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## Subodh Kant Sahay takes over as tourism minister

In the recent cabinet reshuffle, Subodh Kant Sahay has been made Minister of Tourism. He replaces Kumari Selja who has been relieved of tourism portfolio. She however retains Housing and Urban Poverty Alleviation along with additional charge of Culture. Vayalar Ravi has taken over Civil Aviation from Praful Patel.



Subodh Kant Sahay



Vayalar Ravi

## IATO welcomes Rail Budget - 2011

Indian Association of Tour Operators has welcomed the Rail Budget for the year 2011-12.

Speaking about the various measures announced by Ms Mamata Banerjee for passenger convenience, Mr. Vijay Thakur said, "Fifty-six new trains, new double decker trains, increase in suburban services, rationalisation of reservation charges, further concession to senior citizens, status quo on both passenger

and freight rates, improvement of railway infrastructure, etc., are going to make a big difference in rail travels."

Mr. Thakur added that the development plans comprising "Ministry's long term plan of new lines, conversion and doubling of railway lines, setting up of railway infrastructure in Jammu and Kashmir, setting up of locomotive centre in Manipur, rail industrial packages, expediting work on freight corridors

**Fifty-six new trains, new double decker trains, increase in suburban services... are going to make a big difference in rail travels**

are some of the positive steps to take care of future requirement."

## Union Budget 2011-12 - a damper for tourism industry

IATO members expected a favourable budget for the tourism and travel industry but were disappointed with it.

According to Mr. Thakur, "None of our demands have been met and instead the travel industry has been further loaded with levy of service tax on hotels, hospitals, restaurants which were so far

**Our industry is shocked to see that this year's budget has imposed new doses of taxation on tourism sector**

exempted. The air travel will cost more with additional service tax on domestic and international travels. Already, the air travel costs more due to higher tax on Air Turbine Fuel. As a result, India as a destination will soon outprice itself and we will lose business to our

## Union Budget 2011-12...

◀ Contd. from page 1

competitive neighbouring countries.”

“Our industry is shocked to see that this year’s budget has imposed new doses of taxation on tourism sector. This is

**The air travel will cost more with additional service tax on domestic and international travels**

indeed a great setback for the industry which is just recovering from the economic downturn and aftermath of various negative events like terror attacks, swine flu and natural calamities,” said Vijay Thakur.

### Editorial Board

- Vijay Thakur
- Arjun Sharma
- Lally Mathews
- Atul Rai
- Gour Kanjilal

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## IATO meet on the budget - 2011-12

Indian Association of Tour Operators (IATO) organised its monthly meet to discuss ramifications of the



budget on the tourism and travel industry.

The association

also roped in InvestCare, a financial consultancy, to conduct financial awareness programme for IATO members.

### Budget costs travel dearly

## Tourism should get an industry status

Arjun Sharma, Sr Vice President, IATO expressing his views on the Union Budget 2011-12 said, “Introduction of service tax on hotel stay for short-term accommodation is a cause of big worry as it will make India more expensive and tourists would avoid India for other less expensive destinations. Thus, this move may prove to dampen the growth of inbound as well as domestic tourism.”

“The service tax introduced on services provided by air conditioned restaurants, holding a license to serve alcoholic beverage will further increase the cost of dining which is already expensive. Further, the increase in service tax on air travel has



Arjun Sharma, Sr Vice President, IATO

increased the cost of air tickets and will discourage air travel. In view of the above, there is little to cheer for travel industry.”

He further said that tourism has always been neglected by the Union Government and once again union budget 2011 has

done that. According to Sharma, “Tourism is one of the biggest contributors both to the GDP and employment generation. Still it fails to find favour with the government. It is high time that tourism is given a status of industry. There is a huge hidden potential in this sector which remains untapped. Right steps with focussed approach can go a long way in development of this sector.

Only silver lining which can be drawn is that approximately 48 per cent of planned expenditure is allocated towards infrastructure development which will help the growth of inbound and domestic tourism.”

## President Speaks

**W**e were keenly awaiting the Union Budget 2011-12 which was presented in the backdrop of global recession and

travel will have negative impact on the tourism industry. Our packages will now cost more and therefore, tourists may avoid India for

**Finally, we congratulate our members who have won National Awards. You have won them in recognition of the excellence you have achieved. Please keep it up. With your success, you have brought good name to IATO**

increased inflation. Nodoubt, Hon'ble Finance Minister Mr. Pranab Mukherjee has struck a fine balance between growth and inflation. Not only, that he has given strong indications that India will continue steadily on the reforms path. However, tourism and travel industry is unhappy over non-extension of fiscal benefits to tourism and hospitality sector and levying of service tax on hospitality sector and air travel. The budget proposals which include service tax of five per cent on room rates for hotels charging more than ₹ 1000/-; three per cent service tax on A/C restaurants serving alcohol, increase in service tax on air travel by ₹ 50 on domestic flights and ₹ 250/- on international flights economy class and hike of ten per cent for higher class in domestic air

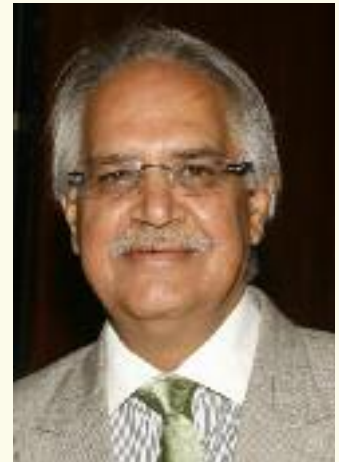
other competitive destinations. Travel and tourism industry is already overloaded with service tax, luxury tax, VAT, road tax, toll tax and tax on taxes. Our policy makers instead of giving fiscal incentives, levy taxes on tourism and travel industry at the first opportunity though tourism provides over 50 million jobs, contribute in earning foreign exchange and help in increasing GDP share. In such scenario, Indian tourism cannot progress and the industry will stagnate at 5 million plus international tourist arrivals. To achieve the goal of 10 million tourists by 2015, we need a big fiscal support. We have given representation to the Hon'ble Finance Minister and hope that various taxes on tourism are withdrawn in the interest of the industry.

IATO Day was celebrated on February 26, 2011 at Hotel Heritage Village, Manesar. We thank the members for their overwhelming response and hope that in future too, you will extend the same cooperation. United we can achieve a lot.

We will be sending you an invoice for renewing the membership for the year 2011-12 and would request you all to keep the membership updated by timely paying the required fee. Please keep us informed of any change in your address, e-mail, etc. so that we can have an updated information about our members.

We have been keeping you informed about all the major developments through our circulars and by updating our website – be it registration with Delhi Government, visa relaxations/revisions,

**However, tourism and travel industry is unhappy over non-extension of fiscal benefits to tourism and hospitality sector and levying of service tax on hospitality sector and air travel**



Vijay Thakur, President, IATO

ASI, seamless travel, entry of coaches in T-3 at Indira Gandhi International Airport and other issues. Please do write to us whenever you feel that the interest of our members are affected and we need to take action.

I trust that you find our Newsletter and training programmes quite useful. We intend to continue with both in the coming year also.

Based on the feedback received from members who attended ITB Berlin, the year 2011 looks promising businesswise. Finally, we congratulate our members who have won National Awards. You have won them in recognition of the excellence you have achieved. Please keep it up. With your success, you have brought good name to IATO.

On the occasion of BAISAKHI (New Year according to the Hindu calendar). I wish you all good luck, good health & prosperity.

# Highlights of Budget-2011 [Service Tax]

## [Amendments proposed in the Finance Bill, 2011 & other changes]

The Finance Bill 2011 has made numerous changes in the Service Tax Law, which has far reaching implication. Some of highlights are mentioned below:

1. Service Tax law has been made stringent by incorporating prosecution provisions w.e.f. enactment of the Bill, which can be enforced only with the approval of Chief Commissioner of Central Excise. However, no provision for pre arrest power has been made.
2. The search could be conducted by the Superintendent with the approval of Joint Commissioner, whereas earlier Assistant Commissioner/Deputy Commissioner was authorized to conduct the search with the approval of Commissioner.
3. Interest rate has been enhanced w.e.f. 1-4-2011 from 13% p.a. to 18% p.a. on delayed payment of service tax.
4. W.e.f. enactment of the Bill, penalty on delayed payment of service tax has been halved and maximum penalty could be 50% of the tax payable.
5. Penalty on delay in filing of Service Tax return has been enhanced from Rs.2000/- to Rs.20,000/- w.e.f. enactment of the Bill, which would effect those, who delay the payment of service by more than 30 days.
6. Penalty provisions relating to fraud, suppression etc. has been considerably proposed to be changed w.e.f. enactment of the Bill. The penalty has been fixed to 100% however, in case of transaction captured in the books of accounts, 50% of penalty shall be liable. If the same has been paid alongwith interest and penalty within 30 days, penalty of 25% shall be leviable.
7. A new sub-section 4A has been inserted w.e.f. enactment of the Bill, u/s 73 for concessional penalty of 25% or 1% p.m., where the tax is paid before issuance of Show Cause Notice, which was detected by the department while conducting the audit/verification/ investigation is being further reduced to 1% per month of the tax amount for the duration of default with an upper ceiling of 25% of the tax amount.
8. W.e.f. 01.04.2011, service tax would be payable on accrual basis instead of realization of value of taxable service.
9. The Point of Taxable Rules, 2011 has been issued w.e.f. 01.04.2011 to bring clarity about the applicability of rate of tax under different situations and service shall be deemed to have been provided on the date of service is provided or to be provided, date of invoice or date of payment which ever is earlier.
10. Provision relating to self adjustment of payment of tax has also been changed in view of the change in the payment of tax from 'cash' basis to 'accrual basis'.
11. Tax adjustment limit for excess payment has been enhanced from Rs.1 Lac to Rs.2 Lacs w.e.f. 1-4-2011.
12. Exemption provided to SEZ has been streamlined by issuing a fresh notification effective from 1-3-2011.
13. The Finance Minister has ensured to introduce a new scheme of refund to exporters in line with duty draw back and it is expected that the scheme may be announced in the next month.
14. The Cenvat Credit Rules, 2004 have also been amended by changing the definition of the Input, Input services, Exempted Goods, Exempted Services, Capital Goods and further provisions in Rule 6 have been overhauled and provisions of Rules 6(5) has been omitted. Most of these changes will come from 01.04.2011.
15. The Service Tax has been levied on two new services w.e.f. date to be notified:
  - a). Services provided by air-conditioned restaurants having a license to serve alcoholic beverages in relation to serving of food and/or beverages. However it has been announced that an abatement of 70% will be given when such services will be notified. Therefore, effectively service tax shall be leviable on 30% of such value.
  - b). Short-term accommodation provided by a hotel, inn, guesthouse, club or camp-sites, or any other similar establishment for a continuous period of less than three months. However it has been announced that an abatement of 50% will be given when such services will be notified. Therefore, effectively service tax shall be leviable on 50% of such value
16. Scope of existing taxable services has been altered or expanded w.e.f. date to be notified. Some of them are mentioned below:
  - a) The scope of the 'Club or Association Service' is being expanded to include services provided to non-members within its ambit.
  - b) The scope of 'Authorized Service Station Service' is being expanded to:
    - (i) include services provided by any person;
    - (ii) cover all motor vehicles

- other than those meant for goods carriage and three-wheeler scooter auto-rickshaws; and
- (iii) also cover the services of decoration and similar services in respect of vehicles along with the services already covered.
- c) The definition of 'Business support services' is being amended to include the services provided by way of operational or administrative assistance in any manner.
- d) The scope of Legal consultancy services is being expanded by bringing within its ambit the:
- (i) Service provided by a business entity to individuals in relation to advice, consultancy or assistance in any branch of law, in any manner;
- (ii) Representational service provided by any person to any business entity (representational services, provided to individuals will continue to be exempt); and
- (iii) Service of 'arbitration' provided by an arbitral tribunal to any business entity. However, services provided by individual to individual of any kind shall not be taxable.
- e) In the Commercial Training or Coaching service, the definition of "Commercial training or coaching centre" is being amended to bring all unrecognized courses within the tax net, irrespective of the fact that such courses are conducted by an institute which also conducts courses which may lead to grant of a recognised degree or diploma.
- f) The scope of Health services is being expanded by including:
- a) All services, including diagnostic services, provided, by a centrally air-conditioned (wholly or partially) clinical establishment having more than 25 beds for in-patient treatment during any part of the year;
- b) Diagnostic services being provided by a clinical establishment with the aid of laboratory or other medical equipment; and
- c) Services provided by a doctor, not being an employee of a clinical establishment, from the premises of such establishment. However, it has been announced that 50% of abatement shall be granted.
17. In case of Air Travel Services, Service Tax has been levied for the domestic traveler other than economic class w.e.f. 01.04.2011 at the standard rate i.e. 10% of taxable value. However, economy class journey in Domestic Sector tax has been enhanced from Rs.100/- to Rs.150/- and for international journey in economy class, it has been enhanced from Rs.500/- to Rs.750/- per journey.
18. Retrospective exemption has been granted w.e.f. 01.04.2000 to 06.07.2009 for point to point travel in contract carriage or tourist travel.
19. Special exemption from the service tax has been granted by specifying that no service tax shall be levied or collected in respect of membership fees collected by the associations for the period from 16-06-2005 to 31-03-2008.
20. W.e.f. 1-4-2011, exemption has been granted for the transportation of goods by road, rail or by air when origin and destination are outside India, if payment is made by a person within India. This exemption has created a doubt whether service tax law has extra territorial operation.
21. Business exhibition held outside India has been exempted from the levy of service tax w.e.f. 1-3-2011. This exemption has also created a doubt whether service tax law has extra territorial operation.
22. In case of prepaid cards/recharge coupons, telecom companies are liable to pay service tax on the value of taxable services, which has been paid by the consumer, not on the value which is charged by the telegraph authority. For this purpose, provision of service tax rules has been suitably amended w.e.f. 1-3-2011.

#### CUSTOM

23. In the custom, first time provisions of 'Self Assessment' have been introduced for easy clearance and logistic cost.

#### EXCISE

24. In excise, the branded garments has been liable to 10% duty, however, the manufacturer can pay duty at one place for their entire job worker.
25. Concessional rate of duty has been enhanced from 4% to 5% for the merit goods.
26. 130 Items has been brought under the Excise Duty at the rate of 1% without CENVAT facility.
27. Adjudication of show cause notice has been made time bound from 6 months to 1 years and penalty provisions has been re-drafted to make it more lucid and penalty shall be 50% if paid within 30 days.

Extract from 21st Edition of *Service Tax Book* by J.K. Mittal, Advocate – Supreme Court & Delhi High Court, Chairman – Indirect Tax Committee, PHD Chamber of Commerce and Industry, New Delhi.

For a copy of the book, please contact: **CCH, Wolters Kluwer (India) Pvt. Ltd.**

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## Budget costs travel dearly

# IATO knocks the doors of Finance Ministry

In a strategic move to protect the interest of its members against the adverse effects of budget - 2011-12 on tourism and travel, the Indian Association of Tour Operators

and instead the travel industry has been further loaded with more taxes on hotels, hospitals, restaurants, etc," said Vijay Thakur, President, IATO. "Our preliminary pro-

jections suggest that in addition to long term loss of reputation as an inexpensive destination, our members will lose up to five per cent of business. We will also take a hit on our earlier commitments with our overseas counterparts. We under the leadership of the additional secretary, ministry of tourism will meet Finance Minister to push our demands," he added.

In fact, during their monthly meet organised on March 5, IATO members condemned the imposition of higher taxes. They all brainstormed on the best possible strategy to take on the ramifications of the budgetary announcements, while the core team strives for



Vijay Thakur, President, IATO

**We under the leadership of the additional secretary, ministry of tourism will meet Finance Minister to push for our demands**

(IATO) has decided to impress on the Ministry of Finance for relief. "None of our demands have been met

complete or partial relief from the adverse promises of the budget.

## IATO luncheon meet

IATO's monthly luncheon meeting was held on February 5, at the newly commissioned 5 star Hotel Wyndham in Dwarka. Mr. Vijay Thakur, President of IATO while thanking members for their overwhelming presence, updated them

about the major issues IATO has taken up with the concerned authorities. The luncheon Meet specially took up the issue of entry of tourists coaches in T-3 at Indira Gandhi International Airport and the revised terms and conditions DIAL has

offered to IATO. Based on the suggestions given by the members, a fresh letter has been sent to DIAL with a request that till



a common consensus is reached, no entry charges may be levied on the tourist coaches. A reply is awaited.

Wyndham Hotel sponsored the lunch meet and the hotel authorities took the members around the hotel to

acquaint them with the various facilities it offers. Located in Dwarka, the hotel is very near to International T-3 terminal. Being strategically placed, the hotel is trying to reach business clients with the help of travel trade partners.



## Travel and Tourism News

### Ishq-E-Dilli

Ishq-e-Dilli, a *Son-et-lumiere* (sound and light) show has been put up at Purana Quila. Conceived, financed and produced by the Ministry of Tourism, Ishq-e-Dilli depicts the spirit of Delhi – the formation and resurrection of the city with its phoenix-like character through a lively narration of the ten cities of Delhi. The narration begins with the reign of Prithviraj Chauhan - the eleventh century ruler to the present day which include formation of the NCR and arrival of the Metro.

The narration also traces the city's connection with the epic of Mahabharata and the city of Indraprastha. The show uses cutting edge projection and laser technology similar to that being used in the Light of Liberty, Pennsylvania, US and the Edfu Show at Pyramids of Gaza, Egypt.

Entry is through tickets priced at Rs 80 for adults and Rs 40 for kids (3/12 years)/Students/Differently abled/Senior citizens (60 years and above). Show timings are 06:00 – 07:00 for the Hindi show and 07:30 – 8:30 pm for the English show. There will be no show on Sunday.

### Etihad to fly daily on Abu Dhabi-Bengaluru route

Abu Dhabi-based Etihad Airways has announced that it will increase its flights to Bengaluru to daily service from the present four flights per week beginning this summer schedule from March 25, 2011. This comes just two months after Etihad commenced services to Karnataka's capital city, its eighth destination in India, January this year.

### SpiceJet to link tier-II cities from July

The airline will induct 5 Bombardier Q400 turboprop aircraft this year, and also has plans to add two new international destinations to its network.

With tier-II cities fast becoming the new growth centers for aviation in the country, budget carrier SpiceJet is now readying to start services to smaller cities from July this year. The airline will also receive 5 of the 15 Bombardier Q400 turboprop aircraft to commence flights to these destinations.

### Nonstop to US

From October 31, 2010, Air India has started non-stop flights to India from its four North American gateways. The service includes daily flights from New York's JFK, Chicago's O'Hare, and Toronto airports to Delhi; and daily flights from Newark to Mumbai. Flights from JFK to Delhi are continued to Mumbai, Chicago-Delhi flights to Hyderabad and Toronto-Delhi flights to Amritsar. The non-stop flights from Newark to Mumbai are continued to Ahmedabad. Passengers are able to clear customs and immigration at their final destination.

### Web bookings from Air India

National carrier Air India has announced a short-term promotion scheme in which every 100th passenger booking a domestic journey on IC coded flights through its website will win one ticket with two coupons for economy class travel. The scheme can be availed of from January 9 to April 30, 2011 by logging on [www.airindia.in](http://www.airindia.in). Winners will be communicated individually as well as a list of the winners will be put up on the Air India website next day by 1200 hrs. Under the scheme, bookings made in the lowest refundable Economy class and above will be eligible for participation and as soon as the 100th online booking transaction is completed; a pop-up will appear on the booking window informing the passenger that he is the lucky winner.

### IndiGo flights from Thiruvananthapuram

IndiGo, the leading low cost carrier, has launched new flights from Thiruvananthapuram to Delhi, Kochi, Chennai and Hyderabad. The new non-stop flights between Delhi-Kochi, Kochi-Thiruvananthapuram, Chennai-Kochi and Chennai-Trivandrum sectors, further consolidates IndiGo's position as the fastest growing airline in India. In another initiative, IndiGo has launched a **Good Karma** campaign in partnership with an NGO – Save the Children.

Through this initiative, the airline extends its support to economically poor children to meet their basic requirement of good education, food and health.

## Travel and Tourism News

### Mumbai-Abu Dhabi on Air India

From November 1, Air India has started operating daily direct Mumbai- Abu Dhabi flight as part of the airlines' service expansion plans between the two cities.

The frequency increase from five flights per week to a daily flight is in response to the growing demand of the market for more flights to and from the Indian sub-continent. The flight departs from Abu Dhabi at 02:40 a.m, local time, and arrives in Mumbai at 6:55 a.m local time.

### Bharat Tirth trains

In a bid to promote tourism and to emphasise 'Unity in Diversity', the Indian Railways has launched 16 different circuits of 'Bharat Tirth' touching all major pilgrimage destinations across the country.

The aim of Indian Railways in running 'Bharat Tirth' trains is to provide a comfortable, and affordable journey as well as memorable experience to travellers of different segments. The trains will connect popular tourist sites in different parts of the country- from the Himalayas to Kanyakumari, from Dwarka to Puri from Ajmer Sharif to Gangasagar and from Madurai to Patna Sahib

## OBITUARY

### Narinder Sibbal passes away

IATO deeply regrets to inform the members of the death of Mr. Narinder Sibbal. He passed away on April 21, 2011 in Dehradun.

Mr. Sibbal was one of the founder members of the Association. He took active interest in all the activities during the formative stages of the IATO. His contribution will always be remembered. The entire fraternity of IATO mourns the sad demise of Mr. Sibbal. The President and the Executive Committee on behalf of all its members express the deep sense of sorrow and convey heartfelt condolences to the members of the bereaved family.

## IATO Members participate in ITB Berlin

IATO members in large number participated in the world's biggest travel & tourism show - ITB Berlin held from March 9-13, 2011. They exhibited their products and services from a especially designed India Pavilion which can be described as 'Riot of Colours'.

The annual event provid-



ed an opportunity to our members to showcase their products and services. ITB provides to the exhibitors an unparalleled marketing opportunity and connects

them directly with largest gathering of prospective buyers and members of the travel industry.

IATO has been playing a proactive role

in promoting India in European Market. IATO 'Breakfast Meeting' attended by 27 German Tour Operators was a great success. The German

tour operators evinced great interest in what India has to offer. "Mr. Javed, Regional Director, India Tourism Office, Frankfurt helped our members in the selection of Tour Operators for the meet," said Mr. Rajesh Mudgill Hony. Secretary, IATO, who coordinated the event. **Breakfast Meeting** provided an excellent opportunity to our members for networking with the German counterparts.

## List of National Tourism Award Winners 2009-2010

### Travel Agents/ Inbound Tour Operator

#### Category- I

1st: Kuoni Travel India Pvt. Ltd., Gurgaon  
2nd: Le Passage to India, New Delhi  
3rd: Thomas Cook (India) Ltd., Mumbai

#### Category-III

1st: Tushita Travels Pvt. Ltd., New Delhi  
2nd: Abercrombie and Kent India Pvt. Ltd., New Delhi  
3rd: Orient Express Pvt. Ltd., New Delhi

#### Category IV

1st: Holidays to Treasure India Tours Pvt. Ltd., Gurgaon  
2nd: Travel Inn (India) Pvt. Ltd., New Delhi  
3rd: Indian Legends Holidays Pvt. Ltd., New Delhi

#### Category V

1st: South Tourism, Trichy  
2nd: India Safari and Tours Pvt. Ltd., New Delhi  
3rd: Vasco Travel Pvt. Ltd., Noida

#### Category VI

1st: Ancient India Travels Pvt. Ltd., New Delhi  
2nd: Worldview Tours Pvt. Ltd., New Delhi  
3rd: The Travel Planners, Thiruvananthapuram

### Tourist Transport Operator

#### Category I

1st: Ajay Travels Pvt. Ltd., New Delhi  
2nd: Bakshi Transport Service Pvt. Ltd., New Delhi  
3rd: Parveen Travels Pvt. Ltd., Chennai

#### Category II

1st: Rajindera Bus Service Pvt. Ltd., New Delhi  
2nd: Alwar Tourist Transport Service, New Delhi  
3rd: Heat Travels and Tours India Pvt. Ltd., Siliguri

### Domestic Tour Operator

1st: Panicker's Travel (India) Pvt. Ltd., New Delhi  
2nd: Choudhary Yatra Co Pvt. Ltd., Nashik  
3rd: Rao Travels (Regd), New Delhi

### Adventure Tour Operator

Rimo Expedition, Gurgaon

### MICE Operator

Alpcord Network, (Travel and Conferences Management Company), New Delhi

### Most Innovative Tour Operator

Adventure World (India) Pvt. Ltd., New Delhi

### Best Eco-friendly practices by a Tour Operator

Andhra Pradesh Tourism Development Corporation

### Tour Operator promoting Niche Segments other than Adventure and MICE

Medi Connect India- A unit of Indian Holiday, New Delhi

### Best Hotel

#### Five Star Deluxe

Jai Mahal Palace, Jaipur

#### Five Star

The Gateway Hotel Pasumalai, Madurai

#### Four Star

Vivanta by Taj, Kumarakom

#### Three Star

Brunton Boatyard-Kochi

#### Two Star

Resorte Marinha Dourada, Goa

### Best Heritage Hotel

#### Basic

Samode Haveli, Jaipur

#### Classic

Coconut Lagoon, Kumarakom, Kottayam

#### Grand

The Lalit Grand Palace, Srinagar

### Best Eco-Friendly Hotel

ITC Grand Central, Mumbai

### Hotel Providing Best Facilities for the Differently Aabled Guests

The Lalit, New Delhi

### Best Incredible India Bed and Breakfast Establishment

#### Gold

Marv Home, Nagpur

### Best Convention Centre

Lulu International Convention Centre, Thrissur  
The Ashok, New Delhi

### Best State

#### Rest of India

1st: Madhya Pradesh  
2nd: Andhra Pradesh  
3rd: Kerala and Rajasthan

### Best Tourism Promotion Publicity Material (States and UT) - Joint Winner

Karnataka Tourism  
Rajasthan Tourism

### Best Tourism Film

"Karnataka", Karnataka Tourism

### Most Innovative Use of Information Technology

[www.tajmahal.gov.in](http://www.tajmahal.gov.in) Directorate General of Tourism, Government of Uttar Pradesh

### Best maintained and Disabled Friendly Monument

Red Fort Complex, Delhi, ASI Delhi Circle

### Best Airport

Rajiv Gandhi International Airport, Hyderabad

### Best Responsible Tourism Project

Orange County Resort, Kabini, Karnataka

### Best Rural Tourism Project

Bhootgarh Rural Tourism Project, Punjab

## Foreign Tourist Arrivals (FTAs) and Foreign Exchange (FEE) from Tourism in India during March 2011 and comparative figures of 2010 and 2009

| Foreign Tourist Arrivals (Nos.)             |   |                |                |                   |              |
|---|---|----------------|----------------|-------------------|--------------|
| Month                                       | Foreign Tourist Arrivals (Nos.)             |                |                | Percentage Change |              |
|   | 2009  | 2010@          | 2011@          | 2010/09           | 2011/10      |
| January                                     | 481308                                      | 490868         | 538482         | 2.0%              | 9.7%         |
| February                                    | 489787                                      | 600796         | 691516         | 22.7%             | 15.1%        |
| March                                       | 442062                                      | 471781         | 506693         | 6.7%              | 7.4%         |
| <b>Total</b>                                | <b>1413157</b>                              | <b>1563445</b> | <b>1736691</b> | <b>10.6%</b>      | <b>11.1%</b> |
| Foreign Exchange Earnings (in Rs. Crore)    |   |                |                |                   |              |
| Month                                       | Foreign Exchange Earnings (in Rs. Crore)    |                |                | Percentage Change |              |
|   | 2009#                                       | 2010#          | 2011#          | 2010/09           | 2011/10      |
| January                                     | 4598  | 5593           | 5777           | 21.6%             | 3.3%         |
| February                                    | 4547  | 6646           | 7653           | 46.2%             | 15.2%        |
| March                                       | 4437  | 5507           | 5522           | 24.1%             | 0.3%         |
| <b>Total</b>                                | <b>13582</b>                                | <b>17746</b>   | <b>18952</b>   | <b>30.7%</b>      | <b>6.8%</b>  |
| Foreign Exchange Earnings (in US\$ million) |   |                |                |                   |              |
| Month                                       | Foreign Exchange Earnings (in US\$ million) |                |                | Percentage Change |              |
|   | 2009#                                       | 2010#          | 2011#          | 2010/09           | 2011/10      |
| January                                     | 941   | 1215           | 1273           | 29.1%             | 4.8%         |
| February                                    | 923   | 1434           | 1684           | 55.4%             | 17.4%        |
| March                                       | 867   | 1209           | 1227           | 39.4%             | 1.5%         |
| <b>Total</b>                                | <b>2731</b>                                 | <b>3858</b>    | <b>4184</b>    | <b>41.3%</b>      | <b>8.4%</b>  |

@ Provisional Estimates # Advance Estimates

# IATO Annual Day celebration

Indian Association of Tour Operators celebrated its annual day on February 26 at the Heritage Village Resort & Spa Manesar in a grand manner. Members in large number with their families attended the celebration and participated enthusiastically in its all programmes making the event a great success. The day long celebration included a picnic, and activities like games, song & dance competition followed by lucky draw.





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