

PART V

**RATIONALISATION
OF THE
FUNCTIONS, ACTIVITIES AND
STRUCTURE OF THE
MINISTRY OF TOURISM**

Rationalisation of the functions, activities and structure of the Department of Tourism

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Rationalisation of the functions, activities and structure of Department of Tourism

Executive Summary

1. There is need for government to continue to:
 - (a) play an active role in promoting tourism
 - (b) support establishment of training facilities in this sector and
 - (c) provide support for creation of basic infrastructure development at the large number of tourist centres.
2. The task of making large investments for creation of facilities at established centres should be left to the private sector. Following this criterion, the proposal for disinvestment of ITDC should be expedited.
3. If the need for setting up new hotel management or food craft institutes arises, efforts should be taken to promote the setting up of such facilities in the private sector with government giving some assistance for meeting a part of the capital cost.
4. There is presently a proposal for setting up of an Advanced Institute of Hotel Management and Institute of Culinary Arts. Attempts should be taken for promoting the establishment of this centre in the private sector.
5. Action should be taken to diversify the activities of the Indian Institute of Tourism and Travel Management at Gwalior into areas for which there is greater demand and also to invite private parties to participate in the management as well as financing of this institute. If these efforts do not bear fruit, say in a year's time, then this institute would have to be closed down.
6. Likewise induction of private sector participation in the management as well as financing of the National Institute of Water Sports, Goa should be explored.
7. Action on the question of transferring the Indian Institute of Skiing and Mountaineering to Jawahar Institute of Mountaineering or to IBP or to the State Government would need to be expedited.
8. There is a case for stepping up the allocations under the scheme for promoting tourist infrastructure. When ITDC is disinvested the possibility of a part of the net proceeds being utilised for this purpose could be explored.
9. This being a very small department there is no need for a post of a Secretary as well as that of ex-officio Additional Secretary and DG, Tourism. These posts

should be combined with the Secretary functioning as the DG, Tourism as well. The other post should be abolished.

10. SIU had, on the basis of a study conducted in 1997, found that 28 posts out of the total staff strength of 242 were surplus in the office of DG, Tourism. These posts should be abolished straightaway.

11. The 16 field offices, other than the regional offices, of the DG, Tourism should also be closed immediately.

12. The functioning of the 18 foreign offices of the DOT need to be quickly reviewed and only those offices, which are located in those countries with a large tourism potential should be retained. The remaining should be closed down, leaving it to the industry to set up offices at these and other places if they wish to.

1. Introduction

1.1 What was earlier the Ministry of Tourism, became the Department of Tourism (DOT), in the Ministry of Tourism and Culture in May 2000. The DoT functions as the nodal agency for the development of tourism in the country. It plays a crucial role in co-ordinating and supplementing the efforts of the State/Union Territory Governments, catalysing private investment, strengthening promotional and marketing efforts and in providing training manpower resources. The detailed functions of the Department in this regard are brought out in **Annex – I**.

1.2 This Department, which is headed by a Secretary, has an attached office, the Directorate General of Tourism. The Director General of Tourism is also, an ex-officio Additional Secretary in the Department. An organisational chart of the Department is given in **Annex-II**. The Directorate General of Tourism has a field formation of 21 offices within the country and 18 offices abroad (**Annex – III and IV**). DOT has one public sector undertaking viz. the Indian Tourism Development Corporation (ITDC) and the following autonomous institutions:-

- i) Indian Institute of Tourism and Travel Management (IITTM).
- ii) National Council for Hotel Management and Catering Technology (NCHMCT) and the Institutes of Hotel Management, Catering Technology & Applied Nutrition.
- iii) National Institute of Water Sports (NIWS).
- iv) Indian Institute of Skiing and Mountaineering (IISM).

1.3 The Department has a total provision of Rs.181 crore in the budget for the current year. Of this the plan allocation is Rs.150 crore spread over a large number of schemes.

2. An Overview

2.1 The rationalisation of the functions, activities and structure of this Department has necessarily to be attempted against the backdrop of the problems faced in, as well as the prospects for Tourism promotion in the country. A publication titled “India – The Tourism Imperatives” brought out last month by the World Travel and Tourism Council contains some interesting statistical data (all culled out from government publications) and several major conclusions. These are briefly listed below:

- (i) While the number of Tourist “arrivals” in the country is now over 2.6 million, the growth over the last five year period is only 25% or less than 5% per annum. Indian’s share in the World Tourist Arrivals has been stagnant at 0.38% during this period.
- (ii) The foreign exchange earnings in Rupee terms, has grown at a faster rate (over 12% p.a.) reaching Rs.14408 crore in the year 2000. However, a good part of this increase is attributable to the depreciation in the value of the rupee during this period. In US \$ terms the growth has been more muted (at around 4% p.a.) reaching US \$ 3.2 billion in the year 2000.
- (iii) The average stay of the tourists coming to India is estimated at 31 days, compared to much lower periods for most countries. This coupled with the fact that similar extended stay in hotels has not been observed, point to a good proportion – estimated at 30 to 40% - of the visitors spending time with friends and relatives. Possibly these are NRIs visiting friends and relatives in India.
- (iv) India is a long haul destination, with aviation as the major link for tourism.
- (v) Tourism is highly seasonal, with considerable variation from season to season.
- (vi) Domestic tourism has grown phenomenally in the last decade – from 64 million in 1990 to over 175 million in 2000. Religious tourism, sightseeing and eco-tourism etc. have been the main contributory factors.
- (vii) This phenomenal explosion in domestic tourism could be a by-product of the faster economic development witnessed during this period. There has also been a shift towards more expensive range of tourism during this period.
- (viii) The number of Indian nationals going abroad has increased sharply to 3.8 million by 1999. Given the relaxations in foreign exchange availability for such visits abroad, and the increasing size of the middle class, this number could increase sharply in the coming years.

2.2 Two points clearly emerge from the above data. The first is the enormous demand. While in terms of arrivals India may figure low down in the list of countries, in terms of demand it is definitely much higher in the list. This clearly underlines the enormous scope for increasing ‘supply’. As the supply increases, employment opportunities, directly in the Travel and Tourism industry, and indirectly in the related

activities of the other sectors of the economy, will increase sharply. The WTTC study visualizes the possibility of a three-fold increase in employment opportunities from less than 13 million jobs now to about 40 million. While these numbers do appear too optimistic, the fact remains that this is one sector of the economy, with immense potential for creation of new employment opportunities. The second point is that if the present trends continue unchanged, tourism instead of being a large foreign exchange earner, could well become a drain on foreign exchange, as the number of Indians going abroad would far outstrip the arrivals.

2.3 This, and the trends in the ongoing economic reforms, taken together point to government:

- (a) playing an active role in promoting tourism;
- (b) supporting, in a big way the establishment of training facilities in this sector;
- (c) providing support for basic infrastructure development at a large number of tourist centres, thereby paving the way for increased tourist inflow to these centres. This will, in turn encourage the private sector to make substantial investments in providing better tourist facilities at these centres.
- (d) leaving the task of making large investments on creation of facilities at established centres to the private sector. Following this criterion, there is need for expediting the proposal for disinvestment of ITDC.

2.4 This then is the broad framework within which the functions and activities of this Department are examined and recommendations made. The programmes of this Department can be grouped into 3 broad categories: tourism information and publicity, training, and tourist infrastructure. These are examined in the subsequent sections.

3. Tourist Information and Publicity

3.1 This category consists of:

- (a) Overseas Promotion
- (b) Media Relations / Hospitality
- (c) Literature & Other Publicity Material
- (d) Domestic Campaign (including fairs & festivals and craft melas)

3.2 Of the total provision of Rs.58 crore in B.E. 2001-2002 for this group of activities, Overseas Promotion alone accounts for Rs.51 crore, Publicity and Marketing abroad of Indian tourism is being undertaken through the 18 field offices abroad, the efforts being coordinated and supplemented by the Marketing Division at the Headquarters. Air India and its sales offices abroad supplement efforts of DoT by making financial contributions and organising joint promotional events. The expenditure on pay and allowances as also other administrative expenditure like rent, office expenses, etc. of the 18 offices abroad – over Rs.18 crore in the current year – is met from the non-plan budget. The promotional efforts abroad include advertising, printing of brochures in local languages, production of films and audio visual in local languages, arranging of charters, organising seminars, talks, India evenings, etc., market research, organising food and cultural festivals and public relations.

3.3 Considering that of the total provision of Rs.58 crore for all activities in this group as much as Rs.51 crore is spent on overseas promotion, the issue to be addressed, is whether the Department needs to maintain 18 offices abroad. This has been examined from time to time and decisions also taken to close some of those offices. But such decisions have not been implemented. The Parliamentary Standing Committee on Transport and Tourism have also in the latest report observed that the huge expenditure on overseas promotion has not led to a considerable increase in tourist arrivals. As set out earlier, the growth of arrivals over the last five years has been quite muted at 5%. It could be argued that this order of increase would in any case have been there and as such these 18 offices of the DoT should be closed down leaving it to the travel and tourism industry to take steps on their own to take up promotional efforts in the various countries with a good potential. If any of the organisations in the private sector wish to set up an office abroad for this purpose government could give some support, by way of a grant in the initial years towards meeting a part of the expenditure. This arrangement however has one risk. Such organisations could be more interested in securing more business for themselves, instead of projecting tourism prospects in all parts of the country. In the circumstances an ideal arrangement would be for government to retain only those offices which are considered essential for projecting the country's image, and in those countries which have a large potential, and leave it to the

industry to set up offices in other places, if they wish to, with some government support in the initial years.

4. Training

4.1 Training programmes in the field of Hotel Management, Catering and Nutrition were initiated by Government in 1962 under the Department of Food, Ministry of Agriculture. To begin with, four Institutes of Hotel Management, Catering Technology and Applied Nutrition were set up at New Delhi, Mumbai, Chennai and Calcutta between 1962 and 1964. For imparting training in hospitality related craft disciplines, 12 Food Craft Institutes were also then set up at different places in the country. Consequent to transfer of the programme to the Ministry of Tourism in 1982, the format of the various training programmes were re-oriented and remodelled keeping in view the professional work force requirements of the country's fast expanding accommodation and catering industry. In order to harness the resources and also to provide a central thrust to the programme, Ministry of Tourism also established the National Council for Hotel Management and Catering Technology in 1982.

(a) Hotel Management and Food Craft Institutes

4.2 At present, there are 21 Institutes of Hotel Management – as listed in **Annex – V** and 11 Food Craft Institutes – as listed in **Annex – VI** following the National Council's course curriculum. The Institute of Hotel Management at Shillong is in the process of getting established and would become functional by the next academic year. As per the scheme for setting up of FCIs, all the Food Craft Institutes have been transferred to the respective State Governments except the one recently approved in Pathrajpur (Orissa). The main courses offered by the Institutes of Hotel Management are 3-year Diploma in Hotel Management and Post-Graduate Diploma in Accommodation Operation and Management. The current intake of candidates for the first year of the 3-year Diploma in Hotel Management is 2390. In view of the increased demand for the course, the intake capacity and the infrastructure are being augmented.

4.3 The Institutes of Hotel Management are constituted as separate Societies, and have separate Boards of Governors. The Memorandum of Association and Rules & Regulations of the various Societies follow the model laid down by Ministry

of Tourism in this regard. The Boards of Governors of the Institutes are appointed by the Central Government.

4.4 The Institutes are designed to train candidates at managerial, supervisory, and lower skill levels in the principles and practices of Hotel Management, Catering Technology, Food Production, Food & Beverage Service, Front Office, House Keeping, Computers, Nutrition and related disciplines to provide qualified and technical personnel for the Hotel, Catering, Hospital, Travel and Tourism industry, including training of catering personnel at all levels.

4.5 Analysis of the working results of the 21 Institutes shows that there is no deficit on the revenue account of these Institutes. However there has been continuous injection of capital funds by Ministry of Tourism for these Institutes, to take care of the fund requirements of the latter for construction of buildings including hostels, procurement of equipment, including computers and other non-recurring expenditure. During 1999-2000, about Rs.13 crore were released by the Ministry of Tourism to these Institutes. The corresponding figure for 2000-2001 was Rs.10.19 crore.

4.6 Considering the enormous employment potential in this field, and the need for excellent training facilities, this order of capital outgo cannot be considered excessive. The main thing is that these institutes are not dependent on government budget support for their recurring expenditure. This position should be maintained in future also.

4.7 There is bound to be need for more such training institutes in the coming years. Instead of the government trying to set up these institutes, efforts could be taken to promote the setting up of such facilities in the private sector, with government giving some grant for meeting a part of the capital costs.

(b) National Council for Hotel Management and Catering Technology

4.8 The main objectives of the National Council for Hotel Management and Catering Technology are:

- (a) To advise the Government on coordinated development of hotel management and catering education.
- (b) To collect, collate and implement international development in the area of human resource development for the hospitality sector.

- (c) To affiliate institutes and prescribe courses of study and instructions leading to examinations conducted by it.
- (d) To standardise courses and infrastructure requirements for institutes imparting education and training in hospitality management.
- (e) To prescribe educational and other qualifications, experience, etc. for members of staff in the affiliated institutes and organise faculty development programmes.
- (f) To grant affiliation to Institutes at the national level.
- (g) To award Certificates and Diplomas.

4.9 The Council is registered as a Society under the Societies Registration Act (1860). It functions as a national body for coordinated growth and development of hospitality management education. The affairs of the Council are looked after by Board of Governors appointed by the Central Government. The total strength of officers and staff is 33.

4.10 The Council organises the Joint Entrance Examination (JEE) for admission to the 1st year for the 3-year Diploma Course in Hotel Management run by the Institutes of Hotel Management. The Council also conducts annual examinations for the 1st, 2nd and 3rd year for the 3-year Diploma Course, Post-Graduate Diploma Course etc. run by the Institutes. Other activities of the Council include holding All India Student Chef Competition, organising workshops and training programmes etc.

4.11 The finances of the National Council can be considered to be satisfactory. The Council has not been depending upon any grant from the Government for the last few years. During 1999-2000, the working results showed a surplus of Rs.49 lakhs (Rs.43 lakhs in the previous year). As on 31.3.2000, the total grant received from Government on capital account was Rs.42 lakhs, against which the expenditure of the Council on account of fixed assets was over Rs.1 crore.

4.12 The fees charged from the students for the various courses – admission fees, course fees, examination fees etc. – have been periodically increased. This has enabled the National Council and Institutes of the Hotel Management not to depend on Government grants for meeting the revenue expenditure. Due to the increase in demand for trained personnel in the sector, the number of candidates seeking admission to the courses has also been going up. In the case of the admissions

completed in 1999-2000, 16495 candidates appeared in the Joint Entrance Examination, competing for admission to about 2400 seats.

4.13 This is presently a proposal for setting up an Advanced Institute of Hotel Management and Institute of Culinary Arts. It would be best to try and promote the establishment of this Centre in the private sector, with government giving some grant for meeting a part of the capital cost.

(c) Indian Institute of Tourism and Travel Management

4.14 The Indian Institute of Tourism and Travel Management (IITTM) was established as a registered society in 1983 at New Delhi with the objective of developing and promoting education, training and research in the field of travel and tourism. In August 1992, the Institute was shifted to Gwalior, where it is now functioning from its own campus with an area of 20 acres of land allotted by the State Government. In 1997, Eastern Regional Centre of IITTM was set up at Bhubaneswar. The Institute has been conducting full-time / part-time courses in travel and tourism. Orientation programmes for officials of Ministry of Tourism are also conducted from time to time.

4.15 During 1999-2000, the revenue income of IITTM was Rs.101.46 lakhs – comprising Rs.74.61 lakhs as Government grant, and the balance Rs.26.85 lakhs by way of course / seminar fees etc. The expenditure during the year was Rs.112.02 lakhs, resulting in a deficit of Rs.10.55 lakhs. The corresponding deficit figure for 1998-99 was Rs.17.79 lakhs. The accumulated deficit till the end of 1999-2000 amounted to Rs.109.37 lakhs. Thus the 'own' resources account for less than 25% of the recurring expenditure.

4.16 IITTM has also been receiving Capital Grants from Government, depending upon its activities. The total grants so received till the end of 1999-2000 amounted to Rs.10.11 crore. Construction of the first phase of the new building at Gwalior at a cost of Rs.4.86 crore has been completed. The second phase will include auditorium-cum-multi-purpose hall, warden's hostel, students' amenity hall and residences for essential maintenance and teaching staff etc.

4.17 Thus this institute, with its present structure and activities is not a financially viable entity. Action should therefore be taken both to diversify its activities, into areas for which there is greater demand and also to invite suitable private parties to

participate in the management as well as financing of this institute. If these efforts do not fructify, say in a year's time, then this institute, together with its Regional Centre would have to be closed down.

(d) National Institute of Water Sports, Goa

4.18 The Institute is registered as an autonomous Society at Goa. In order to involve Private Sector participation and to make the Institute self-sufficient, offers of interest have been invited from competent consultants. In 1999-2000, the Institute conducted 32 courses for 751 trainees from all over the country and earning a course fee-revenue of Rs.2.65 lakhs. The provision for the Institute is Rs.10 lakhs in B.E. 2001-02 (Plan). The provision is inter alia for starting the construction work of NIWS building at Goa. The feasibility of inducting suitable private sector parties in the management as well as financing of this institute should be explored. In this context Government of Goa could also be approached to ascertain their interests in this regard.

(e) Indian Institute of Skiing and Mountaineering (IISM)

4.19 The Gulmarg Winter Sports Projects (GWSP) was established in 1968 to popularise Kashmir as a tourist destination and develop winter sports with a view to attracting tourists during the lean winter season and to provide gainful employment to the local people. It was set up to impart training to selected candidates to work as Ski Instructors and Mountaineering guides. Later Indian Institute of Skiing & Mountaineering (IIS&M) was added on to conduct courses on Mountaineering, Ski Courses and training etc.

4.20 The expenditure during 1999-2000 was Rs.61 lakhs, of which salaries accounted for Rs.54 lakhs and office expenses for Rs.5 lakhs. Provision in the current year is Rs.69 lakhs, including Rs.60 lakhs for salaries and Rs.8 lakhs for office expenses.

4.21 The Parliamentary Standing Committee on Transport & Tourism, has been recently informed by the DoT that in the context of the present situation in J & K, the latter is exploring the possibility of transferring the project to Jawahar Institute of Mountaineering, Batot under the Ministry of Defence or ITBP under the Ministry of Home Affairs, and that both the organisations have expressed their inability to take

over the project. The Committee has also noted that DoT has taken a decision to wind up IIS & M and transfer the project with assets and staff to the Government of J & K for effectively utilising the facilities created. The Department of Tourism would need to pursue these options expeditiously.

5. Tourist Infrastructure and Interest Subsidy on Loans given by financial institutions

5.1 Activities under Tourist Infrastructure include construction of Tourist Bungalows, Resorts, Yatri Niwases, Wayside Amenities etc., provision of Adventure and Sports Tourism facilities, facilities of Buddhist Centres (including externally aided projects) etc.

5.2 Since most of the tourist attractions and delivery systems are within the purview of State / UT Governments, a large part of the Central Government investment for the improvement and creation of tourist facilities is channelised through the State Governments on a cost sharing basis. The State Governments generally meet the cost of land and its development while the Central Department meets the cost of construction etc.

5.3 A new method of funding by way of grant-in-aid towards project cost was introduced during 1992-93. As per the scheme, 28 per cent of the project cost is provided by the Central Government and 12 per cent is provided by the State Government. The balance 60 per cent has to be raised as loan from financial institutions or banks. This method of funding is applicable to bankable projects requiring large investments. It was expected that the State Governments would be able to mobilise more resources from financial institutions for investment in tourism projects through this method. In the initial years, the State Governments did not show much interest in this method of funding as they were generally not interested in availing loan facilities for putting up developmental projects. It was, therefore, decided to reallocate a major part of the funds provided for the scheme to normal funding schemes. The remaining budget was proposed to be used to meet the committed liabilities in respect of already sanctioned projects. However the position has changed now and many bankable projects with substantial financial requirements are being funded by the scheme referred to.

5.4 The expenditure for these activities during 1999-2000 was Rs.25.6 crore. The provision for the same in the current year is Rs.56.65 crore.

5.5 Considering the enormous demand, created by the explosive increase in domestic tourism, there is an urgent need to create such infrastructure at new centres of tourist attraction – be it religious tourism, sightseeing, or eco-tourism – and also for upgrading the facilities at those centres where some infrastructure has already been created. There is therefore a case for stepping up the allocations under this scheme substantially. As, given the fiscal constraints, obtaining additional budget provision may prove difficult, given the fiscal constraints, the Department should expedite the disinvestment of ITDC and take up with the Finance Ministry, the feasibility of retaining a part of the net disinvestment proceeds for being spent on this scheme in the coming years.

5.6 DoT has also a scheme for grant of interest subsidy on loans granted by IFCI, Tourism Finance Corporation of India, SFCs and State Industrial Development Corporation to the approved hotel and Heritage Hotel Projects. The expenditure for this during 1999-2000 was Rs.7.50 crore, the provision for the current year being Rs.9 crore.

6. Budget Provisions

6.1 Details of the Budget Provisions in the last three years for the Department of Tourism, under Plan and Non-Plan are set out in the Statement at **Annex - VII**. The position is summarised below:-

(Rs. in crore)

Actual 1999-2000	Budget Estimates 2000-2001	Revised Estimates 2000-2001	Budget Estimates 2001-2002
132.34	162.04	153.44	181.19

6.2 The provisions in the Department's Budget are substantially for Plan – Rs150 crore out of the total of Rs.181.19 crore in B.E. 2001-2002.

6.3 Both during 1998-99 and 1999-2000, the actual expenditure fell short of the approved outlay by as much as 40% and the position 'improved' considerably in 2000-2001, partly thanks to a sharp drop in the outlay itself, as may be seen from the following data on outlay and expenditure:-

(Rs. in crore)

Year	Outlay	Revised Estimates	Expenditure
1997-98	100.35	100.00	98.13
1998-99	160.50	110.00	110.46
1999-2000	160.50	110.00	109.32
2000-2001	135.00	125.00	125.00 (Anticipated)
2001-2002	150.00	---	---

6.4 Considering the importance of this sector from the point of creating additional employment opportunities in large numbers, all steps should be taken to ensure that the funds allocated for the plan programmes are fully utilised.

7. Department of Tourism and the Directorate General of Tourism

7.1 The Non-Plan expenditure of DoT is Rs.0.72 crore, and that of the Office of DG(Tourism) Rs.28.98 crore.

7.2 The number of posts in DoT is only 10, including 1 Secretary, 1 Joint Secretary, and 2 Dy. Secretary / Director. On the other hand the Office of DG(Tourism) has a strength of 127 officers and 504 staff. The strength includes that pertaining to 18 tourist offices abroad and 21 tourist offices in India referred to in para 1.2 above.

7.3 The following points merit attention:

- a. First, in such a small department, there is no need for two posts at the top level, the Secretary as well as the DG, Tourism who also functions as the ex-officio Additional Secretary. The two positions could be combined, with the Secretary also functioning as the DG, Tourism and the second post abolished.
- b. The SIU had examined the staff strength of the headquarters office of the DGT in 1997 and recommended that 28 of the total strength of 242 be abolished. The category wise break up of the staff strength as

sanctioned and as assessed is given in **Annex-VIII**. This recommendation should be implemented forthwith.

- c. There are 6 regional and 15 field offices with a total staff strength of 265. Considering that most State governments have well staffed tourist offices, and the fact that the Centre has to work in close collaboration with the States in promoting tourism, the effort should be for the DGT to operate directly through the State Government Tourist Departments. As such while the 5 regional offices could be retained, the remaining 16 field offices should be closed down. The assets (building etc.) at these centres could be transferred to the concerned State Governments, for being utilised for augmenting tourism promotion.
- d. The functioning of the offices abroad should be quickly reviewed, and except for those located at centres contributing large tourist inflows to India, all others should be closed down. This exercise should be completed within the next three months, so that the result of the decisions taken are reflected in the budget for the year 2002-03.
- e. Lastly as pointed out earlier India is a long haul tourist destination for most people and aviation is often the only feasible option for travel. Also as most foreign tourists are likely to spend less than 10 days in India, air travel would be the preferred mode of travel even within the country. Thus Tourism and Aviation are closely interlinked and the development and growth of one depends on, as well as influences, the other. It will secure the growth of both sectors in a mutually reinforcing manner, if government consider placing both departments in the same Ministry.

DETAILED FUNCTIONS OF DoT

- i. All Policy Matters including :-
 - Development policies
 - Incentives
 - External assistance
 - Manpower development
 - Promotion & marketing
 - Investment facilitation
- ii. Planning
- iii. Co-ordination with other Ministries, Department and State Governments
- iv. Regulation
 - Standards
 - Guidelines
- v. Infrastructure & product development
 - Central assistance
- vi. Human Resource Development
 - Institutes
 - Setting standards and guidelines
- vii. Publicity & marketing
 - Policy
 - Strategies
 - Co-ordination
 - Supervision
- viii. Research, analysis, monitoring and evaluation
- ix. International cooperation and external assistance
 - International bodies
 - Bilateral
 - External assistance
 - Foreign technical collaboration
- x. Legislation and Parliamentary work
- xi. Establishment matters relating to Minister & his personal staff and other officers / staff in the Ministry of Tourism
- xii. Overall review of the functioning of the field offices

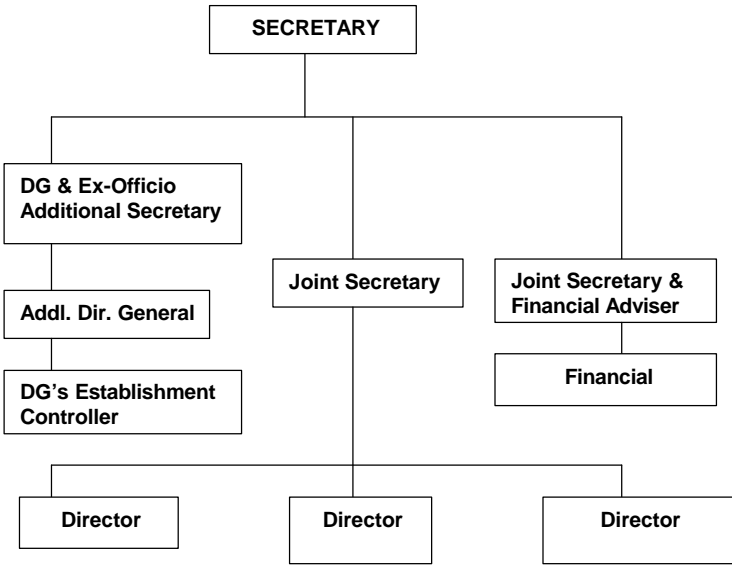
- xiii. Establishment matters relating to Group A officers in DG (T)'s office and other matters requiring the approval of Secretary / Minister or those on which the advice of the Government is required.
 - xiv. Vigilance matters relating to the officers and staff of the Department, DG (T)'s organisation, ITDC and autonomous bodies including appointment of Chief Vigilance Officers
 - xv. Official Language Policies
 - Implementation of Official Language Policy
 - xvi. VIP references
 - xvii. Budget co-ordination and related matters
 - xviii. Plan co-ordination and monitoring
 - xix. Integrated finance division
 - xx. O & M work
 - xxi. IWSU functions
 - xxii. Welfare, grievances and protocol
- 1.1 Further functions of attached office viz. Directorate General of Tourism are as under :-
- i. Assistance in the formulation of policies by providing feedback from the field offices
 - ii. Implementation of plan projects
 - Assist in the plan formulation
 - Implement field projects
 - iii. Co-ordinating the activities of field offices and its supervision
 - iv. Regulation
 - Approval and classification of hotels and restaurants
 - Approval of travel agents, tour operators and tourist transport operators, etc.
 - v. Inspection & quality control
 - Guide service
 - Protective measures for tourists
 - vi. Infrastructure development
 - Release of incentives
 - Tourist facilitation & information
 - Field publicity, promotion & marketing
 - Hospitality programmes

- Conventions & conferences

vii. Assistance for Parliamentary work

viii. Establishment matters of DG(T)'s organisation excluding that of Group A officers and the ones requiring the approval of Secretary, Minister of those on which advice of the Government is required.

ORGANISATIONAL CHART



Annex – III

LIST OF GOVERNMENT OF INDIA TOURIST OFFICES IN INDIA

Regional Offices

1. New Delhi
2. Mumbai
3. Calcutta
4. Chennai
5. Guwahati

Other Offices

1. Patna
2. Jaipur
3. Bangalore
4. Varanasi
5. Agra
6. Bhubaneswar
7. Port Blair
8. Imphal
9. Shillong
10. Hyderabad
11. Cochin
12. Goa
13. Aurangabad
14. Khajuraho
15. Naharlagun (Itanagar)
16. Thiruvananthapuram

Annex – IV

JURISDICTION OF GOVERNMENT OF INDIA TOURIST OFFICES ABROAD

<u>Sl.No.</u>	<u>Operation/Station</u>	<u>Countries Covered</u>
Americas		
1.	New York	East Coast
2.	Los Angeles	West Coast up to Panama
3.	Toronto	Canada & Green Land
4.	Buenos Aires	South America up to Columbia / Venezuela
U.K.		
5.	London	UK, Ireland and Ice Land
Europe		
6.	Frankfurt	Germany, Poland, Czechoslovakia, Austria, Romania, Bulgaria
7.	Paris	France, Switzerland
8.	Amsterdam	Netherlands, Luxemburg, Belgium
9.	Moscow	CIS
10.	Milan	Italy, Greece, Malta
11.	Stockholm	Sweden, Norway, Denmark, Finland
12.	Tel-Aviv	Israel, Turkey
13.	Madrid	Spain, Portugal
West Asia		
14.	Dubai	KSA, UAE, Iran, Syria, Kuwait, Qatar, Bahrain, Jordan, Yemen, Lebanon, Iraq, Egypt
15.	Johannesburg	South Africa, Kenya, Mozambique, Tanzania, Zimbabwe, Mauritius, Madagascar
Australia		
16.	Sydney	Australia, New Zealand, Fiji, Pacific
17.	Singapore	Singapore, Malaysia, Thailand, Brunei, Indonesia, Vietnam, Taiwan, Myanmar
East Asia		
18.	Tokyo	Japan, South & North Korea, China, Hong Kong, Laos, Phillipines

Annex - V

LIST OF INSTITUTES OF HOTEL MANAGEMENT

S.No.	Name of IHM	State
1.	Ahmedabad	Gujarat
2.	Bangalore	Karnataka
3.	Bhopal	Madhya Pradesh
4.	Bhubaneswar	Orissa
5.	Calcutta	West Bengal
6.	Chandigarh	Chandigarh
7.	Chennai	Tamil Nadu
8.	Goa	Goa
9.	Gurdaspur	Punjab
10.	Guwahati	Assam
11.	Gwalior	Madhya Pradesh
12.	Hyderabad	Andhra Pradesh
13.	Lucknow	Uttar Pradesh
14.	Jaipur	Rajasthan
15.	Mumbai	Maharashtra
16.	New Delhi	New Delhi
17.	Patna	Bihar
18.	Shillong	Meghalaya
19.	Shimla	Himachal Pradesh
20.	Srinagar	Jammu & Kashmir
21.	Thiruvananthapuram	Kerala

Annex – VI

LIST OF FOOD CRAFT INSTITUTES

S.No.	Name of FCI	State
1.	Aligarh	Uttar Pradesh
2.	Alwaye	Kerala
3.	Chandigarh	Chandigarh
4.	Darjeeling	West Bengal
5.	Faridabad	Haryana
6.	Gangtok	Sikkim
7.	Pathrajpur	Orissa
8.	Pondicherry	Pondicherry
9.	Tiruchirapalli	Tamil Nadu
10.	Udaipur	Rajasthan
11.	Visakhapatnam	Andhra Pradesh

FINANCIAL PROVISIONS

Details of expenditure in items of activity project schemes-wise classification are as under:

(Rs. in crore)

1	ACTUALS 1999-2000			B.E. 2000-2001			R.E. 2000-2001			B.E. 2001-2002		
	Plan 2	Non-Plan 3	Total 4	Plan 5	Non-Plan 6	Total 7	Plan 8	Non-Plan 9	Total 10	Plan 11	Non-Plan 12	Total 13
Secretariat	---	0.50	0.50	---	0.62	0.62	---	0.68	0.68	---	0.72	0.72
Direction and Administration	---	14.70	14.70	---	17.46	17.46	---	17.12	17.12	---	28.98	28.98
International Co-operation	---	0.45	0.45	---	0.51	0.51	---	0.53	0.53	---	0.54	0.54
Tourist Information and Publicity	60.40	6.63	67.03	56.75	7.70	64.45	56.75	9.56	66.31	58.00	0.20	58.20
Training	14.71	0.35	15.06	16.65	0.75	17.40	10.65	0.55	11.20	10.35	0.75	11.10
Tourist Infrastructure	25.60	---	25.60	42.60	---	42.60	44.60	---	44.60	56.65	---	56.65
Other Expenditure	9.00	---	9.00	19.00	---	19.00	13.00	---	13.00	25.00	---	25.00
Total	109.71	22.63	132.34	135.00	27.04	162.04	125.00	28.44	153.44	150.00	31.19	181.19

Annex – VIII

ASSESSMENT OF POSTS IN DIRECTORATE GENERAL OF TOURISM

S.No.	Name of the Post	Sanctioned Strength	Assessed Strength
1.	Secretary (Tourism)	1	1
2.	Director General (Tourism)	1	1
3.	Addl. Director General (T)	1	1
4.	Joint Secretary (Tourism)	1	1
5.	Joint D.G. (Tourism)	1	1
6.	Dy. Director General (MR)	1	Nil*
7.	Dy. Director General	4	4
8.	Dy. Secretary (Tourism)	2	2
9.	Under Secretary (Tourism)	2	2
10.	Member Secretary (MRACC)	1	-
11.	Director (Tourism)	11	11
12.	PPS to Secretary (T)	1	1
13.	Dy. Director (Raj Bhasha)	1	1
14.	Loan Officer	1	-
15.	Research Officer (Gr. IV)	1	1
16.	Programmer	1	1
17.	Data Processing Asstt. Gr. B	3	3
18.	Hindi Officer	1	1
19.	Accounts Officer (B&A)	1	1
20.	Asstt. Director (Tourism)	13	13
21.	Asstt. Director (Admn.)	7	7
22.	PS to DG (Tourism)	1	1
23.	Sr. P.A.	3	3
24.	Assistant	20	16
25.	Sr. Steno	10	9**
26.	Hindi Translator Gr. I	1	1
27.	Hindi Translator Gr. II	4	3
28.	Confidential Assistant	1	1
29.	Accountant	2	2
30.	Information Asstt.	2	2
31.	UDC	16	16
32.	LDC	30	25
33.	Jr. Stenographer	28	22
34.	LDC (Hindi)	6	2
35.	Jr. Accountant	1	-
36.	Data Entry Operator Gr. D	1	1
37.	Data Entry Operator Gr. C	1	1
38.	Data Entry Operator Gr. B	3	2
39.	Data Entry Operator Gr. A	2	2
40.	Data Processing Asstt. Gr. A.	2	2
41.	Staff Car Driver (Gr.I)	1	1
42.	Staff Car Driver (Gr.II)	2	2
43.	Staff Car Driver (Ordinary)	4	4
44.	Despatch Rider	3	3

45.	Record Sorter	1	1
46.	Jr. Gestetner Operator	1	1
47.	Daftry	10	10
48.	Sr. Peon	4	4
49.	Safaiwala	3	3
50.	Safaiwala-cum-Farash	1	1
51.	Farash	1	1
52.	Peon	19	19
53.	Chowkidar	2	2
	Total	242	214

* **The post of Deputy Director General (MR) to be downgraded as Sr. Research Officer / Deputy Director, after the present incumbent vacates the post.**

** **One of Sr. Steno to be downgraded to Jr. Steno for SRO / DD in MR Division.**