



## DEVELOPMENT OF INFRASTRUCTURE AND GROWTH OF TOURISM

India has already made a place on world's tourism map because of its great potential to attract tourists to the diversity of its tourist sites spread all over the country. It is also known that we still lay behind our other neighbouring countries like China, Singapore, Malaysia and Thailand.

In this lesson we will discuss the relationship between the status of infrastructural development, including the transport network and hotel accommodation and tourism.

We shall also study the duties of trained functionaries like tourist guides and tour operators at various levels with reference to their places in the management of tourism.



### OBJECTIVES

After studying this lesson, you will be able to :

- analyze the impact of tourism on the greater need for development of transport network;
- assess the role of infrastructure like hotels, restaurants and hospitality services for organising the required amenities for tourists;
- explain the significance and establish relationship between local and long-distance modes of transport and tourism;
- evaluate the utility of tour guides and tour operators in promoting tourist activity;



- explain the individual level and group level roles of tour guides and tour operators as functionaries of a travel agency;
- distinguish between season-specifics and destination specifics of tour operation.

### **31.1 TRANSPORT AND TOURISM**

A transport system acts as a bridge between places of tourist origin and destination. It opens out a region by providing an access to its tourist places. In its absence, the resource potential for tourism i.e. attractions and amenities, can't be of any benefit. We cannot talk of the planning of tourism in an area without organising its transport system. The system consists of a network of routes or means of transport and the modes of transport. The former includes air, sea or water routes Inland routes include roads or the motorways and the rail transport. The modes of transport refer to aircraft, ships, steamers, cars, taxis, luxury coaches, buses and the railway trains. Taxis, cars, motor like autorickshaws, tangas, mopeds, bicycles and trams are particularly important as items of local transport. It is meant to carry travellers from airports, bus-stands or railway stations to hotels and tourist sites within a city. At high altitude places in tourist areas, you may come across ropeways and electric driven trollies, pony or tonga riding and sailing boats.

Tourism is most attractive if a country has all possible types of alternative transport facilities both in its major and minor networks. Trunk routes are inter-state routes forming the national network. They provide linkages between main transport hubs of India. The connections between the trunk routes and the nodal towns within a tourist region are mostly managed by regional transport authority. It is a minor network at the regional level. Private travel organisations have a greater role at the lowest level to look after the transport needs of tourists within the smallest local network. A tourist requires not just an access to a tourist region but also an easy access in terms of cost, time and level of comforts. For instance, whenever an easy connection is lost for area of high altitude or of bad weather, alternative mode of transport must be at hand for a tourist.

The provisions are favourable if there are easy connections also between different modes of transport from one route to another; and between the major and minor places of tourist interest. Now-a-days, it is the capacity of a transport system which determines the size of tourist traffic, the increase or decrease in the pace of tourist flows. Beside an increase in the capacity of transport system, the provision of comfortable seats, reasonably high speeds and discounts in the rail, road and air fares are becoming incentives. They further go to increase the tourist traffic, in turn ploughing in greater revenue. It is estimated that the tourists pass



### Notes

on their income to us by spending around 40% of their total expenditure on travel alone.

### A. Air Transport

Aircrafts are known to carry tourists over long distances. About 97% of international tourists arrive in India today by air. Within the country, 82% of them travel by air as compared to 11% by sea and water routes and 7% by land routes. Compared to 120 hours of sea travel, between London and New York in 1920, the modern jet plane flying high above the zone of disturbing surface aircrafts winds takes 6 hours. These aircrafts generally fly at the speed of about 1000 km per hour though these are capable to gain the maximum speed of sound which is 1194 km per hour. These are bound to assume primary importance for global tourism because of their gigantic carrying capacity and high speed during non-stop flights.

Discounted fares, in the form of concessions or easily manageable passes allowed for different age-groups, charged differently for off-season and the peak-season, go a long way in the promotion of active tourism.

High class travellers from rich countries coming more as business tourists like to pay for costlier air travel even while moving about within India. The reason being that they want to complete their business deals and also visits to maximum tourist spots within the limited time at their disposal. They do not mind foregoing any concessions offered by air travel companies because their main concern is to save time at any cost. Still in order to attract low budget leisure tourist, our public and private air services offer concessional tickets because they form the largest proportion of air travellers.

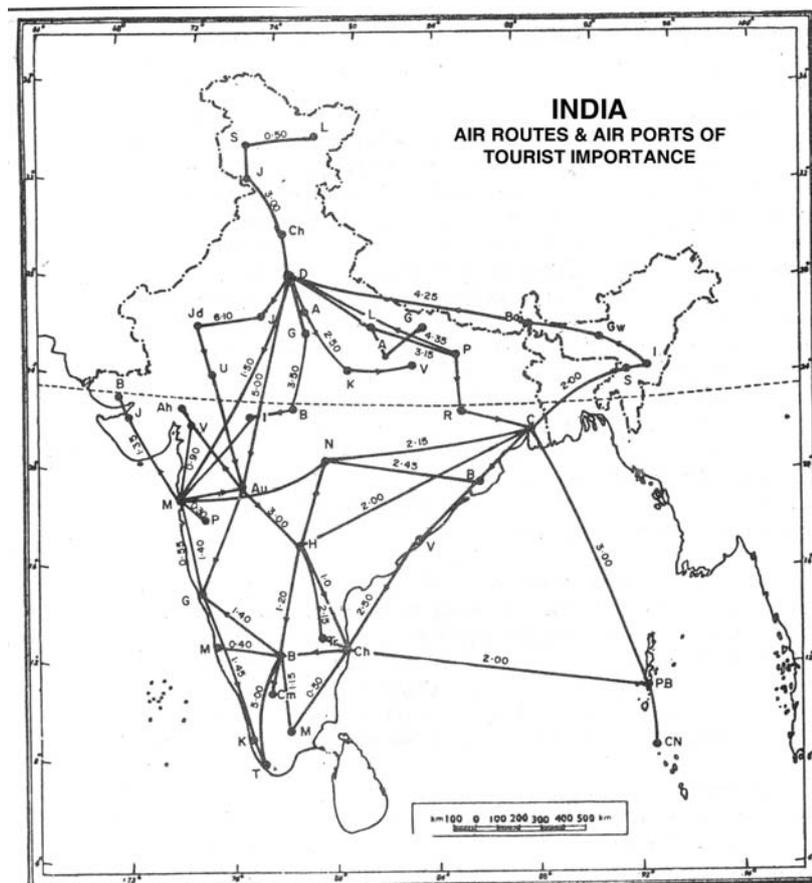
A beginning to better manage our air network has been made. It will convert 12 of our international airports into model ones and will upgrade the other ones at important tourist places. This exercise would finally incorporate Amritsar-Srinagar in the north, Hyderabad-Bangalore-Kochchi in the south, Ahmedabad-Goa in the west and Guwahati in the north east. The major international airports at our metro cities of Mumbai, Delhi, Kolkata and Chennai are already included as the cores for extension of improvement facilities. Varanasi, Bhubaneshwar and Jaipur, the three of most frequented tourist cities will not be left over for long. Next in line is Nagpur to be converted into an international airport. In addition, we have got 85 domestic airports and 28 civil aviation terminals for smaller aircraft at present. Air connections for popular tourist destinations have become such a foremost need that it is tempting many state governments to come forward with new ideas.



**Notes**

The Rajasthan Govt. has taken a step ahead by proposing to construct airstrips for smaller aircraft at new places having tourist attraction though yet untouched by tourism. Himachal Pradesh aspires to emerge as a tourist state in the right earnest in the year to come. It proposes to have an international airport at Sundernagar in its centrally placed Mandi district. The expansion of Kulu, Kangra and Shimla airports for bigger planes and the extension of privately managed helipad taxi services to connect its interior with already existing 55 helipads are its other suggestion.

As Mumbai and Delhi are entry points for over 70% of international tourists, they act as a country's major clearing houses for them. An almost full occupancy of air seats and hotel accommodation at these places indicates that confirmation of their prior booking is now being speedily done for busy foreign tourists. Since India is no longer dropped so easily from their travel schedule, our country now stands as fifth top destination for tourists. World travel organisation estimates that other than the maintenance of high standards of air transport, a mere 10% reduction in the cost of air tickets catches an increase of 17 to 22% in the number of tourist travellers.



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The territorial waters of India extend into the sea to a distance of twelve nautical miles measured from the appropriate base line.  
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*Fig. 31.1 Air routes and air ports of tourist importance*



Notes

**B. Sea Transport**

It has lost its choice to air carriage of passengers over long or time consuming distances. But cruising for short distances as from Mumbai to Goa in our coastal waters, in lakes like Chilka or Vembanad, hopping from mainland to islands or from one to another island holds promise for tourists. All inclusive package tours for domestic and for the foreign tourists from Kochi to Lakshadweep islands and from Chennai or Kolkata to Port Blair and Car Nicobar are becoming popular. Such a tour includes the total cost for providing travel accommodation and other facilities.

In the long run, the improvement of navigation in suitable stretches of river like Brahmaputra in Assam, could provide immense possibilities for opening out new route for tourist travellers.

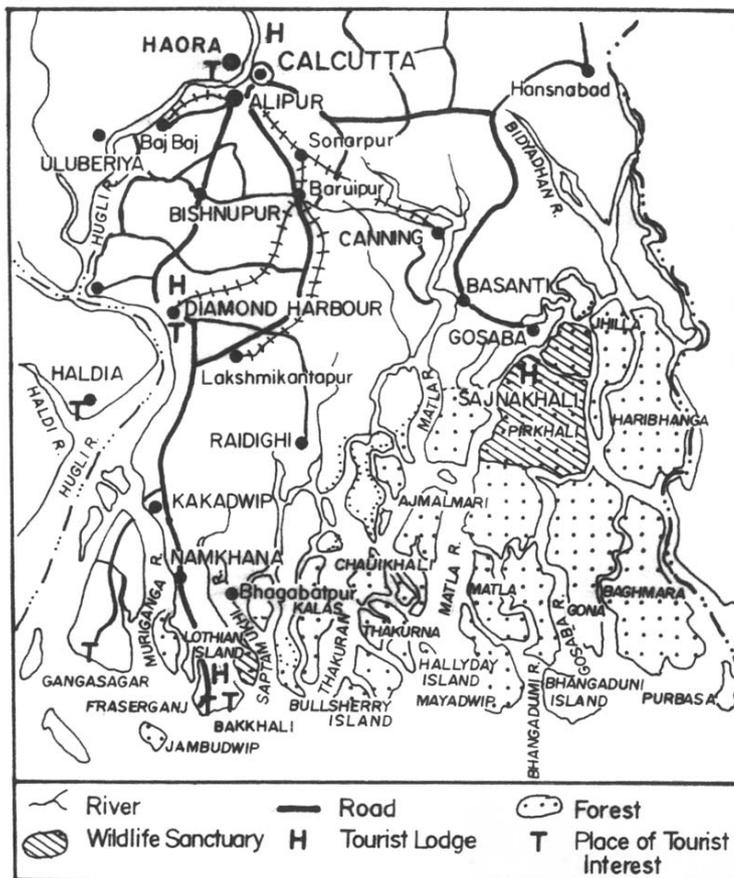


Fig. 31.2 Waterways of Sunderban

**C. Road or Motorways**

Since 1970s, a greater use of private cars exclusively for an affluent individual and his family, and of taxis, luxury coaches, buses for lower budget group of 8 to 30 persons, have been gaining popularity. The National highways and motels built along scenic and busy roads have revolutionised their use by the holidays. Motorways provide move and easy links within the network of major routes.

**GEOGRAPHY**

## MODULE - 10B

### Geography of Tourism in India



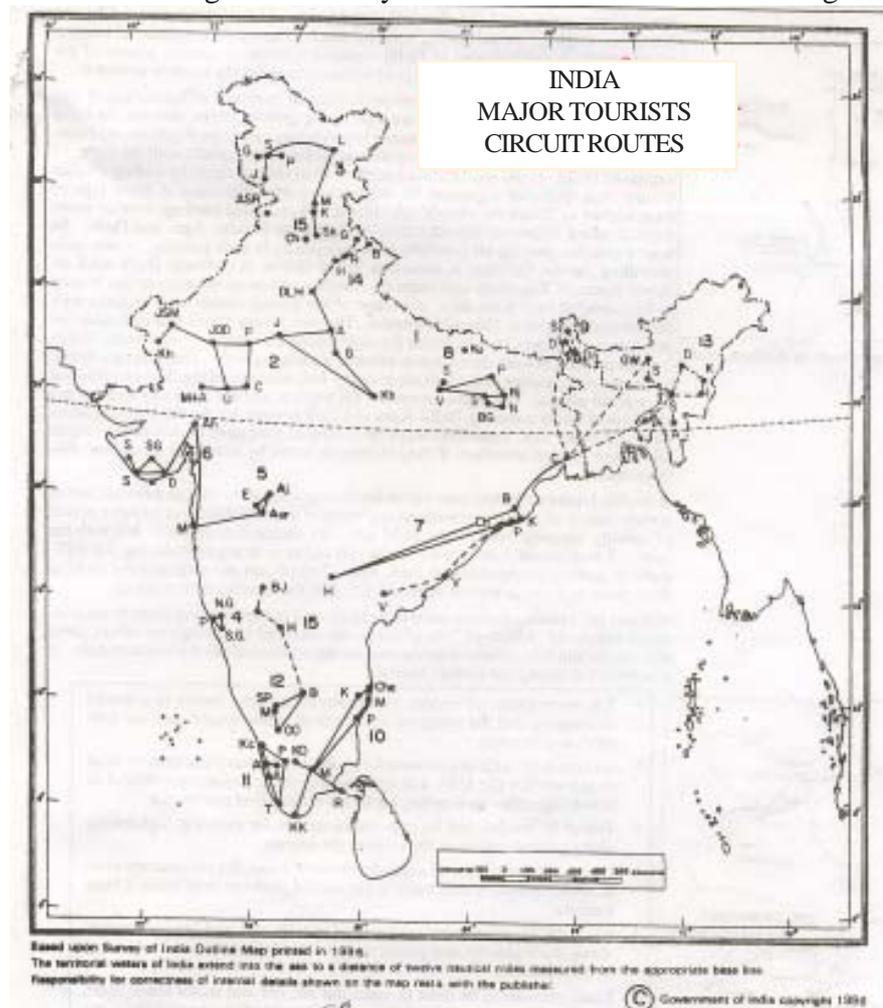
#### Notes

## Development of Infrastructure and Growth of Tourism

All these vehicles along the motorways are of great convenience for a comfortable sight-seeing through all inclusive package tour of important tourist circuits. The golden triangle connecting Delhi-Agra-Jaipur is one example of such a circuit. You can see in the accompanying diagrams how a number of such circuits have come up or new ones are being proposed as rules of travelling tourists.

Motor transport come forward to carry passengers to less costly inns along the highways away from the crowded city hotels. This ready-at-hand facility reduces the unmanageable crowds of visitors inside the great cities during busy season. It also provides a big relief to low budget tourists and the vacationing students. India is paying greater attention to adding new roads and improving the existing ones, for this reason. The construction of four to six lanes highways, stretching over 5952 km will be connecting our four major metro cities in response to the underlying demand of tourist traffic. A side proposal is to complete two corridor roads connecting Srinagar and Kanyakumari from north to south and Silchar to Porbandar from east to west direction. These corridors will respectively extend to 4000 km and 3300 km.

Bus system is now extensively developed for plying along fastly emerging multi lane highways. Manali-Leh, Darjeeling-Gongtak and Madurai-Kodailanal are described as thrilling bus routes by the tourists. Road tourism is being better





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looked after in India's Himalayan region where motorways are obviously the predominant means of transport.

**D. Rail Transport**

Organised tourist travel started on railways since the close of second world war. Big rail network of our country could operate cheaply and quickly for travellers of those days. It provided only the low budget comforts, while rail routes connected major cities within 200 to 500 km distances, the very long distance subcontinental service extended over several hundred kilometres. The most notable trunk routes connecting Mumbai, Chennai, Kolkata, Delhi and back to Mumbai form the 'golden quadrilateral'. diagonal routes within the quadrilateral connect Mumbai and Kolkata on one hand and Delhi and Chennai on the other.

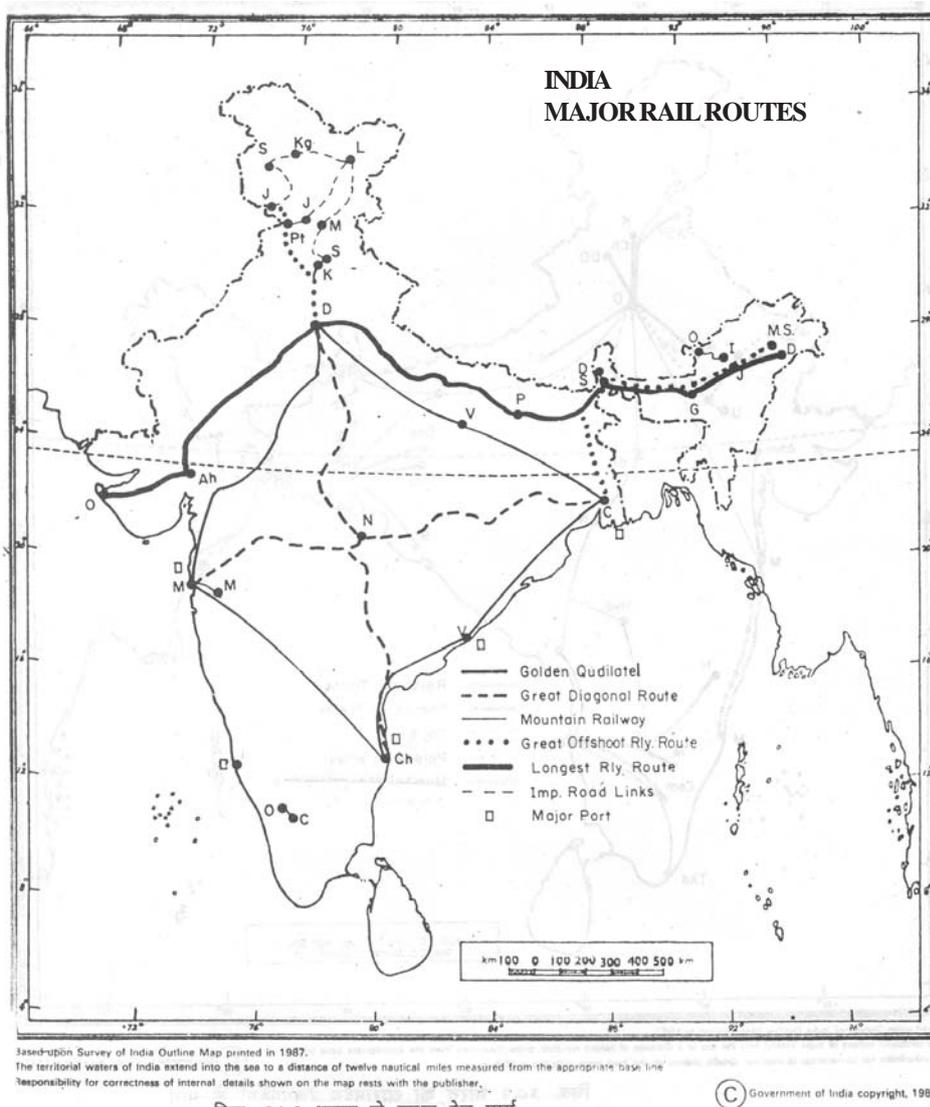


Fig. 31.4 Major rail routes of India

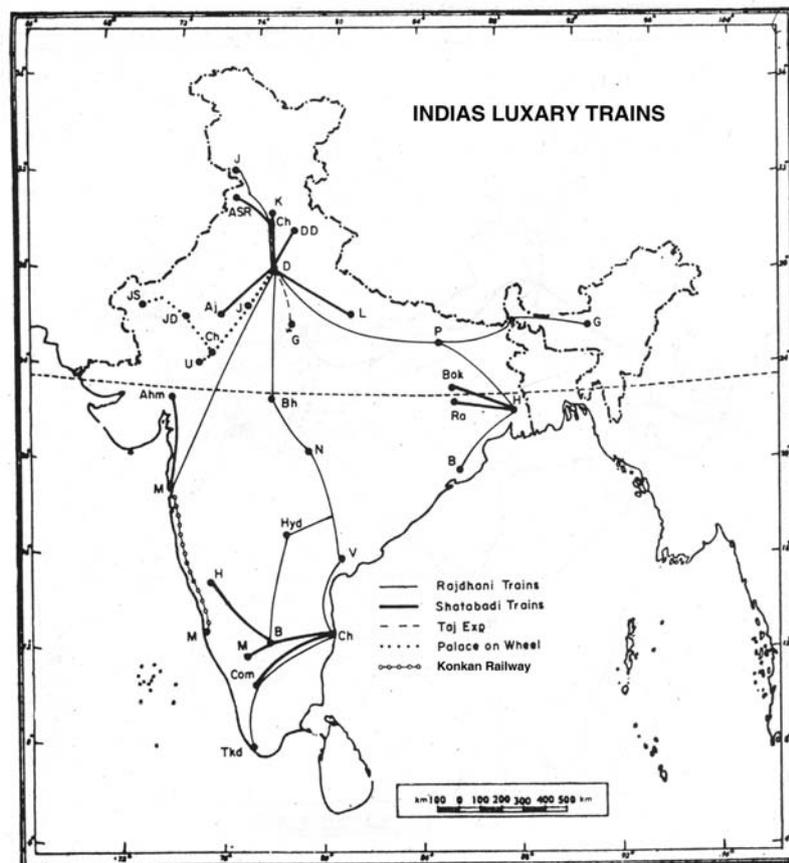


**Notes**

A great north-south offshoot rail route has now reached Jammu-Udhampur in Jammu and Kashmir (finally to be extended to Baramula via Srinager) state and Kannayakumari in Tamil Nadu at the end of country's mainland. In the easterly direction, it terminates far at the station of Murkongselek vial north-east frontier railway in Arunachal Pradesh.

Almost all major rail routes have been electrified to ensure clean and quick travel. Metro rails are fast coming up in India's busy metropolises as another tourist attraction. How rightly it is said that travelling India by train offer the sights, sounds and smells of stations as well as a variety of people, over a route length of more than 60,000 km.

There are five little mountain trains connecting the most scenic hill resorts of Shimla, Ooty (Udhagamandalam), Matheran in Maharastra and Darjeeling to the north of Kolkata, for the pleasure loving tourists. Appropriately called 'toy trains' they offer varying natural scanery with rise in altitude in the mountain. The tracks criss-cross a number of bridges, over hundred tunnels U turns and acqueductions on their way. Some steam engines are still being used to attract tourist to their historic memory. Himalayan Queen is the romantic name given to an important train plying along this line.



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Another example of a train pulled by the oldest steam locomotive is the one which runs between Delhi cantonment and Alwar in Rajasthan. On its 138 km journey, this train called 'fairy queen' passes through Sariska Tiger Sanctuary. It cater mostly to the ever growing demands of tourists.

A narrow gauge train runs not up the mountain as such but through hills and dales from Pathankot to Jogindernagar in Himachal Pradesh passing through lush green tea garden and paddy field of Kangra valley.

Konkan coastal railway is a newly completed wonder of engineering connecting Mumbai to Mangalore (along Karnataka- Kerala border) via Goa. This 760 km long scenic track has 10% of its track under tunnels or bridges.

A right royal train known as 'Palace on Wheel' provides an all inclusive package tour of seven days covering important tourist places of Rajasthan besides Agra and Delhi. Its luxury coaches have all comforts and hospitality services once enjoyed by Maharajas of native states of the region in their palaces. Tourists who want to combine sight seeing of the region with eating and travelling in this kind of clean and luxurious palace, can look forward for the best attention in this train true to its name.

A facility known as *Indrail* Pass exists for tourists to choose a circuit route for a wide variety of attractions without any enroute travel restrictions within a valid period ranging from 7 days to 90 days. The choice of the route is completely left with the users. For domestic tourists, a circular rail ticket is arranged reducing the difficulty of getting connections on their way. Travel cars are arranged for moving from point to point as per the schedule fixed by the travellers themselves.

Although 25% of berths are reserved for foreign travellers, the complaints still post in that reservation are not confirmed till the eleventh hour. It is certainly iniating for these tourist and may act as an hindrance for promotion of tourism. But now-a-days if the job is assigned to a reliable tour operator, reservations stay assured. Of-course, our rail catering services need to be further improved to bring them on international standards.

- Transport system and transport routes of various types provide an easy access to tourist destinations.
- Cost is of little importance for speed loving busy tourists coming by air from rich countries.
- Concessional air tickets offered to low-budget foreign tourists are an incentive, air travel being their first preference.





- Travel by sea has lost its importance except for cruising and sight-seeing along coastal waters or for visiting the nearby islands.
- Despite the provision of many super-fast luxury trains for tourists, the rail journey even to tourist places within India is the second preference of today's busy tourists.
- Since 1970s, motor transport, use of private cars and luxury coaches along the highways or to point within a tourist circuit has been rising in its popularity.
- Much remains to be done to make all types of travel more comfortable and hospitality services at traffic terminals attractive for foreign tourists.

### **31.2 PLACE OF HOTELS IN TOURISM INFRASTRUCTURE**

The need for accommodation in different classes of hotels suiting the varying requirements of tourists is no less an important part of tourism infrastructure. Accommodation facilities in the host country has become such an important part of tourist industry that it is now known as hotel industry by itself. Best possible room and restaurant services are in great demand for allure the tourists. Chair stores supplying fast food for locally prized items of art and craft work also exist either within hotel complexes or in collaboration with outside selling outlets. Such hotels earn 50% of foreign exchange reaching us from international tourists during their stay in India.

A great shortage of accommodation is still being experienced in the tourist centres all over the country because of a constant increase in the traffic of all categories of tourists. The hotel rooms available in our country are about 98000, against 36 lakh and 20.5 lakh in Indonesia. Seeing the rate of growth of tourism and the number of rooms under construction within the existing hotel space or in a few new hotels, our requirements for exceed the estimated availability to over the year. The change of land use rules for construction of more hotels and going in for special allotment of land for construction of motels are proposed as two immediate steps. Land is becoming costlier more rapidly in metro cities and the rate of annual investment required to meet the target has also been rising at a fast pace. The construction of hotels at wayside places close to such cities and at sites within easy connectivity from there has taken place during the last few years. The change of land use rules and special allotment of land would further encourage such a construction activity.

Other than the three to five star hotels, the hotels are further graded into different categories on the basis of comforts provided. These are named as motels, tourist bungalows and tents or lodges for seasonal, shorter or longer stays. Lodging

arrangements are also made in guest houses or in people's homes as paying guests. The sites for lodges are chosen carefully in forests, now spring grounds, close to camping grounds for putting up tents or waterbodies for floating houseboats. All such sites are considered as tourist friendly in tourist resorts. Many centres of tourist interest have small hotels with less luxuries inside but provide for a great number of recreations and sports outside in their vicinity. These are the examples of closer relationship between organisation of suitable accommodation and various tourist activities possible for a particular duration at a tourist place.

Beside the usual provision of high level facilities and comforts, the big international hotels have large conference halls, communication linkage with internet facilities, cooking and recreational environment and even health clubs. They have shopping marts and trading outlets. Rather there are hotels within a larger complex of hotels for exclusive use of their business inmates from rich countries like the USA or Japan. Yet they suit such tourists more because their tariff rate is lower as compared to the rates in New York, Paris, London or Tokyo in hotels of similar nature. At the other end, there are hotels located close to major airports offering short term accommodation and facilities to outgoing and incoming tourists.

Motel is a kind of hotel meant to serve especially the motor car tourists. We find them on the peripheries of cities and along busy highways. The greater use of car travellers in recent decades has been responsible for growth in the number of motels and roadside kiosks providing readymade fast food. These are very common in the USA. The idea to open them along a highway is picking up swiftly in our country depending upon the number of passing vehicles and flow of tourist traffic. Motels are less expensive in proportion to the facilities they provide, for instance, they may provide cooking gas connections and facilities for self-cooking. The state of Haryana provides a good example of constructing a number of motels in the vicinity of Delhi, along the busy Grand Trunk National Highway to Panchkula in the north, close to its border with Himachal Pradesh. The state has cashed on the great numbers of travellers passing this very road to the tourist regions of Himachal and Jammu-Kashmir. Even though Harayana has fewer tourist attractions, a series of motels named after local birds tempt the tourists to rest outside before taking the next lap of journey.

Tourist youth hostels, Sarais or inns and holiday homes managed by different agencies at various locations improvise accommodation for wayside tourists of different budget levels.





- More than the travel facilities, hotels of various types and of different categories have to meet the increasing demand of tourist traffic.
- Heavy investment of capital is the need for meeting the shortage of hotels and the number of rooms in them.
- Organisation of travel management and provision of hotels has to serve a large numbers with widely varying needs, cultural backgrounds and budgets.

### **31.3 TOUR OPERATION AND MANAGEMENT**

The management of tourism needs a large number of trained supporting staff to look after its different aspects. They include trained tour guides, travel agents or tour operators, stewards, chefs and a host of their assistants. Out of these, the tour guides and tour operators are the key personnel of management staff. They get associated with tourists sights from the preplanning stage of travel to the time they pack up for their homes. Their continuous supply has to keep pace with the expansion of tourist industry for ensuring a prolonged and a comfortable stay of tourists. The running of a sensitive service industry like tourism mainly depends upon their skill to bring about a fruitful interaction with the tourists. If they are absent from the scene or fail in performing a rightful role, the tourist arrival get reduced. And this industry is on the verge of collapse despite the big publicity drive to make it popular. Their work at tourist destinations stands on equal footing with that of the hotelier and professional hotel manager.

#### **A. Tour Guides**

In the long run, a tour guide induces the visitors to the attractions of a tourist place or a tourist area and conducts them around the actual tourist spots. At the lowest local level, tour guidance is the basic unit for promotion of the whole programme of tourism.

An effective tour guide needs to be adequately aware of the geography of the area, background of the localities of tourist interest, past history including legends about temples, shrines, monuments ruins of old sites and forts on the list of sight seeing. A good tour guide is expected to talk about the relevant local traditions, culture, folk lore, performing arts, festivals and fairs for making the narration into an appealing story for the tourists. The facts about the tourist sight must be told clearly in the introduction. He or she will better be speaking to the tourists in their language or the language they understand. An experienced guide is capable to know the attitude of tourists just on enquiring about the country from where they came. This knowledge makes his or her responses well taken and satisfies their queries. The skill of the guide lies in throwing in interesting anecdotes about

local events and in highlighting the memorable roles played by persons associated with tourist sights. The first time tour can be a starting point of next visits if the tour guide succeeds in creating a lasting interest among the tourists by his performance. By a wrongful doing of any kind, a single tour guide bring bad name not only to him alone but to a whole group of such functionaries.

Here it will be proper to refer to the example of the local tribals acting as guides for showing round the beautiful limestone caves and their cascading waterfalls, deep within, in Vishakhapatnam district of Andhra Pradesh. Till the year 2001, they used to earn about Rs.7000/- a month as their share for taking tourists into the caves, using kerosene lamps or torches along the way. In the year 2002, the government got the floor of caves cemented, light up the interior and fixed up a lumpsum monthly salary of Rs. 3000/- to tribal guides, after dispensing with most of the services they rendered earlier. The government started earning large amount of money at the cost of drop in the income of the locals. Such an alienation of local persons depending upon guidance services spells disappointment for this job.

### **B. Tour Operators**

The operation of tourism has now become a job of specialized nature. Day by day, it is becoming an uphill task for any single functionary to look after all segments of the management of tourism. The work of a tour operator for that matter, is entirely different from that of a tour guide.

A tour operator has the job of managing the transport requirements, visa and permit clearance formalities and booking of hotel accommodation for the tourists. Such a person must go on updating the information about latest changes made frequently in the concerned rules and regulations. A tour operator has to build up a working relationship with the personnel managing the booking of transport and hotel reservations at or close to the tourist sites. He must also know from where to hire tents and other equipment for an adventurous tourism.

Now-a-days, a tour programme has to be decided much ahead of time. Those days are gone when one could start travelling anytime one wished for a business or leisure time tour. A group of tourists or even a single tourist has a pre-fixed schedule for touring. They have only a few days to spare in a particular month to visit the desired number of tourist places. Tourist destinations fail to meet the demands of a great number of tourists during peak season because of the rapid growth of modern tourism. A number of formalities are to be gone into on the part of a tour operator well in time. These include the prior booking of a seat or berth in airways, railways or roadways and of a suitable accommodation in hotel or their alternatives whenever a tourist has to stay in a tourist area.



**Notes**

Tour operator can also help/guide to the proper route, discounts in fares, restriction on ticketing if any and the feasible duration of journey. Apart from cheap flights, a reliable tour agent looks for safe landing of their customers at favourable ports. If a tourist has special needs of any sort, as about food, travel insurance, photography of his interest and confirmation of tickets by a preferred flight, they get it managed well in time.

**C. Training of Tour Guides and Tour Operators**

Each of these two jobs require to pick up necessary skills through a regular training programmes as the first important step. Both of these functionaries further develop the skills by actually participating in the activity in the company of an already trained personnel.

The trainees are then attached to a travel agency in order to get themselves equipped with details to function independently. It is the second most important step in this direction. Finally each of them is asked to prepare a report on operation of tourism or guidance for a tourism activity for a specified area. In this third step, they undergo a test for becoming a qualified professional either as a tour guide or a tour operator. Rajasthan is as different from Himalayan region as are the coastal beaches from temples and cultural sites. So these functionaries will be trained to perform for a specific need.

**D. Travel Agency**

The tour guides and tour operator or travel agents at the lower level and a tour manager at the highest level act as team members of a travel agency. In other words, the whole group of workers together make a travel agency. Each of them plays the assigned roles in catching hold of a tourist from his preparatory stage to duration of stay and departure for his homeland.

The agency directs its workers to attend to the enquiries of tourists prior to the start of travel to make their travel and stay comfortable and satisfying. It is also a forum to co-ordinate with another similar agency working in another area of tourist destinations. This role of a travel agency helps to prolong the stay of visitors eager for hoping from one cluster of sites to another. In the long run, it amounts to educating the tourists for exploring the rich potential of Indian tourism in one or more than one trips.

Travel agencies have their network all over the tourist areas and have means to supply every information by quickest mode of communication. They arrange for a package tour for a group along a circuit route providing for concessional transport, accommodation and catering. This arrangement is specially helpful in difficult areas such as high Himalayas where few such facilities are available on

the spot. The agencies contact on behalf of tourists the concerned authorities for expediting the issue of permits, visa clearance certificate and currency transactions. They look after the bothersome job for confirmation of long distance transport managing connectivity between its one sector and another and local transport from air ports or railway stations to hotels. Travel agencies so often act as a bridge between an interested tourist group and institutes taking up training in maintaining, skiing, heliskiing, helisking and snorting etc. They are ready to give an helping hand to tourists for making purchases of local fabrics, handicrafts and artifacts from genuine tourist rolling outlets or state emporia. The work of travel agencies is expanding as tourism itself is multiplying into a number of offshoots. The multifarious interests of tourists is the real cause. As a key intermediary, the travel agencies are forming contacts with dentists and institutes imparting Ayurvedic massage and Yoga training for promoting the new found interest of tourists.

The tour manager looks after the operational working of travel agency at the supervisory level. It is part of their job to feel concerned with not only the routine management but also to strengthen the growing links with specialized institutes of diverse types. They monitor the whole range of work in order to supply necessary feedback to the agency. Such a feedback is in other words a 'data base'. It helps to improve upon the management of tourism, covers up the gaps and passes on the information to the Government agencies or departments for bringing about necessary changes in tourism policy from time to time.

### 31.4 SEASON SPECIFIC AND DESTINATION SPECIFIC TOUR OPERATION

In contrast to the usual destination specific tour operations, certain areas are suited only for touring in specific seasons.. Lahaul-Spiti in the northern half of Himachal Pradesh comprising higher and deep interior of the Himalayas and Ladakh-Zaskar region of Kashmir tours such are examples. These are cut off from the main areas of the states by high snow blocked passes during their long and harsh winters. Really serious adventure loving tourists enter here only in short summer season. Although their harsh environment, bare but multi colour rocks and icy winds are inhospitable, these are suitable for touring in summer's rainy months for another reason.

Lying in the rain shadow of the monsoon, they are favourable for travelling when southern parts of these states are lashed by the fury of heavy rainfall. Any tour operator is at an advantage for offering this landlocked area to a serious tourist during this part of the year. He can sell it for its peculiar cultural attraction. It is dotted with Buddhist monasteries at mountain top, overshadowed by snow clad ranges retaining their age old architecture, wall painting and monastic legends.





These attractions compensate enough for difficulties of journeying and lack of good tourist facilities. Only the tourist should be ready for sharing the indigenous living with tribal families of the people.

Even annual pilgrimage of devotees to their chosen destinations of Amarnath in Kashmir, Badrinath, Kedarnath and Hemkund in Uttarakhand in high Himalayas are also accessible only for summer season specific tour operation.

At the other end, in Andamans and Nicobar Islands, rainy season should be avoided. For that matter, a large chunk of southern India is the choice better for winter season tourists to enjoy its milder winter to escape the harsh winter of India's northern plain. In such cases, tourist's preference is season specific though one may be landed for one or more destinations. Sand dunes of Jaisalmer in Rajasthan, its desert and camel festivals are meant for winter season touring. The destination bound tour operations are primarily marked by a choice to visit a particular place or a local area for their tourist attraction. Beaches of Goa, Kerala and Puri along coasts of India are topmost tourist destinations because of their sands alongside placid seas, the waterways, backwater and water sports. Similarly tour operations are destination specific when conducted for hill stations in Himalayas, central hill ranges, Western Ghats and Nilgiris. The travel and duration of stay are tuned to what attraction the hill destination offer.

- Fully trained tour guides and tour managers, both as individuals and as a team have become vital links in the chain of management staff running a travel agency.
- Travel operations are meant to get clearance of visa certificates and the insurance of permits to visit restricted areas in the case of foreign tourists.
- Services of travel tour operators are required for booking of accommodation, getting tickets for reserved berths or seats and for supplying any kind of information to tourist so. As reservation formalities are to be gone through months ahead in these days of busy tourism, the services of tour operators are very important.
- While some tour operations are season-specific for areas experiencing unfavourable weather conditions during a part of the year, other are destination specific tuned to the interest of tourists for one or a variety of tourist attractions.
- The management of tourism has become a profession in the course of its growth and the job of trained functionaries is now of a specialized nature.



**INTEXT QUESTIONS 31.1**

1. Suggest one appropriate term used for the following :
  - (i) An hotel floating in a lake.
  - (ii) A small wayside hotel providing space for parking of cars closer to the rooms and space to expand it future.
  - (iii) A roadside stall selling fast food items to travellers.
  - (iv) a travel schedule arranged for taking around the tourist places in an area.
  - (v) The largest water wilderness in India mostly approachable by waterways.
2.
  - (i) Enlist the three bus routes termed as thrilling by tourists.
  - (ii) State four special features of international hotels complex.
3. Which are the four big incentives meant to increase the tourist traffic?
4. Why high class travellers do not care to avail of concession for discounts offered by air travel companies?



**WHAT YOU HAVE LEARNT**

The development of infrastructural resources like an efficient transport network hotels hospitality service and various other amenities are keys for the management of modern tourism. The existence and growth of tourism, whether domestic or international, badly depends upon an increased accommodation of all categories to meet the rush of tourists to tourist places especially during busy peak times. There is the need to develop, air, water and land transport, both for short distance and long distance travel. Various alternative modes of transport are to be provided for use in an integrated manner so that the one may also supplement the other.

A sensitive service industry like tourism equally depends upon the efficient work of various tour functionaries like tour guides and tour operators adopting their jobs as trained professionals. Both these jobs are now getting distinctly well defined and are of a specialised nature. These functionaries require to undergo a careful programme of training imparted in a series of steps before alluring them to interact effectively with tourists of diverse types.



Notes

**Notes**

A foreign tourist depends on a tour operator in the country of his or her visit right from pre-planning stage to departure backhome. They need to be fed with prior information and confirmation of their visa clearance, insurance of necessary permits, ticketing and reservations during their travel and stay in hotels.

A tour operator helps all type of tourists to plan their pre-fixed tour schedule in view of the rush of visitors especially during peak season. He looks to clearance of legal formalities and of baggage of tourists at airports. A tour operation may be a season specific or a destination specific catering to the interest of tourists for a particular type or a variety of tourist attractions. While a tour operator's duty extends from the home country or home place of a tourist or a group of tourists preparing for a package tour, the tour guide takes up the job at a tourist spot. Both work under the overall management and monitoring of a tour manager. All of them alongwith a number of persons assisting them directly and indirectly for various purposes are a part and parcel of a well established travel agency.

**TERMINAL QUESTIONS**

1. Answer the following questions briefly
  - (i) What is the potential of Konkan railway for tourism?
  - (ii) Where are metro-fails coming up in India.
2. State the series of four steps followed in the training of tour guides and travel agents ?
3. State one major step required to meet the increasing tourist traffic in the cases of the following :
  - (i) Roads
  - (ii) Railways
  - (iii) Airways
  - (iv) Hotels
4. Which four states are still operating narrow gauge mountain trains? Name the terminal hill stations reached by them.
5. Distinguish between the following briefly :
  - (i) Modes and means of transport.

- (ii) Golden triangle and golden quadrilateral
  - (iii) Tourist circuit and a circular railway ticket.
  - (iv) Toy trains and helipad taxis.
  - (v) Fairy queen and Himalyan queen.
6. What is the result of alienating the locally available tour guides? State giving an example.

**ANSWERS TO INTEXT QUESTIONS****31.1**

1. (i) House boat      (ii) Motel      (iii) Kiosk  
(iv) Circuit tour      (v) Sunderban
2. (i) Manali-Leh, Darjeeling-Gangtok, Madurai-Kodaikanal routes  
(ii) Conference halls, communication linkages with internet facilities, health clubs, shopping marts/trading outlets.
3. (i) Increase in the capacity of transport system, (ii) procession of comfortable seats reasonably, (iii) high speeds, (iv) discounts in fares.
4. Refer to para 3 under 31.1A

**HINTS TO TERMINAL QUESTIONS**

1. (i) Refer to para one under 31.1  
(ii) Refer to 31.1D
2. Rail routes connecting Delhi-Kolkata, Delhi-Mumbai, Mumbai-Chennai and Kolkata-Chennai form golden quadrilateral while Delhi-Agra-Jaipur and back to Delhi tourist circuit roadway is called the golden triangle.
3. (i) Improvement of existing roads by providing multi-lanes/efficiency in clearing check post formalities and traffic jams.  
(ii) Improvement of railway reservation and catering facilities.  
(iii) Better facilities ensuring comforts, regularity and safety of flight.  
(iv) An efficient and trained management staff to provide good catering and hospitality services.

**Notes**

**Notes**

4. Himachal Pradesh, West Bengal, Maharashtra and Tamil Nadu

Shimla, Darjeeling, Matheran and Ooty

5. (i) This new railway route opens out the most scenic Mumbai-Mangalore coastal area, (with sea on one side and Sahyadri hills on the other) and the track connects a number of tourist hubs.

(ii) Rajasthan, Gujarat and Karnataka

(iii) Ropeways, Pony-tonga riding and sailing boats

(iv) (a)40% (b)60%

6. Refer to last but one para of 31.2A