

# Tourist Police Scheme



**Ministry of Tourism  
Government of India**

Prepared by:

**Bureau of Police Research and Development**

Ministry of Home Affairs, Government of India

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### Note:

- i. Introduction and Recommendations are based on BPR&D reports and the suggestions of the Expert Group set up for the purpose at BPR&D.*
- ii. Chapter1, is sourced from Ministry of Tourism Study, titled 'Functioning of Tourist Police in States /UTs and documentation of Best Practices conducted by IITTM Cuttack*
- iii. Chapter 2 is based on information available on web on Wikipedia.*
- iv. Crime Data is sourced from NCRB.*

# INTRODUCTION

Home Secretary, Government of India, through a letter dated August 1, 2020, underlined the resolve of the Central Government, the State Governments and administration of UTs, to promote tourism in the country. The letter expresses the importance attached to the tourism sector and gives details of 25 places of tourism where 39 tourist sites are located.

The Bureau of Police Research and Development (BPR&D) has been entrusted with the responsibility of developing the Scheme for Tourist Police, which may act as a template for the States and Union Territories for setting up the State/UT Tourist Police. Development of Standard Operating Procedures, Setting up of Control Room Systems, Defining the Role and Responsibility of Tourist Police, Uniform for Tourist Police Personnel, Training Program, and Scheme for Incentivisation for 'Tourist Police' are integral to the task assigned.

Consequently, a 'Tourist Police Scheme' is proposed at twenty-five important tourist places covering 39 tourist sites spread across various States and UTs. The guidelines provide details for the creation of Tourist Police and its various functions by all the States. The proposed Tourist Police will have a distinct uniform and a badge, and will be stationed at selected tourist places.

## 1. **TOURISM ECOSYSTEM** (source : Ministry of Tourism, Govt. of India)

Tourism is one of the fastest growing industries of the world and accounts for major revenue generation for each country. The Tourism Industry in India is flourishing and has become one of the major contributors to the GDP of the nation. India, currently, ranks 34<sup>th</sup> in the Travel and Tourism Competitiveness Report. Tourism accounted for US\$ 29.962 billion in terms of foreign exchange earnings in 2019 (Annual Report Tourism 2019-20).

Indian tourism offers a wide spectrum of experiences, leisure and recreation. It ranges from historical places and monuments, great shrines and temples, places of pilgrimages, wildlife sanctuaries to hill stations, sea resorts, places of winter sports, and adventure activities, etc. Besides, its diversity of cultures, religions, languages, dresses and weather conditions add more colour to tourism and travel. India also has 38 UNESCO world heritage sites along with one of the Seven Wonders of the World.

The Ministry of Tourism in India is also undertaking various steps to encourage tourism, and promote good tourist practices. The Ministry has launched the SwadeshDarshan Scheme with a vision to develop theme-based tourist circuits to enrich tourist experience. It has undertaken the promotion of Medical tourism, Wellness tourism and Yoga. It has also launched a multi-lingual toll free tourist information number 1800111363 (short code 1363) in 12 Languages, along with a 24/7 live chat service. The 'Incredible India' mobile application has also been launched.

However, the flourishing Industry of Tourism has come to a standstill since March, 2020, due to the corona pandemic. Tourism across the world has been impacted severely and India is no exception. In order to bring it back on track, the trust of the people must be rebuilt and appropriate safety measures must be undertaken.

Tourism is a major engine of economic growth and an important source of employment & foreign exchange earnings in India. The tourism sector in India involves a lot of stakeholders, like Ministry of Tourism, State Police, State Tourist Department, The Indian Association of Tour operators, Cab operators, Hotel Industry and Markets.

## 2. TOURIST DESTINATIONS (source: Ministry of Tourism, Govt. of India & Wikipedia)

The twenty five tourists destinations identified in the guidelines for launching the 'Tourist Police Scheme' spread across States and UTs are listed below.

### 2.1 Taj Mahal

Build by Mughal Emperor, Shah Jahan as a memorial for his wife Mumtaz Mahal, it is one of the Seven Wonders of the World and a UNESCO world heritage site. It hosts a very large number of tourists every year.



### 2.2 Agra Fort

Agra Fort is a historical fort in the city of Agra in India. It was the main residence of the emperors of the Mughal Dynasty until 1638, when the capital was shifted from Agra to Delhi. Before capture by the British, the last Indian rulers to have occupied it were the Marathas. Wikipedia



### 2.3 Fatehpur Sikri

It was founded in 1571 century by Mughal Emperor Akbar. It is a fortified city and had been the capital of his Empire for fifteen years. It is home to many Palaces such as Jodha Bai's Palace, Jama Mosque, Buland Darwaza, and Tomb of Salim Chisti. It is an Indo-Islamic masterpiece.



### 2.4 Tomb of Itimad-ud-Daulah

Tomb of Itimad-ud-Daulah is a Mughal mausoleum in the

city of Agra in Uttar Pradesh. Often described as a "jewel box", sometimes called the "BachchaTaj", the tomb of Itimad-ud-Daulah is often regarded as a draft of the Taj Mahal.

## 2.5 Qutab Minar

Qutab Minar, the UNESCO world heritage site, is the 2nd tallest monument in Delhi. It was built in 1192 by *Qutabud-din-Aibak*, founder of Delhi Sultanate. Besides the minaret, the Qutab complex also includes the Iron Pillar. Even though dating back to medieval time, the Pillar is unique as it has not rusted till date.



## 2.6 Red Fort

The Red Fort is a historic fort in the city of Delhi in India that served as the main residence of the Mughal Emperors. Emperor Shah Jahan commissioned construction of the Red Fort on 12 May 1638, when he decided to shift his capital from Agra to Delhi.



## 2.7 Humayun's Tomb

Humayun's tomb is the tomb of the Mughal Emperor Humayun in Delhi, India. The tomb was commissioned by Humayun's first wife and chief consort, Empress Bega Begum, in 1569–70, and designed by MirakMirzaGhiyas and his son, Sayyid Muhammad, Persian architects chosen by her.



## 2.8 Golconda Fort

Golconda Fort is a fortified citadel and an early capital city of the QutbShahi dynasty, located in Hyderabad, Telangana, India. Because of the vicinity of diamond mines, especially Kollur Mine, Golconda flourished as a trade centre of large diamonds, known as the Golconda Diamonds. Wikipedia



## 2.9 Charminar

The Charminar ("four minarets"), constructed in 1591, is a monument and mosque located in Hyderabad,



Telangana, India. The landmark has become known globally as a symbol of Hyderabad and is listed among the most recognized structures in India. It has also been officially incorporated as the Emblem of the State of Telangana.

### 2.10 Sun Temple, Konark

Konark, is famous for the Sun Temple, a UNESCO World Heritage Site. It is an architectural marvel and one of the most visited monuments in India. The sun festival is held here where devotees offer prayer to the Sun God. The annual Dance festival is also a major tourist attraction which takes place at the backdrop of the Sun Temple.



### 2.11 Ellora Caves

Ellora is a UNESCO World Heritage Site located in the Aurangabad district of Maharashtra, India. It is one of the largest rock-cut monastery-temple cave complexes in the world, featuring Hindu, Buddhist and Jain monument.



### 2.12 Bibi Ka Makbara

The Bibi Ka Maqbara is a tomb located in Aurangabad, Maharashtra, India. It was commissioned in 1660 by the Mughal Emperor Aurangzeb in the memory of his first and chief wife Dilras Banu Begum. Wikipedia



### 2.13 Daulatabad Fort

Daulatabad Fort, also known as Devagiri or Deogiri, is a historical fortified citadel located in Aurangabad, Maharashtra, India. It was the capital of the Yadava dynasty (9th century–14th century), for a brief time the capital of the Delhi Sultanate (1327–1334), and later a secondary capital of the Ahmadnagar Sultanate (1499–1636), near present-day Aurangabad. The historical triangular fortress in the city was built around 1187 by the first Yadava king, Bhillama V. In 1327, Sultan Muhammad Bin Tughluq of the Delhi Sultanate renamed the city as "Daulatabad".



### 2.14 Ajanta Caves

The Ajanta Caves are approximately 30 rock-cut Buddhist cave monuments which date from the 2nd century BCE to about 480 CE in Aurangabad district of Maharashtra, India. Wikipedia



### 2.15 Shaniwarwada

Shaniwarwada is a historical fortification in the city of Pune in Maharashtra, India. Built in 1732, it was the seat of the Peshwas of the Maratha Empire until 1818, when the Peshwas lost control to the British East India Company after the Third Anglo-Maratha War. Wikipedia



### 2.16 Tipu Palace

Tipu Sultan's Summer Palace, in Bangalore, India, is an example of Indo-Islamic architecture and was the summer residence of the Mysorean ruler Tipu Sultan. Hyder Ali commenced its construction within the walls of the Bangalore Fort, and it was completed during the reign of Tipu Sultan in 1791. Wikipedia



### 2.17 Daria Daulat Bagh-Srirangapatnam

Daria Daulat Bagh is a palace situated in the city of Srirangapatnam, near Mysore in southern India. It is mostly made out of teakwood. Srirangapatnam is an island in the river Kaveri, about 14 km from Mysore. In Srirangapatnam is the DariyaDaulat Palace that is set amidst beautiful gardens called DariaDaulatBagh. Wikipedia



### 2.18 Lord Cornwallis Tomb Ghazipur (UP)

Lord Cornwallis' tomb was built in the honour of one of the major figures of Indian and British history. Cornwallis was famous for his role in the American Revolutionary War, and then for his time as Governor-General of India. After his death in Ghazipur in 1805, his tomb was built, overlooking the Ganges.





### 2.19 Mattancherry Palace Museum

The Mattancherry Palace is a Portuguese palace popularly known as the *Dutch Palace*, in Mattancherry, Kochi, in the Indian State of Kerala which features Kerala murals depicting portraits and exhibits of the Rajas of Kochi. The palace was included in the "tentative list" of UNESCO World Heritage Site. Wikipedia



### 2.20 Group of Monuments - Mahabalipuram

Mamallapuram, or Mahabalipuram, is a town on a strip of land between the Bay of Bengal and the Great Salt Lake, in Tamil Nadu. It's known for its temples and monuments built by the Pallava dynasty in the 7th and 8th centuries. The seafront Shore Temple comprises 3 ornate granite shrines.



### 2.21 Vithala Temple – Hampi

Vithala Temple is the most extravagant architectural showpiece of Hampi. The temple is built in the form of a sprawling campus with compound wall and gateway towers. Vithala, is a form of lord Vishnu, worshiped as their cult deity by the cattle herds. The temple was originally built in the 15th century AD. The remains of a township called Vithalapura that existed around this temple complex can be seen. The stone chariot located inside the campus is an iconic structure of Hampi.



### 2.22 Elephanta Caves

Elephanta Caves are a UNESCO World Heritage Site and a collection of cave temples predominantly dedicated to the Hindu God Shiva. They are on Elephanta Island, or Gharapuri, in Mumbai Harbour, 10 kilometres East of Mumbai in the Indian State of Maharashtra.



### 2.23 Nalanda

Nalanda was an ancient and revered Buddhist monastery known as one of the greatest centres of learning in the world from the fifth century CE to 1200 CE. It is a UNESCO World Heritage Site. This was a renowned centre of learning, in the ancient kingdom of Magadha (modern-day Bihar) in India. It rose to legendary status due to its contribution to the emergence of India as a great power around the fourth century. The site is located about 95 kilometres southeast of Patna near the city of Bihar Sharif.



### 2.24 Mahabodhi Temple

The Mahabodhi Temple or the MahabodhiMahavihar, a UNESCO World Heritage Site, is an ancient, but much rebuilt and restored, Buddhist temple in Bodh Gaya, marking the location where the Buddha is said to have attained enlightenment. Bodh Gaya is about 96 km from Patna, Bihar State, India.



### 2.25 Khajuraho

It is a UNESCO World Heritage Site located in Madhya Pradesh, is known around the world for its stunning temples adorned by erotic and sensuous carvings. It is a brilliant example of Indian architecture and its culture. Art in this town is visible in all its structures.



### 2.26 Mandu- Roopmati Pavillion

Amongst the many monuments and palaces that adorn the historical city of Mandu, Madhya Pradesh, famous for the legendary tragic love story of Prince Baz Bahadur and Roopmati is the Roopmati's Pavilion, one of the most visited tourist attractions in Mandu. Perched atop a hillock on the southern side of the Baz Bahadur Palace, Rani Roopmati Pavillion is from where the queen would view the palace of her beloved, Baz Bahadur.



### 2.27 Aihole

The Durga temple is a medieval Hindu temple located in Aihole in the State of Karnataka, India. It is part of a pending UNESCO World Heritage Site. The temple was probably built in the late 7th century by the dynasty of the Chalukyas; it is the largest of a group of over 120 temples at Aihole.



### 2.28 Pattadakal (Hubli)

Pattadakal, also called Paṭṭadakallu or Raktapura, is a complex of 7th and 8th century Hindu and Jain temples in northern Karnataka (India). Located on the west bank of the Malaprabha River in Bagalakote district, this UNESCO World Heritage Site is 23 km from Badami and about 9 miles from Aihole, both of which are historically significant centres of Chalukya monuments.



### 2.29 Sravasti (Lucknow)

Capital of ancient Kosala kingdom, Sravasti is located on the banks of Raptiriver in Uttar Pradesh. It is one of the sacred Buddhist places and popular for its association with Gautam Buddha. According to Mahabharata, legendary king Shravasta founded the city. However, Buddhists believe the city was called as Savatthi as the sage Savatthi lived in the city.



### 2.30 Leh Palace – Leh

Leh Palace is a former royal palace overlooking the town of Leh, Ladakh, in the Indian Himalayas. It was constructed circa 1600 by SenggeNamgyal. The palace was abandoned when Dogra forces took control of Ladakh in the mid-19th century and forced the royal family to move to Stok Palace.



### 2.31 Kangra Valley

Kangra Valley is situated in the Western Himalayas. Administratively, it predominantly lies in the State of



Himachal Pradesh in India. It is a popular tourist destination, with the peak season around March and April.

### 2.32 Sun Temple, Modehera

The Sun Temple is a Hindu temple dedicated to the solar deity Surya located at Modhera village of Mehsana district, Gujarat, India. It was built after 1026-27 during the reign of Bhima I of the Chaulukya dynasty. Earlier, during 1024-25, Mahmud of Ghazni had invaded Bhima's kingdom, and a force of around 20,000 soldiers had unsuccessfully tried to check his advance at Modhera. Wikipedia



### 2.33 Dholavira

Dholavira is an archaeological site of Indus Valley Civilisation at Khadirbet in Bhachau Taluka of Kutch District, in the State of Gujarat in western India, which has taken its name from a modern-day village 1 kilometer south of it. Wikipedia



### 2.34 Amer Fort

Amer Fort or Amber Fort is a fort located in Amer, Rajasthan, India. Amer is a town with an area of 4 square kilometres, located 11 kilometres from Jaipur, the capital of Rajasthan. The town of Amer and the Amber was ruled by Raja Man Singh I. Located high on a hill, it is the principal tourist attraction in Jaipur. Amer Fort is known for its artistic style elements. With its large ramparts, the fort overlooks Maota Lake.



### 2.35 Chittorgarh

Chittorgarh is a major city in Rajasthan state of western India. It lies on the Berach River, a former capital of the Sisodia Rajput dynasty of Mewar. Chittorgarh is home to the Chittor Fort, the largest fort in India and Asia. It was the site of three major sieges (1303, 1535, and 1567–1568) by Muslim invaders, and its Hindu rulers fought fiercely to maintain their independence. Chittor also has been a land of worship for Meera.



### 2.36 Kaziranga National Park

It is one of the treasures of flora and fauna. Famous for its largest population of one horned Rhino on earth, Kaziranga National Park is also listed officially, as a Tiger reserve and is home to one of the world's largest population of tigers. In 1985, it was declared a world heritage site by UNESCO.



### 2.37 Kumarakom (Kerala)

Kumarakom is a popular tourism destination located near the city of Kottayam(16 kilometres, in Kerala, India, famous for its backwater tourism. It is set in the backdrop of the Vembanad Lake, the largest lake in the State of Kerala. Kumarakom Bird Sanctuary is home to a wide variety of flora and fauna and migratory birds.



### 2.38 Colva Beach

Colvá is a coastal village in Salcete, south Goa, on the west coast of India. Colva Beach stretches for around 2.4 kilometres, part of a beach consisting of about 25 kilometres of powder white sand, lined along its shore by coconut palms and extending from Bogmalo in the north to Cabo de Rama in the south. Colvá is a famous tourist destination, visited for its beaches, budget hotels, guest houses, beach shacks, food stalls, restaurants, pubs and bars.



### 2.39 Somnath Temple

The Somnath temple located near Veraval in Saurashtra on the western coast of Gujarat, India is believed to be the first among the twelve jyotirlinga shrines of Shiva. It is an important pilgrimage spot of Gujarat. Reconstructed several times in the past after repeated destruction by several muslim invaders, the reconstruction of present temple, in the Chaulukya style of Hindu temple architecture was completed in May 1951.



### **3. THE OBJECTIVES**

#### **3.1 The objectives of this report are the following:**

- i. To suggest a replicable template for setting up of Tourist Police Wing in States and UTs. This template would specifically deals with :
  - a. Preparation of Standard Operating Procedure (SOP) to be followed by the Tourist Police in States and UTs.
  - b. Development of a training program for 'Tourist Police'.
  - c. Suggestion for the Uniform of Tourist Police.

The vision of preparing this document is to have a tourist friendly police for ensuring safe environment for tourists visiting India, and the creation of a positive image of India. The project aims at creating a replicable template for setting up 'Tourist Police Wing' in all States and UT Police administration. The template would cater to the enabling factors needed to raise and sustain a new Police Wing with required capabilities and to make it a self-sustained model within the existing structure of the police of States and UTs. The purpose is inclusive of the reform and specialization needs in police functions related to tourism that must boost Tourism.

The ensuing task would, thus, involve bridging the gap between 'expected standards of Tourist Police' and the 'take off level'. The image, a tourist carries, must inspire a prospective visitor to include India as a preferred destination. The Report has been conceived to suggest a Model Structure of the Tourist Police Wing, specialized in tourism policing. It should address the aspects of:

- i. Command and Control.
- ii. Legislative and Executive empowerment of Tourist Police.
- iii. Organization, Strength, and Charter of Duties.
- iv. Establishing Policing Functions related to Tourism.
- v. Deputation and Training of Personnel.
- vi. Detailing of Resources.
- vii. Creation of knowledge sharing platform.
- viii. Creation of abilities like cyber enablement.

To provide for the Personnel Policy Regulations, it must speak about:

- i. Rank Composition of the Tourist Police.
- ii. Gender Composition.
- iii. Training Aspects.
- iv. Uniform Regulations and Accoutrements.

- v. Desirable Qualifications.
- vi. Deputation.
- vii. Service Incentives.
- viii. Implementation Steps.

#### 4. KEY CHALLENGES FACED BY TOURISTS

Indian tourism is flourishing and there has been an increase in the footfall of tourists from all over the world. During the year 2018, the foreign tourist arrival increased to 10.56 million, as compared to 10.18 million in the year 2017, registering an annual growth rate of 5.2%. With rise in tourism, there has also been rise in crime against tourists. The National Crime Records Bureau (NCRB) has revealed that a total of 409 cases as compared to 517 cases in 2018, showing a decrease of 20.9% (Table 1) were reported in the year 2019.

##### 4.1 State wise crime distribution (source: NCRB)

Among 409 cases reported, Delhi (123) has the highest number of cases, followed by Maharashtra (48), Karnataka (46), Tamilnadu (23), Goa (21), Uttar Pradesh (21), Haryana (19) Rajasthan (16), Kerala (15) and Madhya Pradesh (13).

**Table-1 : State Wise Crime against Tourists (source: NCRB, Govt. of India)**

SL. No.	STATES/UT	2016	2017	2018	2019	% of state share to total crimes-2019
1	Andhra Pradesh	5	3	3	9	2.2
2	Arunachal Pradesh	0	0	0	0	0.0
3	Assam	0	2	7	15	3.7
4	Bihar	10	9	0	1	0.2
5	Chhattisgarh	0	1	0	0	0.0
6	Goa	22	28	34	21	5.1
7	Gujarat	2	4	3	5	1.2
8	Haryana	8	10	8	19	4.6
9	Himachal Pradesh	4	4	8	6	1.5
10	Jammu & Kashmir	0	0	0	1	0.2
11	Jharkhand	2	0	0	3	0.7
12	Karnataka	12	30	28	46	11.2
13	Kerala	15	19	10	15	3.7

14	Madhya Pradesh	2	5	6	13	3.2
15	Maharashtra	38	61	63	48	11.7
16	Manipur	0	0	0	0	0.0
17	Meghalaya	0	0	0	0	0.0
18	Mizoram	0	1	1	1	0.2
19	Nagaland	0	0	0	0	0.0
20	Odisha	1	0	0	0	0.0
21	Punjab	9	11	5	10	2.4
22	Rajasthan	25	19	21	16	3.9
23	Sikkim	0	0	0	0	0.0
24	Tamil Nadu	24	43	51	23	5.6
25	Telangana	4	5	7	2	0.5
26	Tripura	0	0	0	0	0.0
27	Uttar Pradesh	6	39	62	21	5.1
28	Uttarakhand	0	5	2	2	0.5
29	West Bengal	2	21	6	6	1.5
<b>Total State(s)</b>		<b>191</b>	<b>322</b>	<b>323</b>	<b>283</b>	<b>69.2</b>
<b>UNION TERRITORIES</b>						
30	Andaman and Nicobar	0	0	3	3	0.7
31	Chandigarh	4	1	2	0	0.0
32	D& N Haveli	0	0	0	0	0.0
33	Daman and Dui	0	0	0	0	0.0
34	Delhi UT	154	169	189	123	30.1
35	Lakshadweep	0	0	0	0	0.0
36	Puducherry	33	0	0	0	0.0
<b>Total UT(S)</b>		<b>191</b>	<b>170</b>	<b>194</b>	<b>126</b>	<b>30.8</b>
<b>TOTAL ALL INDIA</b>		<b>382</b>	<b>492</b>	<b>517</b>	<b>409</b>	<b>100.0</b>



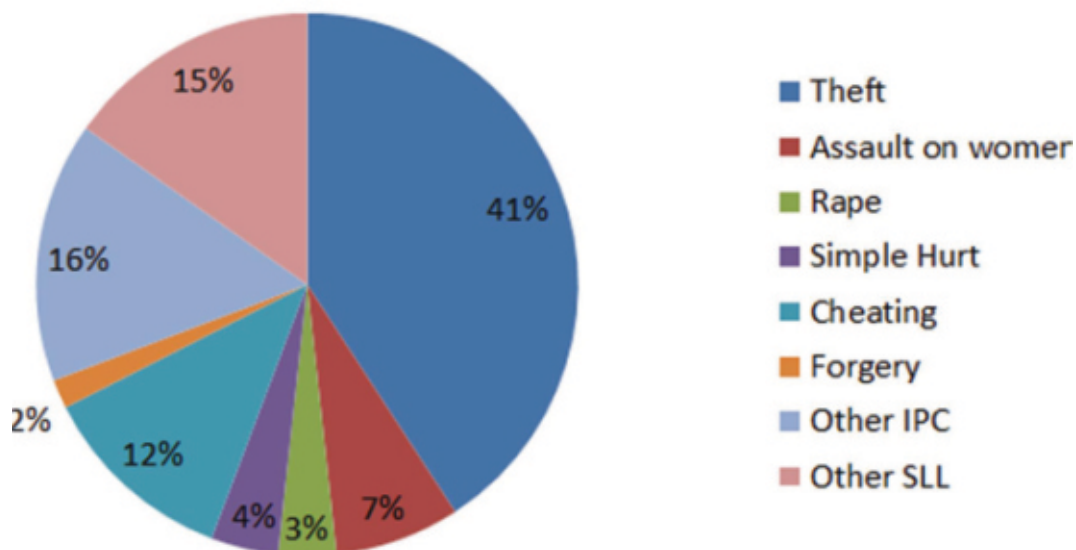
## 4.2 Types of Crime

In the year 2019, among 409 cases of crime against foreigners, maximum number of cases were reported as theft, accounting for about 41% (142 cases) followed by cheating (41cases), assault on foreign women (26 cases), simple hurt (14 cases), rape (12), and forgery (6 cases) were reported during 2019. A total of 53 cases were recorded under Special and Local Law.

**Table-2 : Types of Crime against Tourists (Crime Headwise)-2019**  
(source: NCRB, Govt. of India)

SI.No	CRIME HEADS	CASES OF CRIME AGAINST		TOTAL
		FOREIGN TOURISTS	OTHER FOREIGNERS	
1	Murder	9	4	13
2	Culpable Homicide not amounting to murder	1	0	1
3	Attempt to commit murder /Culpable Homicide	5	4	9
4	Simple Hurt	5	9	14
5	Grievous Hurt	1	1	2
6	Assault on women with intent to outrage her modesty	17	9	26
7	Kidnapping and Abduction	3	2	5
8	Human Trafficking	6	5	11
9	Rape	8	4	12
10	Theft	115	27	142
11	Extortion	1	0	1
12	Robbery	10	5	15
13	Dacoity	2	1	3
14	Cheating	28	13	41
15	Forgery	5	1	6
16	Insult to the modesty of women	1	0	1
17	Other IPC crimes	40	14	54
	<b>Total (A)</b>	<b>257</b>	<b>99</b>	<b>356S</b>
<b>LL</b>				
18	Immoral Traffic (Prevention) Act	2	13	15
19	Other SLL Crimes	11	27	38
	<b>Total (B)</b>	<b>13</b>	<b>40</b>	<b>53</b>
	<b>Total (A+B)</b>	<b>270</b>	<b>139</b>	<b>409</b>

**Crime against Foreigners (Headwise)-2019  
percentage**



## 5. COMPARATIVE ANALYSIS

The following table, gives a comparative picture of Tourist Police Stations in Delhi, Agra, Goa, Kochi and Rajasthan, on the basis of organisation, location of deployment, strength in terms of manpower, vehicles allocated, duty hours (shifts), uniform, types of items that police personnel carry, their training modules, objectives, etc.

## 6. RECOMMENDATIONS REGARDING TOURIST POLICE

### Tourist Police – A New Chapter in Police Administration

“Tourist Police” may be added as a new Chapter in the State and UT Police Administration. The *Tourist Police scheme* should be a “joint scheme” of the State Police and the Ministry of Tourism. An appropriate state mechanism may be developed for coordination, headed by the District/UT Police Chief.

The scheme may provide for manpower commitment from the State Police, State Tourist Department, and the Ministry of Tourism.

The rules of the district police of the concerned state shall be applicable to the Tourist Police. Addition of duties and the role entrusted should not alter the status quo of the Police Rules.

**Table-3 : Comparison of Tourist Police in Five states**

	<b>Delhi Police</b>	<b>Agra Police</b>	<b>Goa Police</b>	<b>Kochi Police</b>	<b>Rajasthan Tourist Assistance Force (TAF)</b>
<b>Whether Tourist Police exists</b>	Yes (On Specific locations)	Yes ( Specific locations in Agra only)	Yes (All over State)	Yes (At all important tourist destinations/spots)	Yes "Tourist Assistance Force" or "TAF"- a special group of personnel engaged, deputed or appointed under Section 17 of the Rajasthan Tourism Trade (Facilitation and Regulation) Act, 2010 (Act No. 9 of 2010);- Three cities have Tourist Police Stations viz: Udaipur, Jaipur and Jhodpur.
<b>Organisation</b>	Tourist Police Station	Tourist Police Station	A Tourist Police Unit was created in 1990. It also helps the Tourism Department in implementation of provisions of the <b>Goa Registration of Tourist Trade Act, 1982</b> , that governs tourism related activities in the state.	Tourist Police Station Tourist Police in Kochi City comprising of 1 Sub Inspector, 4 Head Constables and 20 Constables	<b>Deputy Director (TAF) heads two branches.</b> <b>1.TAF (Police personnel)</b> consisting of three levels- Sub Inspector ,Head Constable, Constable &, <b>2. TAF (Ex -Serviceman)</b> Consisting of three levels Coordinator (of supervisors), Supervisor, &TAF Personnel
<b>Locations of deployment</b>	1. IGI Airport 2. N.DRlyStn (Ajmeri Gate) 3. ND Rly Stn (PaharGanj) 4. HazaratNiz'din Rly Stn5 Raj Ghat 6. Red Fort 7. QutubMinar 8. Palika Bazar 9. Janpath 10. India Gate 11. PaharGanj (Railway Station Side) 12. Lotus Temple 13. Akshardham 14. Delhi Haat 15. Jama Masjid	Agra	Entire State	1.Mattancherry, 2. Fort Kochi, and 3. Kumbalangi	1.Jaipur, 2.Udaipur, 3. Jodhpur, 4.Jaisalmer, 5.Pushkar (Ajmer) and 6. Mt. Abu
<b>Strength</b>	1. SI – 1 2. HC/Ct-1 3. Woman HC/Ct-1 4. Driver	Insp-1 SI- 3 HC-3 CT-14 CT DVR-1 (M:F Ratio)- 50:50 Total strength 114 Police and Tourism Department personnel,)		SI- 1 SCPO- 4 CPO-15	-
<b>Vehicle</b>	15 Vehicles	Cars, Motor Cycles, Boats	-	Motor bike	-
<b>Duty Hours</b>	2x Shifts/8 Hrs- Other loc 3 x Shift /8Hrs - Airport	24 Hours (with helpline)	-	Day -Night at major tourist attractions.	

<b>Uniform</b>	-SI in Traffic uniform -Rest in <b>Khaki</b> -blue arm band (Tourist Police)	- Sky Blue	-	-Khaki half shirt and khaki pants. - Arm Band with insignia - Round emblem of Tourist Police - Black Sleeveless waistcoat - Field cap -Black shoe -Khaki socks	-
<b>Must carry These items</b>	-Eicher Map for Delhi - Literature on tourism of tourist places - Information regarding important commercial places of Delhi - Fare chart for taxi/TSR and distances - Emergency Services and telephone numbers	-	-	-	-
<b>Training Module</b>	-3 day training module under Jt CP (Ops) on soft skills, communication skills, Linkages with Delhi Tourism & India Tourism offices for tourist network information. How to curb tourist malpractices, cheats and unauthorised agents.	Training at 'Indian Institute of Travel Tourism and Travel Management', Gwalior.		Proper orientation training and regular awareness classes on behavior maintenance for attending on tourists.	
<b>Objectives</b>	1. Prevent harassment to tourists. 2.To help tourists get transport and lodging at appropriate rates 3. Safety and security against cheats and bag lifters .4. Containing crime. 5. Providing information 6.Sorting out matters in exigency	-	-	-Prevention of crime and maintenance of law and order at tourist destinations. - All cognizable crimes are reported and registered.	-

<b>Administ-ration &amp; Control</b>	Under command and supervision of Jt. CP/Traffic & Special CP/ Int & Ops	-Under SSP and DM -Whole of Agra City	*	Under local Police administration. In peak season, additional Tourist Police strength is provided.	Subject to the overall superintendence and control of the Commissioner, Dept. of Tourism, Govt of Rajasthan, the TAF works under the Deputy Director (TAF), in the State.
<b>Duties:</b>	<ol style="list-style-type: none"> <li>1. To guide tourists about the location of tourist places, distance and available transport to reach desired destinations.</li> <li>2. To help tourists in procuring tickets for museums, resorts, transport, movies and also to protect them from touts and black marketeers.</li> <li>3. To ensure that no peddlers, jewellers, shopkeepers, touts, cheats beggars, etc, harass them.</li> <li>4. To help tourists in solving their problems as also facilitating them during their stay in the city.</li> <li>5. To guide tourists about local places of Art and Culture, Emporia, Book Stalls, Banks, PCO's etc.</li> <li>6. To guide tourists on the local conditions of law and order, security, and hazards and places of medical help</li> <li>7. To guide tourists on matters relating to passport, visa, residential permit, exchange of currency and immigration issues.</li> <li>8. To help sort out matters of exigency like sickness, loss or theft of belongings, assault or involvement in criminal cases.</li> <li>9. To guide in local custom and traditions.</li> </ol>	<ol style="list-style-type: none"> <li>1. To provide security, assistance, guidance and other related help to foreign and local tourists.</li> <li>2. Record all tourist related crimes, investigate and pursue them.</li> <li>3. To maintain record of all tourist operators, guides, taxi drivers etc.</li> <li>4. To blacklist notorious people, workers and organisations.</li> </ol>	<p>Besides ensuring law and order for the visiting tourists, also helps the Tourism Department in implementation of the provisions of the <b>Goa Registration of Tourist Trade Act, 1982</b>, that governs tourism related activities in the state.</p>	<ol style="list-style-type: none"> <li>1. Clarifying their doubts on passport and visa;</li> <li>2. Registering complaints and grievances on lost passports and expired visa;</li> <li>3. Hiring taxis; booking for boating, etc.</li> <li>4. Tourists can obtain route maps and brochures of different tourist destinations in the State.</li> <li>5. Tourism Police can't directly register cases; they assist in registering the case with local police.</li> </ol>	<ol style="list-style-type: none"> <li>1. Keep watch on touts, hawkers, beggars, etc.</li> <li>2. TAF patrol the tourist areas assigned to them</li> <li>3. TAF in the State shall work under the superintendence and control of the Deputy Director (TAF) in consultation with Deputy Superintendent of Police.</li> </ol>

<b>Communi- cation</b>	Two channels are available for Radio Communication. 1. District Net of the Local Points and 2. PCR Net.	-	-	VHF Set -1 Handsets -2	-
<b>Initiatives</b>	1. Sensitisation of all Police staff in CPCR about expectation, requirement and guidance of tourists. 2. The PCR Unit is available on Facebook and Twitter for feedback. 3. Besides 15 Tourist Police locations, PCR Vans are also sensitised about tourist related duties. 4. A special drive to educate tourists on arrival at the IGI Airport. 5. Tourist related literature is collected and provided to PS. 6. Publicity to avail facility of Dial100/112 and, Emergency Helpline numbers. 7. Separate Training program for sensitisation is run at Rajender Nagar PS. 8. Basic Knowledge of spoken English to all PCR Staff is provided, in collaboration with the Times Group.			1. Within the Tourist Police station premises, there is a Police Museum that exhibits police uniforms, combat weapons and armory, arranged in chronological order (from colonial period to the present day). 2. Closed-circuit television surveillance. 3. Also focusing on homestays, hotels and guest houses. 4. A WhatsApp group named 'Guest care' was launched which had the local police officers and homestay operators enabling quick complaint registration and grievance redressal. 5. A major initiative launched by the Tourism Police is the preparation of a tourism route map marking around 250 homestay points in Mattancherry and Fort Kochi. 6. Simplified procedures and in case of loss of documents, help is rendered to contact the FRRO, for smooth travel. 7. Home stays and hotel operators are entrusted with the task of collecting the details. The C-Form should be registered by them at the FRRO.	
<b>Directions/ Dos &amp; Don'ts/ Tips for tourists available on Web</b>	-	-	Yes.	Yes.-a 25 Point on Tourist Guidance.	

## **7. RECOMMENDATIONS REGARDING TOURIST POLICE STATIONS /OUTPOSTS/ POLICE POST & CONTROL ROOM SYSTEMS**

### **7.1 Tourist Police Stations /Outposts/ Police Post**

Tourist Police Station means a place declared generally or specially by the state government to provide policing service to the tourists. An Outpost or Police Post refers to a smaller station serving the needs of a distantly located tourist destination or place of tourist importance.

This Tourist Police Station will work within the jurisdiction of the District Police headed by the Superintendent of Police for all policing purposes.

#### **TOURIST POLICE STATION:**

To make the Tourist Police Station more visible, the following specifications can be followed.

The Tourist Police Station should be a set up as per the Model Police Station design and parameters of the BPR&D, which are aesthetically designed, with appropriate size catering to the requirements of a police station. The land for the same should be provided at Tourist locations by the local administration and should be easily accessible to tourists at all times.

Tourist Police Station will be responsible for effective working and management of Tourist Police functions in order to provide best services to tourists. So far as safety and security are concerned, Tourist Police should establish meaningful relationship with the tourists, service providers and the District police.

The Tourist Police Kiosk could be a temporary, moveable setup; prefabricated, aesthetically designed as per the geographical features, having appropriate size catering to the requirements of the police and the tourists, fully furnished with basic facilities and would act as the first point of call. These would ideally be located at all the important tourist spots and be multi agency center having representation from other concerned Government Agencies and NGOs involved with tourists.

For catching the attention of the tourists, the kiosk can be designed using a combination of bright colours. The name of the Tourist Police with the concerned state government police logo should also be displayed.

The size of the kiosk may differ from one location to another, but the colour and design of the kiosk may be uniform through out the State.

Photographs of existing Tourist Police Stations and vehicles of some of the States are shown below:

**Agra Tourist Police Station**



**Agra Tourist Police car**



**Delhi Tourist Police**



**Madhya Pradesh Tourist Police Kiosk**



**Delhi Police Kiosk at IGI Airport**





## 7.2 Tourist Police Control Room Systems

- Creation of Tourist Police Wings in the states is recommended by way of executive order within the existing administrative command and control.
- Pilot projects may be conceived at selected locations of tourist importance. Reliance on the principle of 'Success begets success' would pay dividends and selecting tourist locations where Tourist Police set up is already functioning, would make the pilot a better learning model.
- Some locations may be taken up as green field projects for creation of the new set ups and to compare the practices used elsewhere, the Ministry of Home Affairs and the Ministry of Tourism, Government of India, may evaluate the pilots with active involvement of the local administration and the Police.
- Setting up of Modern Control Room System like 112 Central Control Center/Smart City Control Center/Safe City Control Rooms using existing government initiatives and resources.
- Details on Objectives, Duties, Functioning, Equipment and facilities in the Control Room are placed as **Appendix A** to the report.

## 7.3 Manning of Police Station and Police Post or Outpost

- The gender ratio of Policemen in Tourist Police is proposed at 50:50.
- The strength of Specialized Tourist Wings should be based on the requirement of the Tourist PS, taking into consideration all forms of reserves, i.e., leave reserve, training reserve, etc.
- The charter of duties for Tourist Police Personnel with accountability clause may be framed.
- Suitable Police procedures for Tourist Police functioning may be framed and adopted, maintaining uniformity across the States/ UTs.
- Executive orders for inviting willing and capable police personnel to the Tourist Police set up.
- Deployment of Police personnel can be done on deputation from various wings of the Police Department.
- The deputation term should last from 2 to 3years.
- Deployment should be done based on qualification and language proficiency as multi linguist and cross-cultural capabilities are expected to bring effectiveness in the working of Tourist Police.
- Indicative Deputation criteria, including designations, that may be considered are given below:-

### ❖ **Constables**

- Graduates may be preferred
- He/she must be 20-40 years of age.
- Every person appointed to the rank of Constable must be able to read, write and speak English apart from the vernacular language.

- Knowledge of computers desirable.
- ❖ **Head Constables**
  - Graduates may be preferred
  - He/she must be 30-40 years of age.
  - Every person appointed to the rank of Head Constable must be able to read, write and speak English apart from the vernacular language.
  - Knowledge of computers desirable.
- ❖ **Sub Inspector**
  - He/she must be 20-40 years of age
  - He/she must speak, write and read English and the vernacular language.
  - Knowledge of computers required.
- ❖ **Inspector**
  - He/she must be 40 -50 years of age
  - He/she must speak, write and read English and the vernacular language.
  - Knowledge of computers required.
- ❖ **Deputy Superintendent**
  - He/she must be 40-50 years of age
  - He/she must speak, write and read English and the vernacular language.
  - Knowledge of computers required.

N.B. – During peak Tourist season, the strength may have to be beefed up through attachments/deputations of additional manpower.

## **8. RECOMMENDATIONS REGARDING UNIFORM**

With respect to the appearance of the uniform of the Tourist Police, a balance among accessibility, authority, modernity & tradition should be achieved. The States/UTs may have their unique designs to accommodate State identities. Design of the uniform may be followed, as in the case of general police of the State. In addition, identifying features, safety and comfort play an important role in the design of the uniform. It is suggested that the field uniform which will be worn at work place by the Tourist Police all over country may be as follows:

- Trousers: Same as that of the State Police
- Shirts: Same as that of the State Police
- Cap: The colour of the cap may be different, as it is the most distinctive feature in the Police uniform.
- Shoes & socks: Same as those of the State Police
- Belt: Same as that of the State Police
- Armband: An Armband may be introduced in the uniform, so that tourists can differentiate between the General Police & the Tourist Police. The States and Union Territories may design their unique armbands.

The existing Tourist Police uniforms of the States of the Kerala, Goa, Agra, Delhi, Odisha and J&K are shown below:

**Kerala Tourist Police**



**Goa Tourist Police**



**Agra Tourist Police**



**Delhi Tourist Police**



**Odisha Tourist Police**



**J&k Tourist Police**



## **9. RECOMMENDATIONS REGARDING ROLE & RESPONSIBILITIES**

The Tourist Police personnel shall be deployed at the major tourist attractions, including monuments, entry and exit points, i.e., airport, railway stations and bus terminals, religious places, shopping areas, entertainment areas, etc., where tourists might need help.

The market areas where tourists mingle with touts, hawkers and shopkeepers are the areas identified primarily 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/Outposts.

In case of any violations found during the patrol, the same shall be communicated immediately to the Officer-in-charge of the Police Station/ Tourist Police Control Room concerned for timely and effective action against such persons.

### **9.1 The following shall come under the purview of the Tourist Police:**

#### **Prevention of crime and the maintenance of law and order at the tourist destinations:**

- (i) To ensure that no harassment is caused to the tourists by the touts, beggars and cheats.
- (ii) To help tourists at the Railway Stations, Airports, Bus Terminals, important tourist places, in getting transport and providing information about Hotels/Restaurants without any hassle.
- (iii) To ensure safety and security against cheats and bag-lifters at tourist spots.
- (iv) To provide information related to tourist places in State and other adjoining areas.
- (v) To help tourists in resolving their issues and facilitating comfortable stay.
- (vi) Also to supplement as a Patrol element and perform multiple roles like :-
  - To obtain knowledge of the people addicted to crime at tourist spots and to maintain adequate supervision over them.
  - For successful detection of crime at tourist destinations and prosecution of offenders.
  - To ensure that all cognizable crimes are reported and registered and 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 kind of services.
  - Curbing the activities of eve-teasers, touts, beggars and hawkers in the concerned area.
  - The entry of unauthorized people, beggars and hawkers 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 mis-happening.
- Providing support to the victims when they are cheated, their belongings are stolen, or whenever they fall prey to any other mischief or wrongdoing.
- Imparting information to the tourists about locations, transport systems, facilities at the destinations, legal information, information about authorized shopping centres, information regarding medical help in case of physical assault, etc.
- Every Tourist Police should show civility to all tourists and advice where they can get appropriate transport, accommodation and other services needed.
- The Tourist Police should be able to intervene in the event of pickpocketing, eve teasing, harassment or any other crime.
- The Tourist Police should also act against the tourists 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 the local police stations, special permits, security conditions at the destination, social and cultural taboos and other local information.
- Tourist Police should assist tourists while dealing with foreign exchange and guide them to do the same at authorized exchange counters and banks.
- To deal with immigration issues and liaison with Foreigners Regional Registration Offices (FRROs) at entry/exit points, as and when required
- Preventing the entrance of unlicensed tourist guides and other unauthorized agencies into the destinations and places of tourist interest.
- In case of beach destinations and aqua-based destinations, the Tourist Police should have an aquatic wing and life guards to enhance the security of the tourists.

#### **10. STANDARD OPERATING PROCEDURE (SOP) WHEN A TOURIST IN DISTRESS APPROACHES TOURIST POLICE PERSONNEL**

Police response to a needy Tourist in state of distress is the key to success of creation Tourist Police Wings. The following actions are expected of the Police personnel when called upon for assistance:

- Tourist Police must listen carefully to the complainant.
- Tourist Police must record the complaint correctly.
- Tourist Police must inform all the concerned immediately on wireless /phone to ensure timely response from other police units/departments.
- Tourist Police must accompany the person to the spot of the incident.
- Tourist Police must extend all help required for solving the crime.
- Tourist Police must extend all help like medical, rescue of the person, assistance in case of lost document and any other kind of help.

- Distress calls may be attended preferably by lady constables, if the complainant is a lady.
- Must seek to know if the complainant has fellow tourists accompanying him/her or cohabiting and inform them.
- Tourist Police must make note in his personal diary along with photo evidence, if any, and send information to all concerned through the Control Room.
- Tourist Police must note down the lessons learnt and share with the team.

## 11. RECOMMENDATIONS REGARDING TRAINING

The two most crucial aspects are the ability of police organizations to stay ahead of crime and, equally significant, gaining public trust.

On deputation to the Tourist Police, personnel should undergo training at the designated training centre as per the training modules related to Tourist policing.

A training programme of requisite duration may be organized to train and equip them with the security related requirements of the tourism industry. A model training program is given in the table below. The training programme should be structured in a holistic way by incorporating various aspects, viz, behaviour and attitude, law enforcement, inter-personal, cross-cultural, skill development and attractions and destinations of the concerned area.

The BPR&D, in collaboration with the earmarked institutes of the Ministry of Tourism, GOI, may develop detailed training curriculum for both induction and refresher training programmes, training materials, instructions material and assessment materials after a detailed Training Needs Analysis (TNA). Objective Key Performance Indicators (KPI) for the performance assessment of the deputed police personnel may also be framed. Training for the tourist police personnel may be conducted at reputed professional institutes.

An Indicative design brief of the training programme is as follows:

<b>Training Need</b>	<ul style="list-style-type: none"> <li>• To enhance the knowledge of tourism industry, in general, and needs of tourists.</li> <li>• Developing the skills to take care of tourists and provide policing services to tourists.</li> </ul>
<b>Entry Behaviour</b>	<ul style="list-style-type: none"> <li>• Deputed Tourist Police Personnel</li> <li>• <b>Duration of training</b></li> <li>• Two weeks for SI and above</li> <li>• Two weeks for Constables and Head Constables</li> <li>• <b>Language</b></li> <li>• English</li> </ul>
<b>Venue</b>	<ul style="list-style-type: none"> <li>• Police Training institutions, GOI, and State Police and Tourism Training Institutions</li> </ul>

<b>Training Objectives</b>	<ul style="list-style-type: none"> <li>• The trainees will know the needs of the tourists</li> <li>• The trainees will gain confidence to provide policing services to the tourists.</li> <li>• Guidelines/rules and regulations of the central, state, district administration will be followed by the tourists and service providers.</li> <li>• The tourists will get correct and authentic information during their visit to the destinations.</li> <li>• The tourists will feel secure during their visit to different destinations.</li> <li>• The trainees will be able to deliver quality policing services to the tourists.</li> <li>• The image of the country will be enhanced.</li> </ul>
<b>Assessment</b>	<ul style="list-style-type: none"> <li>• Formal assessment will be carried out in the form of Group Discussions and participation in the class.</li> <li>• Summative assessment will be carried out through individual exercise and problem solving.</li> <li>• Feedback mechanism will be developed and collected by the Office of the Director, Department of Tourism of the state from time to time to know the performance of the Tourist Police, in addition to assessment by the District SP/CP.</li> </ul>
<b>Model of Syllabus</b>	<ol style="list-style-type: none"> <li>1. Conceptual Framework of Tourism Industry.</li> <li>2. Concept of AtithiDevoBhava.</li> <li>3. Travel formalities.</li> <li>4. Tourism Attractions of the concerned State/area.</li> <li>5. Facilities &amp; amenities for Tourists available in the concerned State / UT.</li> <li>6. Understanding Group behavior.</li> <li>7. Communication skills &amp; personality development.</li> <li>8. Code of Conduct of Tourist Police.</li> <li>9. Handling Emergencies.</li> <li>10. Etiquettes, manners, attitude and behavior.</li> <li>11. Cross cultural awareness.</li> <li>12. Psychology of Tourists</li> <li>13. Self/Stress Management.</li> <li>14. Different schemes of India Tourism and State Tourism, like E-Visa and Swachha Bharat Abhiyan, etc.</li> </ol>

Further, during the service, every alternative year, the Tourist Police will attend refresher training programmes which will help them in their work place.

The unprecedented COVID-19 situation wherein conducting residential training programmes becomes nearly impossible, has amplified the need for trainings to be provided to the learners in a virtual environment in a specified time duration. Online Web-based or computer-based learning is easy to access anytime and anywhere.

The instructional content may include case studies, activities, assessments and scenario-based decision making to keep the learner engaged. Additionally, subject experts can create training content from real life situations and cases and convert them into the e-learning format.

## **12. RECOMMENDATIONS ON INCENTIVISATION**

Incentive programs motivate and challenge Police to achieve higher degrees of productivity. This will also translate into increased efficiency of Tourist Police.

1. Deputation allowance of at least 30% of pay is proposed in recognition of the specialization.
2. One extra increment in salary.
3. Language allowance for English proficiency @ 5% of basic pay and 10% for proficiency in each additional foreign language.
4. Rewards and recognition like a Tourist Police Medal, commendation discs on successful completion of deputation period.
5. Recognition in service records with a successful tenure counting towards better promotional prospects.

### **12.1 Technology**

1. Facilities like Helpline numbers, SoS (save our soul) can be deployed to cater to the requests for help or enquiry from tourists.
2. Looking at the status of Dial 112, Tourist Helpdesk can be made functional as Pilot within the existing Control Room.
3. There is also a need for integration of tourism with different schemes of the government and synergy among various departments and stakeholders to avoid duplication of efforts.
4. Further to build a better brand image, a dedicated website and or mobile application should be developed in all the tourist spots in the region. Tourists should also be able



to share their experiences/feedback in India on the website about travel/lodging or any incident.

5. A special handbook providing information about tourists spots may also be launched.
6. Tourist Police shall work in coordination with FRRO.
7. A guide should be made available on websites to the tourists visiting the States/UTs displaying emergency numbers, important locations such as hospitals, and police stations. The guide should also include information about the various traditions/customs followed by the ethnic people so that tourists do not hurt the sentiments of the local people.
8. A 'One Stop Information Center' may be created near the tourism spot enabling the tourists to find relevant information at one place. The 'One Stop Information Center' should include various details such as contact details of embassies, transport facilities, details of nearest hospital, etc.

## Tourist Police Control Room Systems

Within the existing set up of the Control Room of District Police, a dedicated desk to attend to the calls of the tourists may be set up. Its objectives, functioning and duties shall be the following:-

### Objectives

1. To serve Tourists and all stakeholders in Tourism domain with prompt facilitation in Police matters ensuring 24x7 access.
2. To serve as the nodal point for coordination on Tourist functions with prompt handling of emergent situations.
3. Minimize the response time of police teams to deal with emergent situations requiring immediate police intervention
4. Ensure efficient dissemination of information to tourists, Police department, and other service providers for tourism activities, disaster management departments and health services.
5. To help Tourism grow as the safe and preferred economic activity of the Tourist destination.

### Functioning

#### Important functions of the Control Room are:

1. Ensuring smooth coordination among police functionaries, Tourism officials and reaction elements like PCR Mobile vans, health workers, Disaster Management units and emergency services around Tourist destinations.
2. To ensure real time availability of Police at the place of need.
3. Ability to understand the caller's need and to mobilise the needed service.
4. Assist in prompt registering of crime against tourists.
5. To serve as repository of data on Tourism related activities and crimes against tourists.

### Duties

1. Control Room will work 24x7.
2. It shall also be in regular touch with the District Control Room and gather information and disseminate the information to concerned posts/officers.
3. It shall record all events and store them on a daily basis on a logging system.
4. It shall produce Situation Reports (SITREP) and share them in the chain of command so decided by the Police Department.

5. It shall look after the maintenance of the equipment installed for supervision of Tourist Areas like CCTVs, Telephones, Fax, Public Address Systems, Distress Signaling System, Alert mechanism, links with emergency and health services, Internet connections and radio communication.
6. It shall record Tourist data on a daily basis.
7. Co-ordinate with all sister agencies.

### **Equipment**

1. Tourist Dashboard.
2. Digital notice board for staff.
3. Digital notice board for Tourists and public.
4. V.H.F. and HF Radio consoles
5. Attendant telephone and radio console.
6. Console for official use.
7. Equipment charging room.
8. Equipment store.
9. First aid room with attendants.
10. Vehicle park with emergency PCR Van.
11. Dedicated power supply.
12. QRT Room.

### **Facilities**

1. Separate rest rooms for men and women.
2. Food junctions and Tea and coffee machines.
3. Good toilets for men and women.
4. Facilitation for disabled.
5. TV, fax and internet connections.
6. Communication tower linked with Police Hqrs and Civil /Tourism Departments.
7. Multiple Telephone Connections linked with call centers and public telephones in Tourist destinations.
8. E-mail ID at all access points on web and other printed platforms.
9. Address on digital media.

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