

Introduction:

With the upsurge of tourism in the country, instances have come to the notice of the tourism department where tourists have been extorted by shopkeepers, unauthorized guides, touts hawkers and lapakas even harassed by auto rickshaw drivers. Large number of these people can be seen at places visited by tourists such as airports, bus stands, monuments etc. they not only cheat the hapless tourists but also are a nuisance for them.

Tourist Assistance Force (TAF) scheme was started by the tourism department in the year 2000. At present 139 TAF personnel are deployed at prominent sites of tourist interest in following destinations:

Jaipur, Jodhpur, Jaisalmer, Bharatpur, Bikaner, Chittaurgarh, Sawai Madhopur, Ajmer-Pushkar, Mount Abu, Jhalawar and Bundi.

To enhance the safety and security of tourists visiting the State, the Tourism Department has increased the number of TAF personnel to 139 and new destinations have been added i.e Jhalawar & Chittaurgarh

Tourist Booth at City Palace, Jaipur

You can take help of Tourist Assistance Force:

To know about the locality of tourist sites and respective distance.

In case of harassment by peddlers, hawkers, touts, beggars etc.

To take guidance about local law and order, security and hazards and for that free pamphlets of "Dos and Don'ts" are provided to tourists by TAF personnel.

To take information about authorized taxi stands, ATMs', money exchanges, guest houses, hotels restaurants etc.

To take guidance about medical facilities available nearby. Recently on-call ambulance (Phone no.108) facility has been provided by govt. and TAF personnel guides the tourist in emergency.

Achievements:

For resolving the Complaint by Mr.Armann Skaeringsson Icelandic citizen against Art & Exports firm at Udaipur. The Embassy of Iceland at Vasant Vihar, New Delhi, thanked Dy. Director (TAF) for Initiating the action against the Export firm at Udaipur resulting which the Export firm refunded the whole amount taken as advance from Mr.Armann Skaeringsson

Chinese Tourist had left his Valuables in a bag during his visit at Jalmahal, Jaipur on 29 oct 2014.The TAF personnel On duty saw this unattended bag containing around 2.5 lakh rupees & other valuable items. The bag with all the valuables were returned to the tourist safely on the same day.

For this act of honesty and integrity TAF Personnel were felicitated on the occasion of republic day 2015 by the honourable C.M. of Rajasthan at Jaipur.

--- Published in all leading News Papers of Rajasthan on 30.10.2014

Tourist from Maharashtra left their valuables during their visit at Hawamahal, Jaipur on 30.10.2014. TAF Personnel returned the valuables to the concerned tourist amounting to 6,000 Rs., ATM card and other items.

A letter of appreciation was Presented by the Maharashtrian Tourists to the TAF Personnel.

On November 2014, Tourists from Switzerland were cheated by tour operators into paying more than twice the required amount of money. TRC at Bikaner with the help of TAF compelled the tour operators to refund 1.5 lakh rupees to the concerned tourist.

A letter of thanks was presented by the tourist to the TAF personnel and TRC Bikaner.

--- Published in Rajasthan Patrika on 02.01.2015.

Tourist group from Mauritius left their valuables during their visit at Jalmahal, Jaipur. TAF Personnel returned the valuables to the concerned tourist amounting to 35,000 Rs., 300 US dollars, 2 passports, 1 mobile and 1 camera respectively.

A letter of appreciation was given by the Mauritius group to the TAF Personnel.

--- Published in Danik Bhaskar on 18.04.2015