CHAPTER 6

PROBLEM FACED IN TOURISM SECTOR
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IN CHHATTISGARH

On partition of M. P. from Chhattisgarh in 2000.Chhattisgarh has emerged as a new state.Before partition the areas now falling in C.G area were not so much developed as that of southern areas, though this areas had immense potentials. Similarly the tourist’s destinations of this area were not so much popular and the people were not aware of it. The areas of Bastar and Dantewada were totally neglected. Out of the total expenditure incurred on tourism only 5% was given to Chhattisgarh which was very less. It was found that out of 1 crore 10 lakh, 8 to 10 lakh was given to this area.Even most of the destination had not got recognition. There are many natural as well as man made falls in this region but only Bhedaghat in JABALPUR was famous and tirathgarh, chitrakoot and other falls now in C.G were not so much popular. But after formation of Chhattisgarh Tourism Board, it was found that in 8 years, the expenditure on tourism is 40 crores, which is relatively high.To ensure future growth the buget has to grow and funds should be properly utilized.Though the Tourism Department as wellas the Board are taking many steps to promote tourism in the state. Yet they find that it is not an easy task as there are certain problems faced for promoting tourism in the state.The following are some of the problems.

1. Reluctancy of common people: - The basic problem of tourism is that it has not come up as an industry in Chhattisgarh. People are reluctant about its acceptance as industry because it is not regarded as source of development. The unhygienic conditions at tourist place, improper behaviour towards the safety and severity of historical and traditional monuments and buildings depicts the reluctance of people towards tourism
due to which many unto do incidences occur in the tourists places and with the tourists.

2. **Public Crime:** - Increase in number of crimes is also an obstruction in the development of tourism. Incidence like Robbery, Dacoit etc. which are headlines of news media spoils the image of tourism of the state which decrease the number of tourists.

3. ** Strikes and Demonstrations:** - In the whole world India is the only country where the work is hampered due to strikes where there is road and rail jams. Not only this even the market and public places are affected by it. Transport,

4. Banking, Insurance etc. work are also affected by it. Frequent strikes and demonstration effects the tourism industry adversely. Many a times tourists got stuck up at some spots due to such road and rail demonstrations.

5. **Sexual Harassment:** - Incidence like if teasing and sexual harassments endanger the development of tourism. Britain, America, Canada, Germany have warned their tourists from coming to this place.

6. **Lack of co-ordination between Central and State Governments:** - The tourism policy has been framed long back but the tourism industry has not given the required results. The basic cause is the non-coordination between Central and State Governments. The greatest drawback of Indian democracy is that there is separation of political parties at the Center and State. Each party levies to criticize other. In Chhattisgarh BJP party is ruling where as at the center Congress is ruling. When any decisions are taken by the parliament the State Governments does not implement it. On the other hand at the state level if the State Ministry takes any decision regarding development of tourism. The Central Government will not
support it and create problem in its funding and does not co-ordinate with its working.

7. **Lack of training and education:** - For the development of tourism the training and education facilities are planned and worked out considering the interest of only those who are related with tourism. There is no effort done to develop the interest of common people for tourism and motivate them. The education and training programmes which are running are either related to the person dealing in tourism students of Management Institution, Universities etc. are not for the general public.

8. **Adverse effect on environment:** - Though we say that tourism is the greatest need of today, but we should not forget that it is adversely effecting over environment. During the decade it is found that many development activities like Accommodation, Industry, Communication for the increasing population and activities of tourism there is depletion of forests. Due to this there is natural imbalance of resources. Even the environment is getting polluted the sky-creeping 3 star hotels attract tourists but there is not facility of proper drainage, sewage of waste which adversely affect environment.

9. **Naxalism:** - It is the greatest black-spot in Chhattisgarh. Not only the foreign but even the domestic tourists fear to move to certain areas of Chhattisgarh due to fear of Naxalism Bastar is a cherish gem for Chhattisgarh with heavenly scenic beauty but the tourists fear to go there due the fear of naxalities. Dantewada, Jagdalpur are the important tourist places where in the last few years the number of tourist are decreasing.

10. **Lack of cleanliness:** - If we want that our Foreign Tourists arrival should increase we have to pay more attention on cleanliness. There should be proper drainage which should be properly covered. This will avoid
11. Improper roads:- From the survey it is clear that the approached roads to the tourists destinations are not proper. There certain tourists spots which do not have direct connectivity and the conditions of the road are very pathetic. It is very difficult even to walk on these roads than forget about driving on it.

12. Improper and insufficient Information:- Most of the foreign as well as domestic tourists are of the opinion that no sufficient information is provide to them regarding the different tourists destinations.

13. Infrastructure and public services: To meet the Challenge of identifying, attracting and retaining visitors proper infrastructure is essential. But it is found that there is no proper infrastructure and even the services provided by the department are not up to the mark. Even though the tourists opined that they are satisfied with the services provide but still they all had some suggestions for improving tourism in the state.

14. Transportation systems are not adequate:- To accelerate the paddle of tourism trade in state, the maintenance of roads is required. The transportation system prevailing in Chhattisgarh state is not adequate. The national highways and the roadways are not properly maintained even the approach road to the tourist destinations are in a very pathetic condition which causes difficulty for the tourist.

15. Lack of connectivity:- The tourism potential of state is constraint by long journey times, lack of connectivity to important tourist destinations, no international airports. The mobility of the tourist in Chhattisgarh is crippled by existing road tax structure.

16. Non recognition of sites:- Highlighting the unique sights [Kawardha, Chitrakote falls, Kanker, Bhoramdeo, Champaran, Bastar, Seorinarayan,
Indrawati National Park, Kanger Ghati National Park and Achanakumar Sanctuary] and offerings it has that are unavailable anywhere else. These are the attorning issues to be worked and for the same. The State Government is in the process of taking several key initiatives to make the tourism a viable. Invest for both institutions and entrepreneurs. These includes granting the sector industry status and exempting it from entertainment and luxury tax for a period of 10 years.

17. **Shopping Malpractices:** Tourist generally complain about malpractices at shopping times like charging heavy prices, no assurance regarding quality of the goods, lack of authenticity of shopping centers, etc. Sometimes, due to the negligence of hotel staff tourist belongings are stolen, hotels sometimes charge tariff at higher rates as compared to approved rates from the tourist.

18. **Environmental Pollution:** In the absence of due care, supervision, maintenance of tourist attraction and installation of modern tourism related facilities and infrastructure, degradation of landscape has started. Deforestation, unplanned or unregulated management of tourism program leads to structural or visible modification of the natural and social environment which are often destructive. The main problem is that the benefit of tourism has been measures in economic terms, but the ecological factors cannot be calculated in monetary terms and are ignored. Mushroom of concrete structure in the form of hotels, lodges, motels has inevitably anchroached previously open spaces, natural landscape, agricultural and pastoral land and lakes. Lake system has been threatened due to effluent sewage, adding solid waste from hotels.

19. **Degradation of sites:** An excessive number of visitors to historical and holy sites have degraded these sites. Promotion messages are painted on rocks strolling the natural beauty of landscape and destructing the vehicle
drivers attention causing accident. Natural beauty is often destroyed, cultures are traded, hospitality is replaced with commercialization which causes damage to the local environment.

20. **Lack of proper Accommodation:** From the study, it is clear that the accommodation facility provided in the state are not adequate. There are hotels only for the higher income group, but the middle and lower income group tourist are neglected.

21. **People are self centered:** They don’t take interest in the publicity of the historical places and monuments. If the person is asked about the sites nearby his place, he may not be able to recognize them clearly.

22. **Lack of trained guides:** From the study it is clear that the domestic as well as the foreign tourist found it difficult to access information regarding the different sites and destinations of Chhattisgarh. Similarly, there were no trained guides who could given them proper direction and so they have to face a lot of difficulty.

23. **Other problems:** Lack of co-ordinated approach in a promotional strategy may create a situation for redemption of a guest to other destination. Single window clearance system is not in operation have lead again the investors to knock several doors before starting the tourism projects. Lack of financial and technical resources and their scale of operation is too limited to take advantage of information technology.