## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Summary</td>
<td>3</td>
</tr>
<tr>
<td>Advantage India</td>
<td>4</td>
</tr>
<tr>
<td>Market Overview</td>
<td>6</td>
</tr>
<tr>
<td>Recent Trends and Strategies</td>
<td>15</td>
</tr>
<tr>
<td>Growth Drivers</td>
<td>21</td>
</tr>
<tr>
<td>Opportunities</td>
<td>32</td>
</tr>
<tr>
<td>Key Industry Contacts</td>
<td>36</td>
</tr>
<tr>
<td>Appendix</td>
<td>38</td>
</tr>
</tbody>
</table>
Executive summary

1. Contribution to GDP above world average
   • In 2020, the travel & tourism industry’s contribution to the GDP was US$ 121.9 billion; this is expected to reach US$ 512 billion by 2028.
   • In India, the industry’s direct contribution to the GDP is expected to record an annual growth rate of 10.35% between 2019 and 2028.
   • In 2019, the travel & tourism industry’s contribution to the GDP was 6.8%.

2. Creating higher employment
   • In 2020, the Indian tourism sector accounted for 31.8 million jobs, which was 7.3% of the total employment in the country.
   • By 2029, it is expected to account for about 53 million jobs.

3. Lighthouse & Cruse Tourism
   • The Indian government has estimated that India would emerge with a market size of 1.2 million cruise visitors by 2030-31. Dream Hotel Group plans to invest about US$300 million in the next 3-5 years for development of the cruise sector in India.
   • Government is planning to boost tourism in India by leveraging lighthouses in the country. 71 lighthouses have been identified for development as tourist spots.

4. Higher investment
   • Travel & tourism’s contribution to capital investment in India is projected to grow 6.7% per annum during 2018-28.
   • Under the Swadesh Darshan scheme, 77 projects have been sanctioned worth Rs. 6,035.70 crore (US$ 863.60 million).

5. New policy rollout plan
   • India will soon unveil a new tourism policy focusing on developing medical, religious tourism and adding more destinations to the prevailing ones. Initiatives are also taken to introduce Chinese and Korean languages in tourist destinations that have more than 1 lakh visitors.

6. New visa reforms
   • Electronic tourist authorisations, known as e-Tourist Visa, launched by the Government of India, has resulted in increase in number of tourist visa issued in the country. The facility was extended to citizens of 171 countries, as of March 2021.
   • In 2020, 8.38 million (Jan–Nov) foreign tourists arrived on e-Tourist Visa, registering growth of -67.2%.
Advantage India
Advantage India

1. Diverse attractions
- India offers geographical diversity, attractive beaches, 30 World Heritage SBPM and 25 bio-geographic zones.
- The country’s big coastline is dotted with several attractive beaches.
- The Ministry of Tourism is promoting Buddhist Circuit to increase India’s share in global tourism market.

2. Robust demand
- Medical tourism industry was estimated at US$ 9 billion in 2020
- The travel market in India is projected to reach US$ 125 billion by FY27 from an estimated US$ 75 billion in FY20.
- International tourist arrivals are expected to reach 30.5 million by 2028.

3. Attractive opportunities
- India has a diverse portfolio of niche tourism products - cruises, adventure, medical, wellness, sports, MICE, eco-tourism, film, rural & religious tourism.
- Post the pandemic crisis, the government plans to tap into regional tourism by opening doors for South Asian country tourists.
- Government is providing free loans to MSMEs to help them deal with the crisis and revive the economy, including the tourism sector.

4. Policy support
- In October 2021, the Government of India announced plan to resume inbound tourism from November 15, 2021, which is expected to lend a major boost to the tourism sector in India.
- Campaigns such as Swadesh Darshan, a theme-based tourist circuit was launched to harness the tourism industry’s potential.
- The government introduced a scheme to boost the tourism sector by providing one-month free tourist visa to 5 lakh tourists until March 31, 2022.

Market Overview
Evolution of the Indian tourism and hospitality sector

- The National Tourism Policy was announced in 1982
- The Government formulated a comprehensive plan in 1988 to promote tourism.

- Various states in India declared tourism as an industry
- The Government stressed on private-public partnership in the sector
- Government policies give a fillip to the hotel industry.

- A national policy on tourism was announced in 2002, focusing on developing a robust infrastructure
- Online travel portals & low-cost carrier airlines gave a boost to domestic tourism.

- The Government has undertaken various marketing initiatives to attract tourists
- e-Tourist Visa was launched; a total of 2.93 million foreign tourists arrived on the e-Tourist Visa in 2019 registering a growth of 23.6%
- Travel and tourism sector accounted for 8.0% of total employment opportunities in 2019
- In November 2018, India attained third position in the world tourism sector after China and US.
Segments of tourism and hospitality

**Accommodation**
- Accommodation could be hotels & motels, apartments, camps, guest houses, lodge, bed & breakfast establishments, house boats, resorts, cabins & hostels. In addition, tourists also require catering facilities, which includes include hotels, local restaurants, roadside joints, cafeterias & retail outlets serving food & beverages.

**Transportation**
- Comprises airline companies, cruise services, railways, car rentals & more. A tourist’s choice of transport would depend on the travel budget, destination, time, purpose of the tour & convenience to the point of destination.

**Attractions**
- Another major component of the travel & tourism industry is ‘attractions’ such as theme parks & natural attractions including scenic locations, cultural & educational attractions, monuments, events & medical, social or professional causes.

**Travel agents**
- A fragmented sector with several independent travel agents & many online businesses. They also sell associated products such as insurance, car hire & currency exchange.
- Business travel agencies specialise in making travel & accommodation arrangements for business travellers & promoting conference trades.

**Tour operators**
- Offer customised tours, including travel, accommodation & sightseeing.

*Source: Dun and Bradstreet’s Report on Tourism in India*
Emerging tourism and hospitality segments

1. Rural tourism
   • The aim is to develop interest in heritage and culture; & promote visits to village settings to experience & live a relaxed & healthy lifestyle.

2. Pilgrimage tourism
   • One of the biggest contributor to tourism industry. India being a religious hub for different cultures, attract many tourists every year.

3. Eco-tourism
   • Vast variety of flora & fauna in various states is a major factor behind their growing popularity as tourist destinations.
   • Thenmala in Kerala is the 1st planned ecotourism destination in India.

4 Luxury tourism
   The luxury travel market in India is expected to grow at rate of 12.8% during 2015-25, the highest in comparison with any other BRIC country.

5. Heritage tourism
   • Tourists visit India for its cultural heritage in various cities.
   • The country’s rich heritage is amply reflected in the various temples, majestic forts, pleasure gardens, religious monuments, museums, art galleries, urban & rural sites.

6. Medical tourism
   • Tourists seek specialised medical treatments, mainly ayurvedic, spa & other therapies.
   • The primary purpose is achieving, promoting or maintaining good health & a sense of well-being.

7. Adventure tourism
   • A wide range of adventure sports are covered under this category with specialised packages.
   • The activities include mountaineering, trekking, bungee jumping, mountain biking, river rafting & rock climbing.
Rising contribution to India’s GDP

- India was ranked 34th in the Travel & Tourism Competitiveness Report 2019 published by the World Economic Forum and contributes ~US$ 200 billion to the country’s GDP. It is the third-largest foreign exchange earner for the country.
- The Indian travel and tourism industry is expected to record an annual growth rate of 10.35% between 2019 and 2028 to reach US$ 512 billion in 2028.
- In 2020, the travel & tourism industry’s contribution to the GDP was US$ 121.9 billion. In 2019, it contributed US$ 191.3 billion to the GDP.
- In WTTC’s Economic Impact 2019 report, India’s Travel & Tourism GDP contribution grew by 4.9%, which was the third-highest after China and Philippines. Additionally, the report also highlights that between 2014 and 2019, India witnessed the strongest growth in the number of jobs created (6.36 million), followed by China (5.47 million) and the Philippines (2.53 million).

Note: CAGR - Compound Annual Growth Rate, F -Forecast,
Source: World Travel & Tourism Council’s (WTTC’s) Economic Impact 2020
Foreign arrivals expected to rise post pandemic

- In 2020, foreign tourist arrivals (FTAs) decreased by 75.5% YoY to 2.68 million and arrivals through e-Tourist Visa (Jan-Nov) decreased by 67.2% YoY to 0.84 million.

- Growth in tourist arrivals in the previous years has been due to flexible Government policies, developed rail & road infrastructure, ease in availability of e-Tourist Visa to foreign tourists. In 2019, arrivals through e-Tourist Visa increased by 23.6% YoY to 2.9 million.

- In April 2021, in India, percentage share of FTAs was highest at Bengaluru Airport (29.96%), followed by Mumbai Airport (17.48%), Ahmedabad Airport (15.72%), Delhi Airport (9.21%), Cochin Airport (4.91%), Chennai Airport (4.04%), Hyderabad Airport (3.34%), Lucknow Airport (2.40%), Bhavnagar Seaport (2.37%), Kolkata Airport (2.11%), Calicut Airport (1.41%), Amritsar Airport (1.35%), Kakinada Seaport (1.32%), Dabolim (Goa) (0.91%) and Mangalore Airport (0.72%).

- The COVID-19 pandemic has dented the tourism industry. In September 2021, the Ministry of Tourism announced plans to allow international tourists to enter India and formal protocols are under discussion. According to previous announcements, the first 5 lakh foreign tourists will be issued visas for free.

- By 2028, Indian tourism and hospitality is expected to earn US$ 50.9 billion as visitor exports compared with US$ 28.9 billion in 2018.

- The United Nations World Tourism Organisation selected Pochampally in Telangana as one of the best tourism villages in November 2021.

- From November 15, 2021, India allowed fully vaccinated foreign tourists to visit India, which in turn will help revive the Indian travel and hospitality sector.

Source: Ministry of Tourism
Leisure was the major purpose for foreign tourists

- In 2020, a majority of foreign tourists visited for leisure holidays and recreation.
- Tourism is an important source of foreign exchange in India similar to many other countries. The foreign exchange earnings between 2016 and 2019 increased at a CAGR of 7%, but dipped in 2020 due to the COVID-19 pandemic.
- Leisure travel spending reached US$ 234.16 billion in 2019 and is expected to reach US$ 432.3 billion by 2028.
- Business travel revenue was US$ 12.84 billion in 2019 and is projected to increase to US$ 24.4 billion by 2028.

**Note:** *Revised estimates

**Source:** World Travel & Tourism Council's (WTTC’s) Economic Impact 2020, Ministry of Tourism
Domestic consumers to lead growth

- Domestic travel revenue is estimated at US$ 215.38 billion in 2019 and is anticipated to further increase to US$ 405.8 billion by 2028F.
- While the pandemic brought the tourism industry to a halt, the government is now trying to begin with reviving domestic tourism.
- On January 26, 2021, Maharashtra Chief Minister Mr. Uddhav Thackeray inaugurated Balasaheb Thackeray Gorewada International Zoological Park in Nagpur. It is India’s largest zoological park spread over 564 hectares and expected to attract ~2.5 million tourists a year.
- In April 2021, percentage share of FTAs was highest from the US (26.85%), followed by Bangladesh (15.65%), Afghanistan (6.92%), the UK (5.87%), Nepal (4.59%), Canada (4.27%), Iraq (2.99%), Portugal (2.40%), Germany (1.42%), Russia (1.41%) Maldives (1.39%), France (1.33%), Sudan (1.21%), Korea (Rep.) (1.18%) and Australia (1.02%).

Note: F- Forecasted
Source: World Travel & Tourism Council’s Economic Impact 2019, News Articles
Major companies across segments

As per the Federation of Hotel & Restaurant Associations of India (FHRAI), in FY21, the Indian hotel industry has taken a hit of >Rs. 1.30 lakh crore (US$ 17.81 billion) in revenue due to impact of the COVID-19 pandemic.

<table>
<thead>
<tr>
<th>Company</th>
<th>Segment</th>
<th>Revenue (US$ million)</th>
<th>Other major players</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Tour operators</td>
<td>FY18: 1,771, FY19: 1,042, FY20: 978</td>
<td>Raj Travels, Kesari Tours</td>
</tr>
</tbody>
</table>

Source: Respective company website
Recent Trends and Strategies
Notable trends in the tourism industry in India…(1/2)

1. Lighthouse Tourism
- The government is planning to boost tourism in India by leveraging lighthouses in the country.
- 71 lighthouses have been identified in India for development as tourist spots.
- The lighthouses will feature museums, amphitheatres, open air theatres, cafeterias, children’s parks, eco-friendly cottages and landscaping according to its capacity.

2. Wellness tourism/Staycation
- The widespread practice of Ayurveda, yoga, siddha and naturopathy complemented with nation’s spiritual philosophy makes India a famous wellness destination. Staycation is also seen as an emerging trend were people stay at luxurious hotels to revive themselves of stress in a peaceful getaway.

3. Cruises
- Government of India has estimated that India would emerge with a market size of 1.2 million cruise visitors by 2030-31. The Government is planning to set up five cruise terminals in the country and increase cruise ships to 1,000.
- Zen cruises launched its premiere cruise line, Jalesh, and started its cruise service in India in April 2019.
- In November 2019, Chipsan Aviation introduced helicopter services from Willingdon Island, Cochin Port.

4. Adventure
- Adventure tourism is one of the most popular segments of tourism industry. Owing to India’s enormous geo-physical diversity, it has progressed well over the years. Moreover, the Government has recognised Adventure tourism as a niche tourism product to attract tourists with specific interest.
- Part of India’s tourism policy, almost every state has definite programme to identify & promote Adventure tourism.
- In July 2021, Modair, India’s leading adventure travel company begins offering exciting sky adventure tourism services for the first time in India with a variety of flight activities including adventure flying, cockpit flying and skydiving.

5. Camping sites
- Promotion of camping sites have been encouraged with adequate acknowledgement of its adverse effects on the environment.
- Besides providing unique rewarding experiences, responsible conduct of camping can be a major source of economic opportunity in remote areas as well as an instrument of conservation.
- The Ministry of Tourism has created a policy for development and promotion of caravan and caravan camping parks.

Source: Incredible India, Economic Times, News sources
2. Airlines

- The Indian airline travel market was estimated at ~US$ 20 billion and is projected to double in size by FY27 due to improving airport infrastructure and growing access to passports.

3. Intercity cab and bus

- In FY20, the intercity cab and bus market was estimated at ~US$ 2.2 billion and ~US$ 9.0 billion, respectively, and projected to grow and double in size by FY27, driven by the increasing demand from consumers in India.

1. Hotels

- The Indian hotel market including domestic, inbound and outbound was estimated at ~US$ 32 billion in FY20 and is expected to reach ~US$ 52 billion by FY27, driven by the surging demand from travelers and sustained efforts of travel agents to boost the market.

4. Travel Agents

- Travel agents in India stood at 300K in FY20 and represented the largest share of 52% by booking channels.
- The booking value represented by travel agents stood at US$ 38 billion in FY20, which is projected to increase and reach US$ 65 billion by FY27.

Source: Incredible India, Economic Times, News sources
Strategies adopted…(1/3)

PROMOTION OF DOMESTIC TOURISM

- In February 2021, the Ministry of Tourism under the Government of India's Regional Office (East) in Kolkata collaborated with Eastern Himalayas Travel & Tour Operator Association (resource partner) and the IIAS School of Management as (knowledge partner) to organise an ‘Incredible India Mega Homestay Development & Training’ workshop. 725 homestay owners from Darjeeling, Kalimpong and the foothills of Dooars were trained in marketing, sales and behavioural skills.

- Prime Minister Narendra Modi urged people to visit 15 domestic tourist destinations in India by 2022.

MULTIPLE CHANNELS

- Players are opting for many channels to maximise sales and ensure convenience for their customers. For example, Thomas Cook & Kuoni India launched their online portal to compete with others.

- On the other hand, makemytrip.com is planning to go for the offline channel to complement its existing portal and has already launched a mobile app for maximising sales. G

SPIRITUAL TOURISM

- India has long been known as the seat of spiritualism and India’s cosmopolitan nature is best reflected across its pilgrim centres.

- India has been recognised as a destination for spiritual tourism for domestic and international tourists.

- As spiritual tourism accounted for ~60% of the total domestic tourism in 2019, IHCL (Tata Group’s Indian Hotel Company Ltd.) —a leading hotel group—is planning to expand its operations to cater to the demand in key spiritual destinations.

- In July 2021, the Indian Railway Catering and Tourism Corporation (IRCTC) announced to start a special train in September 2021 that will cover multiple top tourist destinations, including Char Dham—Badrinath, Jagannath Puri, Rameshwaram and Dwarkadhish.

Note: SOPs - Standard Operating Procedures, B&Bs - Bed and Breakfasts
Source: PIB
DATA ANALYTICS AND ARTIFICIAL INTELLIGENCE

- In September 2021, the government launched NIDHI 2.0 (National Integrated Database of Hospitality Industry), a scheme which will maintain a hospitality database comprising accommodation units, travel agents, tour operators and others. NIDHI 2.0 will facilitate digitalisation of the tourism sector by encouraging hotels to register themselves on the platform.

- Companies have started using data analytics to create a 360-degree profile of their customers. Makemytrip have started using AI powered chatbots. 25% of its post-sales requests are now serviced by chatbots.

DEKHOAPNADESH WEBINAR

- The Ministry of Tourism launched DekhoApnaDesh webinar in April 2020 to provide information on the many destinations and the sheer depth and expanse of the culture and heritage of Incredible India.

- Webinar is available in the public domain along with Ministry’s social media handles- IncredibleIndia on Instagram and Facebook.

  • Until July 2021, 90 webinars have been conducted under the series.

M-VISA

- Indian Government has also released a fresh category of visa, the medical visa or M-visa, to encourage medical tourism in India.

- In July 2021, the ministry drafted a proposal titled 'National Strategy and Roadmap for Medical and Wellness Tourism' and has requested recommendations and feedback from several Central Ministries, all state and UT governments and administrations as well as industry partners to make the document more comprehensive.

Note: SOPs - Standard Operating Procedures, B&Bs - Bed and Breakfasts
Source: PIB
The Ministry of Tourism developed an initiative called SAATHI (System for Assessment, Awareness & Training for Hospitality Industry) by partnering with the Quality Council of India (QCI) in October 2020.

The initiative will effectively implement guidelines/SOPs issued with reference to COVID-19 for safe operations of hotels, restaurants, B&Bs and other units.

In March 2021, Prime Minister Narendra Modi announced that lighthouses in the country will be developed into tourist spots. 71 lighthouses have been identified for this purpose.

The lighthouses will feature museums, amphi-theatres, open air theatres, cafeterias, children’s parks, eco-friendly cottages and landscaping according to its capacity.

The Ministry of Tourism has introduced the Incredible India Tourist Facilitator (IITF) and Incredible India Tourist Guide (IITG) Certification Programme to create an online learning platform of well-trained tourist facilitators and guides across the country.

The IITF concept is aimed to promote micro-tourism, i.e., tourism in less explored areas of the country.

Players are trying to ensure convenience for their customers by providing all services available on a single portal. For example, makemytrip.com and a host of other website provide a comprehensive basket of offerings which include outbound & inbound travel for leisure and business trips, hotel and car booking, holiday packages within India and abroad, etc.

Note: SOPs - Standard Operating Procedures, B&Bs - Bed and Breakfasts
Source: PIB
Growth Drivers
Growth drivers for the tourism market

2. INFRASTRUCTURE

- More than half of the Ministry of Tourism’s budget is channelised for funding the development of destinations, circuits, mega projects as well as rural tourism infrastructure projects.
- Tourism Ministry is currently developing several theme-based tourist circuits under Swadesh Darshan Scheme to promote tourism.
- In March 2021, the government announced to develop landmark destinations in 78 lighthouses across the coastline to promote maritime tourism in India.

1. RISING FDI

- The hotel & tourism sector received a cumulative FDI inflow of US$ 15.89 billion between April 2000 and June 2021.
- Carlson group currently has 94 operating hotels and is planning to add about 30 more hotels by end of 2023.
- Hospitality majors are entering into tie-ups to penetrate deeper into the market. Taj & Shangri-La entered into a strategic alliance.

3. GROWING DEMAND

- Domestic expenditure on tourism is expected to rise due to the growing income of households.
- Several niche offerings such as medical tourism & eco tourism are expected to create more demand.
- By 2029, India’s tourism sector is expected to reach Rs. 35 trillion (US$ 488 billion) with a growth of 6.7% and accounting for 9.2% of the total economy.

4. POLICY SUPPORT

- A web based Public Service Delivery System (PSDS) had been launched by the Ministry of Tourism to enable all the applicants seeking approval for hotel projects and track their applications online on a real time basis.
- The Government will develop 17 iconic tourist sites in India into world-class destinations as conveyed in the Union Budget 2019-20.

Source: Make in India, DPIIT
Rising income and changing demographics boosting demand

- Rising income mean a steady growth in the ability to access healthcare & related services
- India’s GDP per capita at current prices was US$ 2,171.64 in 2019. It is expected to reach US$ 3,209.67 by 2024.
- Domestic expenditure on tourism has grown significantly.
- It is expected to reach US$ 405.84 billion by 2028 from being at US$ 199.63 billion in 2018.
- As the lockdown restrictions are now relaxed, many people look forward to revive themselves with short vacations. Holiday-goers will now prefer private hotel rooms and vacation homes to feel secure during their trips.
- There has been an increase in the demand for luxury stay among Indian consumers, due to rising consumer spend. In line with this, key players are expanding their presence to cater to this demand.
- In October 2021, firms such as Accor and Wyndham Hotels and Resorts announced to add new hotels and properties in India to expand footprint in the country.
- OYO estimates India to present a US$ 26 billion opportunity by 2030. To further strengthen its position in India, in October 2021, the company filed its draft red herring prospectus (DRHP) for an initial public offering (IPO) of Rs. 8,430 crore (US$ 1.2 billion) with the Securities and Exchange Board of India (SEBI).

Source: International Monetary Fund, World Economic Outlook Database, April 2019, WTTC - Travel & Tourism Economic Impact 2019
Tourism policies and initiatives boosting the industry… (1/6)

**Swadesh Darshan**
- Based on specific themes, Government has identified 15 circuits which include Krishna Circuit, Buddhist Circuit, Himalayan Circuit, Northeast Circuit, Coastal Circuit, wildlife circuit and tribal circuit.
- So far, 77 projects for an amount Rs. 6,035.70 crore (US$ 836.60 million) have been sanctioned under the Swadesh Darshan Scheme since FY15.
- Under the Budget 2021-22, the government has allotted Rs. 1088.03 crore (US$ 148.2 million) for development of tourism infrastructure under Swadesh Darshan for the entire Northeast region.

**PRASHAD**
- National Mission on Pilgrimage Rejuvenation & Spiritual Augmentation was implemented by the Ministry for enhancing the facilities and infrastructure provided at pilgrimage centres across the country.
- Under Budget 2020-21, the Government has allocated Rs. 207.55 crore (US$ 29.70 million) for the development of tourist circuits under PRASHAD.
- As of now, a total of 28 projects have been sanctioned for an amount of Rs. 840.02 crore (US$ 120.19 million) under this scheme.
- On November 4, 2020, the Union Minister of State (IC) for Tourism & Culture Shri. Prahlad Singh Patel inaugurated the “Tourist Facilitation Centre” facility constructed under the project “Development of Guruvayur, Kerala” (under the PRASHAD Scheme of the Ministry of Tourism).

**NIDHI**
- The Ministry of Tourism launched the NIDHI portal to understand the geographical spread of the hospitality sector, its size, structure and existing capacity in the country.
- NIDHI will serve as a common data repository for the Ministry of Tourism, State Departments of Tourism and Industry; this will enable the Central and State Governments to deliver better support and services including policies and strategies for the tourism sector.
- As of December 31, 2020, 34,399 accommodation units have been registered on the portal.

*Note: National Mission on Pilgrimage Rejuvenation and Spiritual, Heritage Augmentation Drive*
*Source: Union Budget*
Tourism policies and initiatives boosting the industry...(2/6)

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<th>National Tourism Policy 2015</th>
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<td>▪ Formulation of National Tourism Policy 2015 was initiated to encourage Indian citizens to explore their own country as well as position the country as a ‘Must See’ destination for global travellers.</td>
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<td>▪ Under Union Budget 2020-21, Rs. 590 crore (US$ 84.42 million) has been allocated for promotion and publicity of various programmes and schemes of the Tourism Ministry.</td>
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<th>Tourist Police</th>
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<td>▪ In March 2018, Ministry of Tourism initiated State Governments/Union Territory (UT) administrations of India to deploy tourist police.</td>
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<td>▪ In November 2019, Nagaland deployed a separate tourist police.</td>
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<th>Tax Incentives</th>
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<td>▪ An investment-linked deduction under Section 35 AD of the Income Tax Act is in place for establishing new hotels under 2-star category and above across India, thus permitting a 100% deduction in respect of the whole or any expenditure of capital nature.</td>
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<tr>
<td>▪ In 2019, the Government reduced GST on hotel rooms with tariffs of Rs. 1,001 (US$ 14.32) to Rs. 7,500 (US$ 107.31) per night to 12% and those above Rs. 7,501 (US$ 107.32) to 18% to increase India’s competitiveness as a tourism destination.</td>
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<th>Safety and Security Initiatives</th>
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<td>▪ Ministry of Tourism launched a 24x7 toll free multilingual tourist information helpline in 12 languages to provide information related to travel in India.</td>
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<td>▪ Ministry of Tourism issued guidelines on Safety and Security for States/UTs along with tips for travelers.</td>
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<tr>
<td>▪ Launched social media awareness campaign in the spirit of ‘Atithidevo Bhava’ to develop importance of good conduct and behavior towards tourists.</td>
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<tr>
<td>▪ Initiative to conduct constant dialogue with States/UTs for drawing ideas for development and promote tourism.</td>
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Source: World Travel & Tourism Council, Union Budget 2020 - 21
Tourism policies and initiatives boosting the industry…(3/6)

**Special Boards & Webinars**

- The Ministry has set up Hospitality Development & Promotion Board to monitor and facilitate hotel project clearances/approvals.
- In May 2021, the Union Minister of State for Tourism & Culture Mr. Prahlad Singh Patel participated in the G20 tourism ministers’ meeting to collaborate with member countries in protecting tourism businesses, jobs and taking initiatives to frame policy guidelines to support the sustainable and resilient recovery of travel and tourism.
- In March 2021, the Indian regional tourism department organised over 300 virtual meetings to tap the tourism potential in the Philippines, Malaysia and Singapore post COVID-19. The three countries pose tremendous opportunities for the Indian tourism as about 9.28 lakh tourists from ASEAN countries visited India in 2019—an increase of 4.66% over the year.

**Bharat Darshan Tourist Train**

- The Indian Railway Catering and Tourism Corporation (IRCTC) runs a series of Bharat Darshan tourist trains aimed at taking people to various pilgrimages across the country.

**E-tourist Visa**

- The number of tourists arriving on e-Tourist Visa grew 23.6% YoY to 2.36 million in 2019.
- Foreigners travelling to India on e-Tourist Visa will receive a pre-activated BSNL SIM card loaded with talk-time and data.

**Jail Tourism Initiative**

- On January 26, 2021, the Maharashtra state prison department launched a jail tourism initiative.
- Under this initiative, tourists can visit the 150-year-old Yerawada Central Prison in Pune and experience its historical significance.
- Considering the prison security and COVID-related safety concerns, only 50 people will be allowed to visit the prison everyday.

**Source:** World Travel & Tourism Council, Union Budget 2020 - 21
There is stiff competition among tourism boards from across the country to woo domestic travellers, with an increasing number of people opting for local destinations. Key recent developments by state tourism departments are as follows:

**Jammu & Kashmir:**
- In April 2021, a mega tourism promotion event “Tapping the Potential of Kashmir: Another Day in Paradise” was organised in Srinagar. The event aimed to showcase the myriad tourism products of Jammu & Kashmir and promote tourism in the region as the destination for leisure, adventure, eco, wedding, films and MICE tourism.

**Uttarakhand:**
- In April 2021, Uttarakhand Chief Minister Tirath Singh Rawat announced an additional 50 vehicles for women drivers for the next tourism season at Corbett Tiger Reserve. Additionally, a light and sound show, apart from an amphitheatre, will also be started and the under-construction wildlife rescue centre at the Dhela Range of the tiger reserve will be opened to tourists.

**Kerala:**
- In February 2021, Kerala has rolled out a string of new projects for Rs. 60 crore (US$ 8 million) to encourage tourism and lend visibility to 25 locations in rural and semi-urban areas across the state.
- In July 2021, the Kerala government, in collaboration with Vythiri in Wayanad, has initiated a campaign to vaccinate all tourism and hospitality stakeholders.

**Odisha:**
- In February 2021, Odisha Finance Minister Mr. Niranjan Pujari announced an allocation of Rs. 942 crore (US$ 128 million) for three temple projects in Puri, Bhubaneswar and Sambalpur to boost temple tourism in the state.
- In June 2021, the Odisha government announced to provide a financial package for the COVID-hit tourism sector in the state.
- In July 2021, the Odisha Tourism Development Corporation (OTDC) invited applications to operate shacks in six key beaches of the state.

**Madhya Pradesh:**
- In May 2021, the state announced to launch ‘Safe tourism for women’ in 50 destinations at a cost of Rs. 27.98 crore (US$ 3.8 million).

**Assam:**
- In June 2021, the state announced to add two more national parks—Dihing Patkai and Raimona, taking the total count to seven.

*Source: World Travel & Tourism Council, Union Budget 2020 – 21, News Articles*
State Initiatives to Promote Tourism

Tamil Nadu
- In July 2021, the Tamil Nadu state government decided to implement an integrated mega tourism plan, which included new lighting arrangements for the Thiruvalluvar statue at Kanyakumari, starting renovations at Poompuhar tourist spot and improving roads leading to tourist spots, spiritual places and adventure tourism spots. It also includes unveiling a new tourism policy, establishing more hotels, resorts, and convention centres and increasing contribution of public and private sectors in the tourism sector.

Gujarat
- In June 2021, Gujrat rolled out the development of National Maritime Heritage Complex to attract international tourists. The complex will include features such as a heritage theme park, a national maritime heritage museum, a lighthouse museum, a maritime institute and eco-resorts.
- The Ministry of Tourism sanctioned three projects for a total amount of Rs. 179.68 crore (US$ 24.24 million) under the Swadesh Darshan scheme in Gujarat.

Andhra Pradesh
- In July 2021, Andhra Pradesh Tourism Authority urged stakeholders in the tourism sector in the state to register with the Andhra Pradesh Tourism under the Tourism Trade Registration and Facilitation Guidelines 2020.

Tripura
- In October 2021, the Tripura government collaborated with Infovalley Educational & Research (P) Ltd. as part of a public-private partnership (PPP) to run the State Institute of Hotel Management (SIHM). Through the SIHM, the government aims to empower the youth and contribute to the growth of hotels and hospitality management in the state.

New Tourism Policy in Progress
- In March 2021, Tourism Minister Prahlad Singh Patel has announced that India will soon unveil a new tourism policy.
- The new policy focuses on developing medical & religious tourism and will add new destinations other than the popular ones such as the Taj Mahal and Qutub Minar.
- Initiatives are also taken to introduce Chinese and Korean languages in tourist destinations that have more than 1 lakh visitors.

Source: World Travel & Tourism Council, Union Budget 2020 – 21, News Articles
Tourism policies and initiatives boosting the industry…(6/6)

All India Tourist Vehicles Authorisation and Permit Rules, 2021

- The Ministry of Road Transport and Highways has introduced a new scheme called ‘All India Tourist Vehicles Authorisation and Permit Rules, 2021’, in which a tourist vehicle operator can register online for All India Tourist Authorisation/Permit.
- This permit will be issued within 30 days of submitting the application.
- The scheme will be applicable from April 1, 2021 and promote tourism across the country.

Air bubble with Sri Lanka

- In April 2021, India formed an air bubble with Sri Lanka, making it the sixth such arrangement in the SAARC region and 28 in total. The arrangement will permit eligible passengers to travel between the two countries soon.
- The Indian government is also in talks with Thailand’s tourism department for creating an air bubble so that flights can resume between the two countries.

Strengthening the Hospitality & Tourism Industry

- In November 2021, the Ministry of Tourism signed a Memorandum of Understanding (MoU) with Indian Railway Catering and Tourism Corporation to strengthen hospitality and tourism industry. The ministry has also signed an MoU with Easy My Trip, Cleartrip, Yatra.com, Make My Trip and Goibibo.
- In November 2021, the Indian government planned a conference to boost film tourism in the country with an aim to establish domestic spots as preferred filming destinations. This move is expected to create jobs and boost tourism in the country.

Source: World Travel & Tourism Council, Union Budget 2020 – 21, News Articles
Continued growth in investments in the tourism sector

- Singapore-based Raffles Hotels & Resorts opened its first hotel in Udaipur, Rajasthan, on August 2, 2021.
- Marriott International signed 22 new hotel agreements in South Asia – comprising India, Bhutan, Bangladesh, Sri Lanka, Maldives and Nepal – in the past 18 months and is planning to add more than 2,700 rooms to its portfolio.
- Wyndham Hotels & Resorts has announced plans to open a 300-room hotel near the Mumbai International Airport in the summer of 2022.
- Hilton plans to add 18 hotels pan India by 2021, along with 15 operational hotels under its brands—Hampton, Hilton Garden Inn, Conrad, Hilton Hotels & Resorts and DoubleTree by Hilton. On October 22, 2020, Hilton launched its first DoubleTree by Hilton brand in Jaipur, Rajasthan.
- OYO Rooms is planning to invest about Rs. 1,400 crore (US$ 200 million) towards capital expenditure, technology and leadership in its Indian and South Asia business.
- In January 2021, the Fern Hotels & Resorts India announced plan to open 8 new hotels in the first half of 2021. The new hotels will be opening in Gujarat, Maharashtra, Madhya Pradesh and Andhra Pradesh.
- In February 2021, hospitality firm Choice Hotels India announced plans to open 10 hotels in locations such as Bengaluru, Indore, Kochi, Manali, Rishikesh, Udaipur, Kolkata, Chennai and Bareilly.
- In April 2021, Dream Hotel Group announced plans to invest about US$ 300 million in the next 3-5 years for development of the cruise sector in India.
- In July 2021, global hospitality major Accor announced the opening of its first hotel under the luxury brand ‘Raffles’ in Udaipur, Rajasthan.

**Note:** E - Estimated, F- Forecast

**Source:** World Travel & Tourism Council’s Economic Impact 2018, 2017, News Articles
In November 2014, the government introduced e-Tourist Visa to facilitate arrival of nationals from 43 countries. As of March 2021, the facility was extended to 171 countries.

The e-Tourist Visa is part of e-Visa facility which includes e-Business Visa, e-Conference Visa, e-Medical Visa and e-Medical Attendant Visa.

Tourist arrivals through e-Tourist Visa increased at a CAGR of 39.44\% during 2016-19 to reach 2.93 million tourists in 2019.

In 2020 (Jan-Nov), 8.38 million foreign tourists arrived on e-Tourist Visa, registering -67.2\% growth.

**Note:** P- Provisional, *-Until November 2020

**Source:** Ministry of Tourism
Opportunities
Niche segments offer good opportunities

**Medical tourism**
- The presence of world-class hospitals & skilled medical professionals makes India a preferred destination for medical tourism.
- The Services Export Promotion Council, the Ministry of Commerce, estimates the global medical tourism market to be worth US$ 46.6 billion in 2021, with Asia-Pacific accounting for the largest share (40%). In a bid to position India as the global wellness and ayurveda hub, the tourism ministry is planning to register all wellness centres in the country after the pandemic.

**Cruise tourism**
- Cruise is one of the most dynamic & fastest-growing segments in the global leisure industry. Indian government has estimated that India would emerge with a market size of 1.2 million cruise visitors by 2030-31.
- Moreover, India is looking to take advantage of its 7,500 km coastline to tap growth potential of the cruise tourism segment.
- In April 2021, Dream Hotel Group announced plans to invest ~US$300 million in the next 3-5 years for development of the cruise sector in India. The group has also launched Cordelia Cruises in affiliation with Waterways Leisure Tourism Private Limited, which will begin its cruise operations in India from May 2021.
- India signed a deal of worth US$ 950 million with Russia for two upgraded cruises. These ships are expected to be delivered by 2022.

**Rural tourism**
- The potential for development of rural tourism in India is high as most of its population reside in rural areas.
- This can benefit the local community economically and socially and facilitate interaction between tourists and locals for a mutually enriching experience.

**Eco tourism**
- India is often termed as the hotspot for bio-diversity and its rich natural heritage is unparalleled in many ways. As of December 2020, the country comprised ~104 national parks and 566 sanctuaries.
- Such valuable resource base gives impetus for the practice of variety of alternate tourism forms & many of which are already in existence.
- In January 2021, Old Goa-based Indian Council of Agricultural Research-Central Coastal Agricultural Research Institute (ICAR-CCARI) launched the agro-eco tourism (AET) module as a potential alternative to regular tourism.

*Source: Ministry of Tourism, BMI*
Leading states/UTs in terms of tourists

**Uttar Pradesh** - Attracted 288.7 million tourists (14.14%) in 2018
- Domestic Tourists: 285.07 million
- Foreign Tourists: 3.78 million
- Major attractions: Taj Mahal, Agra Fort, Fatehpur Sikri and Sarnath

**Karnataka** - Attracted 214.50 million tourists (10.75%) in 2018
- Domestic Tourists: 214.30 million
- Foreign Tourists: 0.50 million
- Major attractions: Mysore Palace, Hampi, Coorg, and Jog falls

**Maharashtra** - Attracted 124.27 million tourists (7.40%) in 2018
- Domestic Tourists: 119.19 million
- Foreign Tourists: 5.08 million
- Major attractions: Ajanta and Ellora Caves, Shirdi, Ashtavinayak and Matheran

**Andhra Pradesh** - Attracted 195 million tourists (9.87%) in 2018
- Domestic Tourists: 194.76 million
- Foreign Tourists: 0.27 million

**Tamil Nadu** - Attracted 391.97 million tourists (20.84%) in 2018
- Domestic Tourists: 385.90 million
- Foreign Tourists: 6.07 million
- Major attractions: Meenakshi Temple, Brihadeeswarar Temple, Yelagiri Hills, Hogenakkal Falls and Vivekananda Memorial

**Source:** Ministry of Tourism
## Airlines industry set to fly higher

### Low-cost airlines
- Growth in low-cost airlines is expected to lower tourism cost and increase domestic spending on tourism. Low-cost flights under Ude Desh ka Aam Naagrik (UDAN) scheme are expected to connect underserved regions in the country and promote domestic tourism.
- Under RCS-UDAN scheme, ~34,74,000 passengers were flown and 335 routes were awarded during 2019, covering 33 airports (20 unserved, 3 underserved, 10 water aerodromes).
- To boost demand during the lean travel season, Indian carriers have announced a new batch of discounted ticket pricing in August 2021. Tickets are available for as low as Rs. 914 (US$ 12.33) on IndiGo and AirAsia India.

### Increase in international flight operators
- The market is likely to become more competitive due to the entry of an increasing number of international flight operators expected to offer improved services to tourists. JVs such as Air Asia and Tata SIA is already serving the Indian skies.
- Players like Etihad and Vistara have entered the country in the last few years.

### Increasing number of airports
- The Airport Authority of India aims to start operating 250 airports across the country by 2020. As of 2019, there were 132 operational airports in India.
- In October 2021, Prime Minister, Mr. Narendra Modi launched the Kushinagar International Airport in Uttar Pradesh to boost tourism.

### Higher investments
- In the Union Budget 2018-19, the Government proposed to develop 10 prominent sites into iconic tourist destinations.

### Higher passenger traffic
- In FY19, domestic air traffic and International air traffic in India increased 14.1% and 3.4% YoY, respectively.
- In September 2021, domestic air passenger traffic increased by 5.45% to reach ~7.07 million, as compared to ~6.7 million passengers in August 2021, driven by reducing coronavirus cases.

*Source: World Travel & Tourism Council*
Key Industry Contacts
# Key industry contacts

<table>
<thead>
<tr>
<th>Agency</th>
<th>Contact Information</th>
</tr>
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| Federation of Hotel & Restaurant Associations of India (FHRAI) | B-82, 8th Floor, Himalaya House, 23, Kasturba Gandhi Marg, New Delhi - 110001  
Phone: 91-11- 40780780  
Fax: 91-11- 40780777  
E-mail: fhrai@fhrai.com  
Website: [https://www.fhrai.com/](https://www.fhrai.com/) |
| Hotel Association of India (HAI) | B 212-214, Som Dutt Chamber-I, Bhikaji Cama Place, New Delhi - 110 066  
Phone: 91-11-2617 1110/14  
Fax: 91-11-2617 1115  
E-mail: info@hotelassociationofindia.com  
hai@hotelassociationofindia.com  
Website: [http://www.hotelassociationofindia.com/](http://www.hotelassociationofindia.com/) |
Glossary

- Direct contribution: Spending on accommodation, transportation, attractions and entertainment
- Indirect contribution: Travel and tourism investment spending, and Government collective travel and tourism spending
- Induced contribution: Spending of direct and indirect employees
- GOI: Government of India
- CAGR: Compound Annual Growth Rate
- Rs.: Indian Rupee
- US$: US Dollar
- Wherever applicable, numbers have been rounded off to the nearest whole number
## Exchange Rates (Fiscal Year)

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*Note: As of October 2021
*Source: Reserve Bank of India, Average for the year
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