CHAPTER ONE

INTRODUCTION

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1.1 Introduction

The promotion and development of tourism in a country lies on the shoulders of many stakeholders related to tourism, such as, government, travel agents, tour operators, hotel industry, transport operators etc. Indian Railways being the prime transporter in India has a major role to play in the promotion and development of tourism in the country. With its maiden run on April 16, 1853 on a 21 mile track between Bombay and Thana (now Thane), Indian Railways today reaches out to every nook and corner of the country. Through 150 years of its service to the nation it engineered social revolution, brought about national integration and transformed the economy. Today with its vast network spread almost all over the country from snow caped mountains in the North to the sunny sand-beaches marked by the Indian Ocean in the South; from the lush evergreen and dense rain forests in the East to the vast, barren and golden sand-deserts in the West. It annihilates distances and cuts across geographical barriers to enable the people to intermix.

Indian Railways network is today the second largest railway network and the largest under single management in the world. It carries more than 13 million passengers daily. on about 8,500 passenger trains with more than 40,000 passenger coaches, over more than 63,000 km of its route network and connects about 7,000 railway stations across the length and breadth of the country.

The inland transport sector in India is also represented by other major transportation modes, viz. road, air and water. However, the rail transport in the country has an edge over the others in many aspects. While the inland water transport in the country is almost non-existent, the scheduled air transport is very limited in its expanse and capacity in comparison to the size and
population of the country. It is also very expensive, therefore accessible to only the high-income segment of the population. The rail and road are the prime and major transportation modes in the country. While the road transport is preferred over short distances and on short notice travel, due to flexibility in its departures, the rail transport is preferred over medium and long distances. India being a large sized country with widely dispersed tourist destinations; the rail transport becomes an obvious choice for a majority of domestic and foreign tourists on budget.

Indian Railways has enormous tourism potential, not only in that it reaches out to places and has some competitive edge over other means of transport but also in being almost a complete tourism product in itself. Indian Railways has always been a fascinating subject for people. The heritage acquired by it in the form of steam engines, old colonial railway stations, bungalows, unique constructions, old locomotives, saloons, ghats (river jetties) and tunnels, through 150 years of its service to the nation, bear an immense nostalgic appeal. The five hill-railways with breathtaking views, chugging up the mountain slopes, hardly have any match in the world. Many of them still run by steam engines evoke the memories of a bygone era. The special luxury tourist trains; such as ‘Palace on Wheels’, ‘Royal Orient’ and ‘Deccan Odyssey’ etc.; have become the talk of the international tourist circles. The unique heritage train, ‘Fairy Queen’. hauled by the world’s oldest locomotive in working order is a treat not only to the rail enthusiasts but also to all alike.

However, the Indian Railways by and large remained unresponsive to the needs and requirements of the dynamic and growing tourism market. It generally treated tourists merely as passengers and no distinction has ever been made between a tourist and a normal traveler. Ever since the independence of
the country in 1947, various commissions and committees on tourism, time and again, highlighted the role that the railway could play in the promotion of tourism in the country. Unfortunately, till 1980s the railway authorities never took tourism seriously. Though this was partly because the railway was overburdened with its social obligations and tourism was considered as a luxury; the monopoly status, which the railway enjoyed also, helped it to get away with neglecting the market realities. The realisation of immense tourism potential during 1980s made the railway authorities to put some efforts in this direction and devise some strategies to meet the requirements of this sector. Some itineraries for specific tourist circuits were designed and some schemes and incentives were extended to the tourists traveling by Indian Railways. Special tourist trains such as ‘Palace on Wheels’ and ‘Royal Orient’ etc. were introduced. ‘Palace on Wheels’ was first of its kind in the country introduced to promote foreign inbound tourism particularly that from UK. The project was launched with the major objectives of promoting India as a tourist destination abroad and generating the much-needed foreign exchange. From the very beginning the ‘Palace on Wheels’ received an overwhelming response from foreign tourists. Though the ‘Palace on Wheels’ by and large succeeded in its objectives, other schemes and incentives offered by Indian Railways to the tourists remained largely unutilized. This has been mainly due to the in the absence of any distinction made between a tourist and a normal traveler and the cumbersome and tedious procedures involved in availing these facilities. In such a situation, therefore, the tourists instead preferred to not to avail these facilities.

However, during last little more than one decade, there has been a positive shift in the Indian Railways’ policy as it has now envisaged to induct
professionalism into its system, to restructure and to reform, and to diversify into the peripheral areas related to its core business of transportation. The tourism promotion has been put high on the agenda and the railway is committed towards bridging the symbolic hiatus with the sector. Apart from being facilitator of tourist transport, it is now assuming the role of a tour operator, information bank and a hospitality bureau. It is now all set to market itself with its long romantic history and heritage as a tourist product.

Tourism business, however, calls for professional skills and a dynamic management structure that has far more common with a corporate work culture than a government department. This realisation, more recently, led Indian Railways to establish a separate railway tourism company called Indian Railways Catering and Tourism Corporation (IRCTC) with the objectives of consolidating the existing fragmented and unorganised rail tourism and catering services, and promoting value added tour packages on Indian Railways network through increased private participation. The establishment of this company has raised hopes for the better future of rail-based tourism in the country.

1.2 Literature Review

Baring a few exceptions, majority of the tourism texts are a product of the 1980s and 1990s. Most of them have been written from developed world perspective and very few written from Asian or less developed world perspective. An examination of these studies indicates that travel and transport is a topic frequently cited in relation to its role as a facilitator of the expansion of tourism. Yet these tourism studies do not have monopoly on the analysis of transportation for tourists. On the other hand the studies on transportation indirectly discuss the movement of tourists and the tourist is rarely mentioned
in these studies as the term 'passenger' fails to distinguish between the reasons for tourist movement. Thus at a micro level both transport and tourism studies fail to provide an explicit and holistic framework in which to assess the transportation of tourists.

A similar situation arises when an examination of studies pertaining to railways is carried out, particularly that of Indian Railways. Most of the studies on Indian Railways deal with its history, construction, administration, economics, engineering, signaling etc. and lack a concern for its tourism aspect. Even the studies, which deal with the passenger transportation aspect of Indian Railways, fail to distinguish between a passenger and a tourist. Nevertheless there are few works, which directly focus on the tourism aspect of Indian Railways but these are more as travel guides or travelogues and have less academic relevance. Thus the literature review with regard to the present study reveals that except for a very few books and scanty articles in newspapers and journals or magazines, etc., very little work has been done, both at the organisational as well as academic levels, with regard to the subject under study. A review of these studies is given in the foregoing paragraphs.

1. Jordan; et al [1989] through their study give intensive information about the various tourist places in the country connected by Indian Railways network. With a brief about all do’s and don’ts on Indian Railways. The study goes on to give a comprehensive description of various tourist spots in the country. The study is a very good pictographical representation of Indian Railways and the sights it passes through. It is, however, more a guide for tourists on Indian Railways than a work of any academic interest.

2. Ellis [1989, 1997] in his book, which is a guide-cum-text for rail enthusiasts focuses on foreign tourists on Indian Railways. His study brings
out. on the one hand, all the nuts and bolts advises on each facility on Indian Railways for tourists; and on the other hand, it critically analyses all these facilities and amenities for tourists on it. However, the study does not suggest measures to improve these facilities.

Silas’s [2001] work is perhaps the first of its kind brought out by any Indian author for the cause of promoting rail-based tourism in the country. The work is, however merely a tourist guide, aptly describing the various destinations in the country, facilities available and do’s and don’ts during a railway journey in India, etc. The work by the author fails to comprehend the present or future scenario of rail-based tourism in the country and has uncritically discussed the facilities and amenities for tourists on Indian Railways.

Halder [2000] stresses on the railway to be commercial and customer oriented. His study brings out information on almost all aspects related to both passenger and freight operations of Indian Railways. He has in detail dealt with the subjects like passenger amenities, ticketing procedures, reservation and refund rules and passenger grievances etc., but surprisingly, makes no mention of any tourist facility on Indian Railways.

Sekhar [2002] through his work sheds light on the future challenges before Indian Railways. He puts the commercial viability, customer orientation, marketing, diversification and optimisation of activities to earn extra revenue through mobilisation of unconventional resources, as key challenges before Indian Railways in future. The author makes some significant suggestions with regard to freight transportation but ignores to suggest any measures to overcome the challenges in passenger transportation.
Bezbaruah [2000] makes a brief but much informative study of tourism potential of Indian Railways. The study focuses on the promotion of Indian Railways heritage as a tourist product. It has also been suggestive with regard to rail-based tourism promotion in the country.

Sinha [1998] studies different modes of transportation and their significance in tourism development. He critically studies various aspects of different transportation modes and their comparative strengths and weaknesses within the total tourism system. Though, the study delves deep into the significance of transport in tourism, the various case studies undertaken in the study relate to the developed countries, such as, USA and UK, but fails to study the subject in the context of less developed and/or developing countries like India.

Bhandari [2002] in his study focuses on the historical development of Kalka-Shimla Railway (KSR) and the changed travel scenario in this hilly region, in terms of time and comfort, by introduction of this railway line. Although, the study mentions the efforts by KSR to promote tourism during initial years of its inception, it fails to bring out the present tourist operations of KSR and lacks a focus on the future potential and challenges before KSR in promotion and development of rail-based tourism in the region.

Bhandari’s [1987] study starts with a brief introduction of the historical development of Indian Railways and then goes on to discuss the broad picture of South Eastern Railway (SER). The history and the present charm of each section have been discussed. However, the study fails to focus on the tourism potential of SER.

Lohani [2001] through his presentation has brought about a detailed study of the railway’s tourism potential in India. After pointing out various
existing and potential rail-based tourism products on Indian Railways network, the author goes on to suggest measures for their development and promotion. The study is focused primarily on the promotion of domestic tourism on Indian Railways.

Sharma [2000] through her article has critically analysed the initiatives and policy measures taken by Indian Railways to promote rail-based tourism in the country. The study is critical of the past attitudes of the railway policy makers towards tourism but at the same time is optimistic about the recent shifts in the focus of railway authorities to promote rail-based tourism in the country.

Khosla’s [1988] work is considered as one of the most important and authentic studies in the organisation of Indian Railways. It delves deep into the Indian Railways’ history and its development after independence. The book is however, more exploratory and less suggestive. It has dealt with almost all aspects of Indian Railways from administration to operations, accounts and finance, signaling and construction etc. But the study makes no mention of Indian Railways’ significance in tourism transportation.

Sahni [1953] primarily focuses on the historical evolution of railway in India, its construction, administration and management. However, unlike other studies of the similar context it briefly mentions the significance of Indian Railways in the promotion of tourism in the country (pp 136-138).

Bhandari [1984] studies all the five hill-railways in the country; their history, geography, landscape and construction etc., in detail. But, surprisingly, the study fails to draw its attention towards the tourism potential of these hill-railways despite the fact that these have been prime attractions for tourists, on Indian Railways network, throughout their historical past.
Hammond's [1964] is a very relevant study of its times, which studies the rail transport in comparison to the newly emerging air transport of 1960s. After a brief historical overview of railways in American and European context, the author explores the strengths and weaknesses of railways as compared to air transport. The author viewed air travel taking over at places where the rail transport links were either unacceptably slow or did not exist and found the problem as being universal.

Agarwal [2004] highlights the need and requirement of efficiency, effectiveness and aspects of ethics, in Indian Railways' management. The author has taken systems approach to deal with the subject. The study thoroughly brings out the post-independence, contemporary and future aspects of management, finance, administration, modernisation, privatisation, globalisation and human resource development etc., of Indian Railways. The study, however, fails to draw its attention towards the recent shifts in Indian Railways policy to promote rail-based tourism in the country, which the study of this type should have considered.

Ghosh [2002] carries out a revealing study of price cuts by domestic air carriers and their impact on Indian Railways. The fare cuts by domestic carriers in 2002 led to the speculation that Indian Railways would lose the market share in passenger transportation (in upper classes) to domestic air carriers. The author in this study, supported by revealing figures, maintains that the 'threat from the sky' is a mere exaggeration and it could be reversed to the 'threat to the sky,' provided the railway adopts some market oriented tactics, than adhering rigidly to the ambience prevailing in the government run enterprises.

Agarwal [2002] through his study tries to view the organisation of Indian Railways in totality for arriving at a 'Sustainable Action Plan'. Though,
the study does not directly mention tourism on Indian Railways but the focus of the study on customer orientation, cost consciousness and revenue generation through non-conventional sources, such as catering and development of rail corridors etc., is an indication that the study is relevant to the subject of rail tourism.

Chadha [2000] in his article gives a brief but comprehensive overview of the past, present and future of Indian Railways. The study is critical of the poor operations of Indian Railways, particularly when dealing with the growing competition from road sector. The study is optimistic about the tourism potential of Indian Railways, but fails to bring out suitable measures and suggestions to trap this dynamic and growing market.

Narain [2000] focuses on the commercial viability as the crucial challenge before Indian Railways in the future. Though the study does not make any differentiation between a tourist and a normal passenger, it is critical of the attitudes of the railwaymen in not volunteering towards the customer orientation, the lack of which has put a question mark on the future commercial viability of Indian Railways. The study puts customer focus, change in attitudes, organisational reforms and market determined transport packages etc. as the key areas where the Indian Railways requires an increasing attention.

Mitra [2002] in his article delves into the romance of rail travel in India. The author critically studies the initial hesitation and then subsequent familiarity of Indian public with these iron-rails. The study however, fails to bring out the present situation of railway journeys in India.

Cowshish [2000] in his article, though does not differentiate tourists from normal passengers, critically analyses the passenger amenities on Indian
Railways. However, no effective measures have been suggested to improve the passenger performance of Indian Railways.

Ž Ž Haq & Malik [2004] in their paper bring out a detailed study of tourism potential of Indian Railways. They study in detail the present scenario and future prospects of rail-based tourism in the country. The study, though suggestive in many aspects, lacks in suggesting effective measures in others.

Ž Ž Saxena's [1991] work studies the growth and development of Indian Railways during 1950 to 1995. With the help of over two hundred tables, charts and graphs etc., the study covers almost all aspects of growth and development of Indian Railways. It concludes that the railway in India has been a source of macro-economic growth and socio-economic transformation. Although, almost every aspect of Indian Railways is studied, but at the same time it fails to recognise the tourism aspect of Indian Railways.

Ž Ž Sarkar [1998] through his study critically analyses the nature, motivation and changes in the development of tourism in India. The study is primarily focused on the problems of tourist infrastructure in the country. The study recognises the significance of Indian Railways in the promotion of tourism in the country and also brings out the problems encountered by Indian Railways in meeting the needs and aspirations of tourists. However, the study is less suggestive in bringing out remedial measures to overcome these problems.

Ž Ž Savio's [2001] work is a beautiful photographic-cum-text treatise of the world's most famous railway tours. From Indian Railways only Darjeeling Himalayan Railway (DHR) and Royal Orient have been included. The trains like Palace on Wheels and Fairy Queen do not find their place in this study.
Ross [2000] through his study primarily focuses on the need for better planning, designing and management of modern railway stations. He has gone into detail about the cleanly attractive designs of the railway stations to attract the customers and meet their requirements through better planning and management of facilities in and around the station. The study also highlights the need for staff training for the better handling of customers.

1.3 Research Gap

Almost all the studies conducted so far on Indian Railways show that the tourism aspect of Indian Railways has largely been neglected and does not find a due place in these studies. These studies focus on different aspects of Indian Railways, such as history, administration, management, pricing, engineering, signaling, rolling stock etc. Except for a few scanty articles and papers, none of these is specific in dealing with the tourism aspect of Indian Railways. Also there has been no major academic or organisational level research done on this aspect of Indian Railways.

The limitations of the existing studies on the one hand and the recent limited attempts, both at organisational as well as academic levels, to deal with the subject of rail-based tourism in the country on the other, leave a gap for making a study to explore the potential and review the performance of Indian Railways with regard to its role in the promotion of tourism in the country.

1.4 Statement of the Problem

Indian Railways has immense tourism potential not only in that it reaches out to places throughout the length and breath of the country and meets the travel requirements of the major portion of the tourist market, but also because of its enormous potential as being a tourist attraction in itself.
Estimates show about 38.77 percent of foreign and about 30.15 percent of domestic tourists prefer to travel by rail in India. The percentage of domestic tourists preferring the railway seems to be low. But even this percentage is significant to attract the attention of the policy makers, as it constitutes about 1.2 percent of the 13 million passengers traveling on Indian Railways daily.

The railway in India, however, remained largely unresponsive to this segment of travelers. It always treated tourists merely as passengers and hardly ever made any efforts to work for the promotion of tourism till 1980s, when the railway authorities envisaged to make some concerted efforts in this direction. Various steps were taken by Indian Railways to promote rail-based tourism in the country. Specific itineraries were designed and various schemes and incentives extended to attract the tourists. Notwithstanding all these measures, the overall performance of Indian Railways with regard to promotion of tourism remained dismal. The poor performance is mainly because of its failure to properly implement these initiatives and strategies in their true spirit. In the years to come the situation is likely to become more critical as the ongoing efforts in the improvement of road transport infrastructure start bearing fruit, more so when the road transport has already made inroads in long distance passenger transportation, which should actually go to the railway.

Despite the above situation the ongoing shift in the railway policy, to meet the requirements of the highly dynamic and growing tourism market and the establishment of IRCTC as a specialised rail-tourism company, has raised hopes for the better future of rail-based tourism in the country. However, this can only be possible, if the Indian Railways works for the effective implementation of its policy decisions.
Against this backdrop, the need for a comprehensive and systematic study of rail-based tourism potential of India and the role that Indian Railways has played and could play in its promotion is imperative. The present study is intended to go a long way in making a significant contribution to the knowledge and understanding of the potential of rail-based tourism in the country and the problems the railway has faced or is facing in its promotion.

1.5 Research Design

The study is primarily concerned with the role of Indian Railways in the promotion of tourism and other interrelated aspects of rail-based tourism in India. However, an attempt has also been made to establish a general relationship between transport and tourism. The study is exploratory in its basic nature. But it is also descriptive and suggestive as well, while analysing certain decision variables and policy imperatives. While the known determinants in the study are analysed in detail, for unknown factors an exploratory approach has been adopted to establish a causal relationship with the subject under study.

The overall design of the study follows the steps of setting objectives, developing hypothesis, defining scope and specifying methodology adopted. These are described in the same order as follows.

1.5.1 Objectives of the study

The present study has been undertaken to examine and evaluate the role of Indian Railways in the promotion of tourism and to study the performance of ‘Palace on Wheels’. Precisely the whole study aims at the following objectives:

1. To study the performance of Indian Railways with regard to the promotion of tourism.
2. To examine the usage of Indian Railways by the tourists.
3. To review the initiatives taken and strategies adopted by Indian Railways to promote rail-based tourism.

4. To analyse and examine the performance of tourist-specific trains especially the ‘Palace on Wheel’.

5. To identify the problem areas: and finally

6. To suggest suitable remedial measures to overcome the problems and achieve accelerated growth of rail-based tourism in the country.

1.5.2 Hypotheses

In consonance with the aforesaid objectives the following hypotheses have been laid for verification and confirmation.

1) That, the Indian Railways has an enormous tourism potential on and off its tracks.

2) That, it could play an important role in promoting India as a tourist destination.

3) That, the Indian Railways has by and large lagged behind in effectively and efficiently utilizing its tourism potential.

4) That, the prospects of rail-based tourism in India are bright.

1.5.3 Methodology Adopted

The methodology adopted with regard to tools and techniques used and the pattern of statistical analysis employed has been determined in consonance with the set objectives. During the course of the study both the descriptive and analytical techniques have been used.

1.5.3.1 The Approach

To achieve the objectives of the study and to test the developed hypotheses both primary and secondary sources of data have been used. However, the significant part of the study is based on the secondary data
obtained from the relevant organisations and agencies, published and unpublished materials available at zonal, regional and national levels. The data have also been obtained from research papers, articles, seminar and conference papers, journals, bulletins and newspapers. The books, annual reports, directories and statistical yearbooks have also been consulted to obtain the relevant information.

Besides the secondary sources some firsthand information has also been collected through in-depth formal and informal discussions and interviews with the tourists, travel agents, experts, higher and middle level officials in the Ministry of Railways, officials at Indian Railways Catering and Tourism Corporation, Rajasthan Tourism Development Corporation, Ministry of Tourism and other relevant agencies. These primary sources of information have helped in a big way to fill the gaps in secondary data, wherever necessary.

1.5.3.2 Data Sources

As mentioned earlier the data and information, gathered during the course of the study, has been obtained from both secondary as well as primary sources.

1.5.3.2.1 Secondary Sources

The secondary sources for data collection and literature review included:

- 1 Ministry of Railways, Government of India, New Delhi.
- 2 Indian Railways Catering & Tourism Corporation (IRCTC), New Delhi.
- 3 Ministry of Tourism, Government of India, New Delhi.
- 4 India Tourism Development Corporation (ITDC), New Delhi.
- 5 National Rail Museum (NRM), New Delhi.
- 6 Indian Steam Railway Society (ISRS), New Delhi.
- 7 Northern Railway (NR) headquarters, New Delhi.
1.5.3.2.2 Primary Sources

The primary information is obtained mainly through discussions and interviews with the following sources:

- Director Tourism (DT), Ministry of Railways, New Delhi.
- Officer on Special Duty (OSD) Directorate of Tourism, Ministry of Railways, New Delhi.
- Chief Public Relations Officer (CPRO), Ministry of Railways, New Delhi.
- Editor (English), Indian Railways, Ministry of Railways, New Delhi.
- Director Marketing, IRCTC, New Delhi.
- Senior Manager Tourism, IRCTC, New Delhi.
- Director, National Rail Museum, New Delhi.
- Group General Manager, Northern Railways, New Delhi.
- Executive Director, RTDC, Jaipur.
- Senior Manager, ‘Palace on Wheels’, RTDC, Jaipur.

1.5.3.3 Analysis of Data

For the analysis and interpretation of data, wherever necessary, the simple and primary statistical measures and techniques such as share
calculations, growth rates, simple averages and weighted averages etc. have been applied.

1.6 Scope of the Study

The scope of the study is wide in terms of period coverage, but at certain places shorter time periods have been used on account of scarcity of data. However, in terms of product and market coverage its scope is limited. Through this study the Indian Railways’ policy for promotion and development of tourism in the country has been reviewed for which the period covered is significant.

The tourist products available on Indian Railways network are numerous but only major ones have been covered. The market coverage is also limited owing to non-availability of data on certain aspects, such as domestic tourism on Indian Railways.

The scope of the study with regard to ‘Palace on Wheels’ is wide in terms of period and market coverage. However, the study limits its scope while evaluating the financial performance of ‘Palace on Wheels’, owing to non-availability of data.

However, all possible endeavours have been made to include the latest information, wherever available, and greatest possible care has been taken to not to allow the inhibiting factors to affect the overall findings of the study.

1.7 Limitations of the Study

The statistical data during the course of the study have not been collected with accurate scientific specification due to certain limitations. While every possible endeavour has been made to substantiate the available facts and figures presented in the study, it is perhaps possible that some inaccuracies may have crept in. The present study, therefore, may not be taken as the statistically
balanced measure of the subject studied. The findings of the study might be verified and tested through further investigations. The main limitations of the present study are:

a) The most telling limitation of the study has been the non-availability of data on certain aspects, for example, the Indian Railways has never maintained any data regarding domestic tourists traveling by it. Even whatever data is available about foreign tourists it is fragmented, undocumented and not compiled properly.

b) Different sources have been contacted to avail maximum possible data and information, but it was observed that different sources of information give different data regarding the same aspect.

c) It was difficult to get the information at the grass root level through direct contact with tourists on Indian Railways in absence of any differentiation made between the tourists and normal passengers by Indian Railways. However, an attempt was made to reach the tourists on the selected tourist specialty trains, like 'Palace on Wheels' and Fairy Queen through questionnaires, but after a long run from pillar to post to get the official permission, the scholar was denied the permission to do the questionnaire on these trains.

d) The related organisations neither publish nor properly maintain the data and information related to the subject under study. They also do not allow outsiders to access to their official records and internal working etc., on the pretext of maintaining secrecy. This has also restricted the data availability.

1.8 Synoptic View of the Study

Based on the set objectives, hypothesis developed and the methodology adopted, the present study is divided into seven chapters. Chapter One deals
with the introduction of the study. Its objective is to make a survey of the available literature in the field of tourism transportation, particularly that pertaining to tourist-transportation aspect of Indian Railways. The objectives and findings of such studies have been reviewed in brief in this chapter. This chapter also covers the objectives, hypotheses developed and the design adopted for the present study.

Chapter Two is devoted to establishing a relationship between tourism and transport and the role that transport has and is playing in the total tourism system. Chapter Three gives a brief profile of historical development of Indian Railways. This chapter also critically reviews the functioning and performance of Indian Railways in passenger transportation before and after the country's independence.

Chapter Four makes an attempt to critically examine the role played by Indian Railways in the promotion of rail-based tourism in India. The tourism potential and performance of Indian Railways with regard to both foreign as well as domestic tourists has been discussed in detail. The existing and potential tourist products on and off the tracks of Indian Railways have been discussed in Chapter Five. A detailed description of each available tourist product with regard to rail-based tourism has been brought out in this chapter.

Chapter Six makes an attempt to critically analyse and interpret the functioning and performance of tourist speciality train, 'Palace on Wheels'. A brief review of its historical background and genesis has also been given in this chapter. Finally, Chapter Seven brings out the conclusion of the study. Some suggestions are also proposed and directions for further research are discussed in this chapter.
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