

Date: 11 June 2026

To
The Secretary
Ministry of Tourism
Government of India
New Delhi

Subject: **Request for Investigation and Regulatory Oversight of Private Kailash Mansarovar Yatra Operators Concerns Regarding Financial Transparency, Cash Collections, GST Compliance, Service Deficiencies and Pilgrim Welfare**

Respected Sir,

I write this representation in the larger public interest and in the interest of thousands of pilgrims who undertake the sacred Kailash Mansarovar Yatra every year with immense faith, devotion and trust.

For Hindus across the world, Kailash Mansarovar is not a tourist destination but one of the holiest pilgrimages associated with Lord Shiva. For many devotees, this journey represents a lifelong spiritual aspiration undertaken after years of preparation, sacrifice and savings. It is therefore deeply concerning that an increasing number of complaints are emerging regarding the manner in which certain private operators are conducting and administering this sacred pilgrimage.

In particular, concerns have arisen regarding the operations of Inaya Journeyz and its promoter, Mr. Ravi Modi, which merit examination by the competent authorities.

Pilgrims are charged amounts ranging from approximately INR 3,00,000 to INR 3,50,000 per person for participation in the Yatra. Despite such substantial charges, many pilgrims have reported significant deficiencies in planning, coordination, accommodation, food arrangements, customer support and overall service delivery.

One of the most serious concerns relates to the collection of approximately USD 1,710 per pilgrim in cash after arrival in Nepal.

Pilgrims are reportedly instructed to carry large amounts of foreign currency and make cash payments after reaching Nepal. Considering the number of pilgrims travelling annually, these collections involve substantial sums running into crores of rupees. Such a practice raises important questions regarding financial transparency, accounting procedures, foreign exchange compliance, tax reporting and consumer protection.

If the entire tour package can be marketed, booked and partially collected in India through banking channels, there appears to be no legitimate reason why pilgrims should be required to physically carry and hand over large amounts of foreign currency in cash.

An equally serious concern is that several pilgrims who have made payments through formal banking channels and who have specifically paid GST as demanded by the operator have allegedly not received GST-compliant tax invoices despite repeated requests and follow-ups. If verified, such circumstances would raise significant concerns regarding GST compliance, tax reporting and consumer rights.

Apart from the financial aspects, there are substantial concerns regarding the quality of services provided to pilgrims.

Numerous pilgrims have reported instances of severe mismanagement and lack of preparedness despite advance knowledge of group sizes, travel schedules and accommodation requirements.

Pilgrims frequently arrive at hotels late at night after long and physically exhausting journeys. Despite the operator being fully aware of arrival schedules, proper meal arrangements are often unavailable. There have been instances where kitchens were reportedly closed upon arrival, leaving pilgrims without food after travelling for an entire day.

Similarly, accommodation arrangements have reportedly been chaotic and disorganized. Pilgrims have experienced uncertainty regarding hotel allocations, delays in receiving room keys, absence of pre-planned room assignments and prolonged waiting periods after arrival. Many have reportedly been left standing with luggage late into the night while accommodation issues were being sorted out on an ad hoc basis.

There are also repeated complaints regarding the lack of effective on-ground support. When concerns relating to accommodation, transportation, food, logistics or service delivery are raised, responsibility is often attributed to foreign counterparts, local operators, Chinese agencies, weather conditions or other third parties. While unforeseen circumstances may arise during any international pilgrimage, recurring operational failures cannot routinely be attributed to external entities when pilgrims have contracted with and paid substantial amounts to the Indian tour operator.

The responsibility for planning, coordination, communication and service delivery ultimately rests with the entity that markets the pilgrimage, collects payments and makes representations regarding the services to be provided.

The issue is not merely one of inconvenience. Many pilgrims are senior citizens who undertake this arduous journey after years of aspiration. They deserve reasonable standards of planning, accommodation, food, communication, safety, medical preparedness and customer support commensurate with the substantial financial commitments demanded from them.

Accordingly, I respectfully request the Government of India and the concerned authorities to examine:

1. Whether all amounts collected from pilgrims are properly invoiced and accounted for.
2. Whether GST is being paid on the entire consideration received from pilgrims.
3. Whether pilgrims who have paid GST are being issued proper GST-compliant tax invoices.
4. Whether the collection of approximately USD 1,710 per pilgrim in cash complies with applicable laws, including FEMA and RBI regulations.
5. Whether foreign currency collections are properly disclosed, recorded and reported.
6. Whether Income Tax, GST and other statutory compliances are being fully observed.
7. Whether the services advertised and promised to pilgrims are actually being delivered.

8. Whether adequate accommodation, food and logistical arrangements are being planned in advance.

9. Whether adequate grievance redressal mechanisms and emergency support systems are available to pilgrims.

10. Whether promotional representations accurately reflect the actual level of services provided.

Given the scale of these operations and the significant amounts collected from pilgrims each year, the matter warrants examination by the Ministry of Tourism, Ministry of Finance, CBIC, CBDT, RBI, DGGI and other competent authorities.

I further urge the Government of India to introduce a comprehensive regulatory framework governing private Kailash Mansarovar Yatra operators, including:

- * Mandatory licensing and accreditation.
- * Full disclosure of all charges before booking.
- * Mandatory GST-compliant invoicing for every payment collected.
- * Strict regulation of foreign currency collections.
- * Minimum service and accommodation standards.
- * Mandatory disclosure of actual service providers and subcontractors.
- * Independent grievance redressal mechanisms.
- * Periodic audits and compliance reviews.
- * Penalties for misrepresentation, non-disclosure and regulatory violations.

The sanctity of Kailash Mansarovar must be preserved. Faith should never become a commercial opportunity without accountability. Pilgrims undertaking one of Hinduism's most sacred journeys deserve transparency, dignity, proper facilities and protection from unfair or opaque practices.

I therefore request your urgent intervention and appropriate action in the interest of pilgrims and the preservation of the sanctity of this sacred Yatra.

Yours Faithfully,

CC:

Prime Minister's Office (PMO)

Ministry of Finance

Ministry of Home Affairs

Ministry of External Affairs

Central Board of Direct Taxes (CBDT)

Central Board of Indirect Taxes & Customs (CBIC)

Directorate General of GST Intelligence (DGGI)

Reserve Bank of India (RBI)

Enforcement Directorate (ED)

Central Consumer Protection Authority (CCPA)