

Brief Synopsis

Impact on Tourist Police Training Scheme: Special Reference to Telangana Tourist Police

The National Institute of Tourism and Hospitality Management (NITHM) recently held a special one-week training program (October 6–11, 2025) designed specifically for the state's new Tourist Police units.

The Goal

The initiative aims to make Telangana a safer and more welcoming place for visitors. These officers are being trained to:

- Protect the state's cultural heritage.
- Ensure the safety of both Domestic and foreign tourists.
- Provide friendly and efficient assistance at major attractions.

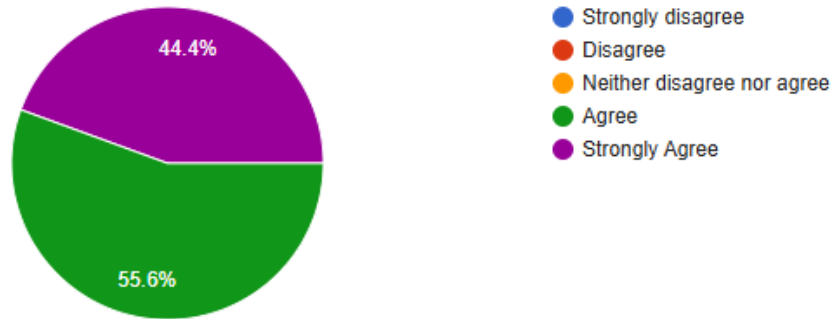
Key Details

- Participants: 80 police personnel.
- Launch Date: The initiative was officially launched on World Tourism Day (Sept 27, 2025).
- The Training: The first four days were spent in the classroom at the NITHM campus, focusing on "orientation and sensitization" (learning how to interact effectively with travelers).
- Field Work: The final two days involved hands-on experience at famous sites,
 - Golconda Fort & Qutub Shahi Tombs
 - Yadagirigutta, Bhongiri Fort and Jain Temple.
 - Lumbini Park, Tank bond.

One Day retreat for Tourist Police for Evolution and feedback: On February 27, 2026, NITHM hosted a strategic one-day retreat to advance the Telangana Tourist Police initiative. Under the Guidance of Prof. V. Venkata Ramana, Director NITHM. top officials including Sri. Jayesh Ranjan IAS, Chairman NITHM, Sri B. Shivadhar Reddy, DGP, Telanagana and Smt. Kranthi Valluru, MD (TGTDC) and Director DoT. outlined a future involving international exposure visits, dedicated service kiosks, and enhanced site branding. The session celebrated real-world successes—such as life-saving medical aid at Bhongiri Fort and fraud prevention at the Salar Jung Museum—while equipping officers with stress management skills and deeper historical knowledge. By addressing infrastructure gaps at sites like Ananthagiri Hills, the retreat reinforced Telangana's commitment to creating a safe, professional, and world-class environment for all travelers.

It is high time to Analysis and assesses the performance of tourist police at their designated tourist destinations with help of feedback data which has been collected during one day retreat program after completion of their 4 months deployment. Further the collected data has been processed by excel coupled with pie charts.

1. Tourist -related Crime Trends: The crime trends are alarming the tourism industry. Hence the tourist police performance has been measured through the feedback. The processed data with respective crime trends is depicted from pie chart no. 1



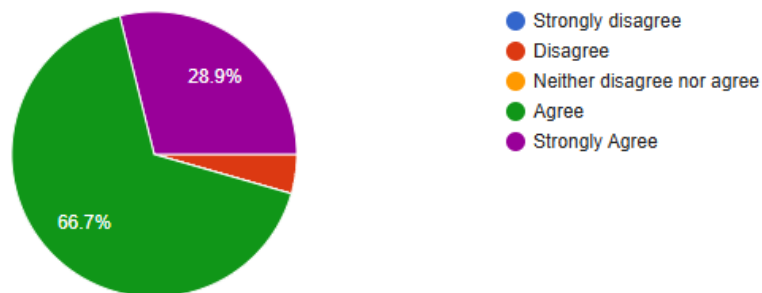
Source: Primary data from Tourist police retreat

Pie Chart 1: Tourist related crime trends

Regarding the trends in crime related to visitors, the pie chart shows that the deployment of tourist police has a major positive influence on reducing crimes against both domestic and foreign tourists. The percentage of tourist police who agreed, 44% of them, felt that crime patterns had greatly decreased at deployment. According to Father, 56% of tourist police believe that crime patterns have significantly decreased. Training programs have been observed to have an impact on communities, tourist destinations, tourism circuits, and the economy.

2. Response Time to Tourist Distress Calls: Is average time taken to respond to complaint received

The processed data with respect to Response Time is depicted from pie chart no. 2



Pie Chart 2: Tourist police Response Time to Distress Calls

Pie chart No. 2 shows the tourist police reaction time for the complaint that was received. that the deployment of tourist police has significantly improved response times. As evidenced by the number of tourist police who agreed, 67% of them felt that prompt action was necessary to reduce any potential risks related to tourists. Additionally, 30% of tourist police firmly believe that being vigilant could save tourists who are in danger.

3. Number of tourist Assistance Cases Handled

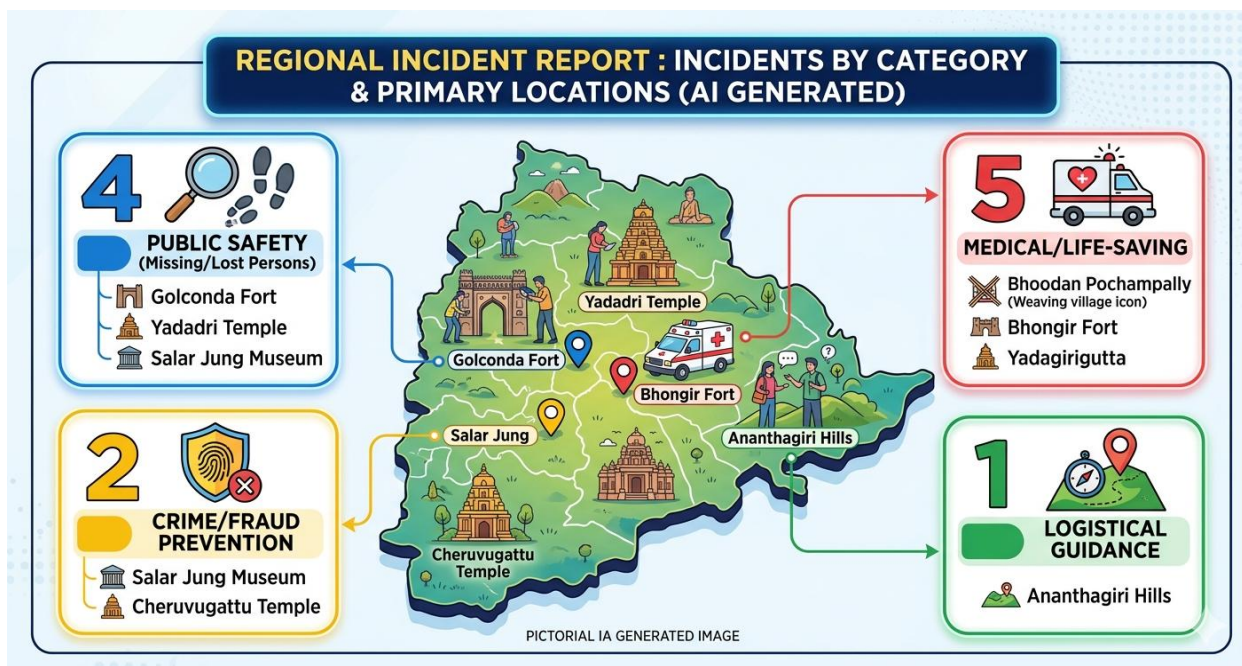


Diagram 1: Number of tourist Assistance Cases Handled

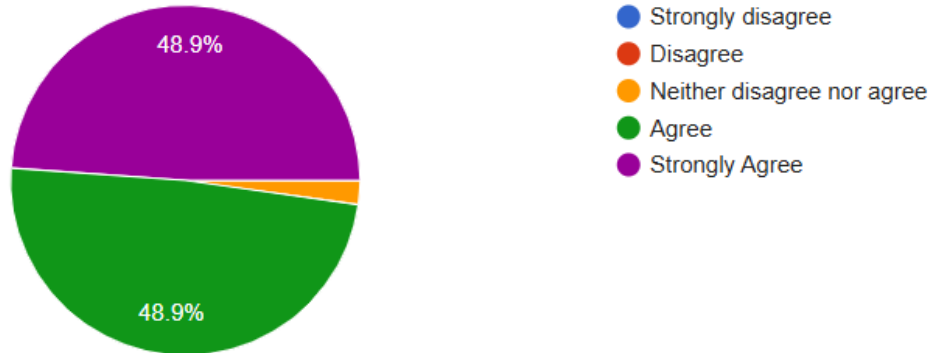
The Achievements of Tourist police after the Training at designated locations are articulated in real time. The details of achievement of tourist police at various destinations are curated in the above diagram and also furnished in the following table 1. This shows very purpose of the training scheme so meaning and impactful.

Table 1: Number of tourist Assistance Cases Handled

S. No	Incident Type	Location	Action Taken / Outcome
1	Missing Children	Golconda	Rescued two children who were lost; returned to parents.
2	Missing Tourist	Yadagirigutta	Traced missing person within one hour; handed over to family.
3	Missing Children	Yadadri	Solved 5+ missing children cases; returned to parents.
4	Online Fraud	Salar Jung Museum	Addressed ticket scam involving ₹12,500; issued warning to site.
5	Student Guidance	Ananthagiri Hills	Guided students from Jammu Kashmir without confusion.
6	Illegal Activity	Cheruvugattu	Identified group of drug peddlers; handed over to local police.
7	Suicide Attempt	Bhoodan Pochampally	Saved a woman from suicide; provided counseling.
8	Medical / Injury	Bhongir Fort	Rescued tourist who fell down; sent to area hospital by ambulance.
9	Suicide Attempt	Bhoodan Pochampally	Life saved and family counseling provided.
10	Medical / Fainting	Bhongir Fort	Responded to fainting and injury of West Godavari tourist.
11	Lost Wallet	Salar Jung Museum	Returned wallet containing ₹1150 and IDs (Aadhaar/PAN) to tourist.
12	Medical Emergency	Yadagirigutta	Assisted elderly devotee suffering from suffocation/discomfort.

Source: Survey data Tourist Police

4. Grievance Redressal Rate: Percentage of complaints resolved within a defined time frame and level of satisfaction reported by complaints

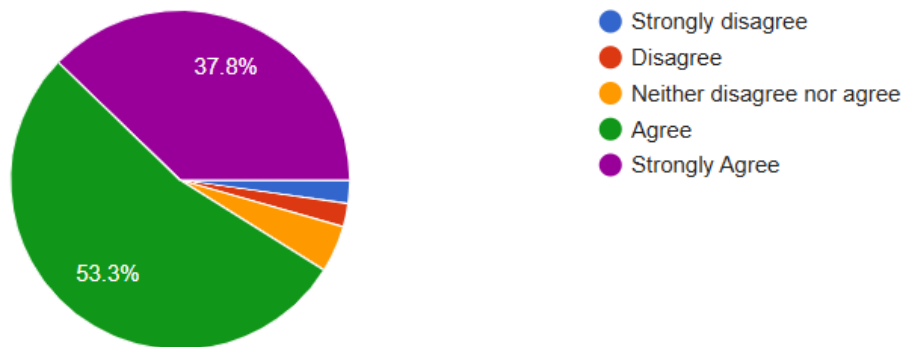


Pie Chart 3: Grievance redressal rate

The third pie chart has been used to analyze the tourists' grievance redressal rate that following training and deployment, the performance of tourist police has significantly improved. 98% of tourist police are in agreement when it comes to settling complaints from visitors.

5. Tourist Footfall in Key Destinations: Trends in domestic and foreign tourist arrivals in destinations where Tourist Police are deployed, to assess confidence-building impact.

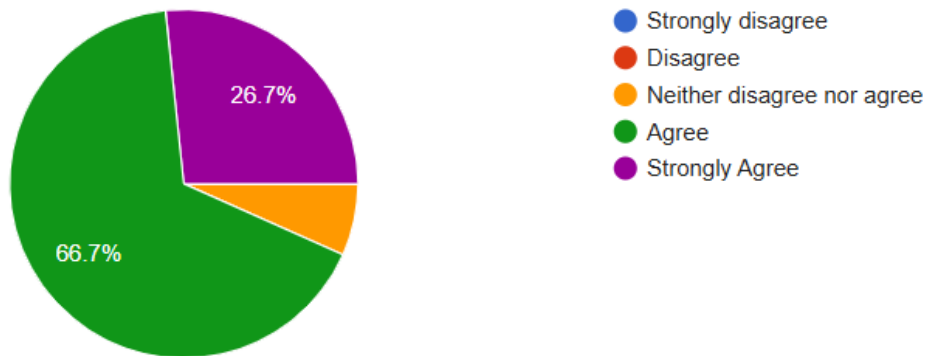
91.1% of respondents have noticed a clear increase in tourist arrivals at destinations where the Tourist Police are actively engaged.



Pie Chart 4: Tourist Footfall in Key Destinations

Pie chart No. 4 shows that the number of tourists visiting the major locations has significantly increased. This is evident by the 91% active engagement of tourist police.

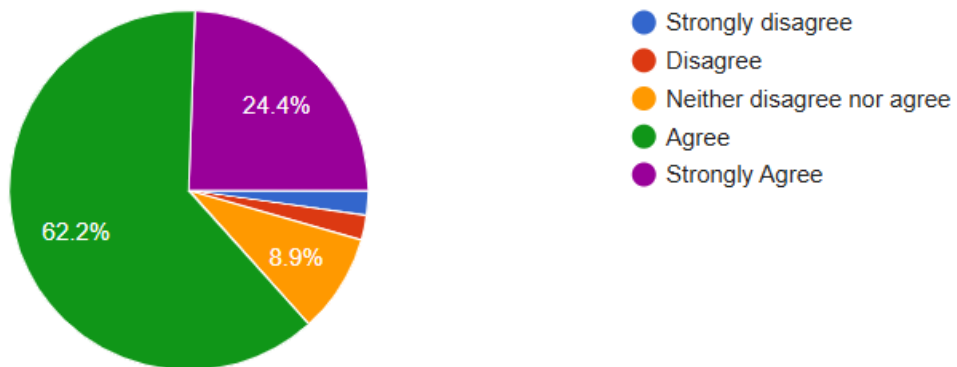
6. Perception of Safety among Tourists: Feedback collected through surveys, mobile applications, exit forms, or stakeholder consultations indicating perceived safety and comfort. Deployment and Support: 80% of respondents find the current personnel deployment, multilingual support, and help kiosks to be adequate and effective.



Pie Chart 5: Perception of Safety among Tourists

Pie chart No. 5 shows that visitors' attitudes have significantly improved since tourist police were stationed in popular locations. This demonstrates how the training program affects the performance of tourist police in the field. 93% of tourist police have observed it.

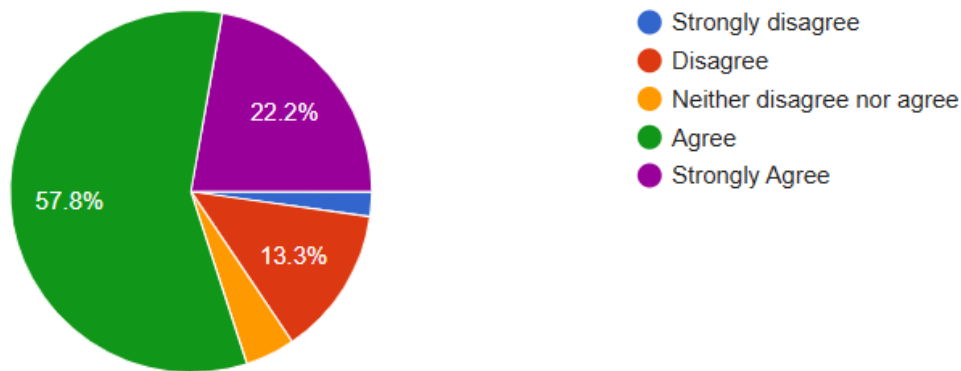
7. Coordination with Local Stakeholder: 86.6% believe there is effective coordination between local administration, police, and hospitality sectors (62.2% Agree, 24.4% Strongly Agree).



Pie Chart 6: Coordination with Local Stakeholder

The tourist police have created a well-coordinated local network system to facilitate tourism at locations, as seen in pie chart No. 6.

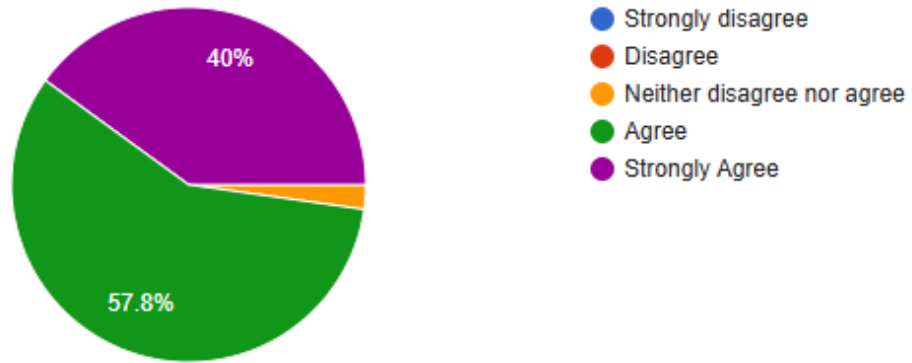
8. Visibility and Accessibility Specialized Training: High confidence in training quality, with 97.8% agreeing that instruction in soft skills, languages, and cyber awareness is effective (57.8% Agree, 40% Strongly Agree).



Pie Chart 7: Visibility and Accessibility Specialized Training

Pie chart No. 7 shows that the training provided to tourist police in terms of cyber awareness and soft skills, along with languages, is fairly mirrored in how they handle tourist issues at destinations. However, as 21% of the tourist police were only partially satisfied with the training they received, there is still space for training along similar lines.

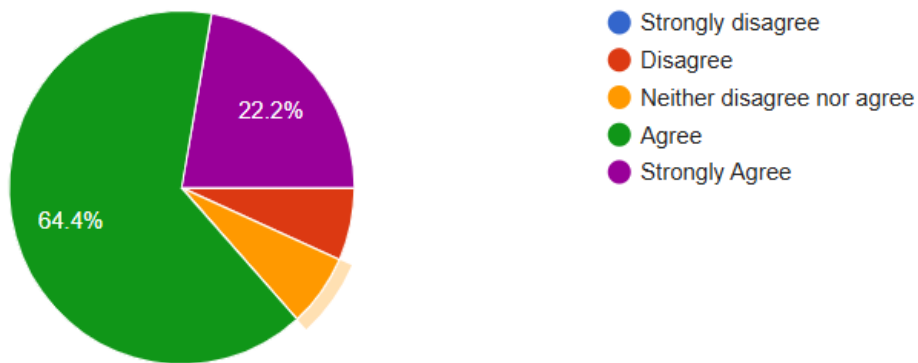
9. Capacity Building and training: The specialized training provided (including soft skills, language skills, and gender/cyber awareness), along with the frequency of refresher programs, is adequate and effective?



Pie Chart 8: Capacity Building and training

Pie chart No. 8 shows that the training provided to tourist police in terms of cyber awareness and soft skills along with languages is fairly represented in how they handle tourist issues at destinations. However, as 7% of the tourist police were only somewhat satisfied with the training they received, there is still opportunity for training along similar lines.

10. Preventive and Outreach Measures: awareness campaigns, safety advisories, and CCTV monitoring—are adequate and effective? 86.6% agree that outreach efforts, including awareness campaigns and CCTV monitoring, are adequate (64.4% Agree, 22.2% Strongly Agree).



Pie Chart 9: Preventive and Outreach Measures

Pie chart No. 9 shows that providing tourist police with preventive and outreach training is reasonably reflected in their performance while reducing the associated potential threats at locations. However, as 17% of tourist police are partially aware of preventive measures, there is still space for training along similar lines.