Chapter VI

"TOURIST FACILITATION AND TRAVEL BARRIERS"

INTERPRETATION OF FACILITATION

In the previous chapter the achievements of Travel Agencies in the promotion of tourism was examined. The contribution in the expansion of turnover and employment avenues both in organised and unorganised sectors of travel agents was also discussed. The personal interviews taken from Travel Agencies suggest various remedial measures to weed out the obstacles and difficulties faced by foreign and domestic tourists in connection with International Air Booking, Railway Booking, Reservations and custom clearance etc. In the present chapter a rational study has been made to provide every possible facility to outgoing and incoming tourists by overcoming travel barriers.

The meaning of "FACILITATION" is to act in assisting progress or helping to move forward. To put it in other words facilitation means making a thing easier or less difficult. In tourism terminology facilitation has been interpreted as promoting any measure which will facilitate international travel with prime emphasis on achieving minimum entry and exit formalities for temporary visitors. However, it implies the services which enable a tourist to
enter and move around the country with the maximum of ease and the minimum of obstacles and to secure maximum enjoyment of their visit.

FACILITATION covers not only those procedures which help or hinder tourists within the country but it also includes all regulations they have to comply while on arrival/departure, and services provide at airport while checking in/checking out.

The dictionary meaning of 'Facilitation' is to make easy or to promote some objects in hand (Oxford Dictionary). The literal meaning somewhat tries to explain the concept of 'Facilitation' which can be put it as the first impression a tourist gets while entering in a country. It is the facility that the host country is providing so that tourist does not face any problem as soon as he is taking the visa for the country till the time he enters the country and the moment he leaves the country. The other factors like comfortable stay or relieving the tourist from harrassment by the trouble makers, baggers, shopkeepers may also be included in the broader sense of the word facilitation, but these are of a secondary characters.

Tourist facilities may be defined as the 'sum of material means necessary to ensure or to make easy the participation of people in the tourism. The achievement of its goal and the creation and utilization of services of tourists.'

Facilitation, as is clear from the above definition, implies the various facilities provided to a tourist while visiting a country. The facilities so provided may not irritate a tourist even if he does not show respect to country's art and culture or for some other reason he is not inclined to visit that country. Thus the adoption of a sound facilitation policy is one of the basic needs. As the famous quotation speaks 'First Impression is the best impression'. The same holds good in this case also.

OUTGOING TOURISTS:

Facilitation does not only mean to facilitate tourists who come to destination. It also involves facilitation of people who meant to visit the/or a particular country. For example an Indian traveller while travelling has to fulfill all the necessary formalities before he actually gets the 'yes' to visit the particular country. The formalities which he or she undergoes is a part of facilitation.

What are the documents needed for a layman who has the necessary finance to go abroad. These are the most pertinent questions which a tourist has to answer properly. Take the case of an Indian resident who wants to go abroad. The first thing which he has to do is to get a passport from the country he belongs. He has also to keep in mind
what passport is and what responsibilities befalls upon him while complying with the rules and regulation as laid down in the passport.

The official definition of a passport is 'an official document issued by a competent authority to nationals or to alien residents (mostly stateless persons) of the issuing country'. Therefore, an Indian, first of all needs a passport valid for all the countries he intends to visit and should obtain Visa before travelling unless an exemption to that effect is stated on the page of the country(ies) concerned as they pass through a country without leaving the airport. A few countries do not allow this in which case it is stated under passport on the page of the country concerned.

Normally a passport has 32 pages. The first four give the general information of the person concerned his particulars, the place from where the passport is issued, date of issue, expiring date and so on. There are a few blank pages for endorsement. Rest of the pages are for the visas of the country, the person want to visit. A person's nationality can be established by checking the specific information under the 'Nationality' or 'Nationality Status' is his travel document (e.g. passport or national identity Card). In general the permission to enter a country without Visa is based on nationality and not on the country which issues his travel documents.
Passport are different types. Some of them are mentioned below:

A) Alien's passport are issued to alien resident of the issuing country.

B) Children identity Card-issued to minors instead of a Passport (e.g. West German 'KIN-DEPAUSWEIS'. However, the West German Kindirauweis is not recognised by Albania, Equador, Poland, Thailand and U.S.S.R.).

C) Diplomatic a Counsellor passports - issued to diplomats, Counsellor and other officials on mission entitling the bearer to diplomatic or counsellor status under international law and customs.

D) International Red Cross Passport, Nansen Passports, 'Laissez Passport', issued by the United Nations etc.

E) Joint Passport issued to cover either wife, husband, Children etc.

F) Official Special or Service Passport, issued to the Government Officials or other persons or Government Mission.

Secondly, what is most important for any person to visit a country is to obtain a Visa. Visa is an entry in a passport of a Government to indicate that the bearer has been granted authority to enter or to re-enter the country concerned. But one thing is to be noted whether he has any Visa i.e. transit Visa or a Visa exemption for a country which does not guarantee admission to the country. The final decision rests with the competent authority at the airport. It is necessary to check carefully the transit Visas required by the authorities of:
1) The Country of Departure
2) The Transit Station

The next step is to fulfill the health requirements of the various countries, officially sent to the World Health Organisation which are published in its, vaccination certificates also required for International Travel (VCRIT). However, the unfortunate situation arises when this official information is not always reflected at the point of entry in the country.

Travellers should also realise when they go abroad that they may come in contact with diseases which are common in the country in which they usually reside. The risk varies greatly from country to country, according to the manner in which the traveller lives and the duration of stay he completes. Cholera, Smallpox, and yellow fever are the only vaccinations specifically required in normal travel and these are only necessary for certain countries. As a general rule passengers transiting the country without leaving the Airport, no vaccination is required. Normally vaccinations are also not required for the transiting areas unless advised otherwise by the authority concerned. Validity periods of vaccination certificate are:

a) Smallpox minimum 10 days and maximum 1 year
b) Cholera minimum 6 days and maximum 6 months.
c) Yellow Fever minimum 10 days and maximum 10 years.

In India, the local Municipal Committee or corporation or physician authorised by the local/Indian Medical Association may issue certificate after cholera vaccination. For
Yellow Fever, special arrangements are made at International Airport and at the public health authority centres.

Indians travelling abroad do not require vaccination against smallpox but for Cholera, if they are travelling to Middle/Mexico, East Asian Countries and for Yellow Fever vaccination is not required if they are travelling to Central/Western and South Africa countries and Central/Southern American Countries or moving from one infected area to another. One can also consult latest addition of TIM or Health Information booklet for international Travel and IATA publication. Brazil, Bolivia, Colombia and some areas of south Africa where Yellow Fever inoculation is compulsory before entering the country. Otherwise they put passangers in "QUARANTINE" for a few days where they are vaccinated and then only allowed to leave outside the airport.

Visa formalities for Indians who want to visit as a tourist of a businessmen differ. Different visas are issued by different countries according to their rules and regulations.

In general the Visa requirement is divided in the following manner:

i) Visa for U.S.A. (United States of America)
ii) Visa for European Countries (including Australia)
iii) Visa for South East Asia.
iv) Visa for Middle East Countries.
I) VISA REQUIREMENT FOR U.S.A.

1. For Tourist having substantial proof that it is his passport.

2. Financial condition - it requires the sanction of U.S. Dollars 500/- under the foreign Travel Scheme by the Reserve Bank of India. This shows that the tourist has the necessary finances to go to America.

3. The tourist has to fill up the required Visa form by giving all his particulars, including reasons for travel, for how long he intends to stay, necessary finances, has he visited U.S.A. earlier.

4. One passport size photograph is necessary.

Finally it is at the discretion of the U.S. Embassy whether to give the person the Visa or not. To get a business Visa, the necessary correspondence is essential with the U.S.A. counterparts. The next step is to obtain sanction from the Reserve Bank of India for exchange permit which is an indication that he has got the permission to do business with his counterparts in U.S.A. Sanction of foreign exchange is given to a business man to have his business purchases. One thing which is important to note here is that he has to give full record as to how he has used the foreign exchange received from Reserve Bank of India. Another requirement is the income tax assessment order. It shows he has a sound business in the home country. Once he receives the Visa, there is no problem for him to get the Visa again. After a period of six months he can renew it and keep on doing it till his passport is valid.
II) VISA REQUIREMENT FOR EUROPEAN COUNTRIES:

For tourists belonging to European Countries similar formalities as stated in U.S.A. Visa required to be complied with. Of course for obtaining business Visa an exchange permit sanctioned by the Reserve Bank of India is necessary. Valid passport is a must along with a return ticket.

III) VISA REQUIREMENTS FOR SOUTH EAST ASIA:

The Indian nationals going to South East Island like Thailand, Hong Kong, Indonesia and Malaysia, no Visa is required for a period of 30 days. At the port of entry, an Entry permit is given. Similarly for a business man who goes for business purposes, if the duration of his trip is for less than 30 days no Visa is required, but if his trip is for a longer stay he needs further endorsement on his Visa and he has to fulfill the same formalities as in the case of U.S.A and Europe.

For visiting Middle East Countries, a tourist visa is not issued but a proper sponsorship through the government of the country is enough. However, it is advisable to obtain an entry Visa. But for getting business Visa a number of formalities are to be fulfilled like valid passport, exchange permit, business correspondence with the business counterparts in the country concerned, a recommendationary letter from the Ministry of External Affairs and in some
cases a bank certificate stating the financial position of the applicant.

The next important feature would be new system of Check Under Emigration Act which was introduced from November, 1st, 1980 by the Government of India for people wanted to visit the world. A system of checking of Indian overseas passengers at the airports has been introduced to ensure that the requirements of India Immigration Act were not circumvented and that those who fall within the purview of the Act proceed abroad only after obtaining emigration clearance. This check was insisted during 1977-78. However, this check was inconvenient to passengers. To remove this inconvenience a new system of check was introduced. Under this new system all passports of Indian Nationals would be provided with an endorsement at the time of issue of passports, indicating whether the person was exempted from the requirement of emigration clearance. All Airlines and Shipping lines operating in India have been advised to allow passengers to board unless the passports of the passengers bear any one of the following endorsements:

1. Emigration Clearance not required
2. Emigration Clearance granted, or
3. Emigration Clearance requirements suspended.

It means that passport holders whose passports indicate the requirement of emigration check but who might be going abroad for purposes other than employment would require to obtain endorsement of this passport to the effect
that emigration clearance requirement has been suspended for that specific journey.

Persons going for employment have to meet the protectorate of emigrants at the passport office and only after showing necessary proof of employment, they are granted the necessary endorsement and can leave for employment purposes.

INCOMING TOURIST:

Tourism in India is fetching quite a good market, but there are a number of travel barriers faced by the tourists in India which either reduce the number of tourists visiting India or cut short their visit from India abroad. They often start relating their impressions about India to their nears and dears.

We have a unique spectrum of tourist attractions in our country. India being a country of vast tourism potentials and has a lot of historical background, full of wonders. There is no exception to this. I personally feel India is a difficult destination to visit because of her typical geographical topography. If the visitor is not provided proper facilitation, it would be difficult for him to move about. In case the facilitation is not provided, the tourists will not only waste his time, money and energy but he will be victim to mental and physical strain and might feel a tired man all the time.
A tourist philosopher has described facilitation as a procedure which not only covers those procedures which help or hinder tourist within the city but also includes all the regulations they have to comply with on arrival and departure. Here the travel agents come to the rescue of the persons visiting India and render all possible help to tourists which is the main motto of every tourists attracting countries as such.

The first document necessary for a tourist visiting any internal frontier is the possession of a passport. A passport is essentially a document issued to a citizen of a country by the External Affairs Ministry which verifies that the person who possesses it is a citizen of that country. By producing this indentification he can enter into any country/countries with which the issuing country has good relations. As the possession of valid passport is essential so also the Visa which is regulated on reciprocal basis as agreed by the sovereign countries. However, the following regulations are applicable in India at present.

PASSPORT:

Citizen of all countries require a valid passport and entry, insist on tourist Visa. The exception areas may be mentioned below:

Nepalese and Bhutanese when proceeding from their respective countries needed no passport or Visa. Citizen
of Commonwealth countries (other than Citizen of Shri Lanka and Bangladesh) and the Republic of Ireland and Nationals of Nepal (expect when coming from Tibet) require valid passports without Visas. However, citizen of U.K. and colonies ordinarily resident in Kenya and Uganda and holder of British subject or British protected person passports require Visas. Nationals of Commonwealth countries and of the Republic of Ireland proceeding India for or in connection with missionary work, require special endorsement on the passport.

Nationals of Sweden, Finland, Norway, Denmark, West Germany, Yugoslavia, Bulgaria and Ireland, holding national passports can enter into India for tourism and stay of a maximum period for 90 days.

South Africans of Indian origin do not require Visas but they should be in possession of valid passport or certificates of identity endorsed for India.

Individual without nationality or of undetermined nationality (Stateless person, IRO refugees, person receiving legal and political protection, holders of Nansen Passport, etc.) should have valid passport, identity documents or sworn affidavits with visas for which they should apply at least 2 months in advance. Family passports issued by other governments are recognised with discrimination.

**VISAS:**

The government of India issues three kinds of Visas, namely Tourist Visa, Entry Visa and Transit Visa according
to the purpose and nature of visit for which Visa is required. Visas are issued by Indian Representative abroad. In Countries where there are no Indian Representative or Consular officer, the British Representative will advise on the obtaining of Indian Visas. No Visa fee is charged from citizen holding passport of the countries like Argentina, Afghanistan and Denmark etc.

TOURIST VISAS:

These Visas are effective for a period of three months stay in India. Tourist must arrive within six months of the date of the issue of Visa. The tourist can extend his stay for a further period of three months if he applies to the Foreigner's Regional Registration office at Delhi, Bombay, Calcutta and Madras or at any of the office of the superintendent of Police in the District Head Quarters.

An application for a tourist Visa should be made on the prescribed application form with three passport size photograph along with a return or through tickets. Tourists travelling in organised groups by chartered aircraft/Ship can obtain a collective Visa. Two copies of the list of passenger with passport particulars should also be furnished.

A. ENTRY VISAS:

Entry Visas are issued to persons who wish to visit in India for purposes of business, employment, permanent residence, profession etc. Application for such Visas should
be accompanied by the following documents.

1) Three passport size photograph  
2) Full particulars of the purpose of Visit  
3) Either a sponsorship letter from the applicants confirming evidence of their financial status a return/onward ticket.

Entry Visas are initially issued for a period of 3 months like tourist Visas, extendable to a further period of 3 months. For visits exceeding six months, applications should be made at least two months in advance.

B. TRANSIT VISAS:

Visitor passing through India in route to some other destination are granted Transit-Visas on production of through tickets for the onward journey. Holders of transit Visa must enter into India within three months of the date of its issue. The maximum stay in India is permitted for 15 days provided the Visa for the country of destination is valid for this period. Two way Transit Visa can also be obtained for two journeys through India permitting a maximum stay of 15 days on each visit.

Application for a transit visa should be made on the prescribed application form along with three passport size photographs. Passengers in direct transit who do not have the permission of the airport or the seaport do not need transit visa.
C) **LANDING PERMIT:**

Tourist who arrive without a visa may be allowed by the emigration Authorities at International Airport and Seaport to obtain temporary landing permit for 30 days. This facility is not available to foreign tourists once in a continuous period of six months. However, a foreign tourist who comes on a continuous journey covering neighbouring countries like Nepal, Sri Lanka, Bangladesh, Afghanistan and Burma may be granted landing permit provided he holds a round tour ticket and the total of the broken periods of stay does not exceed 30 days. Landing permits are allowed to visit Lumbine (Nepal) via Noutanwa, or Nougah and return to India by the same route within a period of 48 hours, without being required to obtain a fresh visa.

D) **RESTRICTED AND PROTECTED AREAS:**

Foreigner's require special permits to visit areas declared as 'Restricted' or 'Protected' areas. Such areas are closed to persons of India origin in order to maintain secrecy. Strict vigilance is exercised all the year round and special check post is set up for this purpose.

E. **AUTHORITY TO ISSUE PERMITS:**

For visiting Darjeeling and Jaldapara (West Bengal) Keziranga and Manas (Assam) and Shillong (Meghalaya) permission for one ticket can be given by Indian Mission
abroad by making an endorsement in the passport as well as the foreigners regional registration office, New Delhi/Bombay/Calcutta/Madras. Permits for going to Darjeeling can also be obtained from the Immigration officer at the International Airport at Bagdogra Airport. Permits to visit Kaziranga and Manas can also be obtained for Trade Advisor and Director of Movements. Assam House, 8 Russel Street, Calcutta and for visiting Shillong from Trade Advisor and Directors of Movements, Meghalaya House, 9-10 Russel Street Calcutta.

For permits to visit other restricted and protected areas, applications are to be made at least six weeks in advance of the date of the visit to Ministry of Home Affairs, North Block, New Delhi.

For visiting Bhutan, visitors require a Visa from the Royal Bhutan Government as their Missions in New Delhi and New York. They also require transit permits to pass through the restricted areas of India. Applications for transit permits are to be made to the Ministry of External Affairs, New Delhi, sufficiently in advance of the date of the visit.

Helping the tourist should be considered as the basic motto of a country. Those who want to attract tourists to visit their country, make it easier for the tourist to see and enjoy. For this purpose we include entry/exit 'Facilitation' in this category:
a) Improved Entry/Departure and Custom formalities
b) Better tourism Date for Distribution.
c) Increased understanding and support by community and Government.
d) More effective and better financial tourism programme.

What is needed is to fill out, check off the type of entry from in an effective manner. Its filling out should cause no real annoyance. The art of making tourists happy when the step into the country should be widely practised. Offensive surety customs officials, Immigration, health and agricultural officers and tax department realise a great deal of money as tax revenues on business generated by tourists spending.

But in India, as a tourist commented when I interviewed him was that Indians are really excellent in the languages they put to publicise their country. They are really generous verbally but in practice, he said, they were the worst of the bunch of countries, he had got an opportunity to visit. These type of comments project a very poor image of a country. If a person is disappointed at the very first step then naturally for the rest of his steps he will criticise till he has been given the best of the services he had received from any other country.

As pointed out earlier the custom formalities and regulations governing tourists stay should be made flexible and easy so that the image of Indian tourism may not be
tarnished. Hence an active cooperation and helpful attitude of the custom authorities is very much desired. This is necessary to avoid tourist grievances.

For the purpose of custom in India a tourist is defined as a person not normally resident in India who enters into India for a stay of not less than 24 hours and not more than 6 months. In the course of his stay for twelve months period, the legitimate purpose will have to be given such as touring, recreation sport, health, family reasons, study, pilgrimage or business etc.

These concession are governed by the International custom conventions under United Nations of which India is a signatory. Infact, India has allowed more concession to tourists than recommended by convention. Passengers who are covered by this definition will be entitled to concession under the Tourist Baggage Rules whether they happen to possess Tourist or Entry Visas or not.

**BAGGAGE DECLARATION:**

Visitors are generally required to make oral declaration in respect of baggage and foreign currency in their possession. Visitors in possession of more than one thousand U.S. dollars or equivalent thereof in the shape of Travellers Cheques, Bank Notes, Currency Notes are required
to obtain a Currency Declaration form and mention the amount before leaving the customs. 3

On arrival each passenger, except persons coming from Pakistan, Sri Lanka and Nepal is allowed to bring in the following articles free of custom duty (these allowances do not apply to Children travelling with and dependent on their parents). Husband and Wife travelling together are entitled to baggage concession separately. Visitors are advised to obtain a landing certificate from the custom officer, for the unaccompanied baggage if any.

ARTICLES ALLOWED FREE OF DUTY:

Cigarattes 200 or Cigars 50, or tobacco 250 grams, one bottle of wine and alcohol, i.e., liquore not exceeding 095 litres small quantity of perfume and medicines may also be allowed free of duty but in a reasonable quantity.

PERSONAL EFFECT IMPORTED TEMPORARILY FOR PERSONAL USE AND SUBJECT TO-RE-EXPORT-THE TOURIST:

i) All clothing and other articles new or used which a tourist may personally and reasonably require but excluding all merchandise imported for commercial purchases.

ii) personal Jewellery in reasonable quantity, two still cameras with 25 roll films or plates plus 50 roll of films or plates plus 50 roles on entry in TBRE and others 10 number item.

3. Hand Book of India, Published by the Directorate Publication Division, Ministry of Information and Broadcasting Government of India, New Delhi, p.28
iii) Three supporting fair arms with 200 cartridges

iv) Instruments apparatus or appliances as are specially designed for use in the profession followed by tourist and which generally carried by such persons on professional tours.

ARTICLES ALLOWED FREE OF DUTY BUT ENTERED TOURIST BAGGAGE RE-EXPORT (TRUE) FROM:

Two additional still cameras, one potable wireless receiving set, one Watch (Also 50 rolls and 20 reels of films as mentioned above. Few items or articles which are imported temporarily which are to be re-exported, and to obtain a Tourist Baggage Re-Export form for high valued articles i.e. cameras, taperecorder, jewellery, watches, binoculars, firearmp etc.4

The collector of customs may refuse concession granted to a tourist in any of the following cases:

a) When the total quantity of commodity imported by a tourist exceeds substantially the limit laid down.

b) When the tourist enters more than once a month

c) When the tourist is under 17 years of age.

TRIPTYQUE/CARNET:

Vehicles imported under the triptyque or Carnet, issued by any internationally recognised automobile association, are allowed duty free entry for a period of six months only. The same regulation applies to the import of

motor cycles, bicycles with motor, and tractor (whether imported with the vehicles or separately).

Triptyque/Carnet De-passage are accepted by the Government of India in respect of all temporary visitors under the conditions given below:

a) Legally constituted bodies, i.e., firms or corporation etc.

b) Persons, who during their temporary visits to India, take up a paid employment or any other form of gainful occupation.

It becomes somewhat clear that one of the major irritants which reduces the percentage of tourists arrival to India are mentioned below:

The first irritant which is confronted by most of the people who want to visit India is, their own hometown. When all their plans for visiting India are finalised the problem of obtaining visa proved to be a hard nut to crack. A visitor has to apply much in advance to get an Indian visa by giving all minute description in it. The poor visitor is asked to remove objections addressed to him. When he disposes of these objections, he has to wait for atleast 7 to 8 days to get the visa stamped on his passport.

The other problem which is faced by almost every tourist visiting India is at the airport. Here the tourist
presents himself before the naughty, dull and stony face Immigration officers to whom he hands over the disembarkation form and who after checking the tourist visa endorses his passport for entering India. At times they ask the tourist irrelevant questions which irritates him beyond limits. The travellers get annoyed by such type of questions. However, it is advisable that some kindness and politeness should be shown to them. This keeps the traveller happy and his time is also saved. As the tourist comes out of the Immigration, he has to wait for his baggage. First of all the mechanical belts through which the baggage is sent has very little space. It becomes difficult for the passengers to identify the baggage easily. Secondly if two or three flights have landed together, it takes a lot of time for the baggage to come in and come out.

After the passenger has identified his baggage this poor chap has to pass through the main hurdle known as custom. This happens with almost every tourist who often becomes most irritant due to discovery tourism behaviour of the custom authorities. It is no denying the fact that custom is the most time consuming. Though India has occupied the channel system followed by most of the International airports of the world yet the channels till recently are for the namesake. Even if a person passed through the green channel meant for persons who do not possess any dutiable items, still his baggage was thoroughly checked. Therefore, to make the
process of baggage checking simple it is desireable that where the persons carrying dutiable items declare the dutiable items and pay duty on them, they should be allowed to go out. But this never happens. They have to obey the green channel where they have to meet the dreary custom offices, and pay their tributes to him.

As the tourist comes out of the custom's office and reaches the Arrival Hall which is over crowded by tourists and surrounded by the 'Taxiwalas' who get a chance to mint money especially from foreign tourists, by charging them exorbitant rates. This, of course, damages image of India and its people.

Now after leaving the airport the foreign tourists go to hotels where they have to face the ordeal of booking rooms. If the booking has not been made in advance through direct negotiation or through Travel Agents they are put to great inconveniences. Specially during the peak season (October to March) they have to run about from hotel to hotel to get accommodation.

This accommodation problem has been taken up seriously by ITDC and is being solved. Compalints from tourists are piling up which regard to harassment by beggers who pounce upon their cars at the railway crossings or when they come out of the cars at the various sight seeing spots. This is again a very humiliating problem which demonstrates India's poverty. The abject poverty of India is projected in its
full view through these beggars. Another problem faced by
the foreign tourists is that of hawkers. They really bother
them at times and compel them to buy their wares. These
tourists take back with them a very poor impression which
is really very humiliating and disgraceful for India.

The foreign travellers are generally adventurous by
nature and most of them are fond of shopping and wish to
carry home some Indian handicrafts. Most of the travel
agents and guides take these ignorant souls to unrecog­
nised shopping arcades, where they show them mostly goods
which are, of poor quality. These tourists make purchases
mostly imitation articles instead of the original ones as
they are not aware of the goods they want. But in a number
of cases they write to us complaining about the crafts, which
are broken either on their way home or at home. Is this not
an injustice or disservice to nation? Do these travel agents
not defame the country at the cost of commission which they
gets from the shopkeepers.

One more problem which is quite common with the foreign
tourists is the language barrier. India being a country of
multi-languages where different languages are spoken, it is
completely out of question for a tourist to know even one
of the language. Though English is spoken widely in India
yet there are number of tourists who can neither speak,
understand nor read English. Therefore, interpreters are
to be provided either by the Department of Tourism or Travel
Agents for such tourists. But it becomes difficult for a travel agent to arrange for a proper interpreter or a guide at such a short notice for the tourists. There is a real shortage of foreign language speaking guides in the country. Though there are guides available yet at times they are not competent enough to provide full satisfaction to the tourists.

These are some of the travel barriers faced by the tourists in India. On interviewing them during my brief survey, I have come to the conclusion that through the undermentioned questionnaires some of the travel barriers may be removed if not all. I would, first of all like to put them in this form:

1) Nationality
2) Type of Visa the tourist is holding.
3) Difficulty in detaining the Indian Visa.
4) Did you face any problem on arrival with the Immigration staff, Custom Staff or baggage problems?
5) Did you face any problem of getting accommodation if it is not pre-arranged?
6) Did you face any problem with the public transport, with regard to overcharging fares by Auto rickshaws or Taxis?
7) Did you come across any problem regarding cheating in shopping or finding a suitable place for shopping?
8) Did you have any problem concerning food, if so to what part of the country?
9) Did the beggars harass tourists on the street crossings or at sight seeing spots?
10) Did they have any tipping problem if any?
11) Did you find Entertainment facilities in India?
12) What about the behaviour pattern of Indians and the manner they have received them?
I took interviews of quite a good number of people and I was pleased to get good response from them. In the light of my findings through interviews I have prepared the statement given below:

**STATEMENT SHOWING WHAT IRRITATED A TOURIST WHEN HE/SHE VISITS INDIA:**

1) Problem in obtaining Visa in home country for India 12%
2) Problem with regard to immigration and attitude of Custom Authorities 41%
3) Language Barriers 12%
4) Problem in respect of Hotel Accommodation and services 5%
5) Problem of shopping 15%
6) Beggers and vendors which cause harassment 10%
7) Problem concerning food served to the tourists 6%
8) Taxi and Auto-rickshaws overcharging 10%
9) Entertainment facilities 4%
10) Health hazards before coming to India 20%
11) Problem of forced tipping 5%
12) Behaviour Pattern with tourist in India 6%

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146%

It follows from the above discussion the more than 100 per cent of irritation is due to tourists own multiple choice. The above breakup reveals that our facilitation policy is not being implemented properly and it lacks follow up measures. The highest emphasis needs to be given to the improvement of immigration and customs formalities. Some radical changes are required to be made immediately in order to have a smooth facilitation set up.
DEVELOPMENT OF FACILITIES:

From what we have examined earlier, it is clear that the Government have been evincing keen interest in the development of 'Tourism' and thereby improving country's balance of payment position. Tourism would pave the way of developing those regions which have less economic potential. The receipts from international tourism provide a valuable source of foreign exchange for many developing countries. It is a main sector of economy for these countries. Needless to mention, international tourism provides, the major source of finance more conveniently than manufacturing goods. There is no problem of packing the products, transport it to docks or airport, shipping at overseas and patiently awaiting payment in case of manufacturing goods. But in tourism the customer brings himself to the point of sale at his own expense and in return takes immediate delivery of the services. It is in this context tourism is considered as a vital source of employment for skilled, semi-skilled and unskilled population of the country directly or indirectly. It is highly labour intensive industry, managed and run through human efforts.

The revolutionary changes in tourism industry demand a simultaneous overhauling in the working of travel agencies hotels and means of transport. The involvement of private sector undertakings was considered necessary in Handicraft
industry, Construction of Hotels, formation of Travel Agencies, development of resorts and places of tourists interest to achieve large scale prospective results.

After establishment and initiation of private agencies the government have also started taking active part in the promotion of tourism industry. A committee was set up for making rules and regulations in order to formulate sound tourism policy in the country for the benefit of foreign tourists.

Hence the Facilitation pattern was more or less changed than what it was in the past. Still there was something more to do for the prospective tourists coming from countries other than India like U.K., Italy and Rome. But there were certain bottlenecks in our Facilitation policy. For instance the government restrictions were there which resisted a tourist to travel a country. It was felt that only the central government could relax the rules and regulations which hinder the visit of tourists coming from other countries. State governments should concentrate on travel facilities so as to bring them within the reach of average tourist - India as well as foreign.5

Finally, there are certain tourist regions where the local population has given warm welcome and befitting send off outgoing tourists. The local population also gives positive feeling about the destination country, it facilities,

its people, thereby multiplying the prospect of more tourists coming to that destination, because of the good image created by them in the minds of the tourists. The role of local population is praise worthy since they brighten the future prospects of that 'Destination Country'. The tourists always cherish the memory of the visiting country and its people through photographs which they carry home.

**OVERCOMING TRAVEL BARRIERS - SUGGESTIONS:**

The people whom I interviewed also gave some valuable suggestions for the improvement of facilities at the airport, hotel and in transport and so on. In the light of personal interview undertaken by me, I have made certain suggestions below for overcoming travel barriers.

The majority of tourists whom I interviewed complained of the exist problem faced by them at the airport. At times they come out so irritated that they did not like to give any kind of suggestions. However one healthy criticism made by a tourist impressed me most that India being rich in tourism did not recognise tourism as an industry. It could earn much more foreign exchange than what it was getting at present. Being an industry, there could be a separate allocation of funds for tourism purposes much more could be in streamlining than what was being done now. The department of tourism should look into the grievances of the tourists with regard
to treatment meted out by travel agents and hotel person­nel. Instances are not lacking when these travel agents convert their dollars into Indian currency at a rate lesser than discounted at the counter of the nationalised banks. I therefore, suggest that private agencies should not be allo­wed to do it. They should be -------- punished if they re­sort to such practice again.

Another suggestion put forth unanimously by the major­ity of the tourists was that the airport should be enlar­ged. There is no proper place to accommodate passengers at the airport for the time being when flights land out after another. The airport is overcrowded and fails to functions smoothly. Some passengers feel that whatever seating accom­modation they provide, it is negligible as compared to the other busy airports of the world, where for example forty flights land at a time, and there is neither any confusion nor chaos. But in Indian airport "Utter confusion" takes place all round when only four to five flights land together. One can witness the pitiable scene at the airport. The whole airport machinery comes into action and moves about here and there in confusion as to how to handle these passengers.

This really reflects a poor image of the country. Another hurdle which a tourist has to cross is the emigra­tion counter. Here a disembarkation card is given to a tou­rist which has to fill it up. In the card all details with
regard to name of the person, passport number and his date of birth are entered which is optioned and necessary. If our government wants to know the number of tourist arrivals and departures, they should feed all these information into the computer as is done in other countries. This will save time, energy and money of the foreigners who enter Delhi airport and get scared while looking at the Emigration Officer's face. Neither are they polite nor atleast courteous enough to wish the tourist.

Apart from emigration the next exercise which a tourist has to do at the customs. Previously there used to be no channel system, but a couple of years back the red and green channel system has been introduced. But there was no distinction between the red and the green channel. Hence quite recently a new system has been started at the airport, known as 'Walk Through' Green Channel. The present Green channel has been widened and passengers will not be subjected to questioning.

If any passenger has to declare anything, he will have to pass through the 'Red Channel'. The motto of this new system is 'Courtesy and services to the passengers'. This step has taken to ease the custom procedure. India is the only country in south east Asia to have introduced the 'Walk Through' system. Infact this facility is not available even at international airports like Tokyo, Los-Angles and Washington.
The other suggestion made by tourists is regarding porters. What they really feel is that there should be sufficient number of trollies to let the passengers carry their baggage themselves if the authorities do not want the porters to cause any hindrance to the passengers. The trollies should be in 'fit' state. But they are in such a poor and rattling conditions that one feels ashamed to carry the luggage on them.

It is, therefore, suggested that there should be assistance counters in the arrival hall too. Assistance to the passengers is the main criteria not only on board but also after getting off the plane.

Another pains taking problem is that of auto-rickshaw and taxi drivers. They should not be allowed to enter the airport premises. They are dreaded at times by the foreign tourists for not only they charge them exorbitantly but also at times men handle them while forcing them to travel in their taxis. What impression one takes back is clearly understandable.

At hotels, leaving a side the service motive, the only suggestions, that I would like to throw is to get to reduce the size of the check inform at the time of registration.

I hope if all the aforesaid suggestions made by the tourists are implemented there is no reason why the travel barriers are removed. But if one can work upon these suggestions one can improve facilitation into India and outside India.
As discussed earlier that the tourist industry has been growing rapidly throughout the world. It has become India's largest foreign exchange earning industry and as such it needs a systematic and scientific approach for its proper development. The industry should always go ahead of time and be kept, ready for any eventuality befalls upon it. For instance in the event of international meet, social, political or cultural, its capacity to accommodate more and more forcing tourists should never go unattended. As according to the projection made by ITDC it is felt that by 2000 A.D., the Corporation expects 50 lakhs tourists and foreign exchange earning is being estimated to be ₹10,000 crores. Hence, the prospects of this industry seem to be very bright but since there is much world-wide competition all round the tourist market has become very challenging. The ITDC will have to discover ways and means in shaping this industry with renewed vigorous planning from time to time, in order to make it young for all time to come. According to the Institute of Economic and Market Research, after taking into consideration the actual tourist arrival of 1302304 thousand in 1985, has adopted the growth of 35% for the year 1987 to 1990. The projected tourist arrival up to the year 1990, are given in the statement- 1
Statement - 1

ESTIMATED TOURIST ARRIVAL PROJECTION FROM 1987-90 (000)

<table>
<thead>
<tr>
<th>Year</th>
<th>Tourist Arrival in India</th>
<th>Tourist Arrival in World</th>
<th>India % in World Tourism</th>
</tr>
</thead>
<tbody>
<tr>
<td>1987</td>
<td>1746</td>
<td>451,281</td>
<td>0.38 %</td>
</tr>
<tr>
<td>1988</td>
<td>1921</td>
<td>478,209</td>
<td>0.40 %</td>
</tr>
<tr>
<td>1989</td>
<td>2113</td>
<td>508,016</td>
<td>0.41 %</td>
</tr>
<tr>
<td>1990</td>
<td>2510</td>
<td>539,005</td>
<td>0.46 %</td>
</tr>
</tbody>
</table>

Source: Report Tourism in India, Edited by S.P. Ahuja, published by the Institute of Economic & Market Research, p. 29.

The above statement indicates that the position of tourist arrival in India is quite good. In comparision to the world tourism, India's share is rising from 0.38 % in 1987 to 0.46 % in 1990. It shows good prospects of tourist arrival in India.

Statement - 2

ESTIMATED TOURIST ARRIVAL IN SELECTED CENTRES (000)

<table>
<thead>
<tr>
<th>SNo.</th>
<th>Centres</th>
<th>1987</th>
<th>1990</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Delhi</td>
<td>982</td>
<td>1,620</td>
</tr>
<tr>
<td>2.</td>
<td>Bombay</td>
<td>603</td>
<td>1,004</td>
</tr>
<tr>
<td>3.</td>
<td>Agra</td>
<td>518</td>
<td>853</td>
</tr>
<tr>
<td>4.</td>
<td>Madras</td>
<td>381</td>
<td>642</td>
</tr>
<tr>
<td>5.</td>
<td>Calcutta</td>
<td>342</td>
<td>603</td>
</tr>
<tr>
<td>6.</td>
<td>Banaras</td>
<td>310</td>
<td>526</td>
</tr>
<tr>
<td>7.</td>
<td>Amritsar</td>
<td>240</td>
<td>413</td>
</tr>
<tr>
<td>8.</td>
<td>Jaipur</td>
<td>205</td>
<td>356</td>
</tr>
<tr>
<td>9.</td>
<td>Srinagar</td>
<td>170</td>
<td>299</td>
</tr>
<tr>
<td>10.</td>
<td>Bangalore</td>
<td>159</td>
<td>282</td>
</tr>
</tbody>
</table>

The above statement - 2 reveals that the real challenge of tourism planning has been more and more concerned with macro approach to tourism promotion, aiming to bring more and more foreign tourist to India. The micro approach to tourist planning is concerned with estimating the tourist arrivals in each tourist centre and creation of tourism facilities at the receiving end. After estimating the number of arrivals in each centre, the extent of work involved in receiving tourist may suitable be envisaged, and met, prospects of tourism Industry depended upon several other vital segments which needed proper coordination. For handling the future growth of tourist as shown in these statements we need adequate and increased facilities of all means of transport - such as Road, Rail, Sea and Air to avoid any inconvenience caused to the tourists. Ancillary tourist services such as duty free shops and entertainment cells need to be developed. A powerful and persuasive communication media should be evolved per visitors, whether they come to India to see sun and sand or wildlife or spiritual solace or they just belong to the increasing host of businessmen, as convention travellers. ITDC can fulfil these future requirements and vital segments to meet the tourist need according to their taste. Hence the Government should give proper consideration for the development of infrastructure of tourist industry so that the industry as such may deliver the goods in all time to come.
CONCLUSION

In the sixth chapter, certain travel barriers faced by tourists have been brought to surface and suggestions have been put forth to overcome these barriers. The study reveals that the outgoing and incoming tourists are put to inconveniences inspite of proper documentation i.e., Passport, Visa, Emigration Clearance requirements and other corresponding documents. The author has also discussed the major irritants which have reduced the percentage of tourists arrival in India and at the same time suggestions have been made to weed them out as early as possible. For instance, the behaviour of the Immigration officer whom the tourists call as naughty, dull and stony faced man, behaviour of custom authorities who harass the tourists unnecessarily consuming much of their time, energy and money the Railway Booking office, the Airport booking office, the persons dealing with railway and air reservations, the hotel accommodations where they have to face the ordeal of booking rooms if advance booking is not done by the tourists, the harassment by beggers and venders who pounce upon their cars at the various sightseeing spots, the overcharging of fares by auto-rickshaws and taxi drivers, cheating by travel agents and guides in discounting foreign currency and cheating in purchasing poor quality goods, mostly imitation articles instead of original ones, and the problem
of forced tipping.

As a result of such harassments and irritants, the tourist is victim to mental and physical torture and he finds himself a tired man all the time. He somehow or the other winds up his tour and goes back to his home land with a heavy heart, carrying a very poor impression which is really very humiliating and disgraceful for India.

Therefore, the author strongly recommends to implement Tourist Facilitation Policy which not only covers those procedures that help or hinder tourist within the city but also includes all the regulation they have to comply with on arrival and departure. In like manner the custom formalities and regulations governing tourists stay should be made flexible and easy so that India's tourism image may not be tarnished. Hence the cooperation and helpful attitude of tourism personnel who are at the help of affairs is very much desired in order to avoid tourist grievances. What is needed is to accord warm welcome and befitting send off to the tourists so that they may cherish the memory and hospitality of the people through photographs which they carry home. Whether shortcomings are there in the facilitation policy, the government should relax those rules and regulations which hinder the incoming and outgoing tourists. The department of tourism should look into the grievances of
the tourist the regard to treatment meted out by travel agents, hotel personnel and custom and excise executives of the airport. The Tourist Facilitation policy further needs complete overhauling, restructuring and renovation. Because the Tourist Facilitation and its proper execution and development is the vital need of tourism industry.