

GOVERNMENT OF INDIA
MINISTRY OF TOURISM

RAJYA SABHA
UNSTARRED QUESTION NO.1428
ANSWERED ON 28.07.2022

REDRESSAL OF GRIEVANCES OF FOREIGN TRAVELERS COMING TO INDIA

1428 DR. SONAL MANSINGH:

Will the Minister of **TOURISM** be pleased to state:

- (a) whether any institution or mechanism has been established for redressal of grievances of foreign travelers coming to India;
- (b) if so, the details thereof; and
- (c) if not, whether Government will take any steps in this regard?

ANSWER

THE MINISTER OF TOURISM

(SHRI G. KISHAN REDDY)

(a) to (c): Ministry of Tourism (MOT) through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal receives complaints/grievances/suggestions related to service delivery deficiency, cheating etc. The CPGRAMS portal is available to the citizens 24x7 to lodge their grievances related to inappropriate trade practices by Tourism & hospitality service providers. The foreign tourists also register their complaints/grievances on the portal through Indian registered mobile number. Apart from this, complaints/grievances are also received from foreign tourists through email, directly and through overseas field offices of Ministry of Tourism. All such matters are examined in the Ministry and taken up with the concerned travel & tourism service providers for resolution of the complaints/grievances. Accordingly, reply of the grievances is furnished to the complainants.

Total number of grievances received in the Ministry of Tourism are 2226, 2602 and 934 during the year 2020, 2021 and 2022 (till 30th June, 2022), respectively which include the grievance/complaints received from foreign tourists. The complaints/grievances redressal/disposal rate is more than 95%.
