5th SEM BTTM-Bachelor of Travel and Tourism Management

UNIVERSITY OF CALICUT

TRAVEL MANAGEMENT
2017 ADMISSION

Prepared by

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SYLLABUS

TTM5B07 -TRAVEL MANAGEMENT

Lecture Hours per week: 5   Credits : 4

Objective: To familiarise travel modes and documents

Module I

Development of tourism transport – means of transport – tourist transportation system – upmarket and low market travellers – various modes – role of transportation in tourism – major entry points in India – history of transportation – air transportation, public transportation system – coaches, automobile ferries, cruises, types of cruises, major cruise routes, railway, major rail systems in the world, special tourist trains, place on wheels, Royal orient, golden chariot, houseboats, role of railways in Indian tourism, car rentals, major car rental companies, interstate road transportation in India, major roads in India, transportation laws and regulation, referring, Railway time tables.

Module II

Travel organization – aims, objectives, functions and activities of IATA, UFTAA, PATA, FIATA, IATO, UNWTO, ICPB, IRCTC.

Module III

Foreign – exchange – Forex earnings in tourism, exchange facilities in tourism, exchange rate System, fluctuation in exchange rates, reasons, impact of fluctuations on tourism, role of RBI, Introduction of FEMA, E-payment system, Credit Card, Debit Card, UATP, types of credit cards.

Module IV

Travel formalities, passport, types, visa, types, health related documents required, travel documents required for a tourist to visit India and north eastern states – emigration requirements, ECNR, documents required to get passport in India – TIM, types of information in TIM.

Module V

CRS/GDS: Evolution, growth, types of major GDSs, Amadeus, Galileo, SABRE, Abucus, World Span (History and Operations) (Students may be familiarized to operate one or two GDS packages)

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TRANSPORTATION: MEANING

- Transport or transportation is the movement of humans, animals and goods from one location to another.

- In other words, the action of transport is defined as particular movements of a thing from a point A to a Point B. Modes of transport include air, land (rail and road), water, cable, pipeline and space.

- Transport is important because it enables trade between people, which is essential for the development of civilizations.

- Transport infrastructure consists of the fixed installations, including roads, railways, airways, waterways, canals and pipelines and terminals such as airports, railway stations, bus stations, warehouses, trucking terminals, refueling depots (including fueling docks and fuel stations) and seaports.

- Terminals may be used both for interchange of passengers and cargo and for maintenance.

- Transport plays an important part in economic growth and globalization, but most types cause air pollution and use large amounts of land.

- While it is heavily subsidized by governments, good planning of transport is essential to make traffic flow and restrain urban sprawl.

- MODES OF TRANSPORT

- Mode of transport is a term used to distinguish between different ways of transportation or transporting people or goods. The different modes of transport are as follows.

I. Land based

II. Air based

III. Water based

IV. Other Modes

I. **LAND BASED**: It covers all land-based transportation systems that provide for the movement of people, goods and services.

- The main land based transport systems are;

a. Animal-powered; Animal-powered transport is the use of working animals for the transport of people and/or goods.

b. Human powered transport, a form of sustainable transportation, is the transport of people and/or goods using human muscle-power, in the form of walking, running and swimming.

c. Rail transport: It is a means of transportation of passengers and goods by way of wheeled vehicles running on rail track, known as a railway or railroad.

d. Road Transport: A road is an identifiable route of travel, usually surfaced with gravel, asphalt or concrete and supporting land passage by foot or by a number of vehicles.

II. **AIR BASED:** The movement of passengers and cargo by aircraft such as airplanes, helicopters, hot air balloons, blimps, gliders, hang glider, parachuting, airplanes, jet aircraft etc...

III. **WATER BASED :** Water transport is the process of transport that a watercraft, such as a barge, boat, ship or sailboat, makes over a body of water, such as a sea, ocean, lake, canal or river**.**

IV. **Other Modes:**
- Micro mobility- is the collective name for small electric powered vehicles.
- Pipeline transport; It sends goods through a pipe, most commonly liquid and gases are sent.
- Cable car
- Drone

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Railway transportation

Advantages	Disadvantages
• Long distance goods transfer is cheap. • Carrying capacity is high. • Ability to view scenery • Personal comfort and AC Classes	• Unfit for hilly regions • Dining facilities not always available.

Road transportation

Advantages	Disadvantages
• Door to door service. • Supplement to other modes of transport. • Flexible. • Economical.	• Limited carrying capacity. • Comfort depending on condition of road. • Slow speed.

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Air transportation

Advantages	Disadvantages
• Direct route • High speed • Quicker service • Smiling service • Social and political significance	• High cost • Accident • Unsuitable for bulk cargo • Issue among countries

Water transportation

ADVANTAGES	DISADVANTAGES
• Economical. • Carrying capacity is high. • Develop international costal trade.	• Slow speed. • Depend on whether condition. • Threat from pirates

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HISTORY OF TRANSPORTATION

- The history of transportation begins from the human era and continued to change over a period.
- The first means of transportation was the human foot.
- People used to walk large distances to reach places.
- The domestication of animals introduced a new way to lay the burden of transport, humans riding animals for greater speed and duration.
- The first improvement made to this kind of transportation was adapting to different surfaces.
- For example, people living in areas with snow and ice wore spike-like attachments so that they didn't slip on the ground.
- People knew that trees and logs float on water and so they dug out the middle portion of logs to form a kind of seating. This helped people use water bodies as a means of transport.
- Water transport, including rowed and sailed vessels, was the only efficient way to transport large quantities or over large distances prior to the Industrial Revolution.
- Around 3500 BC, the first wheeled vehicles were used. As a means of transporting small loads, wheels were attached to carts and chariots. Around the same time constituting to transportation history, people developed simple logs into controllable riverboats with oars to direct the vehicle.
- From here, people went on to tame animals like horses as a means of transportation. Domesticating animals to use them as a means of transporting people and small goods then started following a trend.

Change in transportation history with the discovery of wheel:

- Transportation history took a drastic change with the introduction of wheels. Because of the discovery of the wheel and axle, other smaller devices like wheelbarrows came into use.
- Existing means of transportation were continuously improved thereafter.

- For example, the use of iron horseshoes became a common practice. Clubbing different modes of transportation was then a possibility.

- For example, horse-drawn vehicles (carts or carriages).

- From here, the progress related to transportation started gaining large momentum. Submarines came into existence around 1620 and in the 1660s properly functioning modes of public transportation were available.

- Carriages, steamboats, cycles and even hot air balloons became functioning vehicles, which were used on a large scale.

- Many early civilizations, including those in Mesopotamia and the Indus Valley, constructed paved roads.

- In classical antiquity, the Persian and Roman empires built stone-paved roads to allow armies to travel quickly.

- The medieval Caliphate later built tar-paved roads.

- The first watercraft was canoes cut out from tree trunks. Early water transport was accomplished with ships that either was rowed or used the wind for propulsion, or a combination of the two.

- The importance of water has led to most cities that grew up as sites for trading being located on rivers or on the seashore, often at the intersection of two bodies of water.

- The Industrial Revolution in the 19th century saw a number of inventions fundamentally change transport.

- The invention of the steam engine, closely followed by its application in rail transport, made land transport independent of human or animal muscles.

- Both speed and capacity increased rapidly, allowing specialization through manufacturing being located independently of natural resources.

- The first commercially successful engine that could transmit continuous power to a machine was developed in 1712 by Thomas Newcomen.

- James Watt made a critical improvement by in 1776.

- He realized that contemporary engine designs wasted a great deal of energy by repeatedly cooling and reheating the cylinder.

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- Watt introduced a design enhancement, the separate condenser, which avoided this waste of energy and radically improved the power, efficiency, and cost-effectiveness of steam engines.

- The 19th century also saw the development of the steam ship, which speed up global transport.

- The first iron steamship to go to sea was the Aaron Manby, built in 1821 by Aaron Manby at the Horseley Ironworks, and became the first iron-built vessel to put to sea when she crossed the English Channel in 1822, arriving in Paris on 22 June.

- She carried passengers and freight to Paris in 1822.

- SS Savannah was an American hybrid sailing ship/sidewheel steamer built in 1818. She is notable for being the first steamship to cross the Atlantic Ocean,

- With the development of the combustion engine and the automobile around 1900, road transport became more competitive again, and mechanical private transport originated.

- The first "modern" highways were constructed during the 19th century with macadam. Later, tarmac and concrete became the dominant paving materials

- In 1903 the Wright brothers demonstrated the first successful controllable airplane, and after World War I (1914–1918) aircraft became a fast way to transport people and express goods over long distances.

- After World War II (1939–1945), the automobile and airlines took higher shares of transport, reducing rail and water to freight and short-haul passenger services.

- Scientific spaceflight began in the 1950s, with rapid growth until the 1970s.

- On Oct. 4, 1957, the Soviets launched the first artificial satellite, Sputnik 1, into space. Four years later on April 12, 1961, Russian Lt. Yuri Gagarin became the first human to orbit Earth in Vostok 1.

- International air travel became much more accessible in the 1960s with the commercialization of the jet engine.

- After the introduction of the Shinkansen in Japan in 1964, high-speed rail in Asia and Europe started attracting passengers on long-haul routes away from the airlines.

- In 2013 Elon Musk developed a new transportation method Hyperloop Transportation o develop a transportation system based on the Hyperloop concept.

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- Hyper loop Transportation Technologies are in process to sign a Letter of Intent with the Indian Government for a proposed route between Chennai and Bangalore. If things go as planned, the distance of 345 km could be covered in 30 minutes.

ENTRY POINTS TO INDIA

- **Airports;**
- The major points of entry are Bangalore, Mumbai, Delhi, Kolkata, Hyderabad and Chennai
- There are many nonstop, direct and connecting choices to these cities from Europe, North America, Middle East, Africa and Australia.
- For secondary points of entry to India, consider Goa, Kolkata or the Malabar coast. There are many connections to the Malabar coast region to cities like Kochi, Kozhikode and Thiruvananthapuram from the Middle East. Most of the major Middle Eastern carriers offer one-stop connections to the coast from their Gulf hubs.
- **Harbour;**
- India has several international ports on its peninsula. Kochi, Mumbai, Goa and Chennai are the main ones handling passenger traffic, while the rest mainly handle cargo.
- However, due to the profusion of cheap flights, there no longer appear to be any scheduled ferry services from India to the Middle East.
- The southern island of Minicoy in Lakshadweep islands is now a permitted entry point.
- **Train**
- There are two links from Pakistan.
- The Samjhauta Express runs from Lahore to Attari near Amritsar in Punjab.
- The Thar Express, restarted in February 2006 after 40 years out of service, runs from Munabao in the Indian state of Rajasthan to Khokrapar in Pakistan's Sindh province.
- However, this crossing is not open to foreign tourists.
- Train services from Bangladesh were suspended for 42 years, but the Moitree Express started running again between Dhaka to Kolkata in April 2008.
- From Nepal, trains run between Khajuri in Dhanusa district of Nepal and Jaynagar in Bihar, operated by Nepal Railways.

- **Road**

- From Nepal buses cross the border daily, usually with connections to New Delhi, Lucknow, Patna and Varanasi. It took approximately 20 h 29 min

- The Royal Bhutanese Government runs a service to/from Phuentsholing.

- These buses depart from Kolkata's Esplanade bus station at 7PM on Tuesday, Thursday and Saturday and from the Phuentsholing Bhutan Post office at 3PM on Monday, Wednesday and Friday.

- Entering from Myanmar is apparently possible at Moreh/Tamu

- From Pakistan, the only land crossing is from Lahore to Amritsar via the Attari/Wagah border crossing.

- From Bangladesh, there are a number of land entry points to India. The most common way is the regular air-conditioned and comfortable bus services from Dhaka to Kolkata via Haridaspur (India)/Benapole (Bangladesh) border post.

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MOTOR COACH

- A large multi-seat bus that is comfortable and well powered and is used for transporting tourists and their luggage over long distances, as opposed to scheduled transportation for individual passengers.

- **A motor coach may be include facilities like;**

- Comfortable seats that may include a folding table, armrests, and recliner, Comfort is considered to be an important feature in coaches.

- Luggage racks above the seats where passengers can access their carry-on baggage during the journey

- Baggage holds, accessed from outside the vehicle, often under the main floor or at the rear, where passengers' luggage can be stowed away from the seating area

- Passenger service units, mounted overhead, on which personal reading lights and air conditioning ducts can be controlled and used by individual passengers with little disturbance to other passengers

- On-board rest rooms fitted with chemical toilets, hand basins and hand sanitizer.

- On some coaches, on-board entertainment including movies may be shown to passengers

- On-board refreshment service or vending machines

- Wheelchair accommodation, possibly including a wheelchair lift for access

- Curtains, useful on overnight services

- Onboard Wi-Fi access

- Onboard AC power

  - **Types of Motor coach;**
  - Charter Bus or Motor Coach-36 to 61 passengers
  - Mini bus-10 to 40 passengers
  - Executive coach- 12 to 40 passengers
  - Party bus- 5 to 20 passengers
  - Entertainer coach- 1 to 8 passengers
  - Trolley – 10 to 30 passengers
  - Double ducker bus- 51 to 80 passengers
  - Van- 8 to 22 passengers
  - Limousine – 2 to 12 passengers
  - Black car- 1 to 3 passengers
  - Sport utility vehicle (SUV)- 1 to 7 passengers

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FERRY

- A ferry is a merchant vessel used to carry passengers, and sometimes vehicles and cargo, across a body of water.

- Ferries form a part of the public transport systems of many waterside cities and islands, allowing direct transit between points at a capital cost much lower than bridges or tunnels.

- Types of Ferries

  1. Double ended

- Double-ended ferries have interchangeable bows and sterns, allowing them to shuttle back and forth between two terminals without having to turn around.

  2. Hydrofoil

- A hydrofoil is a lifting surface, or foil, that operates in water.

- Boats that use hydrofoil technology are also simply termed hydrofoils.

- As a hydrofoil craft gains speed, the hydrofoils lift the boat's hull out of the water, decreasing drag and allowing greater speeds.

  3. Hovercraft

- A hovercraft, also known as an air-cushion vehicle or ACV, is an amphibious craft capable of travelling over land, water, mud, ice, and other surfaces.

  4. Catamaran

- A catamaran is a multi-hulled watercraft featuring two parallel hulls of equal size.

  5. Roll-on/roll-off (RORO or ro-ro)

- These are cargo ships designed to carry wheeled cargo, such as cars, trucks, semi-trailer trucks, trailers, and railroad cars, which are driven on and off the ship on their own wheels or using a platform vehicle, such as a self-propelled modular transporter.

  6. Pontoon ferries

- That carries vehicles across rivers and lakes and are widely used in less-developed countries with large rivers where the cost of bridge construction is prohibitive.

  7. A train ferry

- It is a ship (ferry) designed to carry railway vehicles.

- Typically, one level of the ship is fitted with railway tracks, and the vessel has a door at the front and/or rear to give access to the wharves.t

  8. Cable ferry

- A cable ferry (including the terms chain ferry, swing ferry, floating bridge, or punt) is a ferry that is guided (and in many cases propelled) across a river or large body of water by cables connected to both shores.

CRUISE

- Cruise ships are large passenger ships used mainly for vacationing.

- Unlike ocean liners, which are used for transport, they typically embark on round-trip voyages to various ports-of-call, where passengers may go on tours known as shore excursions.

- Cruise ships make two- to three-night round trips without visiting any ports of call.

- Cruise ships are destinations in themselves with features and amenities comparable or superior to land-based resorts.

- **WHY PEOPLE PREFER TO CRUISE SHIPS?**

  - A cruise is a "hassle free" holiday
  - A cruise is something "new" & "fashionable"
  - Cruises offer a wide variety of events, activities & meals
  - It's easy to meet people and make friends on a cruise
  - It is a great way to celebrate a special occasion or event

- **TYPES OF CRUISES**

  1. Ocean Voyages: A one-way passage from one point to another over a major body of water.
  2. Standard Cruises: An open water cruise may be one-way or round-trip with several ports of call.
  3. River/Canal Cruises: River and canal cruises are closely linked to the culture and heritage of the country being toured.
  4. Destination / Expedition Cruises: based on the destination to be visited.
  5. Day Cruises: Day cruises are typically a cruise experience of 15 hours or less.
  6. Contemporary Cruises: These cruise lines typically have resort-style facilities with heavy emphasis on shipboard activities.
  7. Luxury Cruises: offering high style luxury with emphasis on destinations and shipboard amenities.
  8. Specialty Cruises: Adventure-style cruising with a heavy emphasis on destination, education, and off ship activities.

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CRUISE LINES

- A cruise line is a company that operates cruise ships that operate on ocean or rivers and which markets cruises to the public.

- The major cruise lines are Costa Cruise Lines • Holland America Line • MSC Cruises • Royal Caribbean International • Star Cruises • Norwegian Cruise Line • Seabourn Cruise Line • AMA Waterways • American Cruise Line • Carnival Cruise Lines.

- **MAJOR CRUISE ROUTES**
  1. Singapore - Bangkok- Ko Samui, Thailand-Singapore
  2. Singapore- Kuala Lampur- Penanag-Langkawi- Phuket-Singapre
  3. Singapore-Ho Chi Minh City-Hong Kong-Xiamen-Shanghai
  4. Shanghai- Busan-Nagasaki-Shanghai
  5. Seattle-Alaska-Seattle
  6. Vancouver-Alaska
  7. Barcelona – Palm Da Mallorca –Marseilles-Florence- Rome-Naples-Barcelona
  8. Venice-Dubrovnic-Kusadasi-Santorini-Katakolon-Venice
  9. Southampton –Vigo- Gijon- Bilbao-Paris- Sothampton
  10. Copenhagen –Stockholm- Tallin- St.Petersberg-Helsinki- Copenhagen
  11. Miami – Nassau-Coco Cay-Key West- Miami
  12. Florida-Belize- Cozumel-Florida
  13. Sydney-Newcastle-Hobart-Melbourne-Sydney
  14. Sydney-Picton-Wellington-Napier-Turanga-Auckland-Sydney
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RAIL TRANSPORT

- Rail transport is a means of transferring passengers and goods on wheeled vehicles running on rails, which is also known as tracks.
- It also commonly referred to as train transport.
- Major rail systems in the world by its KM ranks as follows,

Country Name	KM	Nationalized or Private
United States	250,000	Private
China	100,000	Nationalized
Russia	85,500	Nationalized
India	65,000	Both
Canada	48,000	Private
Germany	41,000	Both
Australia	40,000	Both
Argentina	36,000	Nationalized
France	29,000	Both
Brazil	28,000	Private

1. **United States**

- The US rail network, with an operating route length over 250,000km, is the biggest in the world.
- Freight lines constitute about 80% of the country's total rail network, while the total passenger network spans about 35,000km.
- The US freight rail network consists of 538 railroads (seven Class I railroads, 21 regional railroads, and 510 local railroads) operated by private organizations.
- Union Pacific Railroad and BNSF Railway are among the largest freight railroad networks in the world.
- The national passenger rail network Amtrak comprises of more than 30 train routes connecting 500 destinations across 46 American states.
- The major railway companies are **Amtrak**, BNSF Railway, Canadian National Railway, Canadian Pacific Railway, CSX Transportation, Kansas City Southern Railway

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Norfolk Southern Railway, Union Pacific Railroad.

- The name *Amtrak* is a portmanteau of the words *America* and *track.*

- Founded in 1971 as a quasi-public corporation to operate many U.S. passenger rail services, Amtrak's headquarters is located in Washington, D.C.

- The **National Railroad Passenger Corporation**, doing business as **Amtrak**, is a passenger railroad service that provides medium- and long distance intercity service in the contiguous United States and to nine Canadian cities.

- Amtrak serves more than 500 destinations in 46 states and three Canadian provinces, operating more than 300 trains daily over 21,400 miles (34,000 km) of track.

2. **China**

- **China State Railway Group Company, Ltd.**, doing business as **China Railway** or **CR**, is a state-owned sole proprietorship enterprise that undertakes railway passenger and cargo transportation services.

- China's rail network, with a route length of over 100,000km, ranks as the second biggest rail network in the world.

- The country's rail network consists of over 90,000km of conventional rail routes and approximately 10,000km of high-speed lines.

- The total rail network of the country is targeted to exceed 270,000km by 2050.

- The 2,298km Beijing – Guangzhou high-speed line is the world's longest high-speed railway line.

- The extensive network, operated by state-owned China Railway Corporation, carried 2.08 billion passengers (the second highest after Indian Railways) and 3.22 billion tons of freight (the second highest after the US railway network).

3. **Russia**

- Russia's whole network, operated by state-owned monopoly Russian Railways (RZD), runs for over 85,500km.

- The Russian railway network incorporates12 main lines, many of which provide direct connections to the European and Asian national railway systems such as Finland, France, Germany, Poland, China, Mongolia and North Korea.

- The Trans-Siberian Railway (the Moscow-Vladivostok line), spanning a length of 9,289km, is the longest and one of the busiest railway lines in the world.

4. **India**

- The Indian nationwide rail network, the fourth longest in the world, is owned and operated by state-owned Indian Railways and includes an operating route length of more than 65,000km.

- The network carried about eight billion passengers (the highest in the world) and 1.01 million tons of freight (fourth highest in the world).

- IRCTC started running private trains, and "Tejas Express" becomes India's first private train on 4th October 2019. Uttar Pradesh Chief Minister Yogi Adityanath flagged off the first Tejas Express, the country's first "private" train run by its subsidiary IRCTC, on the Lucknow-New Delhi route.

- Indian Railway Catering and Tourism Corporation (IRCTC) is a subsidiary of the Indian Railways.

- That handles the catering, tourism and online ticketing operations of the latter, with around 5,50,000 to 6,00,000 bookings every day.

- National High Speed Rail Corporation launches the first bullet train in India running between Mumbai to Ahmedabad with the help of Japan and expected to be complete in 2023.

- The Indian railway network is divided into 18 zones and operates more than 19,000 trains per day, including 12,000 passenger trains and 7,000 freight trains.

5. **Canada**

- Canada's 48,000km of rail lines makes its national network the fifth longest in the world.

- Canadian National Railway (CN) and Canadian Pacific Railway (CPR) are the two major freight rail networks operating in the country, while Via Rail operates the 12,500km intercity passenger rail service.

- Algoma Central Railway and Ontario Northland Railway are among the other smaller railways providing passenger services to certain rural areas in the country.

- Three Canadian cities – Montreal, Toronto and Vancouver – have extensive commuter train systems.

- In addition, the Rocky Mountaineer and Royal Canadian Pacific offer luxury rail tours to view the scenic beauty of certain mountainous areas in the country.

6. Germany

- State-owned Deutshe Bahn dominates Germany's 41,000km railway network, accounting for about 80% of the total freight traffic and 99% of the long-distance passenger traffic.

- More than 150 private railway companies apart from Deutshe Bahn operate on the network, providing regional passenger and freight services.

- The S-Bahn serves major suburban areas, while the Hamburg Cologne Express (HKX) is the major long-distance passenger operator after Deutshe Bahn.

- The German railway network had more than 1,300km of high-speed railway track operational.

- Deutshe Bahn opened high-speed services, under the name Inter City Express (ICE), for the first time in 1991.

- The high-speed network, operated at speeds up to 320km/h, now connects major German cities and neighboring countries such as France, Switzerland, Belgium, the Netherlands and Austria.

7. Australia

- The Australian railway network is the world's seventh longest at more than 40,000km.

- Most of the railway network infrastructure is owned and maintained by the Australian government either at the federal or state level.

- Aurizon (formerly QR National), Genesee and Wyoming Australia, and Pacific National are among the major freight operators on the network.

- Great Southern Railway, NSW Train Link and Queensland Rail are the leading long-distance passenger rail operators.

- Metro Trains Melbourne, Sydney Trains, V/Line and Adelaide Metro operate commuter passenger services in major suburban areas.

- The Australian railway network does not have a high-speed line yet.

- A high-speed rail network connecting Brisbane, Sydney, Canberra and Melbourne is proposed to be built with an estimated capital cost of $114bn.

8. Argentina

- Argentina's current rail network spanning over 36,000km in length ranks the eighth largest in the world.

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- Argentina used to have about 47,000km of rail network at the end of the Second World War, mostly operated by British and French-owned railway companies.

- But the decline of profits and the rise of highway construction in the subsequent decades reduced the network to the 36,000km of line that exists today.

- The railway companies operating on the network were nationalized in 1948 with the creation of the state railroad corporation Ferrocarriles Argentinos.

- The Argentinean railway was privatized between 1992 and 1995 with the grant of concessions to different private companies for operating six divisions of the formerly state-owned rail network.

- The re-nationalization law was officially promulgated on May 20, 2015.

- Cities such as Buenos Aires, Resistencia and Mendoza offer extensive suburban passenger services, as well as the long distance passenger lines in the country.

9. France

- At 29,000km, the French railway network is the second biggest in Europe and the ninth biggest in the world.

- The French railway network is predominantly passenger-centric and more than 50% of the country's lines are electrified.

- State-owned Société Nationale des Chemins de fer Français (SNCF) is the principal railway operator in the country.

- The country's high-speed long distance passenger services are known as Train à Grande Vitesse (TGV) and the standard long-distance passenger services are branded Intercités.

- The short and middle distance passenger rail services are known as Transport Express Régional (TER).

- The network offers linkages to adjacent countries such as Belgium, Italy and the UK.

- France was one of the early adopters of high-speed rail technology; SNCF brought into operation the TGV high-speed rail in 1981.

10.Brazil

- The first railway line in Brazil became operational in 1984.

- The railway network was nationalized in 1957 with the creation of Rede Ferroviária Federal Sociedade Anônima (RFFSA).

- The country's railway network was divided into different services to be operated by a range of private and public operators by 2007.

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- The 28,000km network is predominantly freight-focused and includes major iron ore rail lines.

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LUXURY TRAINS IN INDIA

- Managed by Indian Railways and the IRCTC (Indian Railway Catering and Tourism Corporation).

- There are many luxury trains in India – namely Maharajas' Express, Palace on Wheels, The Deccan Odyssey, Golden Chariot, and Royal Rajasthan on Wheels, Royal Orient Train, and Fairy Queen Express.

- These elite luxury trains of India cater to tourists who wish to explore the rich cultural heritage of India in the lap of luxury.

- Journeys in these trains offer matchless comfort onboard and allow travelers to explore some of the most popular tourist destinations of India.

1. MAHARAJAS' EXPRESS

- The Maharajas' Express is a luxury tourist train owned and operated by Indian Railway Catering and Tourism Corporation.

- It runs on 4 circuits covering more than 12 destinations across North-West and Central India, mainly centered on Rajasthan between the months of October and April.

- The Maharajas' Express was voted "The World's Leading Luxury Train" Seven times in a row at The World Travel Awards in 2012, 2013, 2014,2015, 2016, 2017 and 2018.

- Maharajas' Express also received the first runner up award in the Specialist Train Operators Category at Conde Nast Travelers Reader Choice Travel Award in 2011.

- The luxury train service was started in March 2010.

- The Indian Railway Catering and Tourism Corporation Limited (IRCTC) and Cox and Kings India Ltd had signed a joint venture to set up a company called Royale Indian Rail Tours Ltd. (RIRTL) to oversee the functioning and management of the Maharaja Express.

- This joint venture was terminated on 12 August 2011 and the train is now being operated exclusively by IRCTC.

- The Maharajas' Express train has amenities such as Wi-Fi, attached bathroom, dining cars, bar, lounge and souvenir shop. Larger cabins have roll-top baths and spacious sitting rooms.

- The train comprises 23 carriages that include accommodation, dining, bar, lounge, generator and store cars.

- Accommodation is available in 14 guest carriages with total passenger capacity of 88.

- The train also has a lounge called the Rajah Club with a private bar, two dining cars and a dedicated bar car.

- An on-board souvenir boutique offers tat for passengers. The train is also equipped with a water filtration plant.

- There are 20 Deluxe Cabins, 18 Junior Suites, 4 Suites and a Presidential Suite offering 5-star equivalent accommodation.

- Both the Suites and the Presidential suite have a bathtub in the toilet, in addition to the bath cubicle.

- LCD televisions, eco-friendly toilets, direct dial phones, DVD player, internet, individual climate control and electronic safes are available in each guest cabin.

- The train has two dining cars designed for full fine dining service, each with a seating capacity of 42 guests at a time so that all the guests dine together.

- The train has a state of the art kitchen car designed to provide a range of cuisines.

- The restaurants are named Rang Mahal and Mayur Mahal.

- Mayur Mahal (the Peacock restaurant) has peacock feather theme in its décor.

- Restaurant menus include traditional Indian cuisines along with Continental, Chinese and International cuisines.

- **THE MAIN ITINERARIES OF MAHARAJA EXPRESS AS FOLLOWS;**

  1-Heritage of India

- Duration: 6 Nights / 7 Days

- Destinations Covered: Mumbai – Ajanta – Udaipur – Jodhpur – Bikaner – Jaipur – Ranthambore – Agra - New Delhi

  2-Treasures of India

- Duration: 3 nights / 4 days

- Destinations Covered: Delhi – Agra – Ranthambore – Jaipur – Delhi.

  3-Indian Panorama

- Duration: 6 Nights / 7 Days

- Destinations Covered: Delhi – Jaipur – Jodhpur - Ranthambore – Fatehpur Sikri – Agra – Gwalior – Orchha – Khajuraho – Varanasi – Lucknow – Delhi

4-The Indian Splendour

- Duration: 6 Nights / 7 Days

- Destinations Covered: Delhi – Agra – Ranthambore – Jaipur – Bikaner – Jodhpur – Udaipur – Balasinor – Mumbai

2. PALACE ON WHEELS

- The Indian Railways in association with Rajasthan Tourism Development Corporation to promote tourism in Rajasthan launched it.

- The concept of the Palace on Wheels was derived from the royal background of the coaches.

- It was originally meant to be the personal railway coaches of the erstwhile rulers of the princely states of Rajputana, Baroda, the Nizam of Hyderabad and mainly the Viceroy of British India.

- The Palace on Wheels started on 26 January 1982, and In August 2009, the train service was refurbished and relaunched with a new décor.

- Each saloon highlights the cultural ethos of the state, represented using furniture, handicrafts, painting and furnishings.

- There are 23 coaches in the train and it can accommodate 104 passengers.

- Each coach is named after former Rajput states and matches the aesthetics and interiors of the royal past: Alwar, Bharatpur, Bikaner, Bundi, Dholpur, Dungargarh, Jaisalmer, Jaipur, Jhalawar, Jodhpur, Kishangarh, Kota, Sirohi and Udaipur.

- The train has two restaurants, The Mahārāja and The Mahārāni, with a Rajasthani ambience serving continental, Chinese cuisine, one bar-cum-lounge, 14 saloons and a spa.

- The train has a 7 nights & 8 days itinerary.

- The train starts its journey from New Delhi and covers Jaipur, Sawai Madhopur, Chittorgarh, Udaipur, Jaisalmer, Jodhpur, Bharatpur, and Agra, before returning to Delhi.

3. ROYAL RAJASTHAN ON WHEELS

- After the success of Palace on Wheels, Indian Railways started this sophisticated luxury train in 2009.

- It travels on a similar route as Palace on Wheels, taking tourists on a 7 days and 8 night journey through Rajasthan.

- The 14 luxury cabins housed within the Royal Rajasthan on Wheels have been named after some erstwhile royal palace of Rajasthan.

- Categorized into Deluxe and Super Deluxe saloons, these cabins come equipped with amenities such as Wi-Fi internet, Satellite TV, Channel music system and Individual temperature control.

- Few cabin names are as follows: Hawa Mahal, Padmini Mahal, Kishori Mahal, Phool Mahal and Super Deluxe Coach Taj Mahal.

- There are 2 dining cars in Royal Rajasthan on Wheels which are named Swarn Mahal (Gold Palace) and Sheesh Mahal'(Mirror palace).

- Whereas Swarn Mahal is patterned on brass and gold theme, the Sheesh Mahal restaurant features spectacular floor lamps and crystal pelmets.

- During the journey, food will be served in the train, consisting of Indian, continental, Italian and Chinese dishes.

- The train takes tourists on a 7-day/8-night tour through Rajasthan.

- The train starts from New Delhi's Safdarjung railway station (Day 1), and has stops at Jodhpur (Day 2), Udaipur and Chittaurgarh (Day 3), Ranthambore National Park and Jaipur (Day 4), Khajuraho (Day 5), Varanasi and Sarnath (Day 6), Agra (Day 7) and back to Delhi (Day 8).

- Some of the tourist attractions covered are the Hawa Mahal (Palace of Winds), Moti Mahal, Sheesh Mahal, Ranthambhor National Park, Chittaurgarh Fort, Jag Niwas (Lake Palace), Keoladeo Ghana National Park, Agra Fort and finally the Taj Mahal.

4. THE GOLDEN CHARIOT

- The Golden Chariot is a luxury tourist train that connects the important tourist spots in the Indian states of Karnataka, Goa, Kerala & Tamil Nadu as well as Pondicherry, depending on the selected itinerary.

- It is named after the Stone Chariot in the Vitthala Temple at Hampi.

- The 19 coaches on the train are colored purple and gold, and sport the logo of a mythological animal with the head of an elephant and a body of a lion.

- The Golden Chariot is operating between the months of October–March and had its maiden commercial run on 10 March 2008.

- It has been awarded the title of "Asia's Leading Luxury Train" at World Travel Awards, 2013.

- The train is operated by the Karnataka State Tourism Development Corporation and The Maple Group handles the hospitality services on the train.

- The Golden Chariot offers accommodation in 44 cabins in 11 coaches that are named after dynasties that ruled the region: Kadamba, Hoysala, Rashtrakuta, Ganga, Chalukya, Bahamani, Adil Shahi, Sangama, Satavahana, Yadukula and Vijayanagar.

- It also has two restaurants, a lounge bar, and conference, gym and spa facilities.

- It has onboard internet connectivity via a USB-stick, and satellite antennae providing live television service in the cabins.

- The Golden Chariot offers 2 itineraries. The itineraries are named Pride of the South and Splendor of the South.

- Pride of the South tour is a 7 nights and 8 days itinerary during which several tourist places in Karnataka are covered.

- The destinations covered during Pride of the South are Bengaluru (Day 1), Mysore (Day2), NagarholeNationalPark (Day3), Hassan, Belur and Halebidu (Day 4), Hospet and Hampi (Day 5), Aihole, Pattadakal and Badami (Day 6), Goa(Day 7), and back to Bengaluru (Day 8).

- Splendor of the South tour covers tourist places in 3 South Indian states.

- During this 7 nights and 8 days itinerary, tourist places in Karnataka, Tamil Nadu, Kerala and Pondicherryare explored.

- Destinations covered during this itinerary include Bangalore (Day 1), Chennai (Day 2), Pondicherry (Day 3), Thanjavur (Day 4), Madurai (Day 5), Thiruvananthapuram(Day 6), Alleppey and Kochi (Day 7) and return to Bangalore (Day 8).

5. THE DECCAN ODYSSEY

- The Deccan Odyssey is a special luxury train based on the model of Palace on Wheels to boost tourism on the Maharashtra route of the Indian Railways.

- It is a venture of the Maharashtra Government and the Ministry of Railways, Government of India.

- In addition to being a train that touches tourist spots, this aims to be a complete 5-star hotel on wheels, with two restaurants and a bar, a sauna, business center and other such amenities on board.

- The Deccan Odyssey offers accommodation in 40 deluxe cabins in 10 coaches.

- It also has 4 presidential suites in 2 cars, 1 Conference car with business center, 2 restaurants, a well-stocked bar and a spa with steam, massage, a mini gym and a parlor.

- Other facilities include a library, 6 Channels DVD for your viewing pleasure at the lounges and 6 Channels of Music in each cabin.

- The Deccan Odyssey offers 6 different itineraries consisting of 8 days and 7 nights.

- The itineraries are named as Maharashtra Splendor, Indian Odyssey, Indian Sojourn, Jewels Of The Deccan, Hidden Treasures Of Gujarat and Maharashtra A Wild Trail.

- **1-Maharashtra Splendor**

- The journey begins from Mumbai to Goa via Nashik, Ajanta Ellora Caves, Kolhapur, Sindhudurg and back.

- **2-Indian Odyssey**

- This tour starts from New Delhi and travels to Sawai Madhopur, Agra, Jaipur, Udaipur, Vadodara, Ellora Caves, then ends in Mumbai.

- **3-Indian Sojourn**

- This is just the upside down version of Indian Odyssey that begins from Mumbai up to New Delhi in earlier mentioned route.

- **4-Jewels Of The Deccan**

- This expedition starts from Mumbai, moves to Bijapur, Aihole, Pattadakal, Hampi, Hyderabad, Ellora Ajanta Caves, and finally back to Mumbai.

- **5-Hidden Treasures Of Gujarat**

- This amazing journey to witness the beauty of Gujarat also begins from Mumbai followed by Vadodara, Palitana, Gir, Little Rann of Kutch, Modhera, Nashik and back to Mumbai.

- **6-Maharashtra A Wild Trail**

- This tour that helps you to enjoy Maharashtra in depth starts at Mumbai CST and move towards Ellora Caves, Aurangabad, Pench (Ramtek), Tadoba, Ajanta Caves, Nashik and finally back to Mumbai.

  6.ROYAL ORIENT

- The Royal Orient is an Indian luxury tourism train that runs between Gujarat and Rajasthan, covering important tourist locations in the two states.

- The train started in 1994-95 as a joint venture of the Tourism Corporation of Gujarat and the Indian Railways.

- There are 13 coaches in the train, named after erstwhile kingdoms of Rajputana.

- The coaches provide five-star hotel comforts to passengers. Cabins are furnished in a palatial style and have spacious baths attached.

- There are multi-cuisine restaurants that offer Rajasthani, Gujarati, Indian, Chinese and continental cuisine.

- The Royal Orient starts from Delhi Cantonment railway station and has stops at Chittorgarh, Jaipur, Udaipur, Ahmedabad, Mehsana, Junagarh, Veraval, Sasan gir, Mandvi, Palitanaand Sarkhej.

- Some of the tourist spots covered are the Qutub Minar, Red Fort and Jama Masjid in Delhi, Chittorgarh Fort and Rani Padmini's Palace in Chittorgarh, Sabarmati Ashram in Ahmedabad, Lake Palace in Udaipur, the Gir Wildlife Sanctuary in Gujarat and the Hawa Mahal and Jantar Mantar in Jaipur.

7. MAHAPARINIRVAN EXPRESS

- The Mahaparinirvan Express is a tourist train that was launched by the Indian Railway Catering and Tourism Corporation (IRCTC) on 28 March 2007, to attract Buddhist pilgrims.

- The train takes passengers on an eight-day, seven-night spiritual tour which visits Buddhist sites across North India.

- The train gets its name from the Mahaparinirvana of the Buddha.

- A sacred journey that includes Buddha's visit to various important Buddhist pilgrimage sites, such as Lumbini, Bodhgaya, Varanasi and Kushinagar.

8. FAIRY QUEEN

- The Fairy Queen, also known as the East Indian Railway Nr. 22,is an 1855-built steam locomotive, restored by Loco Works Perambur, Chennai in 1997 and housed at the Rewari Railway Heritage Museum.

- It occasionally runs between New Delhi and Alwar.

- In 1998, it was listed in the Guinness Book of Records as the world's oldest steam locomotive in regular service.

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HOUSE BOAT

- A houseboat (different from boathouse, which is a shed for storing boats) is a boat that has been designed or modified to be used primarily as a home.
- Some houseboats are not motorized, because they are usually moored, and in some regions, it is used for tourism purposes.
- In Western countries, houseboats tend to be either owned privately or rented out to holiday-goers.
- Some canals in Europe, people dwell in houseboats all year round. Examples of this include, but are not limited to, Amsterdam, London, and Paris.
  - India
- In India, houseboats as accommodation for tourists are common on the backwaters of Kerala, and on the Dal Lake near Srinagar in Jammu and Kashmir.
  - Europe
- In Europe, some of the finest and costliest examples of houseboats can be seen along the canals of Amsterdam, Belgrade in Serbia Danube and Sava rivers, The Port of Hamburg which even has houseboat hotels, In the United Kingdom, canal narrow boats are used.
- Houseboats in Europe are popular for recreation, dining and clubbing.
  - North America
- In Canada, houseboats are gaining popularity in British Columbia, Ontario, and Quebec as there are well-suited rivers and lakes for house boaters to enjoy.
- Houseboats in Canada are generally motorized and used recreationally.
- Seattle is home to a relatively large collection of houseboats.
  - Australia
- In Australia, especially on the Murray River and the sunny coastline of Queensland there are many motorized, houseboats with two or more bedrooms.
- Some of these houseboats have more than one level or multiple stories (floors).
- Some are privately owned as either a primary residence or a holiday shack.

- ASIA
- Hong Kong, There is a houseboat and fishing community on the southern side of Hong Kong Island known as Aberdeen floating village.
- There was also one such community in the Yau Ma Tei Typhoon Shelter.

- AFRICA
- Zimbabwe specifically on Lake Kariba, houseboats has been in use since the creation of the lake in the late 1950s/early 1960s.
- A houseboat makes it easy to experience the Zambezi basin and all the associated wildlife, as a lot of game come down to the water for drinking and to cool down.
- Lake Kariba is the world's largest man-made lake and reservoir by volume.
- It lies 1,300 kilometres (810 mi) upstream from the Indian Ocean, along the border between Zambia and Zimbabwe.

KERALA HOSUE BOAT

- Houseboats, the mascot of Kerala Tourism.
- Kettuvallam is a house boat widely used in the Indian state of Kerala. These have thatched roof covers over wooden hulls. The traditional kettuvallam is mainly used for promoting Kerala tourism.
- In the Malayalam language "kettu" means "to tie" and "vallam" means boat – the two together make the local name "kettuvallam".
- Each houseboat is constructed using the ancient principles and techniques of boat building by the local carpenters using 'Anjili' wood.
- Coir ropes are used for tightening the wooden planks together
- Boats in a variety of shapes and sizes have traditionally been the main means of transport of men and materials in the Kerala backwaters since olden days.
- The houseboats were used to ship rice, spices, and other goods between Kuttanad and the Cochin port.
- It was a three-day affair in those days. A standard houseboat, which could be about 100 feet long, can hold up to 30 tons, about as much as three big lorries can carry.
- It was the important mode of transportation in coastal Kerala just because of its accessibility to the most remote areas.

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- However, the scenario changed. Motorized road, rail and air transportation scored over the slow and staid country boat, with people opting for speed.
- One star to 5 star facilities providing houseboats has been introduced.
- The important meetings of big companies meetings were also been held at houseboats.
- Tour operators are providing honeymoon packages for newly-wed couples to Aleppey.
- A houseboat having one bedroom ranges from Rs: 5500-8000 per day.
- On season the rate will be above Rs: 11000.The cost of luxury houseboats having one bedroom ranges from Rs: 12000- Rs: 14000 per day.
- Here there are many luxury houseboats that attract tourists with AC, Conference hall and best interiors.
- Houseboats have become extremely popular, have attracted, and continue to lure global tourists.
- CLASSIFICATION OF KERALA HOUSEBOAT
- The criteria have been worked out by the RT Mission in line with the Global Sustainable Tourism Criteria (GSTC). The norms have been customized for Kerala .
- The new classification will replace the existing Silver Star, Gold Star and Green Palm categories set two decades ago.
- Responsible Tourism (RT) practices have been incorporated in the check-list of the facilities.
- Only those houseboats approved by Kerala Tourism under the revised classification scheme will be eligible for the financial benefits from the government, including the 10 % State Investment Subsidies.
- The classification system, a voluntary procedure that assesses, audits, and monitors, is an assurance to the holidayer that the product (houseboat), process, service, or management system conforms to a specific standard.
- Henceforth, reservation register, occupancy register, and logbook will have to be maintained in houseboats.
- Staff who know swimming and who is fluent in English, provision for training of staff in government-approved institutes such as KITTS, and uniform for them are mandatory.

- Good quality furniture, clean and quality linen and toiletries, LED lamps, biogas stove, fireproof materials in kitchen, first-aid kit, GPS, handrails in front and back of boats, crossbars on upper deck, smoke alarm in the engine room, and display of dos and don'ts are mandatory.

Now the classifications are;

1. Silver vessel is the category having minimum facilities
2. Diamond vessel is the category having the maximum facilities

Facilities in a Houseboat

The houseboats of today are mini resorts in water. All the houseboats have the followings,

- Bedroom
- Bathroom
- Kitchen
- Lounge
- Sun deck
- Eco-friendly cane
- bamboo furniture
- Air conditioning

DTPC House boat Pre-paid Counter

- For booking houseboats, travelers can make use of the House Boat Pre-paid Counter 'Trusted Service, Trusted Rates' managed by the District Tourism Promotion Council (DTPC).

CAR RENTALS

- A car rental, hire car, or car hire agency is a company that rents automobiles for short periods, generally ranging from a few hours to a few weeks.

- It is often organized with numerous local branches (which allow a user to return a vehicle to a different location), and primarily located near airports or busy city areas and often complemented by a website allowing online reservations.

- **MAJOR COMPANIES**

NAME OF THE COMPANY	YEAR OF ESTABLISHED	CEO /FOUNDER	HEADQUARTER /OPERATING AREA
Enterprise	1957	Jack Taylor	St Louis, Missouri, United States
National	1947		Clayton, Missouri, U.S.
Alamo	1974		Clayton, Missouri, U.S. It has branches across North America, South America, Africa, Europe, Asia, and Oceania.
The Hertz Corporation	1918	Walter L. Jacobs	Estero, Florida, USA
Avis	1946	Warren Avis	Parsippany, NJ, U.S.
Budget Rent a Car	1958	Jules Lederer, Morris Mirkin	Parsippany, New Jersey, U.S.
Dollar Rent A Car	1965	Henry Caruso	Estero, Florida, U.S
Thrifty Car Rental	1958		Estero, Florida, U.S
Europcar	1949	Raoul-Louis Mattei	Paris, France
MylesCar	2013	Sakshi Vij	Delhi, Mumbai, Pune, Noida, Gurgaon, Bangalore, Chennai, Hyderabad, Ahmedabad, , Goa, Mysore, Mangalore, Vizag, Bhubaneswar, Jaipur, Udaipur, Chandigarh, Amritsar, Coimbatore, Puducherry

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Zoomcar	2013	Greg Moran, David Back	BLR,ALL INDIA
Carzonrent	2000	RAJIV KUMAR	ALL INDIA
Revv Cars	2015	Anupam Agarwal, Karan Jain	HQ, Gurgaon, All India
Drivezy	2016	Ashwarya Pratap Singh, Vasant Verma	BLR, India

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MAJOR ROADS IN INDIA

- India has the one of largest road network across the world, spanning over 5,897,671 kilometers (3,664,643 mi).

- This is the second-largest road network in the world, after the United States with 6,645,709 kilometers (4,129,452 mi).

- This road network transports 64.5 per cent of all goods in the country and 90 per cent of India's total passenger traffic uses road network to commute.

- Road transportation has gradually increased over the years with the improvement in connectivity between cities, towns and villages in the country.

- The Indian roads carry almost 90 per cent of the country's passenger traffic.

- In India sales of automobiles and movement of freight by roads is growing at a rapid rate.

- Various government authorities administer the Indian road network.

Category	Managing Authority
National highways	Ministry of Road Transport and Highways
State highways	Public works department of state/union territory
Other PWD roads	Public works department of state/union territory
Rural roads	Panchayats and PMGSY (Pradhan Mantri Gram Sadak Yojana)
Urban roads	Municipal corporations and municipalities
Project roads	Various government departments of states/union territories, and SAIL, NMDC and BRO

- The first evidence of road development in the Indian subcontinent can be traced back to approximately around 2800 BC in the ancient cities of Harrapa and Mohenjodaro of the Indus Valley Civilization.

- Ruling emperors and monarchs of ancient and medieval India continued to construct roads to connect the cities.

- The Grand Trunk Road also formerly known as Uttarapath, Sadak-e-Azam, Badshahi Sadak, Sadak E Sher Shah is one of Asia's oldest and longest major roads.

- For at least 2,500 years, it has linked Central Asia to the Indian subcontinent.

- It runs roughly 3,670 km (2,280 mi) from Cox's Bazar, Bangladesh west to Kabul, Afghanistan, passing through Howrah, Allahabad (Prayagraj), Delhi, and Amritsar in India, and Lahore, Rawalpindi, and Peshawar in Pakistan.

- The road coincides with current N1 (Chittagong to Dhaka), N4 & N405 (Dhaka to Sirajganj), N507 (Sirajganj to Natore) and N6 (Natore to Rajshai towards Purnea in India) in Bangladesh.

- NH 12 (Purnea to Bakkhali), NH 27 (Purnea to Patna), NH 19 (Kolkata to Agra), NH 44 (Agra to Jalandhar via New Delhi, Sonipat, Panipat, Ambala and Ludhiana) and NH 3 (Jalandhar to Attari, Amritsar in India towards Lahore in Pakistan) via Wagah.

- N-5 (Lahore, Gujranwala, Gujrat, Jhelum, Rawalpindi, Peshawar and Khyber Pass towards Jalalabad in Afghanistan) in Pakistan and AH1 (Torkham-Jalalabad to Kabul) in Afghanistan.

- In 1988, an autonomous entity called the National Highways Authority of India (NHAI) was established by an Act of Parliament, and came into existence on 15 June 1989.

- The Act empowered NHAI to develop, maintain and manage India's road network through National Highways.

- In 1998, National Highways Development Project (NHDP) was started by the then Prime Minister Atal Bihari Vajpayee.

- The flagship project of the NHDP is the Golden Quadrilateral, 5,846 kilometres (3,633 mi) of four-to-six-lane highways connecting the four major cities of Delhi, Mumbai, Chennai and Kolkata.

CLASSIFICATION OF INDIAN ROADS

1. Expressways

2. National Highways
3. State Highways
4. District roads
5. Rural roads

EXPRESSWAYS

- Expressways are the highest class of roads in India.
- In India, expressways are controlled-access highways where entrance and exit is controlled by the use of ramps that are incorporated into the design of the expressway.
- Most of the existing expressways in India are toll roads.
- The government has drawn up a target to build an 18,637-kilometre (11,580 mi) network of new expressways by 2022.
- National Expressways Authority of India (NEAI) operating under the Ministry of Road Transport and Highways will be in-charge of the construction and maintenance of expressways.
- India's first expressway, the Delhi Noida Direct Flyway (DND Flyway), operational in 2001, is an expressway connecting Delhi and Noida in the states of Delhi and Uttar Pradesh.
- The Mumbai Pune Expressway, connecting Mumbai and Pune in Maharashtra operational in 2002, is India's first six-lane concrete high-speed access-controlled tolled expressway.
- The Yamuna Expressway is a 165 km (103 mi) six-lane controlled-access expressway opened on 9 August 2012.
- On 21 November 2016, the 302 km (188 mi) six-lane Agra Lucknow Expressway was opened.
- Under construction as of 2019, the Mumbai–Nagpur Expressway is expected to become the largest expressway in the country.

Ahmedabad–Vadodara Expressway (National Expressway 1)	Gujarat	93.1 km (57.8 mi)	2004

Bangalore Elevated Tollway(AC)	Karnataka	9.9 km (6.2 mi)	2010
Belghoria Expressway	West Bengal	8 km (5.0 mi)	2012
Chennai Bypass(AC)	Tamil Nadu	32 km (19.9 mi)	2010
Delhi–Faridabad Skyway	Delhi, Haryana	4.4 km (2.7 mi)	2010
Delhi–Gurgaon Expressway	Delhi, Haryana	27.7 km (17.2 mi)	2008
Eastern Peripheral Expressway (National Expressway 2)	Uttar Pradesh, Haryana	135 km (83.9 mi)	2018
Guntur-Vijayawada Expressway	Andhra Pradesh	32 km (19.9 mi)	
Himalayan Expressway	Punjab, Haryana, Himachal Pradesh	27.1 km (16.8 mi)	

NATIONAL HIGHWAS

- The National highways in India are a network of trunk roads that is owned by the Ministry of Road Transport and Highways.

- India has 142,126 km (88,313 mi) of National Highways as of April 2019.

- The yellow milestones represent the national highways in India.

- It is constructed and managed by the National Highway Authority of India (NHAI), the National Highways and Infrastructure Development Corporation (NHIDCL), and the public works departments (PWD) of state governments.

- NHAI often uses a public–private partnership model for highway development, maintenance, and toll-collection.

- National Highways constituted 2.7% of India's total road network.

- The majority of existing highways are two-lane roads (one lane in each direction), though much of this is being expanded to four or more lanes.

- Bharatmala, a centrally sponsored and funded road and highways project of the Government of India with a target of constructing 83,677 km (51,994 mi) of new highways, has been started in 2018.

- The longest National Highway is NH44, which runs between Srinagar in Jammu and Kashmir and Kanyakumari in Tamil Nadu, covering a distance of 3,806 km (2,365 mi).

- The shortest National Highway is NH966B, which spans 6 km (3.7 mi), from Ernakulam to Kochi in Kerala.

- The Leh–Manali Highway connecting Leh in Ladakh to Manali in Himachal Pradesh is the world's second highest-altitude motor able highway.

- List of Important National Highways of India

National Highways	Connectivity
NH -1	Delhi to Amritsar (via Ambala and Jalandhar)
NH-1 A	Jalandhar to Uri (via Madhavpur, Jammu, Srinagar and Baramula)
NH-2	Delhi to Kolkata (via Mathura and Varanasi)
NH-3	Agra to Mumbai (via Gwalior, Indore and Nasik)
NH-4	Thane (Mumbai) to Chennai (via Pune, Belgaun, Hubli, Bangaloru and Ranipet)
NH- 5	Behragoda (Near Kolkata) to Chennai (via Cuttack, Visakhapatanam and Vijaywada)

STATE HIGHWAYS

- The State highways in India are network of roads maintained by the state governments.

- It is constructed and managed by the states' Public Works Department.

- The state highways are usually roads that link important cities, towns and district headquarters within the state and connect them with National Highways or state highways of neighboring states.

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- The green milestones represent state roads in India.
- According to Ministry of Road Transport and Highways, as of March 2019, there are 176,166 kilometers (109,464 mi) of state highways.

DISTRICT ROADS

- These are major roads within a district, connecting Taluka headquarters and major rural areas to district headquarters.
- They also connect with the state highways and national highways. District roads are sub-classified into "Major District Roads" (MDRs) and "Other District Roads" (ODRs).
- The District council has the authority and responsibility to build district roads.
- The district roads are in **Black, Blue or White strip on milestone.**

RURAL ROADS

- Rural roads form a substantial portion of the country's road network, forming 70.23 percent of the total of roads.
- For the development of these rural roads, Pradhan Mantri Gram Sadak Yojana (Prime Minister's Rural Roads Scheme) was launched in December 2000 by the Indian government to provide connectivity to isolated rural habitations.
- The scheme envisions that these roads will be constructed and maintained by the village panchayats.
- In other parts of India, the Pradhan Mantri Gram Sadak Yojana and a sister program named Bharat Nirman (Build India) have privatized the rural road construction projects and deployed contractors.
- The effort has aimed to build all-season single-lane asphalted roads to connect India's rural and remote areas.
- A significant portion of funding for these projects has come from the World Bank and the Asian Development Bank.
- The orange milestones represent rural roads.

TRANSPORTATION LAWS AND REGULATION

ROLE OF THE CENTRAL GOVERNMENT

- Creation of Framework for Regulation of Motor Vehicles
- Creation of Categories of Registrations and Permits for Vehicles
- Usage of Motor Vehicles for International Travel
- Framework for Insurance Requirements for Motor Vehicles
- Dentition and Structuring of Offences under the Act

ROLE OF THE STATE GOVERNMENT

- Implementation and Enforcement of Laws Created by Central Government
- Control of Road Transport within the State
- Grant of Registrations and Permits created by the Central Government
- Creation and Implementation of License and Permit Conditions, including fares
- Creation of Framework for Licenses to be granted to Transport Businesses
- Taxation of Motor Vehicles

MAJOR ACTS;

Act Name	Year	Long title	Ministry	Enforcement date
The National Highways Act, 1956	1956	An Act to provide for the declaration of certain highways to be national highways and for matters connected therewith	Ministry of Road Transport and Highways	15-04-1957
The Motor Vehicles Act, 1988	1988	An Act to consolidate and amend the law relating to motor vehicles.	Ministry of Road Transport and Highways	01-07-1989
The Central Road and Infrastructure Fund Act, 2000	2000	An Act to give statutory status to the existing Central Road Fund governed by the Resolution of Parliament passed in 1988, For development and maintenance of national highways and improvement of safety at railway crossings.	Ministry of Road Transport and Highways	01-11-2000

		And for these purposes to levy and collect by way of cess, a duty of excise and duty of customs on motor spirit commonly known as petrol, high speed diesel oil and for other matters connected therewith.		
The National Highways Authority of India Act, 1988	1988	An Act to provide for the constitution of an Authority for the development, maintenance and management of national highways and for matters connected therewith or incidental thereto.	Ministry of Road Transport and Highways	15-06-1989

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UNWTO (UNITED NATIONS WORLD TOURISM ORGANIZATION)

- The World Tourism Organization (UNWTO) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

- It is the leading international organization in the field of tourism.

- UNWTO promotes tourism as a driver of economic growth, inclusive development and environmental sustainability and offers leadership and support to the sector tourism policies worldwide.

- UNWTO encourages the implementation of the Global Code of Ethics for Tourism,

- To maximize tourism's socio-economic contribution while minimizing its possible negative impacts, and is committed to promoting tourism as an instrument in achieving the Sustainable Development Goals (SDGs),(2005-2030) geared towards reducing poverty and fostering sustainable development worldwide.

- UNWTO's membership includes 158 countries, 6 Associate Members and over 500 Affiliate Members representing the private sector, educational institutions, tourism associations and local tourism authorities.

- It was formed in 1 November 1974 and Head Quartered in Madrid, Spain.

- The Georgian politician and diplomat Zurab Pololikashvili is the current General Secretary.

- The official languages of UNWTO are Arabic, English, French, Russian and Spanish.

- The origin of UNWTO stems back to 1925 when the first international congress of official tourist organizations was held at The Hague.

- The congress continued to meet annually and in 1930, it decided to form a formal union, which in 1934 became the International Union of Official Tourist Publicity Organizations (IUOTPO).

- Following the end of the Second World War (1939-45) and with international travel numbers increasing, the IUOTPO restructured itself into the International Union of Official Travel Organizations (IUOTO).

- Towards the end of the 1960s, the IUOTO realized the need for further transformation to enhance its role on an international level.

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- The 20th IUOTO general assembly in Tokyo, 1967, declared the need for the creation of an intergovernmental body with the necessary abilities to function on an international level in cooperation with other international agencies, in particular the United Nations.

- Throughout the existence of the IUOTO, close ties had been established between the organization and the United Nations (UN) and initial suggestions had the IUOTO becoming part of the UN.

- On 27 September 1970, the IUOTO general assembly voted in favor of forming the World Tourism Organization (WTO).Based on statutes of the IUOTO, and after ratification by the prescribed 51 states, the WTO came into operation on November 1, 1974.

- The IUOTO Special General Assembly meeting in Mexico City adopts the Statutes of the World Tourism Organization (WTO). From 1980 onwards, this day will be celebrated as "World Tourism Day".

- First WTO General Assembly meets in May in Madrid at the invitation of the Spanish Government.

- Robert Lonati is voted in as the first WTO Secretary-General and the Assembly decides to establish its headquarters in Madrid.

FUNCTIONS OF UNWTO

- Generate market knowledge
- To promote and develop responsible, sustainable and universally accessible tourism
- Focus on tourism education and training
- Development through technical assistance projects in over 100 countries around the world
- Destination development and management
- Promote technology
- Develop statistical measurement
- To coordinate and cooperate with the other international Agencies in tourism promotion and development

UNWTO Membership

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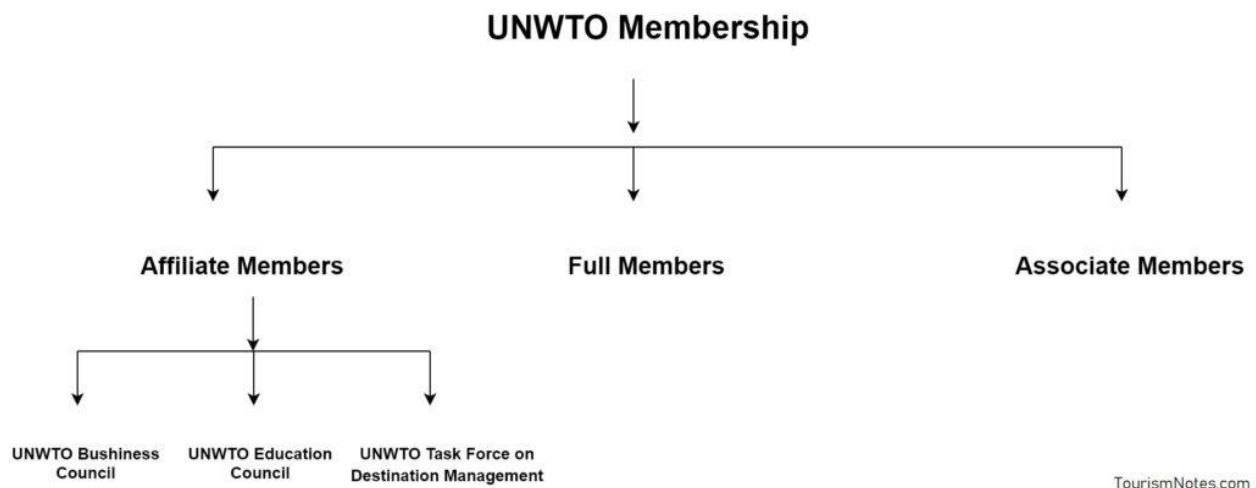
Full Member

- It is opened to all Sovereign states.
- Currently there are 159 states.
- India is the founder member of UNWTO.

Associate Members:

- This type of membership is opened to all territories not responsible for their external relations.
- The membership requires the prior approval of the Government that assumes responsibility for their external relations.
- For Example, Aruba, Flanders, Hong Kong (China),Macao (China)

Affiliate Members

- Affiliate membership comprises a wide range of organizations and companies working directly in travel, tourism, and related sectors.
- These may include airlines, cruises, transport, hotels, resorts, restaurants, tour operators, travel agents, banking institutions, insurance companies, and other travel related organization.
- Moreover, the affiliate members made up of three groups namely:
1. The UNWTO Business Council
2. The UNWTO Education Council
3. The UNWTO Task Force in Destination Management

General Assembly

- It is the supreme and principal body of UNWTO.

- The General Assembly is composed of members and associate members, whereas affiliate members and representations of other international organizations can participate as observers.

- Every four years it elects a Secretary General.

- General Assembly meets every year to approve the budget and programme of work and to debate topics of vital importance to the tourism sector.

Executive Council

- It is important for the smooth working of UNWTO.

- In fact, the Executive Council is a Governing board of UNWTO, is responsible for ensuring that the organization carried out its functions to achieve goals/objectives.

- The board meets twice a year and is composed of 27 members.

- Spain has a permanent seat on the executive council as a host country of UNWTO's headquarters.

- Further, representative of associate and affiliate members participate in Executive council meeting as observers.

Regional Commissions

- UNWTO has five regional commissions – Africa, Americas, East Asia and the Pacific, Europe, and the Middle East.

- Each region receives special attention from its regional representative based at the headquarter in Madrid.

- The commissions' meat at least a year and are composed of all the full, associate members from the region and affiliate members from the region participate as an observer.

Committees of UNWTO

- UNWTO has appointed various committees of Full, Associate and affiliated members to advice UNWTO administration and to achieve its mission, these committees are:

  - Programme Committee
  - Budget and Finance Committee
  - Statistic and micro-economical analysis of tourism Committee

- The quality support Committee
- Education Council
- Business Council
- Sustainable development of the Tourism Committee
- Tourism Ethics Committee

Publications of UNWTO

- UNWTO Annual Report
- UNWTO Declarations
- UNWTO Fact Sheets
- UNWTO World Tourism Barometer
- Knowledge Network Issues Paper Series

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IATA-(INTERNATIONAL AIRTRANSPORT ASSOCIATION)

- The International Air Transport Association is a trade association of the world's airlines.

- The International Air Transport Association was founded in 1945 by the airlines of several countries to regulate the world's civil air transport.

- It is the successor to the International Air Transportation Association founded at Hague in 1919.

- Consisting of 290 airlines, primarily major carriers, representing 117 countries, the IATA's member airlines account for carrying approximately 82% of total available seat miles air traffic.

- IATA supports airline activity and helps formulate industry policy and standards.

- Headquartered in Canada in the city of Montréal, with Executive Offices in Geneva, Switzerland.

- It closely resembles the International Civil Aviation Organization in term of its activities and organizational structure.

- IATA is a voluntary, non-political democratic organization and its membership is open to any operating airline which has been licensed to provide scheduled air services by the government.

- IATA has 63 offices in 61 countries, with its Head Office in Montreal, Executive Office in Geneva (GVA)and Regional Offices in Amman(AMM), Beijing(BJS), Brussels(BRU),Johannesburg(JNB), Madrid, Miami(MIA), Moscow(MOW), Singapore (SIN)and Washington(WAS).

- The IATA Annual General Meeting & World Air Transport Summit, held in June each year,

- IATA was founded in Havana, Cuba, on 19 April 1945. It is the prime vehicle for inter-airline cooperation in promoting safe, reliable, secure and economical air services - for the benefit of the world's consumers.

- At its founding, IATA had 57 members from 31 nations, mostly in Europe and North America.

- Today it has some 290 members from 120 nations in every part of the globe.

- The current Director General is Mr Alexnadre de Juniac.

VISION

- Working together to shape the future growth of a safe, secure and sustainable air transport industry that connects and enriches our world.

MISSION

1. Representing the airline industry
2. Leading the airline industry
3. Serving the airline industry

1- Representing the airline industry

- Improve understanding of the air transport industry among decision makers and increase awareness of the benefits that aviation brings to national and global economies.
- Advocating for the interests of airlines across the globe, we challenge unreasonable rules and charges, and strive for sensible regulation

2-Leading the airline industry

- For nearly 70 years, we have developed global commercial standards upon which the air transport industry is built.
- Our aim is to assist airlines by simplifying processes and increasing passenger convenience while reducing costs and improving efficiency.

3- Serving the airline industry

- We help airlines to operate safely, securely, efficiently, and economically under clearly defined rules.
- Professional support is provided to all industry stakeholders with a wide range of products and expert services.
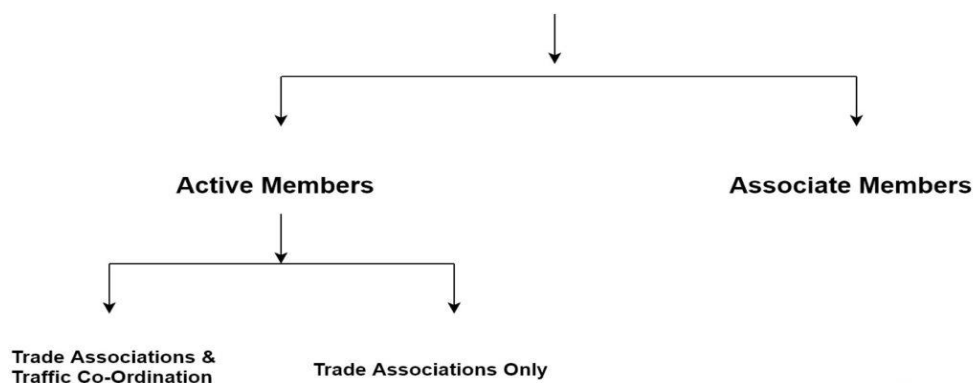
OBJECTIVES OF IATA

- To ensure the safe, regular and economical air transport for the benefits of people worldwide.
- To provides a means of collaboration.
- To prevent economic waste caused by unreasonable competition.
- To encourage the art of aircrafts design and operation for peaceful purposes.
- To promote and develop international tourism.
- To provide a common platform for travel agencies and tour operators.

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- To provide training and education facilities for members.
- To cooperate with the International Civil Aviation Organization and other international and national organizations.

FUNCTIONS OF IATA

- Regulates airlines 'rights' on operations in a foreign country (with host govt. consent).
- Regulates air tariffs.
- Settles disputes between any two airlines.
- Regulates complete accounting through their medium of BSP (Billing and Settlement Plan)
- Frames laws and by-laws on air transportation
- Keeping in view geographical conditions and location.
- Provides professional training to manpower -both distance learning as well as classroom studies.
- Supports CRS providers.
- Designates each airline with a two alpha code, each location with a three alpha code and each airline with a three numeric code.
- Updates the travel industry with latest developments and changes on regular basis through their web sites/email/newsletters etc.
- Maintains high standards of quality in service.
- Controls ticket stocks and distributes them to accredited travel industry.
- Conducts meetings at regular intervals at all levels international/regional/local and also invite participation from all members.

IATA Membership

```
                        IATA Membership
                              |
                              v
            +-----------------+-----------------+
            |                                   |
            v                                   v
      Active Members                    Associate Members
            |
      +-----+-----------------+
      |                       |
      v                       v
Trade Associations &    Trade Associations Only
Traffic Co-Ordination
```

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Active Members

Active membership is further divided into two types:

i. Trade Associations and Traffic Co-Ordination

ii. Trade Associations

- Any airline which has been licensed to operate scheduled air services by the appropriate authority to transport passengers, mail, and cargo between the territories of two countries, is eligible to become an active member of the association.

Associate Members

- This membership is open to any other organization/enterprise who is operating in transport, hotels, resorts, travel trade and indirectly involved in tourism-related activities.

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UFTAA-UNITED FEDERATION OF TRAVEL AGENTS' ASSOCIATIONS

- United Federation of Travel Agent Association is an association of travel agents and tour operators.

- It is one of the largest organizations in the field of travel and tourism industry.

- In the 1960s at the dawn of mass tourism, a few tourism professionals with great foresight saw the need of a global umbrella organization for the travel agency industry.

- It is headquartered in Brussels, Belgium.

- By merger of Fédération internationale des agences de voyages (FIAV) and United Organization of Travel Agents' Associations (UOTAA), the United Federation of Travel Agents 'Associations (UFTAA) was formed on November 22nd 1966 in Rome.

- Its first President was an Italian, Giuliano Magnoni, later followed by 24 leading personalities from all parts of the world.

- The federation was later renamed United Federation of Travel Agents´ Associations, still known under the same well-established acronym UFTAA.

- Close co-operation with IATA, representing the interest of individual travel agents and as a partner in the IATA-UFTAA Training Programme.

- It works closely with other world bodies such as UNESCO, WHO etc. for a sustainable and responsible tourism.

- Two other organizations with close relationship are the International Hotel and Restaurant Association (IH&RA) and the International Road Union (IRU).

- UFTAA celebrated 50 years of successful contribution to the Travel & Tourism Industry at a largely attended Golden Jubilee Congress in 2016.

- UFTAA offers to its membership the valuable opportunity to be involved with UFTAA's networking global platform in order to support good health of travel and tourism industry

- UFTAA is represented globally and encourages associations; organizations; institutions and individual member agencies in Travel, Tourism and Hospitality industry to get connected via UFTAA.

- **M ISSION;**

- UFTAA's mission is to be an international forum where matters affecting the world travel industry are addressed, representing and defending the interests of incoming and outgoing tour operators, travel and tourism agencies before the governmental bodies, suppliers and other entities of international scope.
- It also aims at strengthening its members' image and enhances the world travel and tourism industry and a sustainable tourism.
- **F UNCTIONS:**
- To unite and consolidate the Federations of Travel Agents' National Associations and to globally enhance the interests of their members
- To represent the travel agents' activities before various world-wide bodies, governmental authorities and suppliers
- To work towards the adoption of measures that will ease travel for the consumer and to offer services to its member federations
- To be an investigation and information Centre supporting the member Federations' work and to offer information for technological development
- To offer, as a voluntary mechanism, an arbitration service which assists in solving conflicts resulting from commercial relations for which amicable settlement cannot be reached
- To organize a world congress of travel agents and other meetings necessary to the exchange and transmission of knowledge
- **I ATA-UFTAA**
- The IATA-UFTAA foundation courses jointly offered by IATA with UFTAA are the most complete travel and tourism training programs designed for those who desire to seek IATA qualification that can help in accreditation of travel agencies UFTAA is a good connect for those seeking to establish IATA's Authorized Training Centre's.
- **M EMBERSHIP;**
- 1-Associations -
- Associations Membership is for national associations working in tourism related business.
- 2-Affiliate-
- This type of membership is for Individual agencies; companies; service provider etc in tourism industry.

- 3-Associate-
- Organizations connected with travel /tourism products and related services, tourism boards, global distribution systems etc

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PATA-(PACIFIC ASIA TRAVEL ASSOCIATION)

- The Pacific Asia Travel Association (PATA) is a membership association working to promote the responsible development of travel and tourism in the Asia Pacific region.
- Founded in 1951, Lorrin P. Thurstin as an not-for profit association.
- HQ,BKK
- Comprising 95 government, state and city tourism bodies, 25 international airlines and airports, 108 hospitality organisations, 72 educational institutions, and hundreds of travel industry companies in Asia Pacific and beyond
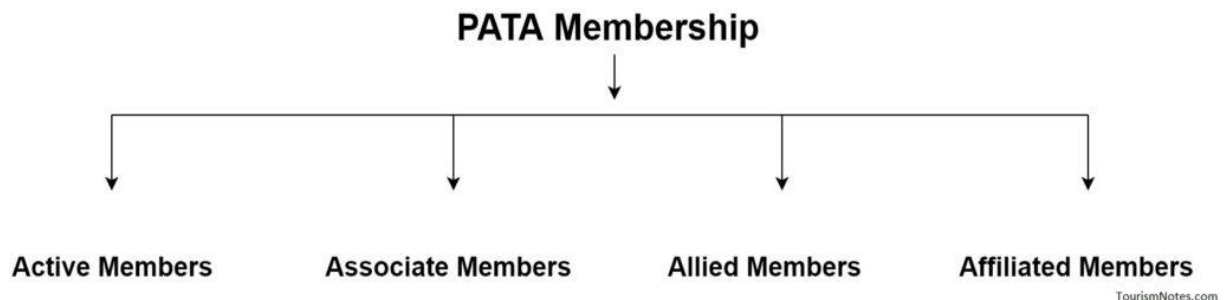
ACTIVITIES

- In partnership with private and public sector members, PATA enhances the sustainable growth, value and quality of travel and tourism to-from-and-within, the region.
- The Association provides leadership and counsel on to its member organisations, comprising 95 government, state and city tourism bodies, 25 international airlines and airports, 108 hospitality organisations, 72 educational institutions, and hundreds of travel industry companies in Asia Pacific and beyond.
- PATA's Strategic Intelligence Centre (SIC) offers data and insights including Asia Pacific inbound and outbound statistics, analyses and forecasts as well as in-depth reports on strategic tourism markets
- PATA's events create millions of dollars of new business each year for its members
- Thousands of travel professionals belong to 36 active PATA chapters worldwide and participate in a wide range of PATA and industry events.

- The PATA Foundation contributes to the sustainable and responsible development of travel and tourism in Asia Pacific through the protection of the environment, the conservation of heritage and support for education.

MISSION

- The Pacific Asia Travel Association (PATA) is a membership association acting as a catalyst for the responsible development of the Asia Pacific travel and tourism industry.
- In partnership with PATA's private and public sector members, we enhance the sustainable growth, value and quality of travel and tourism to, from and within the region.

PATA Membership

Active Members   Associate Members   Allied Members   Affiliated Members

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PATA MEMBERSHIP

- The membership of the PATA is open to all organization which contributes in travel and tourism sector directly and indirectly.
- Generally, the membership of PATA is open to all professional organizations such as airlines, steamship lines, travel agencies, tour operators, hoteliers, government, tourism professional organizations, advertising agencies, and the public relations agencies etc.
- Young Tourism Professional (YTP) Student Membership

FUNCTONS OF PTATA

- ❖ To promote and develop tourism in the Pacific region
- ❖ PATA conduct research studies on tourism.
- ❖ PATA organize marketing programmes.
- ❖ Provides detailed and up-to-date information
- ❖ Organize events in the Pacific region.

- ❖ PATA helps in the improvement of tourist plants and service facilities.
- ❖ PATA helps the member countries to introduce a corrective measure to increase tourist traffic.
- ❖ To take the lead position on travel and tourism industry issues that need to be addressed.
- ❖ To stimulate and develop public-private sector partnership

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- https://www.pata.org/about-pata/

FIATA

"INTERNATIONAL FEDERATION OF FREIGHT FORWARDERS ASSOCIATIONS"

- FIATA, a non-governmental organization, represents today an industry covering approximately 40,000 forwarding and logistics firms, also known as the "Architects of Transport", employing around 8 - 10 million people in 150 countries.

- It was founded in Vienna/Austria on May 31, 1926.

- HQ; Glattbrugg, Switzerland.

- It is recognized as representing the freight forwarding industry by many other governmental organizations, governmental authorities, and private international organizations in the field of transport.

- Such as the International Chamber of Commerce (ICC), the International Air Transport Association (IATA), the International Union of Railways (UIC), the International Road Transport Union (IRU), the World Customs Organization (WCO), the World Trade Organization (WTO), etc.

OBJECTIVES OF FIATA

- To unite the freight forwarding industry worldwide

- To represent, promote and protect the interests of the industry by participating as advisors or experts in meetings of international bodies dealing with transportation.

- To familiarize trade and industry through publications to the public about the services rendered by freight forwarders.

- To improve the quality of services rendered by freight forwarders by developing and promoting uniform forwarding documents, standard trading conditions, etc.

- To assist with vocational training for freight forwarders, liability insurance problems, tools for electronic commerce including electronic data interchange (EDI) and barcode.

<u>FIATA MEMBERSHIP</u>

- <u>Association Members</u>
- They are organizations representing the entire or part of the forwarding sector of a country and / or a region.
- Each association member holds the right to present, as well as nomination and voting rights.
- <u>Individual Members</u>

  are forwarding and logistic enterprises as well as legal entities closely associated with the forwarding and logistic branch.

- <u>Group Members</u>

  Group members can be,National associations or International forwarding groups representing the same or similar interests to FIATA

- <u>Honorary Member</u>

  They are persons who have been of particular service to FIATA or the forwarding industry.

IATO-INDIAN ASSOCIATION OF TOUR OPERATORS

- It is the national apex body of the tourism industry
- It has 4000 members covering all segments of tourism industry.
- It is the association of expert inbound tour operators whose members are approved by Ministry of Tourism, Government of India.
- The membership of IATO symbolizes trust, quality, and transparency in travel and tourism related services.
- IATO MEMBER YOUR – RELIABLE PARTNER.
- It acts as a forum for tourism industry for addressing crucial industry issues, at various levels.

- IATO established in the year *1982 Jan 13* with just seven members. However, the government recognized in 2002. Office at New Delhi.

MISSIONS OF IATO

- To spread goodwill and maintain harmony in promoting and assisting the tourism sector with along term goal, rendering an unbiased service to all visitors.

- To work as a medium to facilitate the mutual understanding among the tour operators.

- To assure the travelers an honest service.

- To undertake various welfare activities for benefits of the members and the travelers.

AIMS AND OBJECTIVES

- To maintain high ethical standards in the industry.

- To take all steps for promoting, encouraging and assisting in the development of tourism throughout the country.

- To take initiatives to secure the welfare of the Tourism Trade in all respects.

- To correspond with various foreign and local associations and corporations, companies and concerns

- To defend the interest of the members of this Association from the malpractices of foreign tour operators.

- To provide equal opportunities for all visitors to enjoy the Tourism & Travel facilities without distinction of race, color, creed or nationality.

- To produce regular reports about the achievements of the members of the Association.

- To print and publish information material for the benefit of its members

  MEMBERSHIP OF IATO

- The membership shall be open to organizations of good professional reputation and standing who have been connected with tourism and / or travel industry for at least one year.

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- The applications for membership must be made on the prescribed form and must be proposed and seconded by two members of the association, of which one must be an active member and both the proposer and seconded should not be members of the executive Committee.

1-Active Members

2-Associate Members

3- Allied Members

4- Honorary Members

5-International members

1-Active Members

- A firm or company should be established place of business in India. It should be recognized by the Department of Tourism as tour operator or travel agent, for a minimum period of two year.

- The major substantial part of activity of promotion of tourism and foreign exchange earnings in a year is minimum ` 20,00,000 shall be eligible for membership as an active member of the association provided an application is made and accepted by the Executive Committee.

2-Associate Members

- Any other office including overseas offices of an active or allied member shall be eligible for associate membership of the association.

- They shall have no right to vote in the proceedings of the association.

3- Allied Members

- Any firm or company that is regularly associated with tourism and travel industry organization shall be eligible for membership as an allied member.

- The allied members shall have the right to participate in the activities of the association except to vote.

4- Honorary Members

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- The Executive Committee may invite persons who are Hall of Fame Awardees and distinguished society members or who have distinguished themselves by the services to the tourism and Travel Industry in the or International field to become Honorary Members of the Association.

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IRCTC-INDIAN RAILWAY CATERING AND TOURISM CORPORATION

- It is a subsidiary of the Indian Railways that handles the catering, tourism and online ticketing operations of the railways.

- Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a Public Sector Enterprise under Ministry of Railways.

- IRCTC was incorporated on 27th September, 1999 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations.

- The Company has made a significant mark in its passenger-services oriented business lines like setting up of Food Plazas on Railway premises, 'Railneer', Rail Tour Packages and 'Internet Ticketing' bringing great deal of professionalism into the operations.

- In addition to above, IRCTC is managing on Board Catering Services in Rajdhani / Shatabdi / Duronto and Mail / Express Trains and Static Catering Units such as Refreshment Rooms, AVMs, Book Stalls, Milk Stalls, Ice Cream Stalls, Petha & Peda Stalls etc. across the Indian Railway Network.

VISION

"To be the leading provider of high quality travel, tourism and hospitality related services, for a range of customer segments, with consistently high level of customer satisfaction."

MISSION

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"Enhance customer services and facilitation in railway catering, hospitality, travel and tourism with best industry practices".

OBJECTIVES OF IRCTC;

- To provide high quality catering services.

- To be a significant player in the hospitality business.

- To produce bulk food manufacturing facilities like food factories etc.

- To provide high quality package drinking water (Railneer).

- To promote tourism across the country especially for all segments of Rail Passengers.

- To provide single window solution to its customers including train travel, road travel, air travel, hospitality, hotel accommodation , catering etc.

- To maintain leading position in internet ticketing, ecommerce and technology for customers interface for railway passengers/ customers.

- To be a technology driven customer oriented company through constant innovation and human resource development.

- To promote private sector participation and expertise to improve quality of products and services.

ICPB- INDIA CONVENTION PROMOTION BUREAU

- The India Convention Promotion Bureau (ICPB) has been set up under the patronage of the Ministry of Tourism.

- It has been set up to promote India as a venue for International Conferences and Exhibitions.

- ICPB is the only travel industry body with participation from the entire MICE industry, with members from state governments, hotels, airlines, tour operators, travel agents, professional conference organizers, event managers, educational institutions and more.

- The endeavor of ICPB is to have highly developed convention centers all over the country to make India the preferred destination of the world.

VISION

- To position India as an attractive MICE destination for competing successfully with other destinations through a 360° targeted marketing campaign for achieving top-notch position amongst the prime MICE destination globally.
- To adopt best sustainable practices followed globally in the MICE industry.

AIMS & OBJECTIVES OF ICPB

- To promote India as a competent and credible MICE destination

- To undertake a continuing programme of creating better awareness of the role and benefits of MICE in the context of national objectives

- To collect, both from primary and secondary sources, relevant information that could be used to develop a data bank and to disseminate such information to the membership.

- To undertake research for development for India's MICE industry and disseminate that information

- To undertake a continuing programme of marketing, through media, for motivating national associations to bid for conventions, etc.

- To encourage growth of professionalism in the MICE segments and evolve an industry code of ethics.
- To provide necessary guidance and feedback to the central government and advise state governments in the development of infrastructure and facilities for MICE segments.
- To conduct seminars, group discussions, courses of study and organize exchange of visits between Indian organizations and relevant world associations/organizations.
- To seek affiliations with world bodies with similar aims and objectives.

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FOREIGN EXCHANGE

- Foreign exchange is the exchange of one currency for another or the conversion of one currency into another currency.
- **Sell rate** – this is the rate at which A FOREX company sell foreign currency in exchange for local currency.
- For example, if you were heading to USA, WE would exchange our currency for Canadian dollars at the sell rate.
- **Buy rate** – this is the rate at which A FOREX COMPANY buy foreign currency back from travelers to exchange into local currency.
- For example, if you were returning from USA, we would exchange your dollars back into INR at the buy rate.
- **Spot rate**
- The rates shown in financial newspapers and in broadcast media are usually the interbank rates.
- **Spread RATE** –
- This is the difference between the buy and sell rates offered by a foreign-exchange provider such as us.
- **Cross rate** –
- This is the rate we give to customers who want to exchange currencies that do not involve the local currency.
- For example, if you want to exchange Australian dollars into US dollars.
- **Forward exchange rate**
- The forward exchange rate is the rate at which a commercial bank is willing to commit to exchange one currency for another at some specified future date. Usually interest is applicable.

Types of exchange rate management

1. Fixed Exchange Rate
2. Flexible Exchange Rate

- **The Fixed Exchange Rate**

- When the exchange rate between the domestic and foreign currencies is fixed by the monetary authority of a country and is not allowed to fluctuate beyond a limit, it is called fixed exchange rate.

- It sometimes called a pegged exchange rate, a currency's value is fixed or pegged by a monetary authority against the value of another currency, or another measure of value, such as gold.

- The basic purpose of adopting fixed exchange rate system is to ensure stability in foreign trade and capital movements.

- Under fixed exchange rate system, the government assumes the responsibility of ensuring stability of exchange rate.

- Any change in the official exchange rate is made by the monetary authority of the country in consultation with the IMF.

- In practice, however, most countries adopt a dual system: a fixed exchange rate for all official transactions and a market rate for private transactions.

- **Flexible Exchange Rate**

- When the exchange rate is decided by the market force (demand and supply of currency), it is called the flexible exchange rate.

- Also called a **fluctuating** or floating exchange rate.

FOREIGN EXCHANGE FLUCTUATING FACTORS

Foreign Exchange rate is one of the most important means through which a country's relative level of economic health is determined

1. Inflation Rates

2. Interest Rates

3. Country's Current Account / Balance of Payments

5. Terms of Trade

6. Political Stability & Performance

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7. Recession

8. Speculation

1. Inflation Rates

- Changes in market inflation cause changes in currency exchange rates.
- A country with a consistently lower inflation rate exhibits a rising currency value while a country with higher inflation typically sees depreciation in its currency.

2. Interest rate

- Increases in interest rates cause a country's currency to appreciate because higher interest rates provide higher rates to lenders, thereby attracting more foreign capital, which causes a rise in exchange rates.

3. Country's Current Account / Balance of Payments

- A country's current account reflects balance of trade and earnings on foreign investment. It consists of total number of transactions including its exports, imports, debt, etc.
- A deficit in current account due to spending more of its currency on importing products than it is earning through sale of exports causes depreciation.
- Balance of payments fluctuates exchange rate of its domestic currency.

4. Government Debt

- Government debt is public debt or national debt owned by the central government.
- A country with government debt is less likely to acquire foreign capital,.
- Foreign investors will sell their bonds in the open market if the market predicts government debt within a certain country. As a result, a decrease in the value of its exchange rate will follow.

5. Terms of Trade

- Related to current accounts and balance of payments, the terms of trade is the ratio of export prices to import prices.
- A country's terms of trade improves if its exports prices rise at a greater rate than its imports prices.

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- This results in higher revenue, which causes a higher demand for the country's currency and an increase in its currency's value. This results in an appreciation of exchange rate.

6. Political Stability & Performance

- A country's political state and economic performance can affect its currency strength.
- A country with less risk for political turmoil is more attractive to foreign investors, as a result, drawing investment away from other countries with more political and economic turmoil.
- Increase in foreign capital, in turn, leads to an appreciation in the value of its domestic currency.
- A country with sound financial and trade policy does not give any room for uncertainty in value of its currency. But, a country with political confusions may see a depreciation in exchange rates.

7. Recession

- When a country experiences a recession, its interest rates are likely to fall, decreasing its chances to acquire foreign capital.
- As a result, its currency weakens in comparison to that of other countries, therefore lowering the exchange rate.

8. Speculation

- If a country's currency value is expected to rise, investors will demand more of that currency in order to make a profit in the near future.
- As a result, the value of the currency will rise due to the increase in demand. With this increase in currency value comes a rise in the exchange rate as well.

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FOREIGN EXCHANGE MANAGEMENT ACT

- The Foreign Exchange Management Act, 1999 (FEMA) is an Act of the Parliament of India.

- "To consolidate and amend the law relating to foreign exchange with the objective of facilitating external trade and payments and for promoting the orderly development and maintenance of foreign exchange market in India".

- It was passed in the winter session of Parliament in 1999, replacing the Foreign Exchange Regulation Act (FERA).

- HISTORY

- The Foreign Exchange Regulation Act (FERA) was legislation passed in India in 1973 that imposed strict regulations on certain kinds of payments, the dealings in foreign exchange (forex)and securities and the transactions which had an indirect impact on the foreign exchange and the import and export of currency.

- The bill was formulated with the aim of regulating payments and foreign exchange.

- FERA came into force with effect from January 1, 1974.

- Coca-Cola was India's leading soft drink until 1977 when it left India after a new government ordered the company to dilute its stake in its Indian unit as required by the Foreign Exchange Regulation Act (FERA).

- In 1993, the company (along with PepsiCo) returned after the introduction of India's Liberalization policy.

- FERA did not succeed in restricting activities such as the expansion of Multinational Corporations.

- The concessions made to FERA in 1991-1993 showed that FERA was becoming redundant. After the amendment of FERA in 1993, it was decided that the act would become the FEMA .

- This was done in order to relax the controls on foreign exchange in India.

- FERA was repealed in 1998 by the government of Atal Bihari Vajpayee and replaced by the Foreign Exchange Management Act, which liberalised foreign exchange controls and restrictions on foreign investment.

Main Features of Foreign Exchange Management Act

- It gives powers to the Central Government to regulate the flow of payments to and from a person situated outside the country.

- All financial transactions concerning foreign securities or exchange cannot be carried out without the approval of FEMA. All transactions must be carried out through "Authorised Persons."

- In the general interest of the public, the Government of India can restrict an authorised individual from carrying out foreign exchange deals within the current account.

- Empowers RBI to place restrictions on transactions from capital Account even if it is carried out via an authorized individual.

- As per this act, Indians residing in India, have the permission to conduct a foreign exchange, foreign security transactions or the right to hold or own immovable property in a foreign country in case security, property or currency was acquired.

Bibliography:

E PAYMENT

- An e-payment system is a way of making transactions or paying for goods and services through an electronic medium, without the use of checks or cash.
- It's also called an electronic payment system or online payment system.

Advantages;

- Time savings
- Expenses control
- Reduced risk of money lost
- Low Transaction Costs
- High Speed and increased Convenience
- Low spend on paper and postage
- Increased Sales
- Last minute deals
- Credit Card Payments

Methods;

1-Debit Card

- A card allowing the holder to transfer money electronically from their bank account when making a purchase, the money is deducted from your checking account.

2- Credit Card

- A credit card is a card that allows people to buy items without cash.
- When they buy something, a sales clerk uses it to charge the money needed to their account, so the person will pay later. ... Credit cards are usually small plastic cards with a unique number attached to an account.

3- New applications

Such as Google pay, Paytm, Wallets, Phonepe etc.

UNIVERSAL AIR TRAVEL PLAN (UATP)

- It is the airline owned payment network accepted by thousands of merchants for air, rail, hotel and travel agency payments. UATP is owned by 32 airline shareholders, issued by 26 major airlines and accepted by merchants around the world.

- Established in 1936 as Air Travel Card, UATP was the first charge card issued. AirPlus, established in 1986 and now owned by Lufthansa, is a major issuer of UATP cards.

- UATP continues to expand its merchant network to include hotels and car rental vendors.

- Headquarters: Washington, D.C.

- Regional offices: Los Angeles, New Delhi, Miami,

  São Paulo, Geneva, Beijing, Singapore, Tokyo

CREDIT CARD AND TYPES

- **CIBIL** -Credit Information Bureau (India) Limited.

- A credit score is a numerical expression based on a level analysis of a person's credit files, to represent the creditworthiness of an individual.

CLASSIFICATIONS;

- **Based on mode of credit recovery**

  1-Charge Card-

- A card that charges no interest but requires the user to pay his/her balance in full upon receipt of the statement, usually on a monthly basis.

  2-Revolving credit card-

- A line of credit where the customer pays a commitment fee and is then allowed to use the funds when they are needed. It is usually used for operating purposes, fluctuating each month depending on the customer's current cash flow needs.

- **Based on status of credit card**

  1-Standard Card- it is a generally issued credit card

  2-Business Card- (Executive cards) it is issued to small partnership firms , solicitors, tax consultants ,for use by executives on their business trips.

3-Gold Card-a credit card issued by credit-card companies to favored clients.

- **Based on geographical validity**

  1-Domestic card- Cards that are valid only in India and Nepal are called domestic cards.

  2-International Card- credit Cards that are valid internationally are called international cards.

- **Based on franchise/ Tie-up**

  1-Proprietary card- A bank issues such cards under its own brands.

  2-Master Card- this card is issued under the umbrella of "MasterCard International"

  3-VISA Card – it is issued by any a bank having tie up with "VISA international"

  4-Domestic Tie-up Card- it is issued by any a bank having tie up with domestic credit card brands such as CanCard and IndCard.

- **Based on issuer Category**

  1-Individual Cards- Non-corporate cards that are issued to individuals

  2-Corporate Cards- Issued to corporate and business firm

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TRAVEL FORMALITIES

- Certain formalities need to be completed by tourists before they can leave their country or enter another country.

- This is in the interest of the tourists as well as the country being visited.

- These formalities are in the form of official documents and endorsements which need to be procured well in advance.

- Generally there is no restriction on Indian and foreign nationals visiting any state in India except for the border states and islands, for which a special entry permit is required.

- Travel formalities that need to be completed before undertaking any travel abroad are as follows: I. Passport II. Visa III. Health IV. Customs V. Currency VI.Travel Insurance.

- **Passport Definition:**

- An official document issued by a Govt. or competent authority to nationals /citizen of the issuing country.

- **Contain information:**

- Family name ,Date of issue ,Given name, Authority, Nationality, Date of expiry, DOB, Holder's signature ,Place of Birth, Holder's photograph, Gender .etc

- **Types of Passport**

- **Normal Passport**: This dark blue colored passport is issued to any ordinary citizen of India.

- **Diplomatic or consular passport**: This red colored passport is issued to persons holding diplomatic or consular status as per international law & custom.

- **Official passport:** This white/grey colored passport issued to Govt. officials or other persons travelling on government missions.

- **Alien's passport:** This type of passport may be issued to individuals living in a country, even though they are not citizen or nationals of that country.

- Children's identity card: Issued by some countries onlyθ instead of passport to minor children who have not reached a specified minimum age. Exp: the German "Kinderausweis".

- **Other passport**: International Red Cross & Laissez-passer (safe conduct) travel document supplied to refugees /stateless persons. These passports are issued by international organizations such as the: UN, Int. Red Cross etc.

- Bona fide Certificate: Issued to domiciles for travel to Nepal or Bhutan.

- Pilgrim Pass: This is issued by the Hajj committee for Hajj, Umma & Zirat pilgrims.

- Continuous discharge certificate (CDC): Issued to those seamen who have to join on duty or go off duty.

- **Documents required for obtaining a passport;**

- Photograph Address proof♣ Date of birth proof♣ Identity certificate♣ Education certificate♣ No objection certificate♣ Affidavit / marriage certificate

- <u>**VISA (Visitors Intended Stay Abroad)**</u>

- Definition: A visa is an entry in a passport or other travel document made by an official of a government, indicating that the bearer has been granted authority to enter or re-enter the country concerned.

- A visa usually specifies the authorized length of stay, the period of validity and the number of entries allowed during that period.

- Single entry: A single entry visa will not be valid if it has been used once, even when the validity date has not expired.

- Multiple entry: Its validity expires on the date of its expiry.

Types of Visas

- **Tourist visa**: For a limited period for leisure travel, no business activities allowed.

- **Transit visa**: Usually valid for three days or less, for passing through the country to a third destination.

- **Transit without visa (TWOV):** Many countries have made agreements that allow other nationals to transit their country without the need to obtain a visa.

- **Visa on arrival**: This is in the form of an entrance fee, It can be obtained upon arrival at airport or Seaport.

- **Spousal visa:** Granted to the spouse of a resident or citizen of a given country, to enable the couple to settle in that country.

- **Schengen Visa:** This is an agreement between several member states of the EU and effectively creates a "borderless" region known as Schengen area (Est. 1995).

- **Fiancée visa:** Granted for a limited period prior to marriage based on proven relationship with a citizen of the destination country.

- For example: an Indian woman who wishes to marry an American man would obtain a fiancee visa (K-1 visa) to allow her to enter the USA.

- **Student Visa:** Allows its holder to study at an institution of higher learning in the country of issue. However, some countries such as Algeria, issue tourist visas to students.

  Requirements for visas

- 1.Original passport valid for min. 6 months from DOD

- 2. Valid return tickets

- 3. Visa form duly filled & signed as per passport

- 4. Last 3 yrs IT return

- 5. Last 6 months bank statement

- 6. Latest passport size photograph (as per country rule)

- 7. Foreign exchange, to be endorsed in the passport

- 8. Accommodation confirmation

- 9. Letter of invitation

- 10. No objection certificate

- 11. Covering letter from the applicant stating purpose & duration

- 12. Travel Insurance

Health certificate & General information

- Passenger should check for any compulsory vaccinations required to protect against disease & infection whilst travelling.

- It is necessary to check the health regulations of:

- The country of destination

- The country of origin or departure

- Any transit countries

- Travelers are given a health certificate by their doctor or travel clinic when they receive compulsory vaccinations.

- Other vaccinations, which are not compulsory & therefore do not need a health certificate to be issued, may be recommended for travel to certain countries.

- The World Health Organization (WHO) collects & publishes individual country health requirements in its booklet entitled International Travel & Health.

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- Agents and Passengers are advised to use TIM **(Travel Information Manual)** as the source of reference on health.

- The **Official Airline Guide (OAG)**, published quarterly by OAG worldwide, is another valuable reference source for information on passports & visas as well as vaccinations that are necessary or recommended.

- As per the WHO norms, vaccination of persons who arrive from infected areas, against certain diseases such as plague, cholera, yellow fever, hepatitis etc. is compulsory.

- A valid immunization certificate as approved by WHO should be completed & signed by a competent authority.

- **Compulsory & Recommended vaccinations**

- There are two types of vaccinations, which are compulsory & recommended.

- The compulsory vaccinations are required only by certain countries.

- Some countries may recommended certain immunizations, especially when the travelers normally travel outside the urban areas.

- The travelers should obtain a health certificate, providing that they have been vaccinated for a specified infectious disease (either yellow fever or cholera).

- If they are not able to produce the same, they could be deported back out of the country or they could be detained & kept in quarantine.

- Yellow fever & cholera vaccination performed together will take up to 20 days to take effect.

- Yellow fever vaccination are valid for 10 years beginning 10 days after vaccination.

- Cholera vaccination are valid for 6 months beginning 6

- Cholera vaccination are valid for 6 months beginning 6 days after the first injection. days after the first injection.

- Cholera: mainly in

- Africa (Senegal, Somalia, Swaziland, Togo, Uganda, Zambia, Zimbabwe, Congo, Malawi etc.

- Asia (Afghanistan, Bhutan, Nepal, India, China, Iran etc.)

- S.America (Chile, Colombia, Brazil, Peru, Costa Rica etc.)

- Plague: mainly in

- Africa (Tanzania, Uganda, Zambia, Malawi etc.) in Asia (Vietnam)

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- S.America (Bolivia, Brazil, Ecuador, Peru)

- Yellow fever:

- Africa (Angola, Gabon, Gambia, Ghana, Nigeria, Sudan, Ethiopia,Togo, Rwanda,Tanzania, Uganda, Zambia etc.)

- S.America (Bolivia, Brazil, Colombia, Ecuador, Peru,Venezuela etc.)

- COVID-19 ;

- Needed to all the countries.

India Customs regulations details

- Import regulations:

- Free import by non-residents. Is only permitted if they enter India for a stay of not less than 24 hours, not more than 6 months, and not more than once a month.

- A persons of 17 years of age and older: 100 cigarettes or 25 cigars or 125 grams of tobacco; 2 liters of alcoholic liquor or wine.

- Medicines in reasonable quantities

- 2 ounces of perfume and 1/4 liter of eau de toilette;

- Jewelry, up to a combined value of INR **50,000**.- for male travelers , INR **100,000**.- for female travelers.

- Prohibited: e-cigarettes.

- Goods in excess of the maximum permitted amount will be subject to an import duty of 60%.

- **Arms and Ammunition regulations:**

- Import Permit required from the Directorate General of Civil Aviation in India.

- **Remote controlled drones and helicopters:**

- Import is allowed with a WPC license issued by the Ministry of Communication and Information Technology.

- **Seeds and plants:**

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- The import of seeds and plants for the purpose of sowing, planting and propogation, consumption, research and breeding requires an import permit.

Currency & other forms of payment

- Foreign exchange, to be endorsed in the passport for visa

- Cash: Carrying a small amount of local currency is always useful & sometimes essential to pay for local transport, food, drink and entrance fees.

- Traveller's cheques: Travellers must keep a record of individual cheque numbers & the date & place where cheques have been cashed.

- Credit /Debit cards (ATMs):

- International transfers: if one needs to get money sent from home, nominate a large bank in a major city to receive the funds. One can also transfer money throughAmerican Express orThomas Cook.

Currency Import regulations:
INDIA

1. Local currency (Indian Rupee-INR): up to max. INR 25,000.-.
a. not allowed for nationals of Bangladesh or Pakistan residing outside India;
b. if arriving from Bhutan or Nepal, only currency notes in denominations of max. INR 100,- are allowed.
2. Foreign currencies : unlimited. However, amounts exceeding USD 5,000.- (or equivalent) in cash, or USD 10,000.- (or equivalent) in traveler's cheques must be declared.

- Foreign currencies include currency notes, traveler's cheques, cheques, drafts etc. (Re)exchange only through banks and authorized money exchange points

Currency Export regulations:
INDIA

- Local currency (Indian Rupee-INR): up to max. INR 25,000.-.

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- Foreign currencies include currency notes, traveler's cheques, cheques, drafts etc. (Re)exchange only through banks and authorized money exchange points.

Travel Insurance

- Tourists going abroad need to insure themselves against any sudden and unexpected mishap, such as sickness, accident or death, which may arise when the insured person is outside his country of origin.

- To get the visa, travel insurance is mandatory of many countries. If not, then also tourist should have the same.

- From a travel insurance, a tourism organization can earn 25% - 35% commission on it.

- Travel insurance offers travellers the opportunity to protect themselves financially from the most common types of emergencies.

- Travel insurance can also provide helpful services, often 24 hours a day, offering general assistance & emergency travel assistance.

- Travel insurance Protecting risks by travel insurance, Accident during the journey (tour), Trip interruptions due to cancelled services Political or civil instability, Theft of luggage and personal effects and Health or loss of life.

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PERMISSION TO NORTH EAST

- Most Northeast India states require TOURISTS to obtain permits of some sort to visit them. This is due to ethnic violence, as well as the region's sensitive location bordering Bhutan, China, and Myanmar.

- Note: The Indian government has relaxed permit requirements for foreigners to promote tourism to the Northeast. Foreigners no longer have to obtain permits to visit Mizoram, Manipur, and Nagaland. (The requirement still remains for Arunachal Pradesh and Sikkim.)

- Foreigners must, however, register themselves at the Foreigner Registration Office (District Superintendent of Police) within 24 hours of entry to each state.

- In addition, the permit exemption doesn't apply to citizens of specified countries, including Pakistan, Bangladesh, and China, who continue to require prior approval of the Ministry of Home Affairs before their visit to these three states.

- **Arunachal Pradesh Permits**

- Indian tourists need an Inner Line Permit (ILP). This is available from any Government of Arunachal Pradesh office or by applying online at this website.

- In addition, ILP Facilitation Centers were opened at Guwahati, Naharlagun and Gumto railway stations in March 2015. These centers issue ILPs on arrival.

- Foreigners require a Protected Area Permit (PAP).

- The permit requirements were relaxed in 2008 and only two or more people need to travel together (instead of four).

- However, according to a further government directive issued in 2014, single foreign tourists can now obtain PAPs to visit Tawang, Bomdila, and Ziro.

- PAPs are available for a duration of 30 days (extensions are not possible).

- In reality, the easiest way of getting the PAP is through a travel agent. It will take a couple of days to be issued.

- If you want to travel independently and do it yourself, the best places are the Arunachal Pradesh Deputy Resident Commissioner's Office in Kolkata or Guwahati.

- These are the only two places that have authority to issue PAPs to independent foreign tourists and single tourists. In Guwahati, the office is located on G.S. Road.

- Applications can be submitted Monday to Friday, up until 2 p.m. Processing time is two to five working days.

- **Manipur Permits**

- Indian tourists visiting Manipur by road via Dimapur or Kohima require an Inner Line Permit to pass through Nagaland.

- This is available from any Nagaland House, or Government of Nagaland office.

- Foreigners no longer require a Protected Area Permit (PAP). However, they must register themselves at the local Foreigner Registration Office (FRO) of the districts they visit within 24 hours of arrival.

- (Previously foreign tourists were required to travel in a minimum group of four people or a married couple, and only visit limited areas).

- **Mizoram Permits**

- Indian tourists need an Inner Line Permit. This is available from any Mizoram House.

- It's also available at Lenpui Airport, for tourists arriving by flight.

- Foreigners are no longer require a Restricted Area Permit (RAP). However, they must register themselves at the local Foreigner Registration Office (FRO) of the districts they visit within 24 hours of arrival.

- (Previously foreign tourists were required to travel in a minimum group of four people or a married couple, and only visit limited areas).

- **Nagaland Permits**

- Indian tourists need an Inner Line Permit. This is available from any Nagaland House, or Government of Nagaland office.

- Foreigners are no longer require a Restricted Area Permit (RAP). However, they must register themselves at the local Foreigner Registration Office (FRO) of the districts they visit within 24 hours of arrival.

- (Previously foreign tourists were required to travel in a minimum group of four people and only visit limited areas).

- **Sikkim Permits**

- Indian tourists do not need a permit to enter <u>Sikkim</u>. However, an Inner Line Permit is necessary for visiting certain areas.

- In East Sikkim, these areas are Tsongo Lake, Nathu La, Kupup, and Menmecho Lake. In North Sikkim, these areas are Chungthang, Lachung, Yumthang Valley, Yumesamdong, Lachen, Thangu, Chopta, and Gurudongmar Lake. The permits can readily be arranged through travel agencies in Gangtok.

- Foreigners need an Inner Line Permit to enter Sikkim. This permit can be readily obtained at the Rangpo border crossing checkpoint.

- A 30-day permit will be issued upon presentation of photocopies of passport, Indian visa, and two passport-sized photos. Foreigners also require a Restricted Area Permit (RAP) or Protected Area Permit (PAP) to visit North Sikkim, and for trekking in the interior region of the state (such as Yuksom to Dzongri).

- Such permits are only issued to groups of two or more foreigners traveling together, who have made their arrangements with a trekking/tour operator that's registered with the Sikkim Tourism department.

- The tour operator will handle obtaining the permits. A permit is also required for day trips from Gangtok to Tsomgo Lake. Tour operators/drivers will arrange these but require 24 hours notice.

TIM-TRAVEL INFORMATION MANUAL

- Published monthly, the TIM (Travel Information Manual) is the world's leading source of Passport, Visa and Health documentation regulations for passengers.

- Airlines and Travel Agents use TIM to provide advice on border requirements to passengers at the time of booking, and airlines use it at the time of boarding to ensure passengers have sufficient travel documents for their destination and any transit points.

- If passengers do not have sufficient travel documents, the airline will not carry them.

- Thousands of users around the world consult the information found in TIM every day, including airline offices, travel agents, corporate accounts, tour operators, GDS and government agencies.

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Contents of TIM

- Passport regulations and recommendations
- Visa regulations and recommendations
- Health regulations and recommendations
- Airport Tax to be paid by the traveler at either departure or arrival airport
- Customs regulations relating to import/export of goods and small pets by a passenger
- Currency regulations relating to import and export by a passenger

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ECR & ECNR

- In India, there are two types of passports ECR and Non-ECR (formerly called as ECNR).
- Depending on the individual's status like their education, age, marital status, etc. they would be classified as ECR or Non-ECR category from passport application standpoint.
- **ECR stands for Emigration Check Required**
- In general, if you have not passed 10th grade/class (Matriculation or higher education pass certificate) then your passport will fall under ECR Category.
- Emigration Check is nothing but a verification process that an individual has to go through, if they plan to travel to certain countries for work as unskilled workers.
- ECR passport holders going to any ECR country for purposes other than employment do not require emigration clearance.
- **ECNR- Emigration Check Not Required**
- If you have passed 10th class/grade (Matriculation or Higher Educational Pass Certificate) or have higher degree then your passport falls under Non-ECR Category.
- Also, if you satisfy any of the below criteria you qualify for Non-ECR category.
- Official and Diplomatic passport holders
- Gazette Government officers, their spouses and children
- Individuals who are above the age of 50 years
- Children up to the age of 18 years.
- Income taxpayers
- Professional degree holders such as Engineers, Doctors, CA, etc., their spouses and children.
- Anyone who hold visas for permanent immigration / resident visas for the US, UK, and Australia
- Individuals who have spent three years overseas and their spouses
- Individuals who hold a diploma in nursing under the Indian Nursing Council Act-1947
- People holding diploma in Polytechnic from any recognized institute.
- People who work in Sea with Continuous Discharge Certificate or Sea Cadets and Deck cadets.

- Depending on your status listed above, you will need to carry the relevant documentation as listed on Passport Office Non- ECNR page to the passport office for verification during passport application process.

- The main difference of having ECR vs Non-ECR on your Indian passport is your ability to travel and work in certain countries.

- If passport has ECR notation or stamp, then you need to get "Emigration Clearance" from the office of the Protector of Emigrants (POE), if you plan to work in certain list of countries.

- If your passport falls under ECR category, your passport will have it listed clearly with either a stamp/ notation or full text *"EMIGRATION CHECK REQUIRED"*.

- For passport before Jan 2007, it used to be a stamp , for latest passports you will find the text written/endorsement in the address page of the passport.

- **Children or Minors Passport Classification – ECR or Non-ECR !**

- All children below the age of 18 years are eligible for Non-ECR till they attain the age of 18 years.

- Once they reach 18 years of age, they would need to provide proof like 10th class or higher education certificate during Passport Renewal to have their passport classified as Non-ECR.

- If they fail to provide that proof, then the passport would get notation or printed text "EMIGRATION CHECK REQUIRED"

- As per the Emigration Act-1983, Indian Passport holders under ECR category, who wish to travel to below list of countries for employment will have to obtain Emigration Clearance from the office of **Protector of Emigrants (POE), Ministry of Overseas Indian Affairs.**

- Emigration clearance is required only for 17 countries namely Afganistan, Bahrain, Iraq, Indonesia, Kingdom of saudi Arabia, Kuwait, Jordan, Libiya, Lebanon, Malaysia, Oman, Qatar, Sudan, Syria, Thailand, UAE and Yemen.

EMIGRATION REQUIREMENTS

- Emigration Clearance sticker shall be pasted by the POE office only if the individual having an Emigration Check Required (ECR) Passport, approaches POE office himself or through a Recruiting Agent.

- In case of unskilled worker, farm worker and women emigrant, Employment agreement attested by Indian Embassy is mandatory.

- Emigration Clearance for a particular country shall be granted in accordance with the policy/orders of Government of India, as in force from time to time.

- **Documents Required for Skilled/Semi-Skilled Workers (Individuals)**

- Passport valid for a minimum period of six months with valid visa.

- Employment Contract from foreign employer.

- Challan towards deposit of prescribed fee.

- Insurance policy- Pravasi Bhartiya Bima Yojana.

- **Documents Required for Unskilled/Women Workers (Individuals)**

- Passport valid for a minimum period of six months with valid Visa.

- Employment contract from the foreign employer duly attested by the Indian Mission or Permission letter from the concerned Indian Mission/Post.

- Challan towards deposits of prescribed fee.

- Insurance policy Under Pravasi Bharatiya Bima Yojana (PBBY).

- **Documents required for skilled/semi-skilled workers (Through Recruiting Agents)**

- Passport of the worker valid for a minimum period of 6 months with valid visa.

- Original Employment contract, demand letter and power of attorney from the foreign employer.

- Challan towards deposit of prescribed fee.

- Insurance Policy- Pravasi Bharatiya Bima Yojana.

- **Documents required for Unskilled/Women Workers (Through Recruiting Agents)**

- The employment contract lays down the basic terms and conditions of employment including salary, accommodation, medical cover, transport, etc.

- Passport of the worker valid for a minimum period of 6 months with valid visa.

- Original Employment contract, demand letter and power of attorney from the foreign employer.

- Challan towards deposit of prescribed fee.

- Insurance Policy- Pravasi Bharatiya Bima Yojana.

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CRS-COMPUTER RESERVATION SYSTEM

- Computer reservation system OR central reservation systems (CRS) is probably the most widely used technological tool in the tourism industry.

- It is basically an electronic system used to promote sales and provide fast and accurate information about availability, price, and bookings of products and services such as air travel, hotels, car rental etc

- It was originally designed and employed by airlines for flight ticket reservation, but nowadays CRS is used to store and distribute information about tourism products and services to the public either directly or through intermediaries

- The main objective of the integrated global CRS has been to make a complete one-stop service possible.

- In fact, it eliminates physical and geographical distances between the producers and the sales mediators or consumers, respectively, and transfers accurate information to intermediaries and customers, and vice versa.
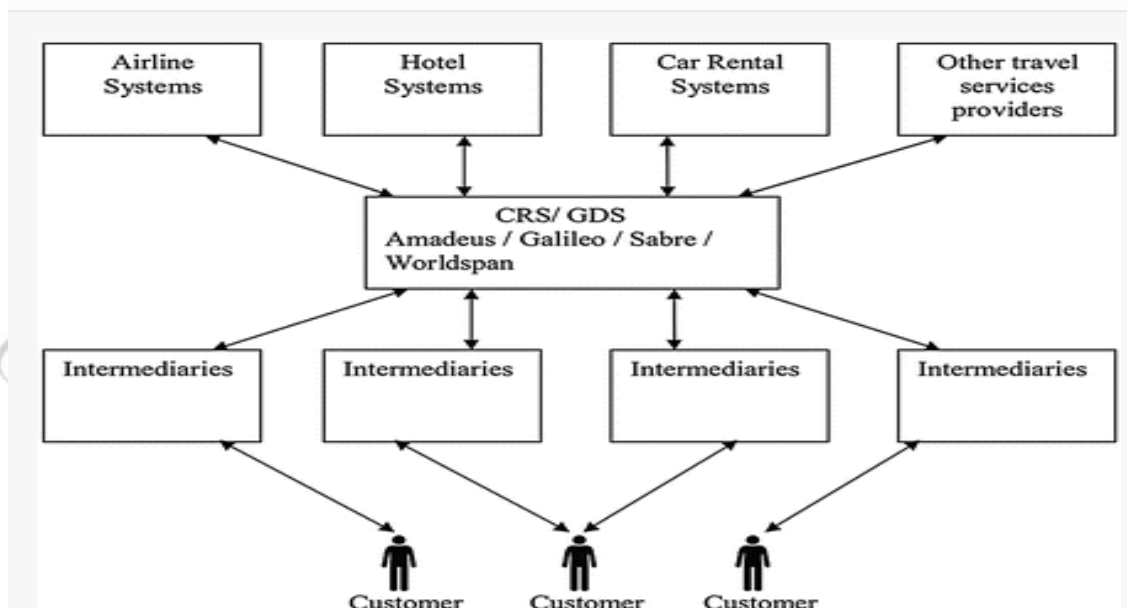
Origin

- In the 1950s, American Airlines was facing a serious challenge in its ability to quickly handle airline reservations in an era that witnessed high growth in passenger volumes in the airline industry.

- Before the introduction of SABRE, the airline's system for booking flights was entirely manual.

- In 1953, American Airlines CEO C. R. Smith chanced to sit next to R. Blair Smith, a senior IBM -(International Business Machines Corporation (IBM) is an American multinational technology company)sales representative, on a flight from Los Angeles to New York.

- C.R. Smith invited Blair to visit their Reserves system and look for ways that IBM could improve the system.

- Their idea of an automated airline reservation system (ARS) resulted in a 1959 venture known as the Semi-Automatic Business Research Environment (SABRE), launched the following year.

- Other airlines established their own systems. Pan Am launched its PANAMAC system in 1964.

- Delta Air Lines launched the Delta Automated Travel Account System (DATAS) in 1968.

- United Airlines and Trans World Airlines followed in 1971 with the Apollo Reservation System and Programmed Airline Reservation System (PARS), respectively.

- Soon, travel agents began pushing for a system that could automate their side of the process by accessing the various ARS directly to make reservations.

- In 1976, United Airlines began offering its Apollo system to travel agents; while it would not allow the agents to book tickets on United's competitors.

- SABRE, PARS, and DATAS were soon released to travel agents as well.

Basic functions

- Presentation of products and services offered by various tourism service providers.

- The reservation of products and/or services on offer, in which it creates passenger or guest name record for each person.

- The fare quotation and ticketing depend on the type and complexity of the services offered.

- The provision of additional services such as information about trade shows, visa regulations, and payment gateways that developers and operators normally offer to meet the competitiveness in the market

GDS -GLOBAL DISTRIBUTION SYSTEM

- GDS is different from a computer reservations system.

- A global distribution system (GDS) is a computerized network system owned or operated by a company that enables transactions between travel industry service providers, mainly airlines, hotels, car rental companies, and travel agencies.

- The GDS mainly uses *real-time inventory* (e.g. number of hotel rooms available, number of flight seats available, or number of cars available) to service providers.

- Travel agencies traditionally relied on GDS for services, products and rates in order to provide travel-related services to the end consumers.

- Primary customers of GDS are travel agents (both online and office-based) to make reservation on various reservation systems run by the vendors.

- GDS holds no inventory; the inventory is held on the vendor's reservation system itself.

- A GDS system will have real-time link to the vendor's database.

- For example, when a travel agency requests a reservation on the service of a particular airline company, the GDS system routes the request to the appropriate airline's computer reservations system.

- In fact, the GDSs were actually among the first companies that aided B2B e-commerce in the world.

- They were used by the airline industry to automate the booking system, but, later travel agents were also given access.

Functions of a GDS

- After connecting to the CRS of the Airline, the GDS has access to the information of the airline and can make reservations in that system

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- Information about Schedules: Times and Routes

- Checking Availability / Booking Request

  (Flights, Accommodation, Cars, Trains, Ferries • Other Travel Services: Tours, Events, Cruises, Insurance)

- Fare Quotes and other Prices

- E-Ticketing, Itinerary Management –

- Store Passenger information: Seat, Special Requests – Processing of Payment (BSP) Billing and Settlement Plan.

- After completing the reservation, the booking details are stored in a booking file (PNR) in both the CRS of the airline and in the GDS.

CRS to GDS

- In the 1970s and 80s multiple CRSs came up

- The growth of air traffic expanded CRS

- In order to distribute up-to-date information to all potential customers worldwide and to support the operation and administration of airlines, CRS evolves from the central to the distribution system.

- In the mid 1980s, CRS developed into much more comprehensive global distribution system (GDS) offering a wide range of tourism products and providing the backbone mechanism for communication between actors in tourism industry

- **Travel Agent before GDSs**

- Travel agent required individual connections to airlines.

- If airlines used different mainframe systems, travel agent had to use and be trained on different mainframe clients

- Searches and reservations were performed separately on individual airline CRSs

- **Travel Agent after GDSs**

- Travel agents not need to install all the CRS of airlines, instead that they use GDS Global Distributing System, that link the CRS of airlines.

• **CRS**	• **GDS**
• Computer Reservation System	• Global Distribution System
• CRS holds inventory (airlines, hotels, car rental companies etc).	• GDS holds no inventory
• The CRS is giving data's about services for GDS.	• The GDS mainly uses real-time inventory (e.g. number of hotel rooms available, number of flight seats available, or number of cars available) to service providers.

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SABRE-(SEMI-AUTOMATED BUSINESS RESEARCH ENVIRONMENT)

- Sabre Global Distribution System, owned by Sabre Corporation,is used by travel agents and companies around the world to search, price, book, and ticket travel services provided by airlines, hotels, car rental companies, rail providers and tour operators.

- Sabre aggregates airlines, hotels, online and offline travel agents and travel buyers.

- The system's parent company is organized into three business units:

- Sabre Travel Network: global distribution system

- Sabre Airline Solutions: airline technology

- Sabre Hospitality Solutions: hotel technology solutions

- Sabre is headquartered in Southlake, Texas,and has employees in various locations around the world.

- The company's history starts with SABRE a computer reservation system which was developed to automate the way American Airlines booked reservations.

- In the 1950s, American Airlines was facing a serious challenge in its ability to quickly handle airline reservations in an era that witnessed high growth in passenger volumes in the airline industry.

- Before the introduction of SABRE, the airline's system for booking flights was entirely manual, having developed from the techniques originally developed at its Little Rock, Arkansas reservations center in the 1920s.

- In this manual system, a team of eight operators would sort through a rotating file with cards for every flight.

- When a seat was booked, the operators would place a mark on the side of the card, and knew visually whether it was full.

- This part of the process was not all that slow, at least when there were not that many planes, but the entire end-to-end task of looking for a flight, reserving a seat and then writing up the ticket could take up to three hours in some cases, and 90 minutes on average.

- In 1952 to replace the card files was American Airlines introducing their new Magnetronic Reservisor, an electromechanical computer.

- This computer consisted of a single magnetic drum, each memory location holding the number of seats left on a particular flight.

- Using this system, a large number of operators could look up information simultaneously, so the ticket agents could be told over the phone whether a seat was available.

- A staff member was still needed at each end of the phone line, and actually handling the ticket still took considerable effort and filing.

- Something much more highly automated was needed if American Airlines was going to enter the jet age, booking many times more seats.

- In 1953, American Airlines CEO C. R. Smith chanced to sit next to R. Blair Smith, a senior IBM -(**International Business Machines Corporation (IBM) is an American multinational technology company**)**sales** representative, on a flight from Los Angeles to New York.

- Their idea of an automated airline reservation system (ARS) resulted in a 1959 venture known as the **Semi-Automatic Business Research Environment (SABRE),** launched the following year.

- The first experimental system went online in 1960, based on two IBM 7090 mainframes in a new data center located in Briarcliff Manor, New York.

- The system was a success. Up until this point, it had cost the astonishing sum of $40 million to develop and install (about $350 million in 2000 dollars).

- The SABRE system by IBM in the 1960s was specified to process a very large number of transactions, such as handling 83,000 daily phone calls.

- The system took over all booking functions in 1964.

- American and SABRE separated on March 15, 2000.

- Sabre had been a publicly traded corporation, Sabre Holdings, stock symbol TSG on the New York Stock Exchange until taken private in March 2007.

- The corporation introduced the new logo and changed from the all-caps acronym "SABRE" to the mixed-case "Sabre Holdings", when the new corporation was formed.

- The Travelocity website, introduced in 1996, was owned by Sabre Holdings.

- Travelocity was acquired by Expedia in January 2015.

- Sabre Holdings' three remaining business units, Sabre Travel Network, Sabre Airline Solutions and Sabre Hospitality, today serves as a global travel technology company

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AMADEUS

- Amadeus IT Group is a major Spanish IT provider for the global travel and tourism industry.

- The company is structured around two areas: its global distribution system and its Information Technology business.

- Amadeus provides search, pricing, booking, ticketing and other processing services in real-time to travel providers and travel agencies through its Amadeus CRS distribution business area.

- It also offers computer software that automates processes such as reservations, inventory management software and departure control systems.

- It services customers including airlines, hotels, tour operators, insurers, car rental and railway companies, ferry and cruise lines, travel agencies and individual travelers directly.

- Founded in 1987

- By Air France, Lufthansa, Scandinavian Airlines and Iberia.

- Headquarters :Madrid, Spain

- The creation of Amadeus was intended to offer a European alternative to **Sabre**, an American GDS.

- The first Amadeus system was built from core reservation system code coming from System One, an American GDS that competed with Sabre but went bankrupt.

- At the beginning of Amadeus, the Amadeus systems were functionally dedicated to airline reservation and centered on the PNR (Passenger Name Record), the passenger's travel file.

- Throughout the years, the PNR was opened up to additional travel industries (hotels, rail, cars, cruises, ferries, insurance, etc.).

- The transition from distribution system to technology provider was reflected by the change in its corporate name in 2006, when the company name was changed to Amadeus IT Group.

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GALILEO-GDS

- Galileo is a computer reservations system (CRS) owned by Travelport. As of 2000, it had a 26.4% share of worldwide CRS airline bookings.
- In addition to airline reservations, the Galileo CRS is also used to book train travel, cruises, car rental, and hotel rooms
- Galileo traces its roots back to 1971 when United Airlines created its first computerized central reservation system under the name Apollo.
- During the 1980s and early 1990s, a significant proportion of airline tickets were sold by travel agents.
- Flights by the airline owning the reservation system had preferential display on the computer screen.
- Due to the high market penetration of the Sabre and Apollo systems, owned by American Airlines and United Airlines, respectively, Worldspan and Galileo were created by other airline groups in an attempt to gain market share in the computer reservation system market and, by inference, the commercial airline market.
- Galileo was formed in 1987 by nine European carriers -- British Airways, KLM Royal Dutch Airlines, Alitalia, Swissair, Austrian Airlines, Olympic, Sabena, Air Portugal and Aer Lingus.

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ABACUS GDS

- Abacus is a global distribution system (GDS) only used by travel agencies in Asia.

- It is operated by Abacus International Pte, Ltd., which is headquartered in Singapore.

- Which is owned by Sabre Holdings and eleven Asian airlines; All Nippon Airways, Cathay Pacific, China Airlines, EVA Airways, Garuda Indonesia, Dragon air, Philippine Airlines, Malaysia Airlines, Royal Brunei Airlines and Silk Air.

- Worldwide Market Share 5%

WORLD SPAN GDS

- Worldspan is a provider of travel technology and content and a part of the Travel port GDS business.

- It offers worldwide electronic distribution of travel information, Internet products and connectivity, and e-commerce capabilities for travel agencies, travel service providers and corporations

- which is used by travel agents and travel related websites to book airline tickets, hotel rooms, rental cars, tour packages and associated products.

- Worldspan also hosts IT services and product solutionsfor major airlines.

- In December, 2006, Travel port, owner of the Galileo GDS, Gullivers Travel Associates (GTA) and a controlling share in Orbitz, agreed to acquire Worldspan.

- However, at the time, management of Travelport did not commit to the eventual merging of the two GDS systems, saying that they were considering all options, including running both systems in parallel.

- On August 21, 2007, the acquisition was completed for $1.4 billion and Worldspan became a part of Travelport GDS, which also includes Galileo and other related businesses.

- Worldspan was formed in early 1990 by Delta Air Lines, Northwest Airlines, and TWA to operate and sell its GDS services to travel agencies worldwide.

- Worldspan operated very effectively and profitably, successfully expanding its business in markets throughout North America, South America, Europe, and Asia.

- As a result, in mid-2003, Worldspan was sold by its owner airlines to Citigroup Venture Capital and Ontario Teachers' Pension Fund which in turn sold the business to Travelport in 2007.

TRAVELPORT WORLDWIDE LTD

- They provides distribution, technology, payment solutions for the travel and tourism industry.
- They facilitate travel commerce by connecting the world's leading travel providers with online and offline travel buyers, all through our proprietary business-to-business (B2B) platform.
- Travelport (the umbrella company for the Galileo, Apollo, and Worldspan).
- It is the smallest, by revenue, of the top three global distribution systems (GDS) after Amadeus IT Group and Sabre Corporation.
- The company also provides IT services to airlines, such as shopping, ticketing, and departure control.
- The company was formed by Cendant in 2001 following its acquisitions of Galileo GDS for $2.9 billion and CheapTickets for $425 million.
- In 2004, the company acquired Orbitz for $1.25 billion and Flairview Travel for $88 million.
- In 2017, Travelport was the first GDS to be awarded the International Air Transport Association NDC (New Distribution Capability) Level 3 certification as an aggregator of travel content.
- In 2018, it became the first GDS operator to manage the live booking of flights using the NDC standard.

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END

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