

Helpline Number for international tourists

468. DR. R. LAKSHMANAN: Will the Minister of TOURISM be pleased to state:

(a) whether it is a fact that Government has introduced helpline number for international tourists who are visiting India;

(b) if so, the details thereof including the helpline number, date of its introduction, number of complaints received and number of complaints resolved during the last three years, year-wise;

(c) whether introduction of helpline number, if any, for international tourists has helped the country in projecting itself as a favoured destination for international tourists; and

(d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF TOURISM (DR. MAHESH SHARMA): (a) and (b) Yes, Sir. The Ministry of Tourism has launched the 24x7 Toll Free Multi-Lingual Tourist Help Line in 12 Languages including Hindi and English on 08.02.2016.

The languages handled by the Tourist Helpline include ten International languages besides English and Hindi, namely, Arabic, French, German, Italian, Japanese, Korean, Chinese, Portuguese, Russian and Spanish. This service is available on the toll free number 1-800-11-1363 or on a short code 1363 and operational 24X 7 (all days) in a year offering a “multi-lingual helpdesk” in the designated languages.

In the Multi-Lingual Tourist Help Line a total number of 287988 queries were received and handled from February, 2016 till June, 2017.

So far no complaint from the tourists regarding the helpline number has been received in this Ministry.

(c) and (d) The objective of this multi-lingual helpline is to provide the support service in terms of providing information relating to travel and tourism in India to both domestic and international tourists in the designated languages and also to advise the callers with advice of action to be taken during the times of distress while travelling to India and if need be alert the concerned authorities. Hence this tourist helpline number is an unique endeavour to project the country as a favoured destination and give the foreign tourists a sense of safety and security while travelling in India.