling that he received a great value from his travel in India than what he had paid for.

Therefore, uncompromised level of professionalism is the real time necessity of current times. It is now the only method to make headway in the world of tourism and claim any worthy part in the mainstream tourism flourishing across

the countries. A real Tourism Professional can do it.

A professional is a person who has sufficient knowledge of above basic elements, has suitable qualities and grooming, has reasonable experience and has maintained a sharp focus, and understands perfectly the programmed itinerary sold to clients.

Six major components comprise the activity of tourism and the things it stands for. It is the sum of all activities that arise from a tourist's travel plans, his main itinerary and stay in our country.

1. Transportation
2. Accommodation
3. Attractions and entertainment
4. Food and beverage
5. Human interaction and service
6. Cultural and other experiences

It is of vital importance for him to understand the significance of each of the above and the roles each of them would play in the final outcome of the client's tour. His qualification or fittingness to be called and trusted, as a proper professional tour operator stems from this mechanism and is the foundation on which his business of tourism is going to steadily prosper with unflinching ease. ❖



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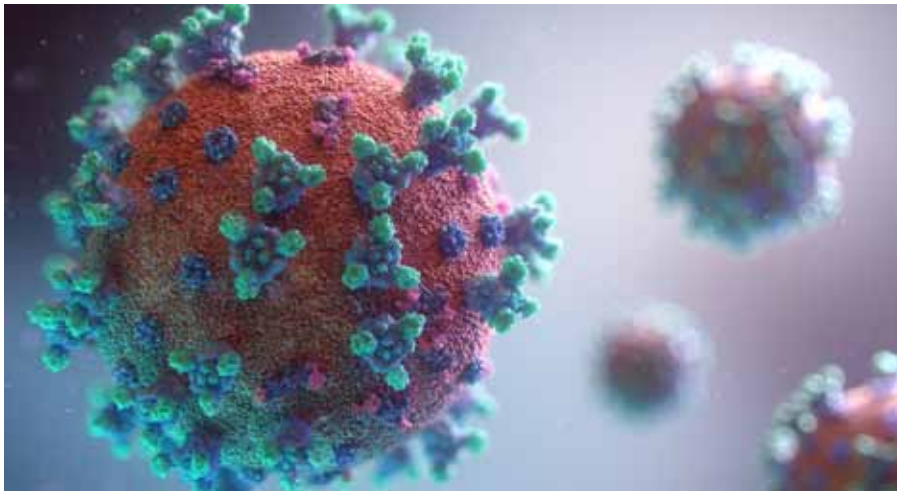
The “tour operator” is the middleman, a creative producer who bargains for and purchases a variety of goods and services individually before creating a package to market it further

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PM URGED TO REVIVE INBOUND TOURISM TO PRE-PANDEMIC LEVEL

IATO informed Prime Minister's Office that COVID-19 has impacted India's inbound tourism. Since March 2020, the sector has conducted zero business. As a result, inbound tour operators are experiencing severe financial difficulties.



April 2022), Arabian Travel Mart in Dubai (9–12 May 2022), and IMEX in Frankfurt (31 May–2 June 2022) – by taking space and establishing an India Pavilion, where industry stakeholders were also invited to take booths. Pleased with the ministry's decision, the IATO members had provided a list to the ministry, but we are yet to receive confirmation from the ministry.

In an appeal to Narendra Modi, Hon'ble Prime Minister of India, the IATO requested that prior to 2020, the Ministry of Tourism participated in all major international travel marts and fairs with industry stakeholders. FTOs and members of the IATO were invited to a physical B2B meeting during the structured roadshows to be conducted by the ministry in coordination with India tourism offices and Indian embassies/ high commissions/consulates.

Incredible India events, including evening cultural programmes, cuisine festivals, and handicraft displays, will be held on a regular basis, with foreign tour operators. The ministry will sponsor Familiarisation trips for foreign tour operators, travel writers and bloggers that were previously halted owing to the pandemic. ❖

With the restoration of the Tourist Visa/ e-Tourist Visa after a two-year hiatus, operators were doing their best to revive inbound tourism, but the situation was not ideal because the Ministry of Tourism was not conducting any promotional or marketing activities in overseas markets.

Because of this, tour operators had to start from scratch. It was critical to promote and advertise Indian tourism. Malaysia, Singapore, Thailand, and Dubai aggressively promoted tourism so as to revitalize the sector in their countries and lure foreign tourists with attractive packages, the IATO said.

Recently, the Ministry of Tourism announced that it would participate in three major tourism events – WTM Africa (11–13

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HIGHLIGHTING A PROBLEM WITH IRCTC'S BILLING

IATO sent a letter to Mrs. Rajni Hasija, Chairman & Managing Director, Indian Railway Catering & Tourism Corporation Ltd., highlighting a problem with IRCTC's billing for reservations made for tour packages aboard the Maharajas' Express Luxury Train.

Drawing her kind attention to the earlier communication regarding IRCTC invoicing of booking of tour packages, IATO requested that the tax invoice be raised by IRCTC to Sales Affiliate/ Tour Operator in INR with 5% GST. Since the tour operator was permitted to avail ITC in respect of GST charged by another tour operator in the same line of business, the Sales Affiliate registered as tour operator would take ITC in respect of CGST/ SGST/ IGST charged by IRCTC. The Sales Affiliate would issue back to back tax invoice to the foreign



Suggested Simplified System	
Tariff Per Cabin on Double Sharing USD 3100 x 3 nights	USD 9300
Less Discount (Eg: 20%)	USD 1860
	USD 7440
Add GST 5% on 7440	USD 372
Total Payable to IRCTC	USD 7812

national/ tourist for recovery of total charges and pay 5% GST as tour operator. The Sales Affiliate would also issue a separate invoice for recovery of total charges in foreign exchange. This invoice was the instrument/ tool for collection of forex through

the banking channel. IRCTC had been issuing the tax invoices upon the Sales Affiliate prior to July 2018 and the system was working satisfactorily. The need of the hour was to restore the old invoicing system from IRCTC to the Sales Affiliate and then from Sales Affiliate to the foreign national. IRCTC is levying GST on rack rates including the commission, part of which is not correct. It is requested that GST should be levied on the actual amount paid i.e. after deduction of commission. The word "Commission" should be replaced with "Discount" as then it will become practical to levy GST on the actual billing amount (net of discount). ❖

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ONLINE AIR SUVIDHA PORTAL BE REMOVED, REQUESTS IATO

IATO sent a letter to G. Kishan Reddy, Minister of Tourism, requesting that the obligation for foreign nationals to submit a self-declaration form on the online Air Suvidha Portal be removed.

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Now, under the present situation, many countries have abolished all hurdles to attract more tourists
”

IATO requested the Hon'ble Tourism Minister to impress upon the Government to withdraw the requirement of submission of self-declaration form on the online Air Suvidha Portal for foreign nationals. Presently, all foreign tourists who intend to visit our country need to submit a self-declaration form and attach documents which foreign tourists, especially the elderly, find difficult. Due to this reason, many foreign tourists reported to have been offloaded, which is giving negative publicity and now many tourists are skipping travel to India. On

one hand, we are looking to bring more foreign tourists to India and on the other hand, we are making it difficult for tourists to consider India as a destination by creating hindrances. Many countries have abolished hurdles to attract more tourists. This is high time we should also consider removing such hurdles for foreigners. We have, therefore, requested that the requirement of submission of self-declaration forms on the online Air Suvidha Portal should be removed to encourage foreign travellers to visit our country, so that inbound tourism to India could be revived. ❖

ADDITIONAL FEES OF ₹200 FOR THE BOARDING PASS TO BE REDUCED: IATO

IATO, in a letter to Rajiv Bansal, Secretary, Ministry of Civil Aviation, complained about all domestic airlines' requirement for a mandatory web check-in.

”
The airline was responsible for providing the boarding card and luggage tag for passengers flying, therefore there shouldn't be any additional fees of ₹200 for the boarding pass
”

IATO informed that the primary goal of web check-in was to reduce lines at the luggage counters, but this goal was completely defeated as all passengers had to stand in line to hand over their checked bags because there were no special lines or counters for web check-in users. Airlines were also charging ₹200 from passengers who did not check-in online. It was recommended that instructions be sent to all domestic

airlines, stating that web check-in is not required of passengers, and that those who have not completed web check-in may obtain a boarding pass from an airline check-in desk at the airport.

Additionally, the airline was responsible for providing the boarding card and luggage tag for passengers flying, therefore there shouldn't be any additional fees of ₹200 for the boarding pass. ❖

JET AIRWAYS PLAN TO RESUME COMMERCIAL FLIGHTS

IATO sent a letter to Arun Kumar, Director General of Civil Aviation, expressing its appreciation for the return of Jet Airways Flight. It inquired about the planned resumption of Jet Airways flights and outstanding travel agency/ client reimbursements with Jet Airways.



IATO said that despite repeated requests from the ticketing agents, Jet Airways had not repaid significant sums that had been sitting in their accounts for more than two years. Additionally, Jet Airways accepted advance payments from travel brokers for group reservations made for the ticketing of groups.

According to IATA's mandated guidelines, all IATA-approved travel agents must provide a bank guarantee to the airlines, but airlines are not required to provide bank guarantee or other forms of financial security to travel agents, so the failure of any airline results in a loss

for the travel agents. In view of the aforementioned, IATO recommended that Jet Airways flights be suspended until travel agents' money that was in Jet Airways' possession was reimbursed.

To protect the interests of travel agents, tour operators, and airline passengers in the event that an airline declares bankruptcy or ceases operations, as happened in the past with Jet Airways, Kingfisher, and numerous other airlines, it should be made mandatory for all airlines operating in India to provide bank guarantee or financial security to be kept with DGCA or an appropriate statutory body. ❖

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According to the reports that surfaced, Jet Airways planned to resume commercial flights in the following quarter of this year (July- September 2022)
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Rupinder Brar, ADG, Tourism, has said that MOT will be working very closely with both Ayush and Home Ministry to make sure that this visa gets enabled very soon. She added, "a visa facility has grown for not just tourism but medical visa too."

Register today! Learn and Visit Exciting Places

The transport department of Delhi issued 4,286 International Driving Permits (IDP) from February till June 7. In fact, in June alone, they issued 429 IDPs to residents of Delhi who had moved abroad to study, work, and other businesses.

Wednesday, 15 June, 2022 @ 15:00 IST

South Korea has announced that starting 8 June 2022, all international travellers to Korea don't need to quarantine regardless of their vaccination status. COVID-19 testing will still be in effect, travellers to submit a negative test result.

+91 9910062118, info@chambersofcommerceindia.com

24 JUNE 27 AUGUST

parth@sampanmedia.com

South Korea allows quarantine-free travel for all international visitors

Presently, all international travellers to Korea are not required to quarantine regardless of their vaccination status, however, a negative COVID-19 test result is still required. Travellers must do an RT PCR or RAT before departing for Korea. After arrival in Korea, another PCR test must be done within three days and a negative PCR test result must be submitted.

Punjab to develop Ranjit Sagar Lake as a world-class tourist destination

The Punjab government recently organised an investors' summit in New Delhi to extend an invitation to private players to invest in tourism and other sectors in the state. While the special focus was laid on the development of Ranjit Sagar Lake, in Pathankot to make it a world-class global tourist destination, various other sites having the potential to be developed as tourist spots were showcased during the summit.

In the state of awe, only in Utah

VISITUTAH.COM

Meliá Hotels International expands its presence in Thailand

Meliá Hotels has been partnering with local companies and expanding its presence with the opening of multiple new hotels, including Meliá Chiang Mai which opened this April. The group also has Meliá Koh Samui and Meliá Phuket Mai in its bouquet. INNSIDE Bangkok Sukhumvit is scheduled to open at the beginning of the year and Meliá Phuket Kharon, and Meliá Bangkok Bang-Na, a 315-room hotel are planned to open in 2025.

IATO raises concern about issues impeding revival of inbound tourism

In a communication to the MoT, IATO has requested the Tourism Minister to withdraw the requirement of the self-declaration form on the online Air Suvidha Portal for foreign nationals due to which many passengers are being offloaded. IATO has also raised issues on problems cropping up due to compulsory web check-in during domestic travel and the issue of pending refunds of travel agents from Jet Airways for over two years.

From The Economic Times

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IATO seeks removal of Air Suvidha self-declaration form requirement for foreigners travelling to India

The apex inbound travel agent association said that many foreign tourists have been reportedly debarked from flights for not completing the requirement and hence the current norm is discouraging travellers from visiting India and affecting inbound tourism. In another communication, IATO has also sought withdrawal of compulsory web check-in requirements on all domestic flights.

ETTravelWorld • updated: June 13, 2022, 19:45 IST

Industry

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IATO writes to tourism ministry for help in easing travel rules for India

The small business essential with 2 years NBO on-site warranty

In a letter to the ministry, the Indian Association of Tour Operators (IATO) has requested the government to ease travel rules for India. The association has also requested the government to ease travel rules for India.



THE WOMAN IN LADAKH WHO SUPPORTED FEMALE TRAVELERS

The young generation of Ladakhis need to be taught about tourism and hospitality, and about the expectations of outside visitors. 'This is something I have always been very passionate about,' says Ishey Yangzom, a woman entrepreneur.



Mrs. Ishey Yangzom

Why did you establish your business in Ladakh?

Coming from a family background where we were not financially stable, it was necessary for me to take the step of becoming an earning member to assist my family. Therefore, in 2014 I founded my own business in Ladakh. I chose this entrepreneurial path because it appeared exciting, and to provide support to my very special family. Travelling in Zaskar valley as a tour guide, I adopted three kids from there. So, I knew inside of me that I had to do something to give them the life they deserved. This was one of the other key motivations

I decided to create my own business. I had the good fortune of climbing Stok Kangri (6070 metre peak), which gave me the confidence to face challenges on my own.

What makes you and your organisation unique in Ladakh?

I always wanted to support women travellers and encourage them to travel on their own, and not to be intimidated by the media impressions that it was unsafe for them to travel alone. I have been encouraging them and their men co-travellers to explore more, trek into interiors, visit our lovely monasteries, and make several other experiences not known to the foreign visitors. I love my work,



I have self-trained myself to perform multiple roles; I'm not only a dotting mother, but also an overall company manager, business promoter, professional tour guide, and a chauffeur, all rolled into one. I have myself been behind the wheels, driving women tourists across Ladakh, and from remote corners of Nubra valley to Srinagar Kashmir. It is really fortunate for me, that I am among the few women, who struggled and succeeded through the obstacles and taboos of a male dominated profession, especially in Ladakh and its surroundings.

As a Ladakhi woman how would you like to help India's tourism industry?

The young generation of Ladakhis need to be taught about tourism and hospitality, and about the expectations of outside visitors. This is something I have always been very passionate about. I keep on thinking and devising ways and means to make the Ladakhi youngsters more aware.

How do you compare domestic Indian tourists with foreign tourists that visit Ladakh?

Although I appreciate both domestic (Indian) as well as overseas tourism into Ladakh, however with experience I have often observed that the latter is far more understanding and encouraging when it comes to small issues. They understand limitations of our region and are more interested in discovering our culture and lifestyle. This may generally not always be the case with former.

What steps are you taking to keep Ladakh eco-friendly?

As an inspired entrepreneur, I am working very hard to encourage all visitors and tourists to not throw any kind of litter anywhere they go. I have also been encouraging eco-friendly initiatives locally, hoping to improve the quality of the visitor's stays and experience. Ladakh being on the Tibetan plateau with its own Buddhist heritage and history, I want to make Ladakh the most appealing place to visit. ❖

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I always wanted to support women travellers and encourage them to travel on their own... I have been encouraging them and their men co-travellers to explore more, trek into interiors, visit our lovely monasteries, and make several other experiences not known to the foreign visitors

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"PRAÇA DE DIU"

Diu, an island in Gujarat with a coastal length of 21 km and a distance of roughly 768 km from Daman, the capital of the recently formed Union Territory of Daman and Diu, is located just off the coast of Kathiawad, close to the Port of Veraval.

■ Bryan Anthony Thomas



The Gujarati districts of Gir-Somnath and Amreli, as well as the Arabian Sea, encircle Diu on all four sides. Two bridges connect it to the mainland. At a distance of 9 kilometres from Diu, Delwada is the closest railway station. However, significant trains connect with Veraval, which is 90 kilometres from Diu. Diu District includes a section of main land known as Ghoghla.

Climate

Diu typically has a good climate all year round. June through

September are considered the monsoon months. Range of temperatures: 15 to 38°C. Diu has a rainfall of an average is 55 cm.

Culture

The Kathiawad Cultural Zone, which has an impact on language, dress, patterns, eating habits, tourists, conventions and practices, and other cultural characteristics, extends to Diu. The Hindu ethnic groups in Daman and Diu are the Kharwa, Koli Patel, Koli, Bhraman, Bania, Vanja, Salat, Sanghadia, Sager, Baria, Kamli, Mitna, Mangela,





Bhandari, Macchi, Kumbhar, Mahyavanshi, and the tribal groups are the Dhobia, Dubla, and Siddi. The Muslim ethnic groups are the Momin and Khoja descendants of Others view the Kharwa, Koli, Koli Patel, Vanja, Mangela, Bhandari, Sager, and Salat as migrants from various locations in Gujarat and Saurashtra, despite their claims to be the territory's original occupants.

Places to visit

On the outskirts of the Diu fort lie the Naida caverns. These caves include a vast network of square-hewn step passageways.

Nagoa Beach in Diu is renowned for its pure beauty and swaying palm palms, making it an attractive and highly suggested destination for travelers from all over the world. The area is well connected to the resorts, making it simple for visitors to unwind and discover its natural beauty at the same time.

Beautiful palm trees that sway in the cool breeze surround the beach, providing visitors with an exotic setting in which to relax. It is worthwhile to visit and enjoy the beach because of its calm blue waters and white sands.

The Gangeshwar Temple, which is three kilometres from Diu, is devoted to Lord Shiva and contains five Shivalings that were allegedly erected by the Pandavas during their exile. These Shivalings are located among rocks that are frequently washed by seas.

During their colonial control, the Portuguese erected Fort Diu, which is presently managed by the Indian government and is situated on the western coast of India. The fort-cum-castle, also known as "Praça de Diu" in Portuguese, is located at the mouth of the Gulf of Khambhat on the southernmost tip of Gujarat. ❖

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Nagoa Beach in Diu is renowned for its pure beauty and swaying palm palms, making it an attractive and highly suggested destination for travellers from all over the world

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BREAKING THE LOOP OF NEGATIVE THOUGHT PATTERN!

How do we break the loop of thoughts that brings down our life's energy, we also call it stress or going towards depression? How do we do it?



■ IATO Bureau (Resourced by Mukesh Mantra)

This is my story or your story, I am sure everyone has gone through this, where a bad news has stayed in your life more than a good news. There are times when someone cheats or betrays you. This is exactly when the basic nature of your life will attack you, your reaction to the situation, will be the true recognition of the character that you hold inside and which has been dormant in your life.

In a negative situation, people generally go quiet, are unable to sleep, sometimes start talking to

themselves or scheming up to take some kind of revenge, and you repeat this pattern over and over again in your mind. You could be present in the environment but your mind and its thoughts are constantly revolving around the situation with all the negative perspective you can think of. I read somewhere that this world is the domain of the devil and the devil really enjoys it when he sees people are in his control and are suffering. He is in complete control of your mind, even if you want to break that loop of negative thoughts, you can not do it. So, how do we get out of this spiral hellish world.





I am sure everyone has their own method, but there are couple of methods, if put into practice, can help you break the loop.

- One is disciplined determination to exercise or a physical movement of your body on a daily basis for at least one hour without any break. Exercise improves mental health by reducing anxiety, depression and negative tendency, and by improving self-esteem and cognitive function. Exercise has also been found to alleviate symptoms such as low self-esteem and social withdrawal.

- Praying for and helping others, even if you just listen to the problems of others, helps them de stress.

“When one lights a torch for someone in the dark, one brings light not only to another person but also to one’s own self. Likewise, when one gives to them strength, one gives oneself strength too.

- If we can manage to strengthen the kind of relationships where we can extend empathic support and encouragement to each other during the hard times, sharing in each other’s pain, we can expand the radius of security and hope. When this kind of virtuous cycle is generated from a shared concern for both self and others, and as more communities take up the magic of cooperation and mutual assistance, it will help to drive away the mounting gloom.

As the recent pandemic has clearly revealed, in today’s world, threats and challenges emerging somewhere will quickly find their way to anywhere on the globe. What the world needs most, therefore, is for communities and governments to work together to gradually develop and forge a harmonious resilience that will unite us to overcome the severe challenges we face. Such a spirit of solidarity will provide the driving energy and the genesis for meeting all our challenges, including the global climate crisis. ❖



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KNOWING NAGPUR

The city of Nagpur is strategically located in the centre of India, with the Zero Mile Marker designating the country's geographic centre. The Maharashtra state's Nagpur, sometimes known as the State of Tiger, is well known for its oranges.



■ Bryan Anthony Thomas

In accordance with tradition, Nagpur was included in the kingdom of Ayodhya when the heavenly hero Rama visited. Today, Nagpur is one of the Indian cities with the fastest growth rates and has a lot to offer to tourists from around the globe. The city is affectionately known as the “Orange City” of India and is well-known for its orange produce. It serves as a key hub for the nation’s efforts to conserve tigers. Nagpur is renowned as the “Tiger Capital of India” due to the fact that there are over five sanctuaries nearby, many of which are tiger reserves.

Places to Marvel At

The Deekshabhoomi in Nagpur city is a location that is significant both historically and

spiritually. As a protest against the pervasive caste system in India, Dr. Babasaheb Ambedkar and his supporters converted to Buddhism in the building, which covers an area of more than four acres. The Tadoba Andhayri Tiger Reserve is one of the well-known tourist destinations close to Nagpur. Among the several wildlife reserves in Maharashtra, it is the largest. More than 195 different bird species, as well as several reptiles, including the marsh crocodile and the rare Indian python, can be found in the reserve in addition to the majestic tiger. The Shukravari Talao is another location worth visiting in Nagpur. The rectangular lake was believed to be constructed to meet the needs of the city's water supply more than 275 years ago.

Delicacies

Varhadi food, also known as Saoji cookery, is the specialty of the Vidarbha region. The main cuisine of the Savji clan was Saoji or Savji cookery. This international food is praised for its spicy flavour. Dark pepper, bay leaves, dry coriander, cloves, black cardamom, cinnamon, and a suitable amount of poppy seeds are among the unusual ingredients used in the food. In Saoji restaurants in Nagpur, non-vegetarian food is





typically served, especially lamb and chicken.

Industry Expert

The textile factory, which is regarded as the first mile of the entire county, is one of the city's many humorous features. This mill was started by Ratan Tata in Nagpur. Nagpur also houses the sole and primary National Fire Service College of India. Nagpur is also known for its cotton items and regional handicrafts. The MRO facility that Boeing constructed in this location is the only similar facility after Shanghai. Additionally, the airport was the first in the nation to receive ISO certification. Nagpur is regarded as the headquarters of the Hindu nationalist organisation, RSS.

Culture And Heritage

Nagpur is a multicultural city in India that is home to a diverse population of castes and religions. In Nagpur, there are a number of magnificent folk dances and fairs organised. The Ramjanam Rath Yatra and Marbat are two festivals celebrated in Nagpur that are well-known worldwide. Marbat is also a celebration that is largely observed by residents of the Nagpur region. In this city, there are also a lot of really well-liked movie theatres. The Marathi theatre is among them and is thought to be the nation's first regional theatre.

Nagpur is home to Deekshabhoomi, the largest empty stupa or largest vault-shaped landmark and a key location for Buddhist development.

Shopper's Paradise

The city of Nagpur is filled with a wide variety of stores and malls, as well as several distinctive



organisations. The most important market areas in Nagpur include Lakadganj Market, the most spectacular market for wood, and Kalamna Market at Pardinaka for wholesale trading of food grains. Phule Market is also known for providing foods grown from the ground at reasonable prices.

Connecting People

The National Highway-6, which runs between Mumbai and Calcutta, as well as the NH-7, which runs between Kanyakumari and Varanasi, pass through Nagpur. To get to Nagpur from surrounding Maharashtra locations, one can either drive there or use a public or private bus. The central and southeastern railway routes operate out of the Nagpur railhead, a crucial station. Nearly all of the country's major cities are serviced by frequent, direct trains from the station. Dr. Babasaheb Ambedkar International Airport is conveniently connected to all significant Indian cities and is located 11 kilometres from Nagpur. Twelve foreign cities are serviced by international flights from the airport. ❖

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THE ENTERTAINMENT CAPITAL OF THE WORLD: LAS VEGAS

One of the most populated cities in the US, Las Vegas lies in the state of Nevada. Its combined business economy initially revolved almost solely around the tourism sector, which included the city's numerous casinos and other gaming and entertainment venues.



■ Bryan Anthony Thomas

Development of numerous casinos along the Las Vegas Strip is solely responsible for the expansion of Las Vegas. The El Rancho Casino opened in the city in 1931, and as more casinos and hotels were built along the strip, the region became recognised as a place for gambling and entertainment.

Looking at the present, Las Vegas' marketing methods have changed from focusing on families to reinstating vice in "Sin City" and projecting the image of a hedonistic playground.

Knowing Las Vegas

Las Vegas is a city of spectacular architecture and signs with a million lights, as well as obvious affluence and cleverly concealed poverty. Superlatives, both positive and negative, abound there. The Bellagio hotel, one of the biggest hotels in the nation with more than 5,000 rooms, is located within the city, as is the largest glass pyramid in the entire globe. The famous "Strip", which runs along Las Vegas Boulevard and its neighbouring streets close to downtown, is known as the "City Without Clocks" and has a multibillion-dollar industry that caters to a variety of urges and addictions of various kinds.

American author Joan Didion once referred to this Las Vegas as "Sin City", the glitzy playground that is informally known as such. Tens of millions of visitors come to Downtown Las Vegas each year, not locals. Las Vegas has grown into an economic force that rivals the productivity of entire nations. It attracts significantly more tourists than the Grand Canyon or Yellowstone National Park, making it one of the top vacation spots in the nation.



Government & Economy

There is a council-manager system in place in Las Vegas. The day-to-day management of administration and governance is under the purview of the city manager. The mayor, who serves as the council's chief executive, is one of the seven members of the city council, together with six other individuals elected by ward. The council and city manager's office have control over a variety of boards and commissions. The city's municipal needs started to develop with an increase in population. Las Vegas has experienced one of the nation's fastest job base growth rates since the 1990s, thanks to a sizable labour pool and a favourable business environment. These circumstances made it possible for municipal promoters to persuade companies of all stripes to pick Las Vegas over California.

Climate of Las Vegas

The majority of the year is hot and dry in Las Vegas. The average daily high is 27°C, while the average low is 13°C. The average daily temperature is 20°C. With daily average temperatures ranging from 14°C to 3°C in January, the valley experiences freezing temperatures less frequently than the nearby foothills. The hottest month is July, with average high and low temperatures of 40°C and 26°C, respectively.

Death Valley is one of the hottest and driest regions in the nation. The majority of precipitation falls during the winter when the mountain barrier that usually creates a rain shadow is breached by moisture-laden clouds from the Pacific Ocean due to decreasing ground temperatures. When rain does occur, it can be torrential and cause flash floods that can cause a great deal of destruction.



Transportation

Las Vegas Boulevard, sections of the interstate, and other arterial routes are frequently congested. The Bruce Woodbury Beltway, built in collaboration with other towns in the metropolitan area, is the centerpiece of the city's extensive programme of road upgrades. The city maintains a sizable transportation network, and a privately constructed and run monorail connects numerous casinos and other Strip attractions. One of the airports in the nation with the quickest growth is McCarran International Airport. The region is now more appealing to foreign commercial interests because of the Southern Nevada Foreign Trade Zone, a free-trade zone that includes the airport and permits a variety of items to be imported duty-free or with reduced excise taxes. ❖

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TS & AP CHAPTER

❖ IATO's TS & AP Chapter chair met the newly appointed Sandeep Kumar Sultania, IAS, Secretary Tourism, Telangana, (also holds Panchayat Raj etc) and apprised him of the various activities of IATO and its role in Indian Tourism Industry on 1 June 2022



❖ IATO's TS & AP Chapter was invited by Sajjanar, IPS (MD and VC of TSRTC), to get an expert & experiential advice on 'Role of TSRTC in Tourism Promotion', followed by a felicitation function.



❖ A lecture on 'Ashur Khanas and Islamic Monuments in Hyderabad' was organised by Telangana & AP Chapter chair for the tourism stakeholders.



TS & AP CHAPTER

❖ IATO held a meeting on 31 May 2022 in the presence of RD East, Sagnik Choudhary. Ten tour operators and three hoteliers took part. RD East explained about green shoots in the meeting, while chapter chairman explained about IATO membership and its importance.



❖ Uttar Pradesh Chapter chair moderated the appended conclave



Behind the Curtain

There is a team of men and women who work silently behind the curtains at IATO secretariat. We know they have dedicated themselves completely to the works and welfare of IATO and its esteemed members.

Mr. B.D. Taneja

General Manager

He has been with IATO since April 1995 and is the man who gets things moving sooner than people expect. A former Indian Navel sailor, who was trained in discipline and critical thinking onboard INS Circars off the coast of Vishakapatnam and on INS Chilka in Odisha, and at Navigation Direction School at INS Venduruthy in Kochi. Beginning in 1981 on INS Vikrant aircraft carrier, he also served onboard the INS Nilgiri, INS Hansa Goa, INS Godavari, and the INS Angre. Retiring from the Navy in 1994 he joined IATO and has been dedicated to its work ever since. Fond of vacations, cricket, music, magazines, and movies, he has the distinction of being at every single IATO event and convention and helping as an inseparable part of its organisers.



Ms. Jyoti Kochhar

Assistant Manager Operations

Joined in January 2008, she is one of the much appreciated strengths within the team. Always hungry to learn more she has attended several IATO events, conventions and interactive meetings. She is fascinated by the professional work and challenges of the tourism industry and desires to fully support all the members with her work at the secretariat.

Mr. Mahesh Gupta

Executive Assistant

Beginning with IATO in April 2012, after working at a travel agency and completing his coursework in MBA tourism, he readily executes different tasks that come to him. Very passionate about discovering new places, reading books, and spending time with little kids in slum areas, he has also attended many IATO events and conventions, and has ever been a great support to his colleagues.

Mr. Dinesh Gupta

Manager Accounts

A tactful and clear headed accounts person, he is passionate about his work and feels that the responsibility of keeping the accounts is important for the proper functioning of the association. He has attended numerous IATO events and conventions and keeps a dedicated eye on figures.



INDIAN ASSOCIATION OF TOUR OPERATORS

Offices and chapters across the country

