

QP Code : 854100

(2½ Hours)

[**Total Marks : 75**

- N. B. :** (1) **All** questions are **compulsory**.
(2) **Figures** to the **right** indicate **full** marks.
(3) All questions have internal choices.

1. Answer any **two** out of **three** :— **15**
- (a) Elaborate on the procedures of regulating and managing the tourism industry in India by the Central Government.
 - (b) Discuss the role of Ministry of Tourism in developing tourism in India.
 - (c) Describe the organizational structure of Ministry of Tourism.
2. Answer any **two** out of **three** :— **15**
- (a) Compare the tourism management in the states of Haryana and Goa.
 - (b) Write a note on Maharashtra Tourism Development Corporation (MTDC).
 - (c) Comment on the tourism development of the state of Kerala.
3. Answer any **two** out of **three** :— **15**
- (a) Explain the role and functions of India Tourism Development Corporation (ITDC).
 - (b) Discuss the importance of Hospitality Development and Promotion Board (HDPB) in tourism development of India.
 - (c) Mention the different services provided by the TFCI (Tourism Finance Corporation of India).
4. Answer any **two** out of **three** :— **15**
- (a) Discuss the importance of National Tourism Policy 2002.
 - (b) Is tourism planning necessary for Indian tourism sector? Comment and justify your answer.
 - (c) “Indian tourism is a booming industry”. Comment on the statement and explain your answer with examples.
5. Read the case and answer the following questions :— **15**
- Never did one imagine that one of the non-performing branches of the government machinery will now be galloping towards unprecedented growth, with new milestones set as each day progresses. But that’s

[**TURN OVER**

INDIAN RAILWAYS for you. Ever since Suresh Prabhu made it clear in his first rail budget that ‘improving services is more important than populism’, he is one of the few railways ministers who has religiously stuck to his quote. Adding to the Ministry of Railway’s overwhelming success story is the recent issue of the Indian Railway Tourism and Catering Corporation (IRCTC), which has registered an annual turnover for the financial year 2015-16 of Rs. 1,506 crores, which is a staggering 32% more than the previous year’s (2014-15) turnover of Rs. 1,141 crores. For a body of the rail sector, which was going downhill for almost the past one decade, since 2015, the recovery and progress is nothing less than phenomenal. A major chunk of the turnover can be attributed to the internet ticketing (E Ticketing) services, which has registered an earning of over Rs. 600 crores, compared to a meager Rs. 308 crores in the previous year. Once irritated by the bland, sometimes rotten food from IRCTC, passengers now have access to clean, quality food from any caterer, right at his / her seat. A tweet to the Railways Minister solves problems like never before. There is nothing to doubt the railway’s improvement. Besides the growth, the popularity of IRCTC is also growing among the masses by leaps and bounds. Within a month of the launch, IRCTC has reported that over one crore users have applied for the Rail Travel Insurance Scheme. The optional insurance scheme has shown an extremely favourable response from the rail passengers. In less than a month, the passenger-friendly measure has been opted for by around one crore passengers till Thursday (September 29), AK Manocha said.

- (a) Discuss the change that has taken place in customer services given by IRCTC.
- (b) Explain the story of increase in the turnover generated in IRCTC.
- (c) Explain the role of Indian Railways in developing tourism in India. Give some examples from your experiences.