

## **CHAPTER-III**

### **TOURISM INFRASTRUCTURE**

Tourism Infrastructure demands for goods and services, and the establishments which provide such services are considered as part of the tourism industry. Further, the Tourism Infrastructure also includes establishments whose products are mainly sold to visitors, though they do not form a major share of tourist consumption. Several infrastructure sectors like power, telecommunication, water supply, roads and some production sectors like travel items, sports equipment, photographic materials, medicines and cosmetics are included in this category along with Tourism Infrastructure.

The infrastructure for tourism thus includes basic infrastructure components like airports, railways, roads, waterways, electricity, water supply, drainage, sewerage, solid waste disposal systems and services. Moreover, facilities like accommodation, restaurants, recreational facilities and shopping facilities also comes under the ambit of Tourism Infrastructure. Planning for sustainable development of Tourism Infrastructure, therefore, involves the integrated development of basic infrastructure and amenities along with all the tourism facilities in a balanced manner. The basic requirements for the development of Tourism Infrastructure are:

**Accommodation** - Forest lodges, tented accommodation, tourist complexes / tourist lodges, wayside amenities, restaurants, tourist reception centers, pilgrim sheds / dormitories, etc. at pilgrimage centers.

**Tourist transport** - Mini-buses, jeeps, etc. for wild life viewing, cruise boats, ferry launchers, etc. for water transport, tourist coaches in selected circuits, special tourist trains.

Infrastructure plays an important role in the economic upliftment of the people. It has strong backward and forward linkages and thus acts as a major driver of growth across the economy. The creation of road networks, electricity generation and distribution networks, creation of telecommunication facilities, construction activities, banking and financing, etc. in the first instance leads to the generation of livelihood opportunities to the vast skilled as well as unskilled labour force. Once this process is over, it leads to the higher connectivity and facilitates the integration of hitherto unconnected economic systems into the mainstream

economy. As regards the creation of infrastructure in the hilly state of Himachal Pradesh, its performance on this score has been lauded by one and all. The credit for this transformation goes to the first Chief Minister of Himachal Pradesh, Dr. Y S Parmar, who repeated his development mantra, “ paharon mein sirf sadak de do, vikas apne aap ho jayega” (just provide roads in the hills, development will automatically follow) every now and then. The successive governments have followed this mantra with utmost sincerity and the results are there for everybody to see.

### **3.1 Road network-Mainstay of tourism industry**

“Road Transport is the mainstay of tourism activity in the Pradesh as other means of transport namely railways, taxis are negligible.” Taxis do form an important component of road transport in the state for tourist movements and its consideration as negligible shows a blind spot, and rather cursory treatment of a vital subject.

“Road Transport” has also been made synonymous with “HRTC” (Himachal Road Transport Corporation), and other than road construction, this remains the only organized transport activity that finds serious mention. “The Himachal Pradesh government has decided to strongly implement transport policy in order to provide better transport facilities to passengers travelling in the Himachal Road Transport Corporation buses in and outside the state”.

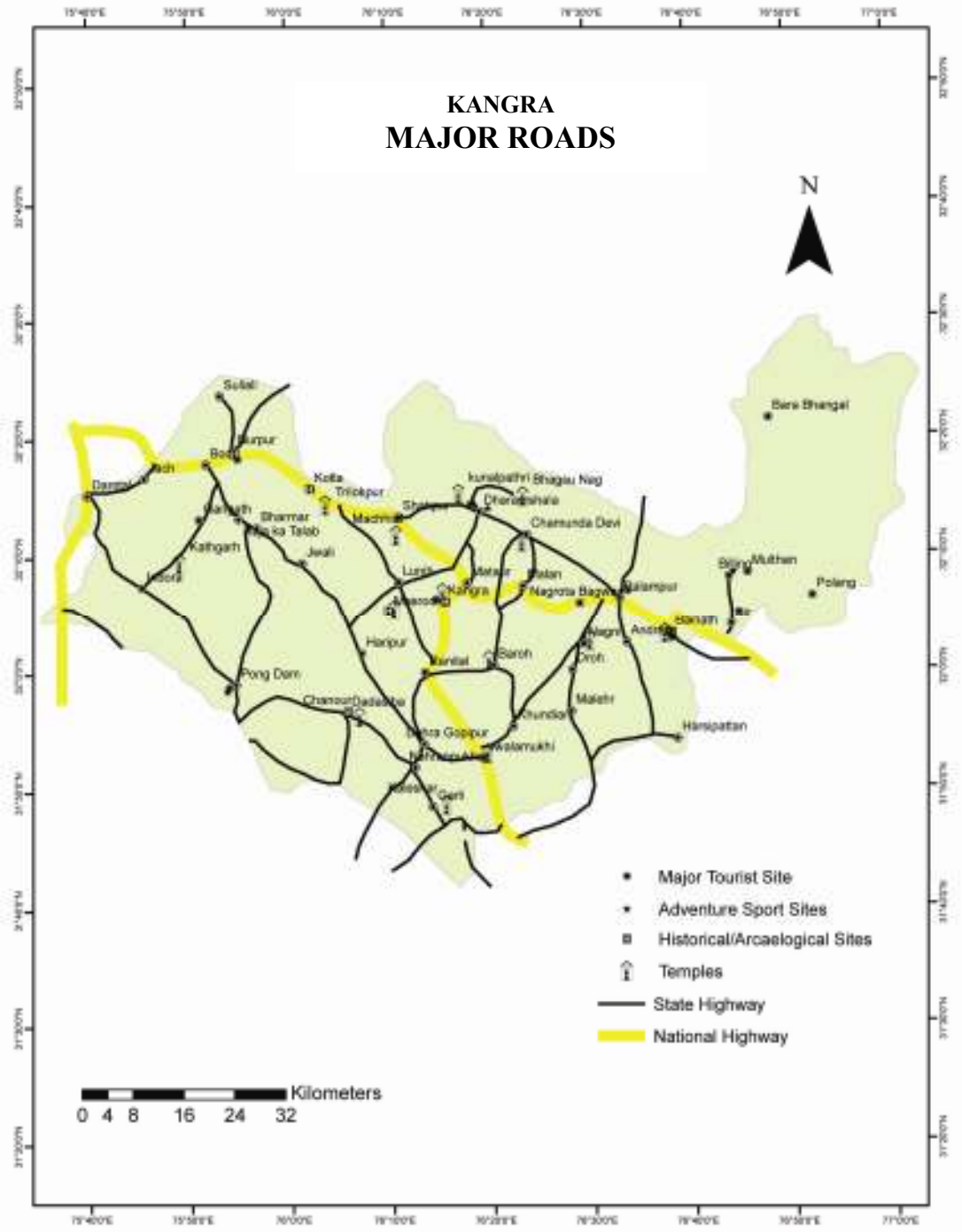
The importance of transport for Himachal Pradesh cannot be overstated enough, since it address the core issue of accessibility for the people and the tourists. There is a specific agenda for the infrastructure sector and the transport sub-sector to address.

The major thrust area of tourism needs assured and safe transport network. It needs assured and safe transport network. It needs structuring for a tourist system, with enquiries, itinerary planning and reservations, and uniform fare systems. The network should facilitate day-to-day life of Himachal Pradesh residents, and have an effective linkage with a disaster management plan. This a especially important for a state in general and Kangra in Particular situated in seismically active areas.

Considering the geography of Himachal Pradesh, road are an important. There are National Highways

At independence, Himachal Pradesh started with nearly no roads, but has done well to build an estimated 32.450 km of motorable roads by 31 December 2009.

Fig. 3.1



**Table 3.1**

<b>Total Road Length, Motorable Double and Single Lane, Jeepable and Less than Jeepable Lane in Kangra (Himachal Pradesh) (2008-2009)</b>				
<b>(In Kms.)</b>				
<b>District</b>	<b>Total Road Length</b>	<b>Motor able Double lane</b>	<b>Motor able Single Lane</b>	<b>Jeep able</b>
<b>Kangra</b>	5281	468	4800	3
<b>Himachal Pradesh</b>	32450	2377	27925	345

### **Inadequacies in Road Network**

#### **Less All-weather Roads**

The total road length was 32.450 km in the state as on 31 December 2009. However, following major issues emerge:

The total road length mentioned is only a count of the total road formation in the state. Only 45 per cent of this road formation is metalled and tarred, the remaining being bare road surface.

Thus, less than 50 per cent of the roads are all weather roads. This is a starting data for a state which seeks to move quickly on the tourism front. This is not restricted only to remote areas. But is seen all over the state.

### **Poor Village Connection**

There are 16807 inhabited villages in Himachal Pradesh. At the end of 2009, less than 50 per cent of them were connected by roads.

It is usual to see the road surface assuming a cause the roads to disintegrate quickly under water flows, as a to hide a thin formation of the roads.

Poor compacting and drainage design also because the roads to disintegrate quickly under water flows, as a result of rain.

### **Passenger Railway**

Himachal Pradesh is home to two of India's five heritage hill railway networks, the Kalka-Shimla line (96km) and the Pathankot-Jogindernagar line (113 km).

Kalka-Shimla completed its century in November 2003. The Railway claim that while they spend Rs. 14 crore in maintaining the section, earnings are only Rs. 7 crore, and that they run the line primarily as a tourist attraction and as a heritage value.

Pathankot-Jogindernagar also passes through some of the most breathtaking all rail journey views in the world, and its vast tourist potential remains under-utilised.

Himachal Pradesh government should approach Northern Railways to enter into joint tourist promotion packages especially for attracting foreign tourists for steam tourism. The heritage tourists is willing to pay provided the package is right. Steam engines are available both for the narrow and the metre a gauge section, and time-tabled services should be announced for the same.

### **Air Transport, Ropeways, Cable Cars**

With Himachal Pradesh's vision of a high growth curve, it must be accepted that alternative means of transport must be developed, so that they can take the pressure off the roads. Otherwise, tourists will simply not be able to reach, and goods delivery schedules will go haywire.

Onward air linkages to the existing airports at Jubbar Hatti, Bhuntar, and Kangra by helicopters must also be evaluated. They cannot be a serious option for the average tourist, but the helicopters at Vaishno Devi and Kedarnath are booked in advance, and giving good returns. Circuits where paying tourists are available can be planned for this. Cable cars are also a great attraction, and HP needs to weave all these modes into a plan to encourage private participation in these sectors.

An attempt has been made in the following paragraphs to assess the status of infrastructure across blocks in Kangra district. For doing so, as many as eight indicators related to infrastructure were considered. These included road connectivity (paved and mud roads), availability of transport facility in the villages, availability of cooperative society, commercial bank and post office within 5 km of distance, proportion of villages having power facility, number of fair price shops (FPS) per 10,000 of population and the net irrigated area.

### **Road Density**

The results revealed that the road density (length of paved roads and mud roads, taken together per 100 sq km of area) for the district was 110.61km. There was very high variation across different blocks: the highest road density in Lambagaon block (324.45 km) was 19 times of the lowest road density in Baijnath block (17.26 km). The density of roads was found markedly higher in Nurpur (209.33 km), Fatehpur (204.67) and Sulah (202.31km). However, besides Baijnath, the density of roads was relatively lower in Dehra (61.15 km), Bhawarna (77.19 km) and Nagrota Surian (92.95 km).

The important role of transportation in the modernization and development of any area can hardly be overemphasized. The transport facilities not only save time but also make the things available at proper place. The efficient transportation facilities have a major role to play in the marketing of produce. Looking across the blocks, in Sulah 71.42 per cent of villages had transport facility available within a distance of 5 km. This was followed by Panchrukhi (67.66 per cent) and Bhawarna (61.39 per cent). On the other side, Fatehpur (41.04 per cent), Rait (46.38 per cent) and Nagrota Surian (47.64 per cent) availability of transportation facility was lowest in the district.

### **3.2 Accommodation**

Tourism products consist of many components including accommodations facilities, attractions, activities, and services which together provide the desired experience to visitors and tourists. Of these tourism product elements, one of the most basic to any tourism destination are accommodations and the hospitality services which are provided.

Hospitality is the term generally associated with hotels and restaurants. The accommodations industry (also referred to as the lodging or hotel industry) includes a wide variety of facilities including luxurious resorts and modest bed and breakfast establishments. The range of facilities represents the different needs and preferences of travelers and the changing markets. The varieties of types of rooms have developed in response to customer needs as social and business needs have changed.

In Himachal Pradesh in general and Kangra in particular, the number of available rooms has increased rapidly to keep pace with the growth in domestic and international tourism. The accommodations or hotel sector is the dominant industry in

the travel industry because of the revenue directly generated by hotels and other accommodations, the employment they provide, and the support services and supplies that the industry requires.

### **Classification of Accommodations**

Accommodations can be classified into various categories because of the wide range of room types and amenities. Various attempts have been made to establish a globally uniform hotel classification system but the effort has faced many difficulties. Some of the obstacles to developing a uniform classification system include variations in definitions, facilities, service standards, management, and cultural influences on service which differ in every country.

Most destinations use a star rating system, the highest number of stars (five) is usually for a deluxe hotel with fine restaurants, high level of service, and top quality facilities. Other classification systems include those based on the price of the rooms with categories such as budget/economy, mid-scale, and upscale/luxury. Hotels are classified in a number of ways with many different categories.

Airport hotel: Located near an airport with amenities for the air traveler including facilities for Business meetings.

Convention hotel: Located in major cities, often near a municipal convention center with major space for meetings and exhibition areas.

Commercial hotel: Located in urban areas with business travelers as the primary target market with upscale or midscale facilities.

Suite hotel: Apartment-style hotels which offer more space and upscale amenities.

Condominium hotel: Located in resort destinations with individually owned hotel units often with kitchen facilities where owners use the units as personal vacation homes and also rent out the units at other times.

Timeshare hotel: Located in resort destinations, where the unit ownership is shared and each owner has a fractional ownership and is entitled to use the unit for a fixed time period in the year.

Motor hotel: Located close to a highway for automobile travelers with provisions for parking and amenities which may include swimming pool, coffee shop, and family-oriented facilities.

Bed and breakfast hotel: Located in private homes or small inns, usually modest establishments which offer breakfast and sometimes light meals. These accommodations are usually family-run operations and include hostels and pensions.

Resort Hotels for vacation destinations, resort hotels have become the most important segment of the accommodations sector. Resorts are found worldwide, wherever people gather for recreational and relaxation activities that include golf, tennis, skiing, health spas, or a combination of these activities with more extensive amenities than in urban hotels. The typical guest at a resort is a longer staying customer and seeks either a vacation or pleasure or a combination of business with pleasure. The average length of stay is longer and the standard of service, facilities, food and beverages, entertainment, and other amenities are much higher than found in most other types of accommodations.



**Table 3.2**

**Statistics Relating to no. of Hotels, Guest Houses, Restaurants, Travel Agencies, Tourist Guides and Photographers and Bed Capacity/  
No. of Rooms. As on 31.12.2012**

Sl. No.	DISTRICT	NO. OF HOTELS / GUEST HOUSES	NO. OF RESTAURANTS	NO. OF ROOMS SBR	NO OF ROOMS					BED CAPACITY	TRAVEL AGENCIES	PHOTOGRAPHERS	TOURIST GUIDES
					DBR	DOOR	FS	TBR	TOTAL				
1.	Bilaspur	66	18	28	492	7	53	12	592	1307	16	2	5
2.	Chamba	123	19	38	1174	47	9	0	1268	2912	27	9	13
3.	Hamirpur	35	16	62	210	2	6	1	281	519	1	0	0
4.	Kangra	379	129	243	3654	35	139	81	4152	8525	145	27	112
5.	Kinnaur	73	10	93	295	12	9	0	409	703	23	0	9
6.	Kullu	613	66	267	8265	18	805	0	9355	20227	634	331	129
7.	Lahaul & Spiti	89	8	116	532	42	14	0	704	1425	24	0	5
8.	Mandi	145	33	105	1161	31	62	18	1377	2907	44	2	4
9.	Shimla	397	110	307	3670	99	222	211	4509	10294	417	261	297
10.	Sirmour	72	32	69	619	17	30	18	753	1302	2	0	4
11.	Solan	204	63	9	2788	17	114	45	2973	7439	23	0	4
12.	Una	51	11	20	461	8	26	3	518	1095	6	0	0
	<b>Total :</b>	<b>2247</b>	<b>515</b>	<b>1357</b>	<b>23321</b>	<b>335</b>	<b>1489</b>	<b>389</b>	<b>26891</b>	<b>58655</b>	<b>1362</b>	<b>632</b>	<b>582</b>

**Table 3.3: Hotels in Dharamshala (Major)**

<b>S. N.</b>	<b>Name of the Hotel</b>	<b>Rating</b>
1	Aveda Hotel	4 star
2	Club Mahindra Kangra Valley	4 Star
3	Asia Health Resort	3 star
4	Surya Meclodganj	3 star
5	The Horizon Villa South	3 star
6	Hotel Gandhi's Paradise	3 star
7	Moon Walk Residency	3 star
8	Villa Paradise	3 star
9	The Sanctuay- A sterling Holidays Resort	3 star
10	GK Conifer	3 star
12	Hotel White Haven Palace Estate	3 star
13	Hotel Him Queen	3 star
14	Hotel The Grand Raj Kangra	3 star
15	Spring Valley Resort	3 star
16	Hotel Sahiwa	2 star
17	Snow Crest Inn	2 star
18	Mcleodganj Homestay	2 star
19	Him Queen	2 star
20	UnaComfortNandini-Dharamshala	2 star
21	Hotel Shivalik	2 star
22	Hotel Pong View	2 star
23	Hotel The Origin	2 star
24	Green wood Inn Dharamshala	1 star
25	Hotel Asian Plaza Mcleodganj	1 star
26	Hotel Asian Plaza Dharamshala	1 star
27	Imperial Heights Resort	1 star
28	Hotel Triund	1 star
29	Hotel Sahil Plaza	1 star
30	Aakriti Hotel	1 star
31	Hotel Stay Well	1 star
32	Hotel Sahil Plaza	1 star

### Hotels in Palampur (Major)

S. No.	Name of Hotel	Rating
1.	The Citadel Resort	3 star
2.	Hotel Yamini	3 star
3.	Norwood green	3 star
4.	WH Taragr Palace	3 star
5.	Hotel The Woodz	3 star
6.	Hotel Highland Regency	2 star
7.	Seclude Palampur	2 star
8.	Nagri Resort	2 star
9	Hotel Holiday Home	1 star

### Hotels in other places

S. No.	Name of Hotel
1.	Hotel Yatrika Kangra
2.	Hotel Standard Kangra
3.	Taj Hotel & Restaurant Kangra
4.	Hotel River View Resorts Dehra Gopipur, Distt Kangra (H.P.)
5.	Hotel the Grandraj Dharamshala Road, Kangra (H.P.)
6.	Suhani Hotel & Resrots Shree Chamunda Nandikeshwar Temple Chamunda, Distt Kangra (H.P.)
7.	Dee Jay Hotel & Restaurant. Near Heritage Village, Pragpur, Distt Kangra (H.P.)
8.	Surbhi Hill Resorts Chamunda, Kangra Valley (H.P.)
9.	Taragarh Palace Kangra Valley, (H.P.)

. Table 3.4

**Infrastructure across Blocks in Kangra**

<b>Block</b>	<b>Road Density</b>	<b>Trans Faci.</b>	<b>Comm. Bank</b>	<b>PO</b>
Bajjnath	17.26	53.55	48.81	60.66
Bhawarna	77.19	61.39	60.75	61.39
Dehra	61.15	49.25	48.14	79.55
Fatehpur	204.67	41.04	52.11	75.24
Indora	138.85	50.95	26.19	68.57
Kangra	104.96	54.93	50.98	61.51
Lambagaon	324.45	60.07	56.04	71.42
Nagrota Bagwan	143.48	57.87	39.87	64.63
Narota Surian	92.95	47.64	43.39	26.41
Nurpur	209.33	59.4	42.9	71.94
Panchrukhi	128.31	67.66	65.86	67.06
Pragpur	152.26	60.85	41.44	58.22
Rait	95.69	46.38	43.44	58.62
Sulah	202.31	71.42	52.14	73.21
Total	110.61	55.29	47.44	67.86

Source: Census, 2011

### 3.3 Police

To control the crimes (molestation, teasing etc.) and maintained law and order in the district there are 15 police stations and 18 police posts. The peaceful atmosphere maintained by the police will act as centripetal force to attract tourist in the region.

### 3.4 Health Services

In Himachal Pradesh Health & Family Welfare Department is providing services such as public health, control of communicable diseases, health education, family welfare, maternal and child health care through a network of 53 civil hospitals,

76 community health centres, 472 primary health centres, 10 civil dispensaries and 2065 sub-centers. Treatment of Indian system of medicine and homeopathy is being provided to the general public through 2 regional hospitals, 2 circle ayurvedic hospitals, 3 tribal hospitals, 8 district hospitals, one nature care hospital, 1109 ayurvedic health centres, 3 Unani dispensaries, 14 homeopathic health centres. Availability of reasonably good facilities may help to boost tourism in Himachal Pradesh in general and Kangra in particular.

**Table 3.5: Health Centre in District Kangra**

1.	“Zonal Hospital, Dharamsala	Rait	Kangra	Urban
2.	“Dr. RPMC Hosp.Kangra at Tanda	Nagrota	Kangra	Rural
3.	Ayurvedic College Hospital, Paprola	Baijnath	Baijnath	Urban
4.	“Civil Hospital, Palampur	Panchrukhi	Palampur	Urban
5.	“Civil Hospital, Nurpur	Nurpur	Nurpur	Urban
6.	“Civil Hospital, Dehra	Dera	Dera-Gopipur	Urban
7.	“Civil Hospital, Kangra	Kangra	Kangra	Urban
8.	“Civil Hospital, Baijnath	Baijnath	Baijnath	Urban
9.	Civil Hospital,, Thural	Lambagaon	Jaisingpur	Rural
10.	Community Health Centre, Jawalamukhi	Dera	Dera-Gopipur	Urban
11.	Community Health Centre, Indora	Indora	Indora	Rural
12.	Community Health Centre, Nagrota (B)	Nagrota (B)	Kangra	Urban
13.	Community Health Centre, Jawali	Nagrota Surian	Jawali	Rural
14.	Community Health Centre, Nagrota Surian	Nagrota Surian	Jawali	Rural
15.	Community Health Centre, Shahpur	Rait	Kangra	Rural
16.	Community Health Centre, Fatehpur	Fatehpur	Fatehpur	Rural
17.	Community Health Centre, Chadhiar	Baijnath	Baijanth	Rural
18.	Community Health Centre, Dadasiba	Pragpur	Kaswa-Kotla	Rural
19.	Community Health Centre, Bhawana	Bhawarna	Palmpur	Rural
20.	Primary Health Centre Gopalpur	Panchrukhi	Palampur	Rural

Source: Department Economics & Statistics, Govt. of Himachal Pradesh