

# India Serves

A Monthly Newsletter by

# SEPC

SERVICES EXPORT PROMOTION COUNCIL

Setup by Ministry of Commerce & Industry, Govt. of India

VOL I ISSUE II-JUNE 2020



## DYNAMICS CHANGING

HOW WOULD TRAVEL AND  
TOURISM LOOK LIKE POST-COVID?

SERVICES EXPORT PROMOTION COUNCIL

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## VISION

To make India an international services exports powerhouse by effectively promoting and representing every sector of Indian services and contributing to the overall growth of the economy.

## MISSION

To be an effective voice of the Indian services sector globally, raising its profile through interventions and exchanges leading to increase in business.

To serve as a bridge between government and other stakeholders and the services sector.

To disseminate knowledge and recognize the achievements of organizations in their quest to increase services exports.

# India Serves

Volume I, Issue II  
June 2020

## A SEPC NEWSLETTER

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Designed by Silver Bullet Media  
www.silverbulletmedia.in

India Serves is a monthly magazine Published and Printed by SEPC, from SEPC HO: 3<sup>rd</sup> Floor, 6A/6, NCHF Building, Siri Fort Institutional Area, August Kranti Marg New Delhi-110049.

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Tap here for detailed profiles

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# MESSAGE FROM THE CHAIRMAN



**Maneck E. Davar**  
Chairman, SEPC

I am delighted to present to you this issue of India Serves, the newsletter of Services Export Promotion Council (SEPC) mainly focussing on Travel & Tourism.

Travel & Tourism industry outperforms most of the industries in the world economy in terms of growth, resulting in more people travelling within and between countries than ever before. As one of the world's largest income and employment generator, Travel & Tourism industry supports one out of every ten jobs on the planet (319 million) and generates 10.4 per cent of global GDP (USD 8.8 trillion).

India ranked 22<sup>nd</sup> in the world in terms of international tourist arrivals in 2018, improving from the 26<sup>th</sup> position in 2017. India ranks 13<sup>th</sup> in the world and 7<sup>th</sup> in Asia & Pacific in terms of tourism foreign exchange earnings, accounting for close to 2 per cent of the world's tourism foreign exchange earnings. Tourism sector has witnessed strong growth in India in recent years with growing number of foreign tourist arrivals. The growth story has been disrupted due to ongoing pandemic. In this issue we have covered the road map ahead for this key sector.

*India ranks 13<sup>th</sup> in the world and 7<sup>th</sup> in Asia & Pacific in terms of tourism foreign exchange earnings, accounting for close to two per cent of the world's tourism*

SEPC has initiated to reach out to Indian Embassies and Missions abroad to get a better insight on the export opportunities for India's services sector. I am pleased to inform you that Indian Embassies have started sharing the market details and export opportunities. We will be sharing the details in the Newsletter as well starting with this issue.

We will be sharing the CPC codes pertaining to each Services Sector covered under SEPC and also under Champion Services Sector. Further the codes covered under SEIS will be marked for your information and reference.

Further, SEPC will be organising Webinars on Market Potential for various Services with Indian Embassies and Missions. This will be followed by sector specific B2B for SEPC members. We will keep you updated on the same.

You can also write to me regarding India Serves at [chairman@servicesepc.org](mailto:chairman@servicesepc.org)

Answer -







## Key Role and Activities

- Nodal organisation for Services export promotion
- Key role in Foreign Trade Policy, Export Strategy formulation by Department of Commerce and related Govt Departments.
- Interface between Services Sector and Government
- Provides inputs on Trade Negotiations
- Represents Services Sector in various Joint Trade Committees, Joint Business Councils and Joint Working Groups of Government of India to facilitate export.
- Serves the interests of over 6000 exporters in services (including the ones covered under Champion services) sector in the country
- Creates Business opportunities in global market place for services exporters
- Providing commercially useful information and assistance to members in increasing exports.
- Organising visits of delegation of its members abroad to explore overseas market opportunities.
- Organising participation of Services exporters in specialised International Trade Fairs.
- Organizing Marquee exhibitions like GES, India Heals, enTTech etc inviting importers from across the world.
- Dissemination of government notification, orders, information on trade and other relevant information to members.
- Facilitates execution of Government Schemes like SEIS.





Services Covered under SEPC

In order to enhance the competitiveness of services exports and enable services industry to generate employment Union Cabinet chaired by Honourable Prime Minister Shri Narendra Modi in 2018 identified 12 Champion Services Sector.

The following table provides the mapping of identified Champion Services vis-a vis the services covered under SEPC.

Services covered under SEPC	Champion Services
Hotel and Tourism related Services	Tourism and Hospitality Services
Healthcare services including services by nurses, physiotherapist and paramedical personnel	Medical Value Travel Services
Maritime Transport Services	Transport and Logistics Services
Accounting/Auditing and book keeping services	Accounting and Finance Services
Entertainment services including Audio-Visual Services	Audio - Visual Services
Legal Services	Legal Services
Architectural Services and related services	Construction and Related Engineering Services
Environmental Services	Environmental Services
Others Services	Information Technology & Information Technology Enabled Services
	Communication Services
	Financial Services
Educational Services	Education Services
Consultancy Services	
Distribution Services	
Advertising Services	
Consultancy Services	
Marketing Research and Public Opinion Polling Services/Management Services	
Printing and Publishing Services	



SERVICE EXPORTS FROM INDIA SCHEME (SEIS)

sector coverage  
Tourism and Travel services

The SEIS scheme covers almost all CPC codes of UNCP (Provisional) for Tourism and travel services under its ambit except 'Other supporting and auxiliary transport services (CPC 749)'. As per services categories under GATS (WTO), only the category of 'Others' has not been covered under the scheme. A list of all UNCP (Provisional) codes for 'Tourism and Travel' up to five digits has been provided below with information in the last column over coverage of each code under Appendix 3D of SEIS;

SEPC Sectors	Champion Sectors	GATS (WTO) Classification	UN CPC Provisional CODE	Services Description	CPC Codes covered under Appendix 3D of SEIS
Hotel and Tourism related Services	Tourism and Hospitality Services	A. Hotels and Restaurants (including catering)	641	Hotel and other lodging services	Covered
			6411	Hotel lodging services	Covered
			64110	Hotel lodging services	Covered
			6412	Motel lodging services	Covered
			64120	Motel lodging services	Covered
			6419	Other lodging services	Covered
			64191	Children's holiday camp services	Covered
			64192	Holiday center and holiday home services	Covered
			64193	Letting services of furnished accommodation	Covered
			64194	Youth hostel and mountain shelter services	Covered
			64195	Camping and caravanning site services	Covered
			64196	Sleeping car services and sleeping services in other transport media	Covered
			64199	Other lodging services n.e.c.	Covered
			642	Food serving services	Covered
			6421	Meal serving services with full restaurant service	Covered
			64210	Meal serving services with full restaurant service	Covered
			6422	Meal serving services in self-service facilities	Covered
			64220	Meal serving services in self-service facilities	Covered
			6423	Caterer services, providing meals to outside	Covered
			64230	Caterer services, providing meals to outside	Covered
			6429	Other food serving services	Covered
			64290	Other food serving services	Covered
			643	Beverage serving services for consumption on the premises	Covered
			6431	Beverage serving services without entertainment	Covered
			64310	Beverage serving services without entertainment	Covered
			6432	Beverage serving services with entertainment	Covered
			64320	Beverage serving services with entertainment	Covered
		B. Travel agencies and tour operators services	7471	Travel agency and tour operator services	Covered
			74710	Travel agency and tour operator services	Covered
		C. Tourist guides services	7472	Tourist guide services	Covered
			74720	Tourist guide services	Covered
		D. Others	749	Other supporting and auxiliary transport services	Not covered
			7490	Other supporting and auxiliary transport services	Not covered
			74900	Other supporting and auxiliary transport services	Not covered

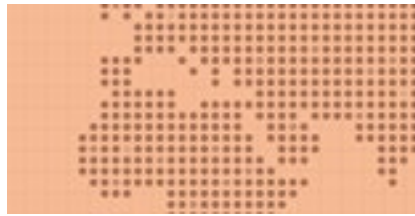


## GOVERNMENT NOTIFICATIONS AND INDUSTRY NEWS UPDATES



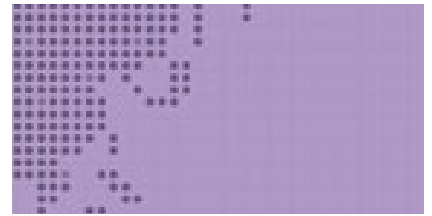
### Ministry of Tourism

- Ministry of Tourism has issued guidelines for the promotion of MICE tourism under champion sector in service scheme.
- The tourism ministry extended the validity of approval or certifications of hotels and other accommodation units whose project approvals/reapprovals and classification/reclassification have expired/are likely to expire till 30.06.2020.



### Ministry of Commerce and Industry

- Ministry of Commerce & Industry issued a public notice (No. 08/2015-2020) on June 01, 2020 increasing the duration of validity of MEIS/SEIS scrips and relaxing in last dates for filling applications under MEIS/SEIS.
- EPCG Scheme related



### Ministry of MSME

- Ministry of MSME issued Gazette notification regarding implementation of new definition of Micro, Small and Medium Enterprises (MSMEs) which will come into effect from July 01, 2020. As per this announcement, the definition of Micro manufacturing and services units was increased to Rs. 1 crore of investment and Rs. 5 crore of turnover. The limit of Small unit was increased to Rs. 10 crore of investment and Rs. 50 crore of turnover. Similarly, the limit of medium unit was increased to Rs. 50 crore of investment and Rs. 250 crore of turnover.
- Govt will set up a Fund of Funds with a corpus of Rs 10,000 crore that will provide equity funding support for MSMEs. The Fund of Funds shall be operated through a Mother and a few Daughter funds. It is expected that with leverage of 1:4 at the level of daughter funds, the Fund of Funds will be able to mobilise equity of about Rs 50,000 crores.
- To provide relief to the business, additional working capital finance of 20 per cent of the outstanding credit as on 29 February 2020, in the form of a Term Loan at a concessional rate of interest will be provided. The units will not have to provide any guarantee or collateral of their own the amount will be 100 per cent guaranteed by the Government of India.

## In the News

The Economic Times  
June 15, 2020





# IndiaHeals

Infusing life in healthcare services exports

(Dated: May 16, 2020, 11:00am to 1:00 pm)

## ACTIVITIES AND EVENTS

### Speakers:

- **Mr. Maneck Davar**, Chairman, SEPC
- **Mr. Darpan Jain**, Joint Secretary, Ministry of Commerce and Industry,
- **Ms. Upasana Arora**, Healthcare Services Sector Panel Head, SEPC
- **Dr. Harish Pillai**, CEO, Aster India Parrish,
- **Dr Anupam Sibbal**, CEO, Apollo Hospital,
- **Dr. S. Murali**, Nivasan Medical,
- **Dr. Rajesh Pai**, Medical Superintendent, Amrita Hospital Kochi,
- **Dr. Girdhar Gyani**, Director General, Association of Healthcare Providers,
- **Dr. D. Ramanathan**, Secretary, AMMOI,
- **Dr. Atul Mohan Kochhar**, CEO, NABH,
- **Dr. Abhay Sinha**, Dy Director General, SEPC.

### Important points discussed:

- India's share in the global MVT market is only 1 per cent to 2 per cent and there is a great potential for India to take it forward with the level of human resources and infrastructure that the country has especially the private sector. The industry should target for something like 10 per cent of global market share.
- The recovery of MVT would be difficult in the given scenario and would complete depend on the opening of international flights. Hospitals await the information on the resumption of flights on international circuits.
- Government should provide operating guidelines on safety and testing on arrival of foreign medical patients. Further the mandatory safety protocols could be fast-tracked for medical tourists.
- Formulating region specific marketing strategy to promote MVT at key destinations. Indian mission overseas should play key role in branding India's healthcare sector abroad.
- SEPC should be the nodal agency linking all the governmental programs from different ministries and should play as bridge between Industry and government.
- Industry needs to aggressively look into Mode 1 perspective which will help build a platform for Indian MVT and for the same a clear guideline could be issued by NABH which will provide a clear picture for this segment.
- There should be an Ayurveda Day which will attract international attention and will help in exporting medicines abroad giving an analogy of YOGA DAY which has been able to attract global attention.
- Focus on quality and standardization will help build Brand India MVT.
- Five points agenda was laid out in order to promote India's medical value travel (medical tourism) sector;
  1. Digital exports of medical services by using means like telemedicine. Analyse Telemedicine guidelines of other countries and engage with their Ministry of Health and related departments.
  2. International Quality Conformity and Standardization of Delivery of Services.
  3. Identifying countries which are important for promotion of MVT, compiling the issues and formulation of suitable export promotion strategy.
  4. Payment Systems: To streamline the process and evaluate the option of G to G payment process.
  5. Data Collection: There is a problem of data availability of healthcare services exports. Data related to foreign patients, treatments, and earnings is not available.



## REPRESENTATION FROM SEPC

### To Hon'ble Minister of Commerce and Industry

Hotels and tourism related sector seeking relief package to survive the current crisis and remain alive during & post covid-19 pandemic period

### To Finance Secretary, Ministry of Finance

Requests for Extension of Sabka Vishwas Scheme till December 31, 2020

## REBOOTING AND REINVENTING

Travel and Tourism Business Continuity Post- Covid 19

(May 06, 2020, 11:00 am to 1:00 pm).

### Speakers:

- **Mr. Maneck Davar**, Chairman, SEPC,
- **Dr. Abhay Sinha**, Dy Director General, SEPC
- **Mr. Madan Prasad Bezbarua**, Former Secretary Ministry of Tourism and Permanent Representative of UN WTO
- **Mr. Subhash Goyal**, Chairman, Indian Tourism Mart
- **Mr. Steve Borgia**, MD, Indeco hotels
- **Mr. Pronab Sarkar**, President, IATO
- **Mr. Ranvijay Singh**, COO, Umaid Hotels
- **Mr. Shashikant Bisht**, Corporate Director, IHCL

### Key Points

- State governments should come out with data which would help the policymakers to assess the impact of the sector which will certainly help them bring out monetary stimulus needed as per the state directions and it should be included in the economic recovery plan.
- New sustainable tourism models will be the new way forward for the tourism sector giving high priority to health and hygiene in the vicinity of the hotel premises.
- Tourism industry requested a bail- out package plan. The most critical would be the salaries of employees in the sector getting discontinued/reduced due to nil business. Almost 90 per cent of the tour and travel operators are small and medium size and are relying on government for a financial stimulus to sustain their business.
- Industry needs loans with low interest rates or at least a year of tax holiday.
- RBI's ease of Moratorium policy which is at present interest on the interest charge does not help the industry. There should be a flat moratorium.
- Repayment of income tax refund which the government is giving only up to 5 lakhs, is of no purpose to the industry. A wider perspective has to be looked at providing monetary stimulus to the industry.
- Fast tracking of disbursement and continuity of SEIS benefit will certainly help the industry survive at these unprecedented times when there is no billing in their book of account. By selling the duty scrips they will be able to pay the salaries of their employees.
- Per Pax tour package will increase due to the adoption of extra health and hygiene SOP's. Government needs to support the industry to sustain because of extra cost impediments.
- To revive the tourism sector, processing times of visa should be reduced, tourists who had applied for the visa earlier but were unable to travel should get free visa.
- There should be a strong marketing strategy to promote Indian tourism in countries such as China, Taiwan and South Korea which have come out of the Covid-19 crises faster as compared to other countries.



- In continuation of the India-Hungary webinar on economic impact of Covid 19 organised on May 22 to reach out and seek feedback on the disruption caused by Covid-19 and ascertain inputs for the way forward. The Embassy organised the **2<sup>nd</sup> India-Hungary webinar on June 9**. The “**services**” was the focused sector

and companies from environmental services, IT and IT enabled services, educational services, travel tourism and trade, retail exhibition, and other business and non-business services participated. The objective was

- The services form nearly 10.37 per cent of India-Hungary bilateral trade of USD 745 million; the prominent being the business services, transportation-travel and computer and information services.
- India’s ambassador gave a detailed account of recent policy measures particularly on **“Atma Nirbhar Bharat”** and other high priority areas such as food processing, agriculture and farming, digital highways, health care sector cooperation, mobility partnership, effective

**2<sup>ND</sup> INDIA - HUNGARY WEBINAR  
ON ECONOMIC IMPACTS OF COVID-19  
AND THE WAY FORWARD**  
TUESDAY, JUNE 9, 11.30 hrs CET (15.00 hrs IST)

**FOCUS SECTOR – SERVICES**

The participating companies are:

- » Tata Consultancy Services
- » Tech Mahindra Limited Hungary
- » 1000 Ut Travel Agency
- » Mahindra Waste to Energy Solutions Limited
- » Hungexpo

The participating organizations are:

- » Embassy of India, Budapest
- » Services Export Promotion Council, India
- » Hungarian Export Promotion Agency
- » Tempus Public Foundation

 <b>H.E. Mr. Kumar Tuhin</b> Ambassador Embassy of India	 <b>Mr. Sanjeev Manchanda</b> Commercial Representative Embassy of India	 <b>Dr. Abhay Sinha</b> Deputy Director General Services Export Promotion Council, India	 <b>Mr. Prabal Dutta</b> General Manager & Delivery Center Head Tata Consultancy Services	 <b>Ms. Vanita Austen</b> Centre Head/Country Manager Tech Mahindra Limited Hungary
 <b>Mr. Péter Kocsis</b> Head, Corporate relations division HETA Hungarian Export Promotion Agency	 <b>Mr. Gábor Dobos</b> Head of Department, Study in Hungary Tempus Public Foundation	 <b>Ms. Tímea Andrade-Varga</b> Outbound travel expert 1000 Ut Travel Agency	 <b>Mr. P. Palaniappan</b> CEO Mahindra Waste to Energy Solutions Limited, Mahindra Group Company	 <b>Ms. Klára Tihanyi</b> Business Development Director Hungarion

waste management, etc. He further highlighted new possible areas of cooperation between the two countries and advised the businesses on both sides to explore the opportunities that were now available.

- There was a general consensus that IT and digitalization would play a significant role in the post-Covid scenario on how the business organisations would leverage their respective strengths. The companies and organisations on the two sides were also able to look at opportunities available on enhancing collaboration to boost India-Hungary trade and economic cooperation.



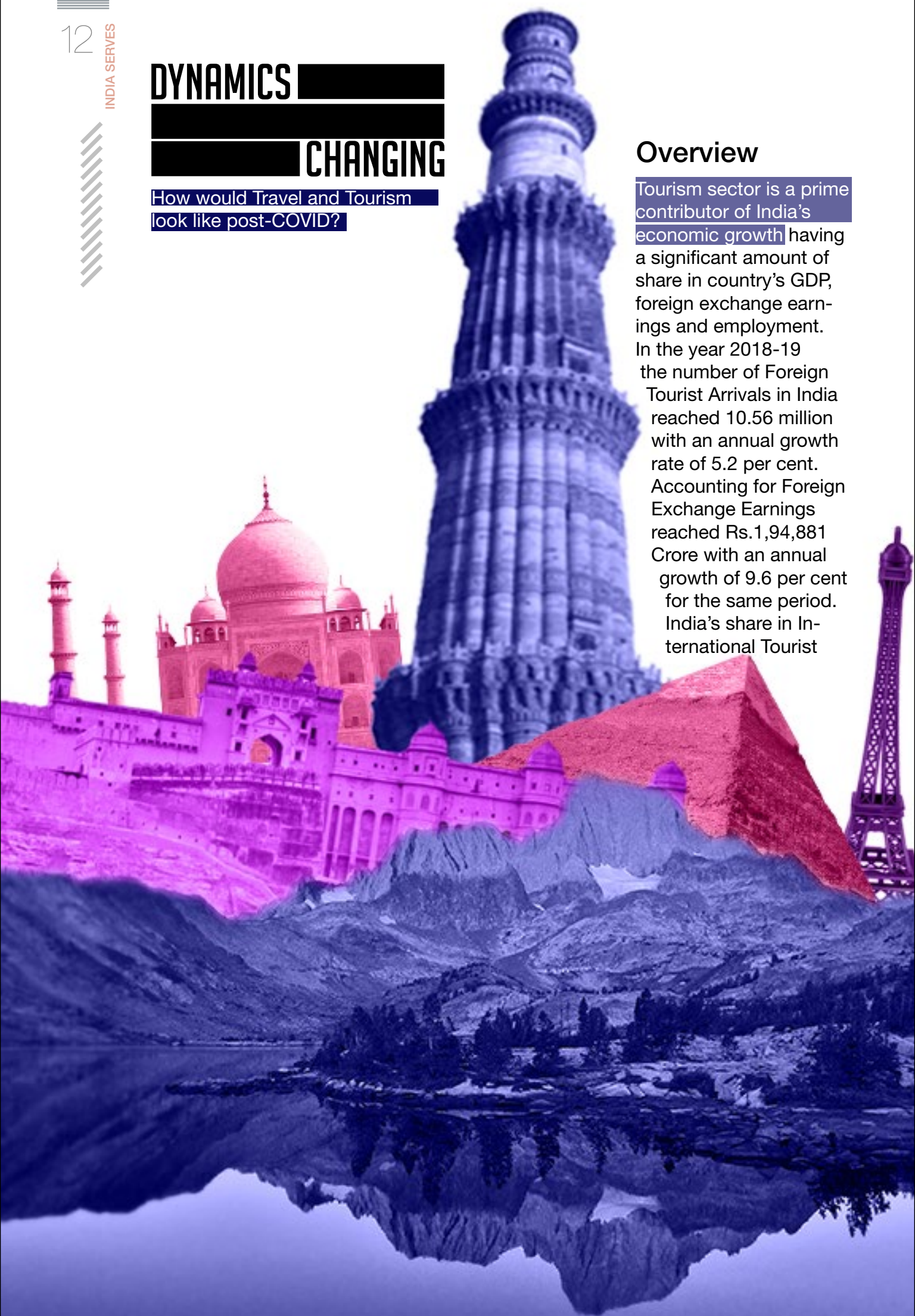
# DYNAMICS

# CHANGING

How would Travel and Tourism look like post-COVID?

## Overview

Tourism sector is a prime contributor of India's economic growth having a significant amount of share in country's GDP, foreign exchange earnings and employment. In the year 2018-19 the number of Foreign Tourist Arrivals in India reached 10.56 million with an annual growth rate of 5.2 per cent. Accounting for Foreign Exchange Earnings reached Rs.1,94,881 Crore with an annual growth of 9.6 per cent for the same period. India's share in International Tourist



Arrivals is around 1.24 per cent and in International Tourism Receipts it was pegged at 1.97 per cent. India is the 13<sup>th</sup> largest country in terms of International Tourism Receipts as per RBI's estimate. Having prominence in International tourism complemented by domestic markets, the Hotel and Tourism sector

saw an inflow of USD 14,426 Million of foreign direct investment during the period 2000 - 2020. With a fast-paced growth compelling to huge employment and forex earning capabilities, the Indian governments decides to spend INR 25 Billion on tourism sector during the year 2020-21.

## COVID-19 effects

All speculations and growth forecasts regarding Indian tourism sector have been washed away with the outbreak of COVID-19 pandemic which indiscriminately spread to all continents around the globe.

According to UNWTO, the pandemic has caused a fall of 22 per cent in international tourist arrivals during the first three months of 2020 and as per the sector analysts, the crisis could lead to an annual decline of between 60 to 80 per cent when compared with 2019 figures and this will place livelihood of millions at risk.

The travel and tourism sector has gone to a standstill with no human movement between countries. Now the industry fears that even after lockdown is over and pandemic is controlled, foreign tourists would be reluctant to travel and the business in the sector would take time to resume and come back to normal because of the negative psychological impact, fear of another wave and time required for the travellers to plan foreign trips, etc.



# The Recovery Plan

## The Recovery Plan

According to UNWTO Panel of Experts survey, domestic demand is expected to recover faster than international demand and the majority of business expects to see signs of recovery by 2021. Based on experience of previous crises, it may be said that leisure travel is expected to recover quicker, as compared to other types of travel.

In case of India too, when we analyse the tourists' trend post 2009 economic recession and after H1N1 virus outbreak around the

globe, we find that Foreign Tourist Arrivals in the category of Leisure, holiday and recreation travellers had shown positive trends in recovery in the preceding year of 2009, however the highest numbers of travellers were Indian diaspora visiting India during the period but in our analysis we have not taken this category into account as they mostly reside with their friends and family in India and not considered as target travellers with business point of view.







Going ahead with the speculations of analysts regarding the recovery plan for tourism sector, there is no doubt that the industry needs to focus more on domestic tourists till the time things come back to normalcy and international tourists start travelling. The industry as well as the government needs to understand that tourism is an experience and with rules of the game being modified with trust becoming the new currency as quoted by the UN WTO secretary general, we need to ascertain to the international travellers that India is a safe

place to travel by ensuring that we are well equipped in handling any exigencies. The industry needs to brand the success stories of foreign travellers who were stuck in the country during lockdown and their comments on our system of care and value during these tiring times and at the same time all the stakeholders should showcase their preparedness and adaptability towards social distancing and gaining trust and confidence of the tourists also by offering services and facilities way better than before following all safety protocols.

## Target Markets

According to the data released by the Ministry of tourism in 2018, India accounted for 1.05 crore Foreign Tourists Arrivals (FTAs) which are categorised into; Business and Professional; Leisure, Holiday and Recreation (LHR); Medical tourism; Indian Diaspora and Others. Out of the given categories the majority of tourists in India visit under the category of Leisure, Holiday and Recreation capturing 63 per cent of the total FTAs in India. In the given scenario when analysts predict that the fastest recovery of tourists' category would be LHR it does give a sigh of relief to the Indian tourism industry which is primarily focused in this particular segment. However,

with the COVID-19 outbreak which has led to restriction on international travel and strict guidelines issued by various countries and WHO for travellers, the industry needs to evaluate their business models and their target travellers considering age demography as a prime factor. The industry needs to identify the age group who are more likely to travel at the earliest when the international restrictions are eased. A more robust marketing strategy aligned with bundle of attractive packages needs to be adopted by the industry attracting international tourists to visit India.

Assessing the given market scenarios and the guidelines issued by various countries on movement of people, we have identified the age group of 25 - 44 years who would be more likely the first age group to travel abroad and could be the most potential segment which the Indian tourism industry should focus in the given time and situation of the pandemic.

Analysing the country-wise data of FTAs with age distribution in the year 2018, it has been found that the proportion of FTAs in India for the age group 25-44 years has been the highest pegging approximately at 40 per cent of the total FTAs in the given

### WHY THESE REGIONS?





year. It has also been found that within the given age segment, East Asia, ASEAN and Eastern Europe have a considerable share in the given market segment capturing almost 20 per cent share in the total FTAs in this category. (Refer figure 1)

Tourists of the age group 25-44 are not only contributing large share in FTAs but also they have been growing at a decent rate of around 5 per cent during 2016-18 (refer figure 2). This historical growth pattern reflects potential and gives confidence to the industry to focus on the particular segment. Moreover correlating age demography with the purpose of travelers coming to India from the three chosen regions it shows that more than 40 per cent of the total arrivals are under the age group 25-44 and more than 45 per cent of the total arrivals come for the purpose of LHR from these regions (Refer figure 3).

Having an already established connect of the particular age group from the regions travelled to India, it makes it easier for the Indian tourism stakeholders to reconnect with them and offer them new innovative bundle of tour packages. In addition to that when we analyse the average duration of the stay of travellers coming from these regions, it has been found that they stay for around 18.9 days which lessens the responsibility of the industry to take care of the travellers' safety and lessens the extra cost incurred on safety measures used during their stay.

FIGURE 1: FTA'S REGION WISE DISTRIBUTION FOR AGE GROUP (24-44) IN 2018

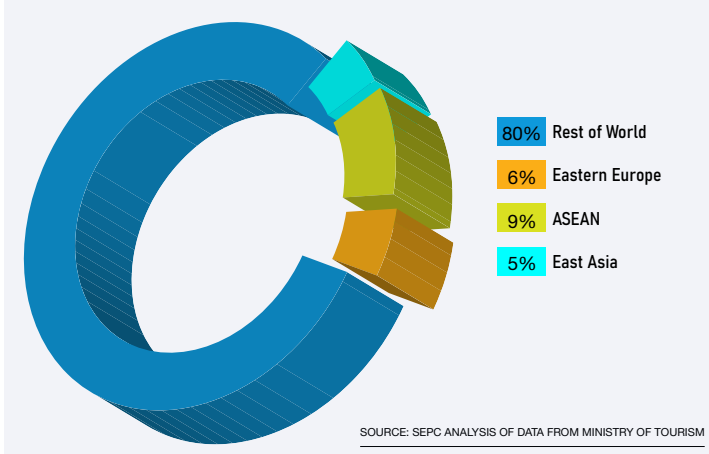


FIGURE 2: GROWTH RATE OF AGE SEGMENT

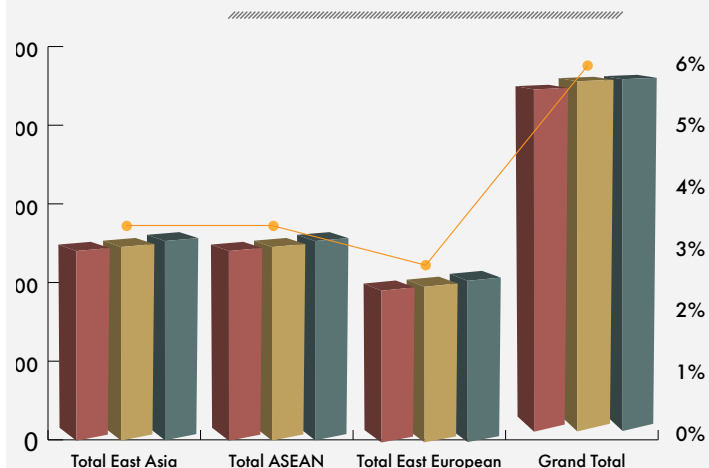
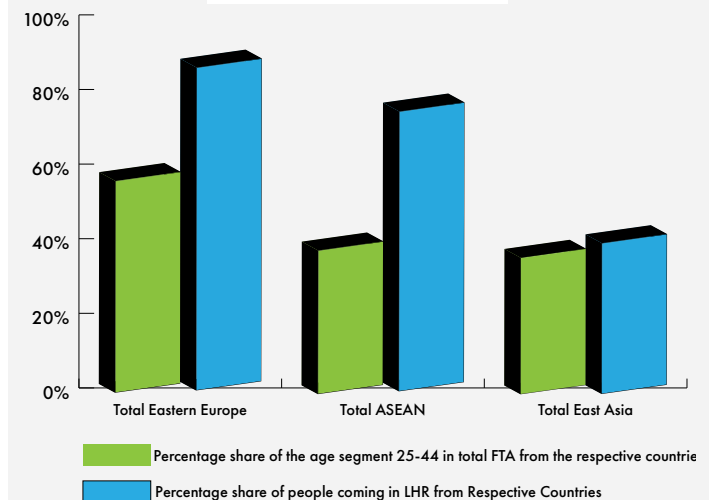


FIGURE 3: SHARE % IN RESPECTIVE FTA AND CATEGORY OF TRAVEL



- Iceland will open its borders after six weeks of lockdown, starting 15 June and all passengers will either take a COVID-19 test or choose quarantine for two weeks. Iceland's prime minister Katrin Jakobsdottir has announced that this will be offered to travellers landing in the country through Keflavik International Airport. Travellers must also download the official tracing app that is being used in the country.
- Luxury Hotels Across the World are Live Streaming their room views through their social media channels.
- With travel restrictions imposed in several countries due to the COVID-19 pandemic, players in the tourism sector are coming up with novel ideas to stay relevant. The latest innovation is in Lithuania where the Vilnius International Airport, taking advantage of quieter, less crowded spaces, has reinvented itself as a film-watching space. The organisers of the Vilnius International Film Festival (Vilnius IFF) have partnered up with the city's airport, converting its tarmac into a drive-in theatre.
- Cities like Berlin, Paris, Milan, London, Bogota and New York are trying to move away from cars and have given space to people to maintain a two-metre social distance. These development plans though have already existed for some time and are now being pushed with full force as most cities extend their lockdown
- ATPCO has developed an automated solution enabling airlines to override existing fare rules and waive change fees in the GDSs which is designed to help travel agencies to not manually process the voluminous fee waivers and ticket validity extensions that airlines have implemented due to the Covid-19 crisis.

# Foreign Market Updates from Indian Embassies

# Switzerland

### Top 10 service sectors of Exports from India to Switzerland

Sr. No	Service Sector	Exports from India to Switzerland (in CHF million)	Switzerland's total Imports from the World (in CHF million)	Services Ex-ports from India to Switzerland as % of Switzerland's total Services Import from the World
1	Telecommunications, computer and information services	911	15173	6%
2	Consulting services	358	14729	2.43%
3	Transport	170	11524	1.47%
4	Technical, trade-related, and other business services	142	8109	1.75%
5	Licence fees	32	11845	0.27%
6	Tourism	14	18008	0.07%
7	Other services	14	4360	0.32%
8	Financial services	9	3298	0.27%
9	Insurance and pension services	2	1926	0.10%
10	Research and development services	-	14404	-
	Total	1979	103377	1.91%

1 CHF = 1.05 USD

Courtesy: Embassy of India, Switzerland

## Hungary

## Top 10 items of import from India

S. No	Service Sector	Value USD mn	India's % Share of Total Import of the Service Sector	Modes*			
				1	2	3	4
1	Business services	34.6	0.14%	X		X	
2	Other business services	29.2	0.24%	X		X	X
3	Transportation	6.2	0.00%	X		X	X
4	Travel	5.6	0.01%		X		X
5	Computer and information services	4.6	0.41%	X		X	
6	Government services, n.i.e.	2.2	0.00%			X	
7	Charges for the use of intellectual property n.i.e.	0.5	0.00%	X		X	
8	Personal, cultural and recreational services	0.1	0.00%			X	
9	Financial services	0.04	1.22%			X	
10	Maintenance and repair services n.i.e.	0.01	0.01%	X		X	

Courtesy: Embassy of India, Hungary





## Vietnam

In 2019, nearly 18 million of international tourists travelled to Vietnam with 79.8 per cent travelling by air, 18.7 per cent by road, and 1.5 per cent by sea. Asian tourists claim the biggest portion (79.9 per cent of total international travellers) with top source countries being China, South Korea, and Japan respectively. Europe ranked 2nd, followed by America and Africa. India had 168,998 tourists to Vietnam in 2019. As for outbound tourism, there was increase in number of Vietnamese tourists travelling abroad. There were 8.6 million tourists who travelled abroad in 2018 which is expected to increase by an average rate of 9.5 per cent annually upto 2021 (according to an insight research).

Courtesy: Embassy of India, Vietnam

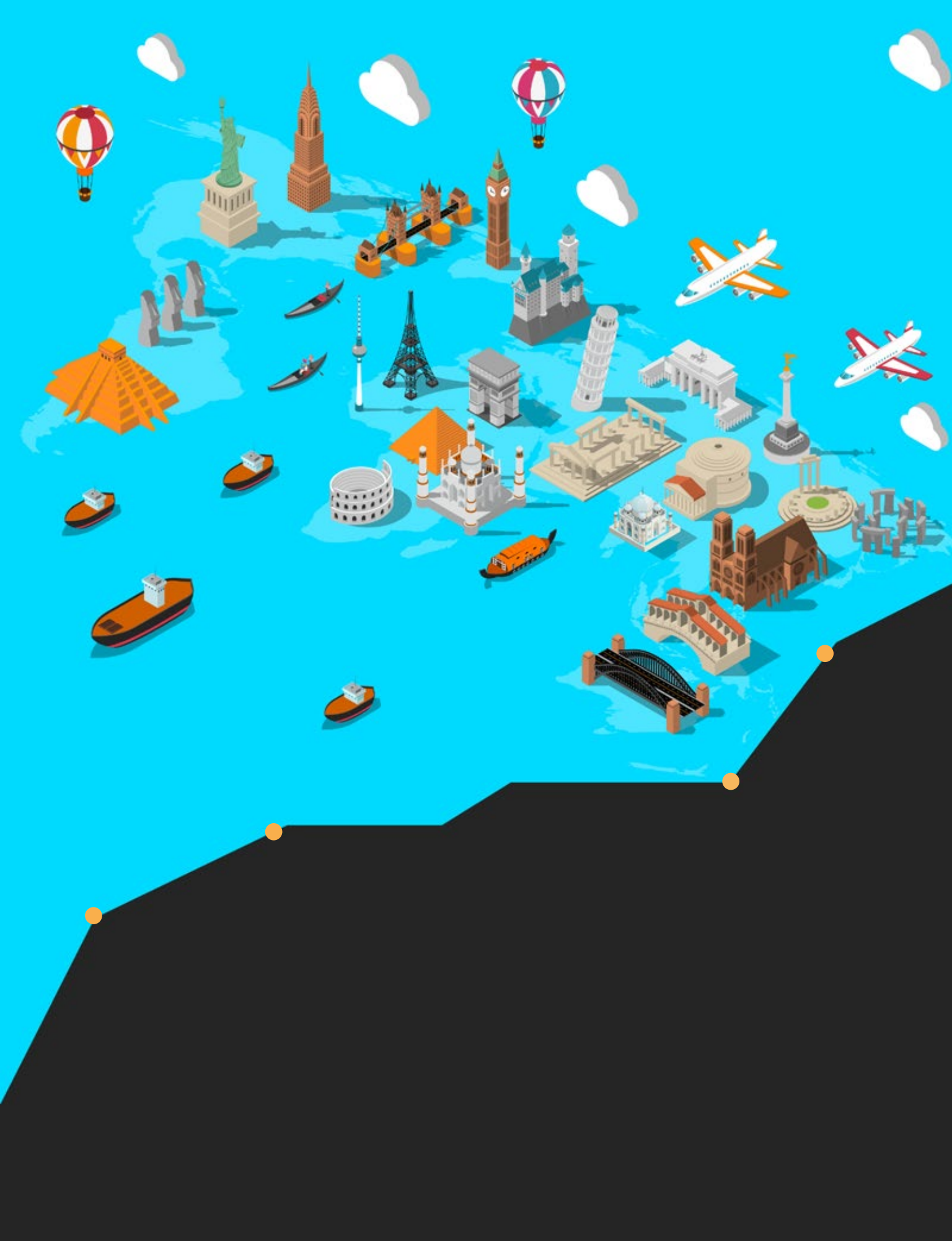


## France

Covid-19 crisis has set the global tourism meter to almost '0', adversely affecting many economies. India would find it easier to forge tie-ups and twinning with major tourist destinations across France that could be looking for swift economic recoveries in the tourism sector. Besides, at this time when long distance travels into France and the Schengen countries remain restricted, Indian States could proactively look to fill this tourism gap. Growth in this area will largely depend on how effectively and how quickly India manages the Covid-19 crisis within its domestic space.

Courtesy: Embassy of India, France





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