CHAPTER-IV

ORGANISATIONAL STRUCTURE OF FIELD OFFICES OF HIMACHAL PRADESH TOURISM DEVELOPMENT CORPORATION, LIMITED, SHIMLA
Organisation of Field Offices:

Himachal Pradesh Tourism Development Corporation has established its various complexes consisting of hotel, cafeterias, tourist bungalows and other ancillary services for the tourists. These complexes are spread over all parts of the State and outside the State also and have been designed and maintained keeping in view the topographical situation of the complex. At present the Corporation has fourteen complexes at different places to run its business as shown in the tourist map of Himachal Pradesh. All the complexes are governed by a general staffing pattern in their field units and establishments.

The Corporation has also established number of information offices within the State and outside. Chart no.1 gives a picture of the organisational structure of the higher level of field offices or the complexes of the H.P.T.D. Corporation.

CHART NO. 1

ORGANISATIONAL PATTERN OF FIELD OFFICES (COMPLEXES)

Managing Director

Kulu-Manali Complex
Shimla Complex
Mimachal Ashiana Complex
Holiday Complex
Wild Flower Complex
Chall Breq Palace Complex
Parwanoo Complex
Jawala-mukhi Complex
Hararang-Dalhousie Complex
Delhi Complex
Chandigarh Complex

(G.M.) (A.M.) (Manager) (Manager)
(H) (H) G.M. (H)
G.M. (H)
G.M. (H)
G.M. (H)
G.M. (H)
G.M. (H) (A.M.) (A.M.)

T.D.O. T.D.O. Lady Asstt. Manager
Asstt. Manager
Guest Manager
Relation Officer


Abbreviations Used:

G.M. = General Manager
A.M. = Area Manager
T.D.O. = Tourism Development Officer
Dy. T.D.O. = Deputy Tourism Development Officer
(H) = Hotel
The Manager:

All the complexes are directly under the control and supervision of the Managing Director at the headquarters. Various complexes of the Corporation are headed by the officers who are differently designated as Area Manager (AM), General Manager (GM), (Hotel) or the Manager of the complex. They are appointed by the Managing Director of the Corporation in consultation with the Board of Directors. They are responsible for the administration and entire functioning of their respective complexes with all their developmental activities. They supervise and control the working process of different units within their complexes. They are, however, not independent with regard to the policy formulation of their complexes. For this they have to depend on the Managing Director of the Corporation. The powers delegated to them in the context of decision-making for their complexes seem to be quite limited. The powers delegated to the Managers of the complexes do not seem to be adequate in so much so that the Managers cannot:

(i) take free decisions on developmental plans of their complexes;

(ii) they can not take action on any matter with regard to the establishment of their complexes

4. Ibid., p.5.
prior to the permission of the Managing Director;

(iii) they are not authorised to make any appointment or promote against vacant posts; and

(iv) they have no independent budgets of the complexes.

These Managers of the complexes are assisted by Assistant Managers in some complexes and by the Tourism Development Officers (TDO's) and Deputy Tourism Development Officers (Dy. T.D.O.'s) in all the complexes to run various units which come under these complexes. These officials are directly responsible to the Managers for the functioning and growth of the units.7

Assistant Managers:

In three of the complexes of the H.P.T.D. Corporation, the Manager or the General Manager are assisted by an Assistant Manager each. Such complexes are Ashiana Complex, Shimla, Holiday Home Complex, Shimla and Jawalamukhi Complex, Kangra. In the overall administration hierarchy, Assistant Managers are higher in rank and position as compare to the Tourism Development Officers and perform generally the same functions which are performed by the Managers. Their pay scales and other benefits are indicated in the consolidated statement of wages and salary.8

7. Ibid., p.9
8. Based on the official information of the Corporation, Shimla.
Tourism Development Officer (T.D.O.):

All the complexes of the Corporation have Tourism Development Officers to assist the respective General Managers and Assistant Managers, wherever they exist. They are directly responsible to the Managers, and Assistant Managers, for all the activities related to tourism development in various fields of the complexes. They supervise and control the activities of catering, accommodation and transportation of their respective complexes. But all actions related to the developmental activities of tourism planning for various units are confined to the head of the complex only. They exercise overall coordination and control of their respective complexes. They visit each of the units of their complex to examine the execution of various tourism developmental plans and growth of the units. The Tourism Development Officers have not been delegated powers through any instrument of delegation. By convention, however, they have all the powers relating to tourism growth in the units.

Deputy Tourism Development Officer (Deputy T.D.O.)

Except for two complexes of H.P.T.D. Corporation i.e. Himachal Holiday Home Complex at Shimla, and Palace Complex at Chail, all other complexes of the Corporation

have the Deputy Tourism Development Officers. In the organisational hierarchy of a complex the Deputy Tourism Development Officer is immediately responsible to the General Manager, the Assistant Manager, wherever he exists, and the Tourism Development Officer. But in his sub-units of the complex he has direct and independent control over to tourism development activities pertaining to the catering and accommodation, etc. Deputy Tourism Development Officer holds a pivotal position for the functioning and development of the Sub-units and has wide range of responsibilities with regard to the tourism development. Reports of progress and achievement of the sub-units are sent directly to the Managers of the complexes by Deputy Tourism Development Officers of the Sub-units. On these reports of the Sub-units, the Managers formulate their planning for further development of the complexes and send these to headquarters office (HQ) for the approval of the Managing Director of the Corporation. 10

Deputy Tourism Development Officer holds a very crucial position in the entire structure and functioning of the Corporation being the most important and pivotal functioning at the level of the operative and functional units of the complexes.

COMPLEX OF THE CORPORATION

All the Complexes of the Corporation have their common Staffing pattern in their field units and establishments. The following organisational chart (Figure 2) will bear out the chain of hierarchy in Kulu-Manali complex. This has been taken as a sample of organisational structure to illustrate the staffing pattern of all the complexes of the H.P.T.D. Corporation.

CHART NO. 2

STAFFING PATTERN AND DIFFERENT SUB-UNITS OF KULU-MANALI COMPLEX OF THE H.P.T.D. CORPORATION

KULU-MANALI COMPLEX

General Manager

District Mandi (T.D.O.)

Tourist Lodge, Mandi

Shira Cafe, Mandi

District Lahaul and Spiti (Dy.T.D.O.)

Tourist Lodge, Keylong

Lake View Cafe, Bilaspur

District Kulu (T.D.O.)

District Bilaspur (T.D.O.)

Kulu Section (T.D.O.)

Tourist Bungalow, Information Office, Kulu (Dy.T.D.O.)

Aluminiu Hut, Kulu (Dy.T.D.O.)

Tourist Bun­galow, Katrain (Dy.T.D.O.)

Raison Castle

Tourist Hut, Katrain (Dy.T.D.O.)

Tourist Hut, Katrain (Dy.T.D.O.)

Kasol (Dy.T.D.O.)

Manali Section (T.D.O.)

Tourist Bungalow, Information Office, Manali (Dy.T.D.O.)

Beas Hotel Log Huts, Manali (Dy.T.D.O.)

Tourist Office, Manali (Dy.T.D.O.)

Tourist Tourist Tourist Rest House, Castle Rohtang Chandertal

Information Office, Manali (Dy.T.D.O.)

Manali Cottage, Lodge, Hostel, Manali Manali (Dy.T.D.O.)

Manali (Dy.T.D.O.)

Abbrevations Used:

T.D.O. = Tourism Development Officer

Dy.T.D.O. = Deputy Tourism Development Officer
1. **Kulu-Manali Complex:**

Himachal Pradesh is geographically a very vast State stretching in the West from Jammu and Kashmir upto Uttar Pradesh in the East.\(^{11}\) In the central part of Himachal Pradesh four important districts of the State are located, and these are the districts of Kulu, Lahaul/Spiti, Mandi and Bilaspur.\(^{12}\) Next to Shimla area this part of the State has the heaviest concentration of tourists, both national and foreign. Manali in Kulu district is a tourist spot of international fame.\(^{13}\) In view of the importance of this area from tourist point of view a separate complex known as Kulu-Manali Complex has been established. This is the biggest complex of the H.P.T.D. Corporation consisting of twenty-four Sub-units located at different places in the above mentioned four districts of the State.\(^{14}\)

**Kulu-Manali:**

Kulu,\(^{15}\) the headquarters of the district with the

---


same name is located on the banks of river Bias. Kulu is the nerve centre of the upper Byas valley which stretches to 80 kilometers down stream. It is one of the most beautiful valleys in the country with gushing streams and rivulet, awe-inspiring glens, mossy meadows, Deodar-fringed grassy meadows, and snow-capped high cliffs. It is a paradise for trekkers, tourists, sportsmen, artists and common tourists alike.

Manali, 17 40 kilometers from Kulu and at the head of the valley is perhaps most beautiful point in the whole of the State. A veritable showpiece of nature with its unspoilt scenic beauty. Manali is undoubtedly one of the finest holidaying mountain for hikes, climbs and picnic punctuated with sun bathing, fishing and just relaxing. The area is studded with a large number of places of tourists' interests and excursions. 18

Mandi

Mandi 19 is the headquarters of the district with the same name. The town is approachable from Pathankot, 16. M.C. Forbs (1911), To Kulu and Back, Thackers Spink and Co., Shimla, pp.110-120.


18. Ibid., pp.140-41.

Hoshiarpur, Ropar, Chandigarh and Shimla by road and serves as a gateway to the valleys of Kulu-Manali and Lahaul & Spiti. Mandi is a picturesque district in the Beas valley studded with a large number of places of tourists interest including Jogindernagar, Barot, Rivalsar and Sundernagar. The area is also known for its rich heritage of cultural, historical and mythological significance.  

Bilaspur

Bilaspur is the district headquarters of the district with the same name situated at a distance of 90 kilometers from Shimla and 64 kilometers from Kiratpur on the Chandigarh-Manali national highway. Govindsagar, the reservoir created by Bhakra Dam on the river Sutlej is a major landmark of the area besides the town itself being fully planned and about thirty years old. There are some other important features in the context of tourism, such as Beas Gufa, the cave associated with the legendary sage Beas, Markand, a place of pilgrimage associated with sage Markandeya, Deoli, Asia's biggest mirror carp hatchery, Naina Devi, the holiest temple of Goddess in

24. Sukhbir Singh Chib (1977), This Beautiful India; Himachal Pradesh, Light and Life Publishers, Delhi, p.10.
this part of the State, and Kandror Bridge, the second highest bridge in the world.\textsuperscript{25}

Lahaul and Spiti

Keylong\textsuperscript{26} is the headquarters of Lahaul and Spiti\textsuperscript{27} district, situated beyond Manali at a distance of 110 kilometers. Tandi, Triloknath and Udeypur are some of the important places besides Keylong which are famous for their Shiva temples and Buddhist Monastries.\textsuperscript{28} The whole of the district is located within the internal Himalayas and sandy & rocky expanse of the Lahaul and Spiti valleys which are surrounded by brown hills and snowy heights. This provides entirely a different experience for the tough mountaineers, trekkers and sports loving tourists.\textsuperscript{29}

Kulu-Manali Complex incorporates four central districts of Himachal Pradesh, a brief introduction of which has been given in the preceding pages of this chapter. Kulu district has the largest number of field-units of the Corporation within this complex in view of the great potentialities. This valley offers for tourism. A brief survey

\textsuperscript{25} Ibid., p.70.
\textsuperscript{27} Himachal Pradesh: District Gazetters, Lahaul and Spiti, W.H. Government Press, Simla, p.4.
\textsuperscript{28} Peter Holmes (1958), Mountains and Monestry, Geoffrey Bles, London, p.1.
\textsuperscript{29} M.S. Gill (1972), \textit{op.cit.}, pp.39-45.
is being given as follows:

(i) **Tourist Bangalow, Kulu:**

Kulu being the entry point for the dream valley of Manali receives all the tourists in the first instance. Kulu is having the only airlink with the country. Tourist Bungalow here has modest but reasonably comfortable accommodation. There are 8 double bed rooms and 4 dormitories with 6 beds each. Canteen is attached to the Nungalow.  

(ii) **Tourist Information Office:**

This is the other unit of this complex. Located at the central point of the town where tourists converge, this office besides providing all relevant information to all categories of tourists arranges conducted and prescheduled short and long tours to different locations of tourist interest in the valley.  

(iii) **Aluminium Hut:**

This is a new concept in tourist accommodation in hills. There are in all four bed rooms in this unit with reasonable furnishing but at much cheaper rates as compare to the tourist bungalow.  

31. Ibid.  
(iv) **Tourist Bungalow, Katrain:**

Midway between Kulu and Manali is the famous hill resorts of Katrain, a home of lush orchards, bee-keeping and trout-fishing. The place is about 20 kilometers each from Kulu and Manali and is situated at an attitude of 4800 ft. Tourist Bungalow at Katrain has 9 bed room sets at reasonable price with moderate facilities.\(^{33}\)

(v) **Rest House, Katrain:**

There are government trout farms located at Mahili and Pati-Kuhl near Katrain. A Rest House is maintained near this site with 3 sets at a very nominal rates.\(^{34}\)

(vi) **Raison Camping Site:**

A little earlier to Katrain there is the famed orchard bowl of Raison. A beautiful camping site has been built there with all the reasonable amenities blended with the unspoilt natural beauty. In all there are 14 camping huts with two beds each on a very modest rate.\(^{35}\)

(vii) **Castle Tourist Bungalow, Naggar:**

Five kilometers of Katrain, across and on the left

---

34. Ibid., p.2.
35. Ibid., p.3.
bank of the Beas river is situated the ancient capital of Kulu Raja's for fourteen century, 6,000 ft. high wooded slop of Naggar. Naggar is famous for its old temples, and its huge beautiful Naggar castles which now serves as the Tourist Rest House. The world famous Roerich Museum preserving the famous paintings of great Russian artist Nicholas Roerich, who had made Naggar as his home are preserved here. The Tourist Bungalow here has 7 sets including one family suite and 6 double rooms at a reasonable tariff. 36

(viii) Tourist Hut, Kasol:

From Bhuntar there is the branching of the Parbati valley from the main Beas Valley. Kasol is a charming slop 42 kilometers from Kulu. At the lower edge of the Slop are the clearwhite sendy banks of river Parbati. Besides known for its bracing climate Kasol is also famous for it trout fishing. Tourist Hut, Kasol has two sets with modern facilities at reasonable rates. 37

(ix) Tourist Hut, Manikarn:

A little beyond Kasol in the Parbati valley is Manikarn, about 45 kilometer from Kulu via Bhuntar at the altitude of 5,700 ft. It is famous for its hot water springs.


37. Ibid., p.24.
Bathing in these waters and consuming the water for cooking and drinking is believed to be useful for removing a number of diseases and is considered good for health. A gurudwara and a temple in the premises are special attractions of Manikarn. Associated with a number of myths and legends, Manikarn is also famous for its charming climate and trout fishing. A small tourist hut on a very moderate is maintained by the H.P.T.D. Corporation.\footnote{H.P.T.D.C. Ne\textsuperscript{+} Work (1987), Himachal Pradesh Tourism Development Corporation Limited, Shimla, p.1.}

\textbf{(x)} \textit{Tourist Information Office, Manali:}

Manali is the star attraction of this entire valley. Tourist Information at Manali provides entire sequence of information to all kinds of tourist here. This office also arranges, conducted and scheduled tours for their benefit.\footnote{Ibid.}{\textsuperscript{i}}

\textbf{(xi)} \textit{Tourist Bungalow, Manali:}

This unit is fully furnished and attached with a restaurant. The old premises had 6 deluxe double bed rooms and 2 Four-bed rooms at reasonable tariff. The new premises provide another block of 16 double bed rooms which are having more a few facilities at a little higher tariff.\footnote{Ibid.}{\textsuperscript{j}}

\textbf{(xii)} \textit{Beas Hotel, Manali:}

This is a unit maintained for the visiting families

\footnote{Ibid.}{\textsuperscript{k}}
who intend to have their own dining arrangement. There are 2 room family sets with kitchen (3 sets), one room sets with kitchen (3 sets) 18 deluxe double bed rooms, 7 bed rooms and a few single bed rooms. The tariff is a little on the higher side but so are the facilities also.  

(xiii) Log Huts, Manali:

There are 11 huts each of them consisting of 2 bed rooms, drawing and dining space, running hot and cold water with fully acquipped kitchen. Situated 3 kilometers away from the bus stand these huts are having one of the most beautiful surroundings in the valley. Log Hut No.1 costs Rs.400/- a day, Nos.2 and 3 Rs.200/- each, whereas Huts No. 4 to 11 cost Rs.100/- per day. It is a royal pleasure to live in these huts.

(xiv) Tourist Cottages, Manali:

There are some tourist cottages for different categories of tourists. The Hamta Hut near Log Cabin with 12 suites of double bed accommodation each. Each suite is available for Rs.125 per day. Birch View Hut has the identical facilities and tariff. There are 26 four beded room also where cheap accommodation is available at Rs.10 per head per day.

41. Ibid., p.3.
43. Ibid., p.5.
(xv) Tourist Lodge, Manali:

This is a unit for the tourist who needs moderate accommodation at cheaper rates. In all there are 128 beds with shared bathrooms. Accommodation is available at Rs. 10/- per bed with extra payment for bedding. 44

(xvi) Youth Hostel, Manali:

This type of accommodation has been arranged by the Corporation at its different complexes all over the State to cater to the needs of the groups and parties of youth at cheap rates. Youth Hostel at Manali has dormitory type accommodation with 40 beds. The tariff is Rs. 10/- per bed with extra payment of Rs. 5/- as bedding charges. 45

(xvii) Cafe Rohtang, Manali:

Cafe Rohtang is another attraction of the hill station. It caters to the taste of both North Indian and South Indian palate and also some continental refreshments on demand. 46

(xviii) Rest House, Manali:

There is a Rest House maintained by the Corporation which has four deluxe bed rooms for the tourists who can pay a little more and live a little more comfortably. 47

44. Ibid., p.6.
46. Ibid., p.1.
(xix) Chandertal Restaurant, Manali:

This restaurant serves the regular and day time visitors at reasonable rates. The location of the unit makes it an unforgettable experience for the tourists.48

(xx) Tourist Lodge, Keylong:

The district headquarters of Lahaul and Spiti Valley is situated at a distance of 110 kilometers from Manali. Beyond 1,3500 feet high Rohtang Pass, Keylong is compare to a barbaric jewel, roughly cut emerald in a bronze and silver setting. The H.P.T.D. Corporation is maintaining a modest tourist bungalow there which has three double rooms at very modest rates.49

(xxi) Tourist Lodge, Mandi:

The district headquarters of district with the same name has a tourist lodge. There are 15 sets with attached bath rooms, some family suites, deluxe double bed rooms and two dormitories with 12 beds. Accommodation is available at moderate to cheap rates suited to different categories of tourists.50

(xxii) **Shirai Cafe, Mandi:**

This cafe is extremely popular with the visiting and transit tourists and also with the local people. Besides providing a very tranquil and comfortable atmosphere. It also serves a variety of snacks and refreshments. 51

(xxiii) **Lak View Cafe, Bilaspur:**

This Cafe, about 3 kilometers outside the town of Bilaspur on Bilaspur-Shimla-Chandigarh road, provides a marvelous view the mighty Govindsagar rippling with waves and encompassed by hill ranges. This cafe provides a welcome stoppage to the visitors to Himachal and also a charming send-off to the tourists returning back to the plains from Lahaul and Spiti, Kulu-Manali and Mandi sojourns with wholesome meals, tea, Coffee and cold drinks. 52

(xxiv) **Sagar Restaurant, Bhakra:**

The mighty river Sutlej has been tamed by the Bhakra Dam in Bilaspur district at the borders of Punjab. This dam has created one of the biggest man-made reservoirs namely Govind Sagar. It is at the cliff over-hanging the Govind Sagar at Bhakra that this charming restaurant with all the modern facilities is maintained by the Corporation. Bhakra Dam and Govind Sagar attract a large number of tourists all

days of the year. This restaurant adds to their charm during the visit.\textsuperscript{53}

There are four Tourism Development Officers and twenty Deputy Tourism Development Officers in different sub-units of the Kulu-Manali Complex and they are working under the direct control and supervision of General Manager of the Complex. All the units of the complex have been provided with sizeable catering staff.\textsuperscript{54}

2. SHIMLA COMPLEX, Shimla;

Shimla\textsuperscript{55} was accidentally explored in 1819 by Britishers and a village of tents for heat-weary British Civil and military officers were established.\textsuperscript{56} In 1822 a young officer Major Cannedy built a permanent structure thereafter there was no looking back for this town which rose to become the summer headquarters of British empire in India.\textsuperscript{57} After the independence of India, the city served as the joint capital of states of Punjab and Himachal Pradesh and in 1966 it was finally handed over to the State of Himachal Pradesh as its capital.\textsuperscript{58} Besides being an administrative town with official

\begin{itemize}
\item \textsuperscript{53} Ibid., p.2.
\item \textsuperscript{54} Based on the information of the H.P.T.D. Corporation, Shimla.
\item \textsuperscript{55} Government State Gazetteers (1928), Gazetteers of the Simla Hill States, Government Printing Punjab, p.3.
\item \textsuperscript{56} Ibid., pp.7-10.
\item \textsuperscript{57} Ibid., p.75.
\item \textsuperscript{58} S.S. Shashi (1971), Himachal Pradesh: Nature's Peaceful Paradise, Indian School Supply Department, Delhi, Delhi, p.211.
\end{itemize}
look it is one of the finest hill station of the world variety of facilities for vacationing round the year.\textsuperscript{59}

Shimla Complex comprises of six different units of the H.P.T.D. Corporation, a brief information about which is as given below:-

(i) \textbf{Tourism Office, Shimla:}

Situated at the trijunction of Ridge, lower and upper Mall, or the right side of the statue or Lala Lajpatrai, popularly known as Scandalpoint.\textsuperscript{60} This unit is the central point of the city which is compulsorily visited by every visitors to Shimla. Besides providing every information with regard to tourism in Himachal Pradesh in general and Shimla in particular. All conducted tours by delux buses arround Shimla are organised by this unit.\textsuperscript{61}

(ii) \textbf{Lift Shimla:}

Different points in Shimla are now connected by local bus service. But the main town of Shimla about Cartroad is accessibly by narrow roads and stair cases. Naturally the visitors from plains who are not conditioned to high ascents found it extremely difficult and tiresome to make it to the city centre of the Mall and Ridge. Himachal Pradesh Government established a two tier lift which takes the visitors straight

\textsuperscript{60} District Gazetteers (1911), \textit{Simla Hill States}, C. & M.G., Lahore, p.79.
from Cartroad to the Mall, a height of over 1,000 feet. The lift unit operates round the year for between fifteen and seventeen hours per day during different season.  

(iii) Tourist Bungalow, Kiarighat:

On Kalka-Shimla highway as one starts the sharp ascent from Kandaghat, the summer capital of princely State of Patiala, there is a prominent cliff on a sharp bend of the road. This place is known as Kiarighat. The place is 10 kilometers from Taradevi, a western suburb of Shimla. The Corporation has established a beautiful and well-furnished tourist bungalow of 5 suites at this point. For the transit tourists, a Cafetaria known as Apple Cart Inn is also maintained on the road side by the Corporation.

(iv) Tourist Bungalow, Naldehra:

Naldehra is situated at a distance of 23 kilometers from Shimla on Shimla-Tatapam road. It is a spot of great natural beauty. The place is crowned by a magnificent grove of Deodar trees and carpeted with a green turf which has a well laid ninehole golf course, the oldest in India. Fruit Research Institution, the biggest in northern India is only 6 kilometers from Naldehra. The magnificent Italian Villa of

62. Ibid., pp.38,39.
63. District Gazetteers: Simla District (1908), Superintendent, Printing, Lahore, p.130.
64. Based on Information collected from the Office records of the H.P.T.D. Corporation, Shimla.
66. Ibid., pp.77-85.
Craignano is also near about. Chabba, the municipal power house of Shimla and Tatapani the famous hotwater sulfur springs are also a little ahead of Naldehra on the same road. To meet the increasing demands of large number of tourists, sports lover and simpler holidayers the H.P.T.D. Corporation has established a tourist bungalows at Naldehra besides a Log hut and a few other facilities. The Tourist Bungalow is one of the finest units of the Corporation within Shimla Complex.

(v) **Golf Course, Naldehra:**

As Viceroy of India Lord Curzon was captivated by Naldehra. He personally supervised the laying of the golf course here. This well groomed, lovely and verdant course is one of the finest and most sporting in India. The annual membership fee is only rupees 5.00 but the tourist can also avail of it at a cost of rupees 5 only. This is the second unit at Naldehra of the Shimla complex of H.P.T.D. Corporation.

Log Hut, Naldehra:

(vi) Naldehra is important from the tourist point of view that the Corporation maintained a Log hut there. From exterior

---

67. Ibid., p.18.
69. Based on the Official Information of the Corporation, Shimla.
70. District Gazetters (1908), *Shimla District, op.cit.*, p.94.
71. Based on the Official Information of the Corporation.
it gives the look of rugged country house of the high lands but its interior is decorated and furnished with all the possible comforts a modern tourist would love to have. Naldehra is connected by a beautiful wooded road and the complex is frequented by a large number of tourists in all the seasons of the year by their own vehicles, by taxi cabs and by luxury deluxe coaches and buses run by the Corporation on scheduled timings.72

Shimla complex has been established under the overall supervision and control of Area Manager. He supervises and control the working of different six units of the area. The staff for the complex includes the Tourism Development Officers, Deputy Tourism Development Officers and other Secretarial and technical staff. All the officials and officers working in these units are responsible to the Area Manager of the complex.73

3. HIMACHAL BHAVAN COMPLEX, SHIMLA

Himachal Bhavan Complex is run by the H.P.T.D. Corporation to provide services to the tourists who come to Himachal Pradesh as a State guest. This complex of the Corporation is run under no profit no loss basis. This complex is headed by a Tourism Development Officer who has been


73. Based on the official information of the Corporation, Shimla.
designated as Manager of Himachal Bhavan Complex. He is assisted by a Lady Guest Relation Officer and other catering and Secretarial Staff.  

4. **ASHIANA COMPLEX, SHIMLA**

Ridge is the most charming and vast levelled ground famous for its morning and evening leisurely walks. From here one can have the panoramic view of both sides of the sloping town, in the north towards the Lakkar Bazar and the inner Himalayas, and to the west towards the Mall, the Lower Bazar and sloping woodlands of Taradevi and beyond. The Ridge has quite a few rain sheds with wooden benches, a large number of stadium like resting stands also a few snack bars and restaurant. On the north-west side of the Ridge there used to be a canopied band-stand, about 10 feet higher than Ridge level. During British period this was used as a permanent fixture for the brass band, and bagpipe units of the Indian army to play their music in the evening for entertainment of roiling visitors. That band stand has been now panelled, tastefully furnished and decorated and converted into the Ashiana Complex of the H.P.T.D. Corporation. It has a high

74. Ibid.
76. Ibid., pp.7-11.
77. Ram Krishan Kaushal (1965), *op.cit.*, p.74
rise posh restaurant at the top level, whereas the basement has a den-like soft lighted popular haunt for South Indian and other snacks. In one side of the complex a self service counter is also maintained where hot and cold drinks with popular snacks are available, whereas on the other corner an icecream parlour does roaring business. Doubtlessly, Ashiana is the most frequented complex of the Corporation by the day time visitors. This complex of the Corporation is run by a Manager who is assisted by an Assistant Manager, an Accountant, Hostesses and some Secretarial Staff. Keeping in view the patronage of high income group tourists who visit the city in large numbers, Ashiana Complex established at the City Centre of Ridge in Shimla. 78

5. HIMACHAL HOLIDAY HOME COMPLEX, SHIMLA

Hotel Holiday Home is one of the most comodious complexes of the H.P.T.D. Corporation. 79 In all it has forty double bed suites both normal and deluxe. The Holiday Home has in every room, with two channeled piped music. It has running hot and cold water twenty four hours a day. There is T.V. service in lounge, with a parking area, a facility available in very few hotels in Shimla. Needless to say that this

78. Based on the Official Information of the Corporation, Shimla.

79. HPTDC (Accommodation), (1989), Himachal Pradesh Tourism Development Corporation Limited, Shimla, p.3.
is the most tastefully furnished and maintained complex, one of the biggest complexes of the Corporation which provides four Star facilities to the tourists at Shimla.\footnote{80}

This complex is being run by a General Manager who is assisted by a number of Assistant Managers, Tourism Development Officers and other operational staff. In all there are one hundred and one personnel on the roll of this complex. In order to ensure security of the dignitaries staying in Holiday Home, a security cell is maintained under a Vigilence-cum-Security Officer. A Conference Hall is also maintained by this complex where big Industrial houses hold their important meetings during summer season.\footnote{81}

6. WILDFLOWER HALL, SHIMLA

Wildflower Hall\footnote{82} is located at a distance of 13 kilometers from Shimla towards Kufri just a little above the Hindostan-Tibet road at a height of 8,200 feet above Sea level in one of the most scenic regions of Himachal Pradesh. Nestled among Syvan surroundings, Wildflower Hall, once the residence of Lord Kitchner,\footnote{83} provides to the visitors board lodging aid bar facilities. It affords a magnificent as well as panoramic view of mighty Himalayas and perennial snows.

\footnote{80}{Ibid., pp.4,5.}
\footnote{81}{Based on Official Information of the Corporation, Shimla.}
\footnote{82}{Punjab District Gazetteers (1911), Simla Hill States, C & M.G., Lahore, p.149.}
\footnote{83}{Ibid., p.150.}
Wild Flower Hall provides not only a calm holiday rest amidst nature's Sylvan splendour but also facilities for business conferences, seminars, group discussions and meetings for professional deliberations in cool comforts and relaxed atmosphere. 84

A cottage complex was recently added to existing hotel which provide facilities for self catering. In all there are eleven cottages with twenty six bed accommodation in this posh complex. This complex has to other units namely the tourist bungalow at Kufri and a tourist bungalow at Fagu.

The Complex is headed by a General Manager who is assisted by two Deputy Tourism Development Officers, an accountant, catering staff, and watch and ward officers, working in different units of this complex. 85

7. CHAIL PALACE COMPLEX

Chail 86 hills one of the most charming hills resorts in the country. Nestling among the towering Deodars and Pine trees of the Shivalik slopes, Chail was once a royal retreat, the Summer Capital of Maharaja of Patiala before Indian independence. The Maharaja maintained a gorgeous and levish palace at the resort along with a cricket field, perhaps highest in the world. 87 The Palace has been acquired and

85. Based on the Official Information of the Corporation, Shimla.
converted into the Chail Palace Hotel complex by the H.P.T.D. Corporation. The complex comprises a variety of outdoor and indoor attractions including idyllic walks, both easy and non-so-easy trecks and commanding views of the Himalayan snow-line. Palace Hotel at Chail grandly reflects the royal era of yesterdays blended with the charming facilities of the modern.

Chail Palace Complex is being run under the direct supervision and control of a General Manager (Hotel). He is assisted by a Tourism Development Officer, an Accountant and the Catering Staff, which specialises in European and Indian dishes. There are 47 officials on the establishment of this complex.

8. BAROG COMPLEX

Barog is the heightest point on Kalka-Shimla highway and the entry point of the Kalka-Shimla toy-train into the higher Shimla hills. Known for its longest tunnel of about one mile on the Shimla-Kalka rail treck, the Barog peak above is hunch like hill separating Shivaliks from the external Himalayas. Being on the national highway there is a perrinal rush of tourists to Shimla and Kinnaur district through this point. At the hunch like pass the Himachal Pradesh Tourism Development Corporation has established Hotel Pinewood, a posh tourist resort nestled in the thick overgrowth of pine trees. From

89. Based on the Official Information of the Corporation, Shimla.
organisational point of view this complex comprises of three sub-units, i.e. Pinewood Cafe and Tourist Bungalow at Barog; Cafe Abshar at Deoghat near Kandaghat and Tourist Bungalow at Solan.\(^90\)

This complex is headed by a General Manager who is assisted by one Tourism Development Officer and number of Deputy Tourism Development Officers with other auxiliary staff such as catering technicians according to the requirements of various sub-units.\(^91\)

9. PARWANOO COMPLEX

Himachal is geographically a vast State and shares borders with Punjab, Haryana, U.P., Jammu and Kashmir, and Tibbet at various points. The most important entry points to Himachal Pradesh are, however on the borders of Haryana at Kalka-Parwanoo and Ambala, and on the Punjab borders at Pathankot, Nangal and Kiratpur.\(^92\) Parwanoo is the most important point where travellers destined for the districts of Solan, Shimla and Kinnaur enter into Himachal Pradesh. On account of being on the national highway, and being first railway station on the side of Himachal Pradesh, the State Government has planned and developed a new industrial, business and transit township at Parwanoo.\(^93\)

---

91. Based on the official Information of the Corporation, Shimla.
The H.P.T.D. Corporation maintains a very impressive welcome entry facade as soon as one enters Himachal Pradesh from Haryana side at Kalka—Parwanoo border. An upward turn and one finds an attractive structure maintained by the H.P.T.D. Corporation as the Shivalik Cafe catering along with all the conventional items of snacks with hot—and cold drinks, the delicious and most famous Himachal fruit juices. A terrace above the Cafe is the gorgeous, well furnished and comfortable Hotel Shivalik of the Corporation extending warm welcome to the entering visitor to the State.94

Parwanoo complex is run under the overall supervision and control of a General Manager. He is assisted by a Tourism Development Officer, a Deputy Tourism Development Officer and a sizeable catering Staff.95

10. JAWALAMUKHI COMPLEX

Jawalamukhi is situated in the foothill of Shivalik, 56 kilometers beyond Dharamshala and 27 kilometers beyond Kangra. It is one of the most important place of pilgrimage in this part of the country on account of a very old and legendary temple of mother Goddess Jawalamukhi or the Goddess of fire.96 The legend has it that the great emperor Akbar

95. Based on the Official Information of the Corporation, Shimla.
came wearfooted to the Shrine to pay his obesience as a result of fulfilment of his wishes by the grace of Goddess and offered a golden canopy to the mother Goddess. The temple is visited by hundreds or thousands of pilgrims through whole of the year and still larger number during the Navratras (nine days special worship period for the Goddess) twice a year. There are comodians serias built and maintained by the temple trust and individual devotees besides a beautiful rest house of the Oil and Natural Gas Commission (ONGC), Government of India. Keeping in view the great demand of the visitors the H.P.T.D. Corporation has also established Hotel Jawalamukhi near the Shrine. It provides a very comfortable and homely environment to the visitors.

Jawalamukhi Complex is headed by a General Manager and Assistant Manager (Front Office and House-keeping), a Lady Guest Relations Officer and other trained personnel in Hotel and catering management.

11. DHARAMSHALA COMPLEX

Dharamshala is the district headquarter of Kangra, the largest and the most popular district of Himachal

97. Ibid., pp.163,64.
100. Based on the Official Information of the Corporation, Shimla.
Pradesh. Dharamshala is also the divisional headquarters for the division comprising of the districts of Chamba, Kangra, Hamirpur, Una, Mandi and Bilaspur. Dharamshala also served as the district headquarters of Kangra, Hamirpur and Una. Dharamshala has, thus, been one of the most important hill towns in this part of the country.\(^{101}\) Besides being administrative and educational centre, Dharamshala is a beautiful hill resort situated in the top of Snow-covered Dhauladhar ranges of external Himalayas and overlooking the vast Kangra valley and Punjab plains. The establishment of the temporal and spiritual seat or the Government in exile of Dalai Lama, the highest religious head of Tibetans, at Dharamshala has further added to the significance of this place.\(^{102}\)

In view of the multiple and varied importance of Dharamshala and the adjoining Kangra valley the H.P.T.D. Corporation has established its Dharamshala Complex consisting of eight Sub-Units.\(^{103}\)

Hotel Dhauladhar at Dharamshala is one of the finest specimen of the tourist units maintained by the Corporation. With its lavish furnishing, enchanting decor, exotic furniture, spacious paneled accommodation, excellent service and variety of cuisine and beverages, it is a dream land for any tourist

\(^{101}\) H.C. Sarswat (1976), *Himachal Pradesh*, Publication Division, New Delhi, pp. 18,19.


\(^{103}\) Based on the Official Information of the Corporation, Shimla.
to this part of the country. 104

The second unit of the Dharamshala Complex is Hotel Bhagsu at Dharamshala. It derives its name from an overlooking hill top shrine of Bhagsunath, a form of Lord Shiva, the Lord of mighty hills. Hotel Bhagsunath is a charming double-story stone masonry structure with the sloping roof. It is surrounded by spacious green meadows with towering Deodars all around. This unit also provides all the modern facilities of boarding and lodging to the tourists. 105

The third unit of Dharamshala Complex is the Tourist Bungalow at Palampur. Palampur is a bustling hill town on Pathankot-Mandi road and is famous for its tea gardens and the Himachal Pradesh Agriculture University. Tourist Bungalow, Palampur is also a double storey structure surrounded by lush green grassy lawns. It is a building fashioned according to the steel and concrete pillars and beams. The accommodation and other facilities provided one simply wonderful besides the most charming and soothing environ of the area. 106

The next unit of this complex is Neugal Cafe, Palampur. Situated at a high point near Palampur on the banks of a rivulet named Neugal, this Cafe has the perennial snowy

105. Ibid., p.3.
106. Ibid., p.6.
ranges of Dhauladhar as its background making it simply a
dream land or out of the romantic story text book. Its a
dream-cum-true to visit this cafe simply for the grandeur
of its location.\textsuperscript{107}

Keeping in view the above importance of Dharamshala,
the H.P.T.D. Corporation has established its Dharamshala
Complex under the overall supervision and contr_ol of General
Manager. He is assisted by two Tourism Development Officers
and some Deputy Tourism Development Officers and other
Secretariat & Catering staff.\textsuperscript{108}

12. CHAMBA-DALHOUSIE COMPLEX

Besides Shimla and Kulu-Manali areas of Himachal
Pradesh Chamba-Dalhousie-Khajjiar belt is also important from
tourist point of view.\textsuperscript{109} Chamba district of Himachal Pradesh
is located in three parallel and gradually inclining valleys
formed by three mighty rivers of this area. The lowest parts
of the district is formed as the basin of two major tributaries
of river Beas which is divided by Dhauladhar ranges. Dalhousie
situated at the sharply dropping incline of Dhauladhar towards
river Ravi.\textsuperscript{110}

\textsuperscript{107} Ibid., P.6.
\textsuperscript{108} Based on the Official Information of the Corporation,
Shimla.
\textsuperscript{109} Dalhousie, Khajiar, Chamba (1986), Himachal Pradesh
Tourism Development Corporation, Ltd. Shimla, pp.1-3.
\textsuperscript{110} Thakur Sen Negi (1963), Himachal Pradesh, District
Gazetteer, Chamba, Standard Printing, Batala, pp.61-70.
It is 90 kilometers from Pathankot nestling in the outer slopes of the Dhauladhar range among the scented and stately Oak and Pine trees. Dhauladhar is known for bracing climate, picturiques scenery and lovely picnic spots within easy reach. Originally, it was conceived as a sanatorium by Lord Dalhousie, it has now become one of the best, inexpensive and peaceful hill station.

The first unit of the Chamba-Dalhousie Complex of H.P.T.D. Corporation is a Tourist Bungalow with eleven suits tastefully furnished but suitable for the middle class tourists also.

The second unit of this complex is an ideal located Youth Hostel with forty-four beds. Dormitories are provided and nominal charges per bed is made. For the students and for the members of Youth Hostel Association the charge has been slashed by another 33 per cent. There is Youth Hostel Anixy also which is allotted as a family unit and has one double bed room, a sitting room and a kitchen. Bedding here is available on extra charge.

Dalhousie Comprises of five distinct hills namely Balum, Kathlog, Potreym, Tehra, Bakrota with heights ranging

113. Based on the Official Information of the Corporation, Shimla.
114. Ibid.
between 5,000 feet to 8,000 feet above Sea level. Some of the important places of tourist interest in and around Dalhousie are Panjpulla, Kalatop, Satdhara and Samdhi of great revolutionary Sardar Ajit Singh, uncle of great martyr Sardar Bhagat Singh. A beautiful wooded road links Dalhousie with one of the marvels of nature namely Khajjiar.  

There are four units of Chamba-Dalhousie Complex situated at Khajjiar. Khajjiar is one of the most picturesque saucer-shaped planes, about two kilometers long and one kilometer broad surrounded by dense forest of gigantic Deodars. In the middle of the plain there is a small lake in the middle of which there is a small floating island. The local people hold this lake and island in great sacredness and associate these with the great serpent God-Khajinag, the deity nearby temple with a golden dome. There is also a golf-course set in idyllic surroundings at Khajjiar. The soothing and refreshing quiteness in the atmosphere of the Khajjiar is simply unmatched and incomparable. The H.P.T.D. Corporation has established three separate units of Chamba-Dalhousie Complex here. There is a Tourist Bungalow with deluxe and non-deluxe accommodation. It has now been rechristened Hotel Deodar and caters to middle class tourists.

118. Based on the Official Information of the Corporation, Shimla.
The second unit here is a Youth Hostel where dormitories and fixed bed accommodation is available on subsi­
dise rates for the students and the members of Youth Hostel Association.

The third unit comprises of the independent cottages, tastefully furnished, fully equipped and ideally located for families who can afford to pay more and need greater comforts and privacy.

From Khajjiar it is only 8 miles lovely walk to the valley of mighty river Ravi and to the historic town of Chamba. Though Chamba is connected with Pathankot by an all weather road via Banikhet, yet Chamba is also connected with Dalhousie via Khajjar by a narrow wooded road.

Chamba town is the district headquarters of the district with the same name. It is situated on the right bank of river Ravi on a flat moutain shelf over hanging the river. Perched like some medival Italian village Fortress Chamba is oldest town in this part of the country, its continuous history dating back to 7th and 8th century A.D. Chamba is very famous for its temples, rich ancient remains of palaces, wooden shrines and architects. Choaugan a public primate—

121. K.L. Vaidya (1977), Cultural Heritage of Himalayas, National Publication, New Delhi, pp.72,73.
a grassy maidan about a kilometer in length and about 100 meters wide is the great attraction of this small town. Bhuri Singh museum a rich store house of Chamba's cultural heritage and rich collection of hill paintings is an another centre of attraction at Chamba. Sheltered by Snow-clad mountains on all the side and laced by the gushing river Ravi, Chamba town is a great gift of nature to its people.

The H.P.T.D. Corporation has established four of the units of Chamba-Dalhousie Complex here. The first one is a Tourist Lodge with double bed room accommodation with attached dormitory of sixteen beds. The rates are within the reach of average visitor.

Hotel Iravati is a newly commissioned unit of the complex which claims to provide three Star facilities to the rich tourists. Hotel Champak is the third unit which caters to the needs of the middle class tourists. The fourth unit of the complex have Ravi View Cafe. As the name suggest it is a structured over hanging the western—most incline at the end of Chaugan overlooking vast expense of Ravi valley, Shitla Bridge and localities Sheetla Mohalla and the parallel mountain ranges of Dhauladhar. To sit in its cosy atmosphere is an experience in its-elf.

124. Based on the Official Information of the Corporation, Shimla.
It is from Chamba that one can visit Bharmour the ancient Capital of Chamba State, the most sacred lake of Manimahesh and Manimahesh Kailash and also great Pangi valley or river Chenab. On one side of the town passes a road by the right side of river Ravi which takes one to the prestigious Baira—Suil hydroelectric project and number of places of historical and tourist interest.

Chamba-Dalhousie Complex is headed by an Area Manager who is assisted by a Tourism Development Officer and number of Deputy Tourism Development Officers and other catering and Secretarial Staff.

13. CHANDIGARH COMPLEX

Chandigarh, the joint Capital of the States of Punjab, Haryana and the Union Territory of Chandigarh is a special gift of Pandit Jawaharlal Nehru, the first Prime Minister of India, to the strife-stricken State of Punjab and to the newly independent India. Punjab had lost its Capital at Lahore to Pakistani State of Punjab, and India was in search of a new capital for Indian Punjab. It was the culmination of that search that Chandigarh was planned and built at the foothills of Shivalik and named after the historical temple of Chandi, mother Goddess situated nearby.


127. Based on the Official Information of the Corporation, Shimla.


French architect Le Corbusier, Pierre Jeanneret, Maxwell Fry and Janedraw besides a large number of Indian architects, planners and engineers were associated with this great project. A totally planned city of avenues, boulevards, gardens, geometrically designed quarters and buildings of altramodel designed has become a new model of town planning for the whole of India and even for the urban specialist of the world.

It is about Chandigarh that Jawaharlal Nehru had decreed that — "Let this a new town, symbolic of the freedom of India, unfettered by the traditions of the past... an expression of the nation's faith in future." And so it has been ever since, the planned city beautiful of Chandigarh, a model for all new city development in India.

Chandigarh has significantly contributed to the growth and development of tourism activity in Himachal Pradesh. Though Himachal has great potential and some infrastructure for national and international tourism, it is Chandigarh which has provided a focal and the most important boosting point from its geographical and pivotal location. Chandigarh is

132. M.N. Sharma (1969), A City Grows, in Chandigarh: City of the Rose (2nd Rose Festival Souvenir), Department of Public Relations and Cultural Affairs, Chandigarh Administration, p.11.
133. Sneh Pandit (1965), op.cit., p.29.
itself a great tourist attraction for the national and international tourists for its architectural marvels. Then Chandigarh is located at the entry point of at least three-fourth of Himachal Pradesh. Naturally, therefore tourists who wish to visit Chandigarh also include one or other part of Himachal Pradesh also in their itinerary. Similarly, most of the visitors who plan visits to Himachal Pradesh do one way or other come to Chandigarh for their onward journey not only to Himachal but also to interior Punjab and the State of Jammu and Kashmir. Chandigarh is linked by road, rail and air with the national capital and other important cities of region. Then, Chandigarh is also linked with the Himachal State Capital, Shimla by all the above modes of transportation, whereas all the major cities and towns of Himachal are linked with Chandigarh. By road, the world famous Kulu-Manali valley is also linked by air besides being connected by all-weather road. Even from commercial, industrial and business points of view all parts of Himachal are having very intimate connections with Chandigarh.

Keeping all these factors into consideration the H.P.T.D. Corporation established one of its complexes at Chandigarh also. This complex besides looking after the Tourist Information Office at Chandigarh takes care of five other sub-units including Tourist Bungalow, Paonta Sahib,

Tourist Bangalow, Renka, Tourist Banagalow Ksauli, and Cafetaria Kohisar at Jabuli, a few kilometers above Parwanoo.

A brief information with regard to these sub-units will be in order:

(iii) Tourist Bungalow, Paonta-Sahib

Paonta-Sahib,\(^{136}\) a city sacred to the memory of 10th Sikh Guru Govind Singh is situated at a distance of 45 kilometers from Nahan on Dehradun road.\(^{137}\) It is a bustling town with growing industries and is also an important place of pilgrimage for Sikhs from all over the world who come here by the thousands during the festivals of Baisakhi and Holi.\(^{138}\) There are two hindus temples also dedicated to Ram and Krishan.\(^{139}\) The quite flowing Yamuna by the side of town adds to the charm, beauty and piety of the town.\(^{140}\)

In view of the importance of Paonta-Sahib from religious, industrial and tourist point of view the H.P.T.D. Corporation has established a Tourist Bungalow here within the Chandigarh complex. This sub-unit is run by a Deputy

---

135. Based on the Official Information of the Corporation, Shimla.


Tourism Development Officer under the supervision and control of Area Manager, Chandigarh. The Tourist Bungalow has all the amenities of modern tourism for the middle and upper class tourists with professional catering and other services. It has six suites including air conditioned deluxe, non-airconditioned deluxe and general double bed rooms at reasonable tariff.  

(iv) **Tourist Bungalow, Renuka:**

Renuka is the most important place of tourism in Sirmaur district, situated at a distance of 45 kilometers from Nahan, the district headquarters. Of all the lakes of Himachal Pradesh, Renuka is the most beautiful. In the deep valley surrounded by high hills on three sides this lake girdles another hillock in the middle, adding to the charm, beauty and variety of its scenery. There are provisions for paddle boating, row boating besides angling in the lake. A metalled and heavily wooded road and circles the lake making it a tourist paradise. The lake shelters a wild life sanctuary inhabited by deer and many kinds of water birds, red jungle foul, black pheasant and peacock. There is a small Zoo on the shores, inhabiting a number of wild varities.  

---

141. Based on the Official Information of the Corporation, Shimla.

Renuka is also important on account of its association with legendary sage Parshuram and his parents sage Jamadagni and his wife Renuka. Thousands of devotees visit this lake and the adjoining complex of temples during different auspicious occasions of the year when charming hill fairs are held here.\(^{143}\)

In view of great importance of tourist interest, the H.P.T.D. Corporation has established two sub-units at Renuka. There is a Tourist Bungalow having a deluxe double-bed suites besides four ordinarily double-bed suites with all the possible amenities at moderate rentals.\(^{144}\)

(v) **Tourist Inn, Renuka:**

At Renuka the Corporation has established a Tourist Inn also for the benefit of low income group tourists and pilgrims to the shrines. The dormitories have sixteen bed accommodation where each bed is available at a very nominal daily rate. Both the above sub-units at Renuka are run by the Deputy Tourism Development Officer, Nahan, who works under the direct supervision of Area Manager, Chandigarh.\(^{145}\)

144. Based on the *Official Information of the Corporation*, Shimla.
Kasauli is the nearest hill town from the plains of Punjab and Haryana, barely 35 kilometers from Kalka and 64 kilometers from Chandigarh situated at the first ridge above Kalka, this small town developed by Britishers rises to the height of about 6,500 feet from sea level. Midway on the Kalka-Shimla road is a small hill town of Dharampur from where a branch road, 12 kilometers in length leads to the town of Kasauli.\(^\ast\)

Kasauli is one of the quietest and charming hill station in Shimla hills. It is also known for its Pasteur Institute, the oldest in the country, that produces anti-rabies vaccaine. Another institute nearby which is a Central Government Research Institute produces vaccaine for immunity from typhoid, small-pox, cholera and snake bites. Monkey point, the highest peak in Kasauli overlooking Chandigarh and Punjab Plains, Sonowar, Dharampur, Cantonment town of Sabathu and Daghshi Cantonment the other important places of tourist interest in the vicinity of Kasauli.\(^\ast\)

The K.P.T.D. Corporation has established a Tourist Bungalow at Kasauli with all the modern amenities for comfortable leaving. The Deputy Tourism Development Officer,

\(^\ast\) A.P. Agarwala (1981), \textit{op.cit.}, p.63.
\(^\ast\) \textit{Ibid.}, p.63.
Kasauli is incharge of this Sub-unit. He works under the direct supervision and control of Area Manager, Chandigarh.¹⁴⁸

(vii) Cafetaria Kohisar, Jabali:

On Shimla-Kalka highway about 20 kilometers from Kalka is a small place named Jabali. It is known for two things. Himachal Pradesh Horticultural Produce Marketing and Processing Corporation (HPMC) has established it crushing and bottling factory at Jabali.¹⁴⁹ A turn head of this factory is a small rivulet with a beautiful and wide bridge over it. It is on the left side of this bride and by the side of the river that a small park with charming sitting arrangements is made. Cafe Kohisar is the main attraction of this tourist park. A Deputy Tourism Development Officer runs this Cafetaria for the transit tourists. He works under the direct supervision and control of Area Manager, Chandigarh.¹⁵⁰

14. DELHI COMPLEX

The importance of national Capital at Delhi needs hardly any emphasis from the point of view of providing necessary information to the local and the foreign tourists.

¹⁴⁸. Based on the Official Information of the Corporation, Shimla.


¹⁵⁰. Based on the Official Information of the Corporation, Shimla.
Delhi being the centre for all the activities for the northern parts of India, and being the major landing place for foreign tourists, it is here that the visitors desirous of visiting Himachal Pradesh seek all relevant information. It is in view of this that H.P.T.D. Corporation maintained its Tourist Information Office at the national Capital. An Area Manager assisted by his Staff runs this office. Besides providing all relevant information, printed literature, photographed main features of the State, this office also maintained liaison with railways, airlines and all the important travel agencies which are engaged in tourism promotion in this part of the country.¹⁵¹

Tourist Information Centre Calcutta:

For historical reasons Shimla has been a great attraction for tourists from Bengal. Then a large number of foreign tourists land at Calcutta. To provide all kinds of information to such local and foreign tourists the H.P.T.D. Corporation maintained a Tourist Information Centre at Calcutta.¹⁵²

Tourist Information Centre, Pathankot:

Pathankot is the gateway for Jammu & Kashmir and also for Chamba-Dalhousie-Khajjiar and Kangra-Mandi-Kulu

¹⁵¹. Ibid.
¹⁵². Ibid.
regions of Himachal Pradesh, Pathankot is also the last broad
gauge railway terminates. It is at this station that at least
half of the tourists, both local and foreign, converge upon
to enter Himachal. Thus, there is a great need to have some
kind of establishment which may provide the tourists with
desired information. It is in a view of this that the H.P.T.D.
Corporation maintains Tourist Information Centre here. The
Centre provides all kind of printed, illustrated and other
information assistance for the individual tourist and parties. 153

**Control and Co-ordination of the Field Units**
**by the Headquarters Office**

As is evident from the administrative chart
of the H.P.T.D. Corporation the powers and authority flow from
the Board of Directors to the Chairman, then to the Vice-
Chairman, thereafter the real and whole-time executive chief
of all the wings, branches and units of the Corporation. It
is at this level that the organisation is divided into the
headquarters offices and the operational complexes in the
field. The seven divisions headed by their respective Managers
perform their specified and specialised functions at the head-
quarters level. Their primary duty concerns to assist, help
and provide information to the Managing Director in order to
facilitate his control, co-ordination and guidance to the
operation field offices.

This control of the headquarters office over the field complexes, their units and sub-units is exercised by the Managing Director or in his name by the headquarters office. The main objectives of the headquarters office are to control, coordinate and guide the activities at the field units are accomplished in the following ways:

(i) preparation of control reports at the headquarters office;
(ii) reviewing meetings;
(iii) receiving reports, returns and D.O. letters from the field units;
(iv) preparation and approval of budgets;
(v) giving approvals for non-power, Capital and revenue expenditure; and
(vi) to evaluate performance of the field units through the preparation of reports by the Data Centre at the headquarters office.

Management Report:

This report is prepared on quarterly basis and contains data about important management issues covering key operation areas and received from the field units at the close of every month. The report colates various issues related to the management such as accommodation, catering, transportation, financial performance, and materials and performance evaluation.

of the field units. These reports serve a dual purpose—
— firstly of providing the top management with necessary
information for proper control, and secondly of appraising the
managements of the Field Units about their position in the
total scene of the Corporation. These reports include useful
non-monetary indices in respect of the physical inputs and
outputs in the field complexes and their units.  

Performance Review Meetings:

Performance review meetings are held a quarterly
basis. These meetings serve as another institutional arrange­
ments for control and co-ordination between the headquarters
office and the field units with regard to the performance
evaluation of the units. These meetings are presided over by
the Managing Director of the Corporation and attended by all
the Managers and Area Managers of various Complexes of the
Corporation. All the matters relating to the tourism develop­
ment including functional efficiency, whether specific to a
particular complex or common to all the complexes are deliberated
upon in these meetings. The important thing about these
meetings is that they create a psychological climate for the
complexes to make them ready for answering discerning questions
and queries. Even initial preparation for the meetings itself
helps in toning up the administration of the units and their

Development Corporation Ltd., Shimla, p.12.
performance. These meetings also help the Managing Director to effectively convey his impressions and desires to the administrative divisions at the headquarters office and to the heads of the field units. Thus, a very useful and effective coordination is achieved between those who work at the planning and policy-formulation level and those who work at the operational plane. 156

Field Reports:

Apart from the above measures various reports sent by the field offices to the headquarters office also serve as a useful measure for control, coordination and guidance. A large number of reports are received by the headquarters office from the field offices which cover different areas of their operations and performance. The purpose of these reports is to keep the headquarters office posted with the working of the field units. 157 It is on the basis of these diverse and varied reports that the consolidated reports are forwarded to the Board of Directors, the Minister concern and to the Government Department of Tourism to further the basic goal of tourism development in the State.

SUMMING UP

In summing up it can be observed that the basic

156. Ibid., pp.18-24.
157. Ibid., pp.24, 25.
structure of the H.P.T.D. Corporation has been conceived on very logical considerations. The broader directions of the political chief executive fully controlled and coordinated by the whole-time executive head serves as a sound basis for this organisation. The seven important divisions at the headquarters office work as a sound structure at the conceptual and broader policies levels. The field complexes and their sub-units are the operational organs that translate the conceptual and perceived objectives into functional realities. It is important to note that the powers are delegated to the field complexes and further sub-delegated to the sub-units. It is equally important to ensure that these delegated powers are properly utilised at various levels. It is generally observed that most of the Managers of the Complexes generally utilise their powers properly and to the best advantage of the field units. It is also observed that they generally keep the Managing Director of the Corporation informed and posted about all the major matters, though formally not required to do so. In practice, since the Managers and Assistant Managers are in constant touch with the Managing Director personally or otherwise, it is, perhaps, difficult for them not to make mention of important matters to the latter. It is, thus, evident that the headquarters office exercise full and effective control over the field offices and provides them with useful guidance through the measures of various reports, meetings, returns, evaluation and appraisal reports and personal contacts.