

# **Tourism Policing**

## **Introduction**

Today, tourism is one of the largest and dynamically developing sectors of external economic activities. Its high growth and development rates, considerable volumes of foreign currency inflows, infrastructure development, and introduction of new management and educational experience actively affect various sectors of economy, which positively contribute to the social and economic development of the country as a whole. In early 2016 global tourism has experienced a consistent stable growth driven by key events and the implementation of successful marketing activities by nations all over the world. In spite of all those favorable factors for the smooth augmentation of tourism industry, still there exist bottlenecks, which hamper the industry constantly.

Safety and security is a much spoken issue among nations with tourism as the backbone of their economies. Safety and security are vital for providing quality service in tourism. More than any other economic activity, the success or failure of a tourism destination depends on being able to provide a safe and secure environment for visitors. It is undeniable that the tourism industry has a right to defend itself as well as to have a legitimate expectation that the government will ensure safety and security. It must be recognized that when the environment is safe, the visitor is also safe and that if the Law enforcement machinery emphasizes on tourist security, it will not only give tourism a fillip but also pave way for the industry's future growth.

## **Current Scenario of Tourism in India**

Tourist arrivals in India have registered steady growth in the last decades and the tourism statistics revealed by Press Information Bureau, Ministry of Tourism; Government of India (May 2016) is summarized as follows. Indian Tourism has registered a growth of

10.7% growth in Foreign Tourist Arrivals (FTAs) in April 2016 over the same period in 2015. Bangladesh accounts for highest share of tourist arrivals followed by USA and UK in April 2016. Rs. 11, 637 crores of Foreign Exchange was earned through tourism in April 2016. The domestic tourist visits to all the states/UTs have also been registered with a steady growth rate. The statistics from 1997 shows that percentage change in terms of tourists visits were always on or above 10% in most of the years except during the economic slowdowns in some years. The growth rate was on a snail's pace especially in years like 1998 with 5.2%, 2001 & 2005 with 7.4% and 7% respectively. In 2012 the growth has hit the all-time best with 20.9% were the number of tourist visits to all states/UT's were 1045.05 million. In 2014, the domestic visits have recorded a growth of 11.9% with 1281.95 billion tourists visited the states and UTs

### **Importance of Safety and Security in Tourism**

The safety and security of the tourists is one of the essential prerequisites for a sustainable long-term growth of' this sector. The safety and security considerations become paramount for the tourists during their travel, their stay and their visit to tourist destinations. Law and order being a State subject, the safety and security of tourists is primarily the responsibility of State Government/UT administrations. Some of the State Governments have deployed Tourist Police for the security and safety of the tourists from their existing Police set up. However, this is not a committed force and there is always a possibility of their re-deployment in case of other pressing law and order situations. Furthermore, it has been felt that many states have not deployed Tourist Police due to budgetary constraints for a committed organization for tourist security. Therefore there is a need for earmarked Police organization, the personnel of which can be deployed at important tourist destinations/circuits with all objectives of ensuring facilitation, guidance, safety and security to the tourists visiting the place. Furthermore, the personnel deployed for this job

should be appropriately trained so that they have an attitude and capabilities of facilitating and guiding the tourists.

### **Crime against Foreign Tourists**

The highest incidents of crime against foreign tourists were reported in Delhi, which accounts for about 135 cases (35.2%) out of total 384 cases reported in the country. This is followed by states of Goa (66 cases), Uttar Pradesh (64 cases), Rajasthan (31 cases), Maharashtra (25 cases), Bihar (13 cases) and Karnataka (11 cases).

Under Crime against the tourists, most of the cases were reported under theft (223 cases) which accounts for about 58.1% followed by assault on foreign tourist women with an intent to outrage her modesty (33 cases), robbery (21 cases) and rape & cheating (17 cases each). A total of 28 cases and 26 cases were of unclassified category other IPC, Other SSL and other category respectively. Out of the total crimes against foreign tourists reported in the country in 2014, most of the crimes have been reported in Delhi (97 cases) which accounted for 43.5% of such crimes reported in the country and is followed by the states of Goa (36cases), and Uttar Pradesh (29 cases) during 2014.

Maximum cases of assault on foreign tourists (women) with intent to outrage her modesty were reported in Delhi (9cases) followed by Uttar Pradesh (6cases) and Kerala & Goa (4 cases). These four states together accounts 69.7% of total such cases reported in the country during 2014. Out of 17 rape cases against foreign tourists in the country, 6 cases in Delhi, 3 cases in Karnataka, 2-cases each reported from the states of Goa, Rajasthan, Tamil Nadu and West Bengal. Cases of murder (4) and cases of insult to modesty (3) of women under crime against foreign tourists were reported in 2014. Out of 21 cases of robbery against foreign tourists, 8 cases and 4 cases were reported in UP & Maharashtra respectively.

*(Source: Crime in India 2014-NCRB)*

## **Tourist Police –Suggested Scheme**

“Police” is the subject defined and enlisted under the state list (list-II) of the Seventh Schedule of the Constitution of India, which form the extensive domain of each one of the state governments within India. The point No: 2 of State List indicates “Police (including railway and village police) subject to the provisions of Entry-2 A of list – I”. So it is suggested that the Tourist Police should be in the control of state government like general police. However, Ministry of Tourism, Govt. of India can provide financial assistance to the state government for effective implementation of the scheme. Under the scheme, a pool of trained policemen would be made available to render policing service to the tourists and would control the crimes at the places of tourist interest.

The rules of the district police of the concerned state shall be applicable to the Tourist Police, unless the contrary appears from the content in this scheme.

### **Duties and Responsibilities of Tourist Police**

The Tourist Police personnel shall be deployed in the major tourist attractions including monuments, entry and exit points i.e. airport, railway stations and bus terminals; religious places, shopping area, entertainment area etc. which are prone to overcrowding especially during tourist season. The market areas where tourists mingle with touts, hawkers and shopkeepers are one of the areas identified prima-facie for the implementation of the scheme.

For the purpose of performing their duties under the scheme, the Tourist Police personnel shall patrol the areas assigned to them. The Constables engaged in patrolling shall report to the Sub-inspectors of the concerned Tourist Police Station. In case of any violations found during the patrol, the same shall be communicated immediately to the Officer-in-charge of the Police Station concerned for timely effective action against such persons. The following shall come under the purview of Tourist Police:

- The prevention of crime and the maintenance of law and order in the tourist destination.
- To obtain knowledge of the people addicted to the crime at tourist attractions and to □maintain adequate supervision over them.
- To ensure that all cognizable crime are reported and registered as well as the tourists are □encouraged to give full information in this respect.
- Taking charge of the kiosks, which act as reporting points for tourists in case of any security □breach or for availing any similar kind of services.
- Curbing the activities of touts, beggars and hawkers of the concerned area.
- The entry of unauthorized people, beggars and persons hawking articles for sale in the □tourist areas shall be reported as and when it is required.
- Making the travel of the tourists hassle free by immediate intervention in case of any mishap.
- Providing emotional support to the victims when they are cheated, their belongings are □stolen, or whenever they fall prey to any other mischief or wrong doing.
- Imparting information to the tourists about locations, transport systems, facilities in the destinations, legal information, information about authorized shopping centres, □information regarding medical help in case of physical assault etc.
- Every Tourist Police person should show civility to all tourists and advice where they can get □appropriate transport, accommodation and other services needed.

- The tourist police person should be able to intervene in the event of pick pocketing, eve teasing, □harassment.
- The Tourist Police person should also interfere in case the tourists are involved in drug trafficking □and consumption.
- Sensitizing tourists regarding the law and order system in the state like rules related to accommodation, entry/exit rules, reporting at local police stations, special permits; security conditions at the destination; social and cultural taboos and other local conditions
- Tourist police should assist tourists while dealing with foreign currency exchange and guide them to do the same in authorized exchange counters and banks.
- To deal with immigration issues and liasioning with Foreigners Regional Registration Offices (FRROs) at entry/exit points as and when it is required
- Restricting the entrance of unlicensed tourist guides and other unauthorized agencies into the destinations and places of tourist interest.
- In case of beach destinations and water-based destinations the tourist police should be provided with an aquatic wing to enhance the security of the tourists

### **Tourist Police Station**

- Tourist Police Station means any kiosk, post or place declared generally or specially by the state government at the tourist destination to provide policing service to the tourists. This Tourist Police Station will work under the jurisdiction of district police (Superintendent of Police) for all policing purpose. To make the Tourist Police Station more visible the following

specification can be followed. □The Tourist Police Kiosk/Station should be a temporary/moveable set-up made of fiber and glass preferably of 20' x 15' size fully furnished with basic facilities like Tables, Chairs, Small wardrobes and washroom. For catching the attention of the tourist, the kiosk can be designed using the combination of two prominent colours. The name of the tourist police station with the concerned state government & State Police logo should also be displayed. The logo of "Incredible India" should be engraved in a prominent place of the kiosk since it is an establish tourism brand of the country. The size of the kiosk may differ from one state to another but the colour and design of the kiosk should be uniform. □The tourist police stations will be in charge of a Sub-Inspector as Officer-in-charge. Within the units of his jurisdiction the officer-in-charge of Tourist Police Station is responsible for the effective working and management of the police sub-ordinates attending to him to provide best services to the tourist. So far safety and security is concerned Tourist Police should try to establish meaningful relationship among the tourists, service providers and police.

### **Hierarchy of Tourist Police Personnel**

In each state the Tourist Police shall be under the control of Deputy Director (Tourist Police) who shall be specially selected by the Government (Tourism & Police Department). The Sub-Inspectors and a pool of Constables including Head Constables will work under his supervision.

The Director, Department of Tourism of concerned state government will be the Coordinating Officer for Tourist Police. However, the Superintendent of Police (SP) of concerned district will be the reporting officer and shall have the operational control. The Dy. Director (Tourist Police) will coordinate with SP office & with Director, Department of Tourism. The Tourist Police shall abide by the directions given

by the immediate superior at the tourist destination where they are deployed. The hierarchy of the Tourist Police at a tourist destination shall be as follows:

**Deputy Director (Tourist Police)**  
(Jurisdiction whole of the state)

**Sub-Inspector**  
(Officer-In-charge, Tourist Police Station)

**Head Constables**  
(Area of Operation- Tourist Destination where deployed)

**Constables**

### **Training of Tourist Police Personnel**

After the selection/recruitment, Tourist Police personnel should undergo the training at the designated training centre for district police as per the training modules related to general policing. Besides that a training programme of two weeks shall be organized to train and equip them with the security related requirements of the tourism industry. The training programme shall be structured in a holistic way by incorporating various aspects vizbehaviour and attitude; law enforcement; inter-personal; cross-cultural; skill development and attractions and destinations of the concerned area. The responsibility of training the police personnel shall be entrusted with the reputed professional tourism institutes (Govt approved) for example: *Indian Institute of Tourism and Travel Management (IITTM), An organization of Ministry of Tourism, Govt. of India etc.*





<p><b>Model of Syllabus of the Programme</b></p>	<p><b>Topics</b></p> <ul style="list-style-type: none"> <li>• Conceptual Framework of Tourism Industry</li> <li>• Concept of <i>AtithiDevoBhava</i></li> <li>• Travel formalities</li> <li>• Tourism Attractions of the concerned state/area.</li> <li>• Facilities &amp; amenities for Tourists available in the concerned state.</li> <li>• Understanding Group behaviour</li> <li>• Professional need for Tourist Police</li> <li>• Communication skills &amp; personality development</li> <li>• Code of Conduct of Tourist Police</li> <li>• Etiquettes, manners, attitude, behavior of Tourist Police.</li> <li>• Cross cultural management</li> </ul>

	<ul style="list-style-type: none"> <li>• Self/Stress Management</li> <li>• Different schemes of India Tourism and State Tourism like <b>Swachh Bharat Abhiyan</b> and <b>E-Visa</b> etc.</li> <li>• Handling emergencies</li> </ul>
<b>Refresher Training</b>	During the service every alternative year the tourist police will attend refresher-training programme, which will help them improve professionally.
	<i>The model syllabus can be modified as per the need of the organization.</i>

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