CHAPTER- VI

CONCLUSIONS & SUGGESTIONS
The origin of the word ‘tourist’ dates back to A.D. 1292. It has come from the word ‘tour’, a derivation of the Latin word “tornus”, meaning a tool for describing a circle or a turner’s wheel. In the first half of the seventeenth century, the term was used for travelling from place to place, a journey, an excursion, a circuitous journey touching the principal parts of a country or region.

The 19th century dictionary defines “Tourist” as “a person who travels for pleasure of travelling out of curiosity and because he has nothing better to do”. The term “Tourist” the Oxford dictionary tell us, was used as early as the year 1800. According to the dictionnaire universal, the “Tourist” is a person who makes a journey for the sake of curiosity, for the fun of travelling or just to tell others that he has travelled. The term “Tourist” in the sense of a pleasure tour is of recent origin. In the words of Jose Ignacio De Arrilaga, “Tourism in its first period was considered as a sport or rather as synthesis of automobiles, touring, cycling, camping, excursions and yachting. In the early 19th century, the term ‘tourist’ assumed a meaning of “one who makes a tour, especially one who does this for recreation or who travels for pleasure, object of interest, scenery or the like”. One of the earliest definitions of tourism was given by an Austrian Economist, Herman V. Schullard, in the year 1910 who defined it as, “the sum total of operators, mainly of an entry, stay and movement of foreigners inside and outside a certain country, city or region”. Realizing the importance of collecting tourist statistics and of
securing international compatibility, the Committee of Statistical Experts of the League of Nations in the year 1937 established the definition of the term “Tourist”. The League of Nations with the concurrence of the member countries defined the term “Foreign Tourist” as any person visiting country, other than that in which he usually resides, for a period of at least 24 hours.

**SIGNIFICANCE OF TOURISM:**

The importance of tourism was highlighted when the United States General Assembly designated 1967 as the International Tourist Year. It recognised that tourism is a basic and desirable human activity deserving the praise and encouragement of all people and governments. The so-called Manila Declaration supports the view that tourism is an activity essential to the life of nations because of its direct effects on social, cultural, educational and economic sectors of societies.

It stated its conviction that the world tourism can contribute to the establishment of a new international economic order that will help to eliminating the widening economic gap between developed and developing countries and ensure the steady acceleration of economic and social development and progress, in particular of the developing countries.

**Economic Significance:**

Tourism has come to be recognised as a significant factor in the economy of many nations. In some cases, it has become the most
important factor. Tourism is the biggest foreign exchange earner for
countries like Nepal, Thailand, Spain and New Zealand, and ranks third
among the export earnings of India.

Tourism affects the economy of the host nations. An increase is
expenditure by foreign tourists in a country raises the national income. On
the reverse side, an increase in expenditure on tourism abroad by the
nationals of a country lowers the national income. Thus the net income
generated in a country by tourism will vary directly with the expenditure of
visitors in the host country and inversely with expenditure abroad by their
own nationals.

**Cultural Significance:**

Tourism promotes culture and is often accompanied by cultural
exchanges affecting visitors and those at the receiving end. India’s primary
attraction has been its cultural, its art, architecture, music dance and
history. Culture draws people to its shores and these people subsequently
spread the word about India’s rich heritage. Attractions such as the
Himalayas and Golden Beaches of Goa came into focus only in recent
years.

Travel has been one of the fastest and ever growing service
industries with an enormous potential for further growth in world. The bulk
of tourist arrivals are in developed countries but now developing countries
are also increasingly sharing in the tourism boom. Tourism has come to
play an important role in the socio-economic development of a country. It is both cause and consequence of economic development. Travel today, is sold like any normal consumer product through retail outlets, wholesalers and even departmental stores of many countries. The reasons for travel too have changed over the span of time. Tourism in India is witnessing widespread growth on the back of increasing inbound tourists by the burgeoning Indian middle class, rising inflow of foreign tourists and successful government campaigns for promoting ‘Incredible India’. Infrastructure development holds the key to India’s sustained growth in the Tourism sector. The tourism industry is primarily related to the service and people oriented; it is made up of businesses and organizations belonging to various other industries and sectors. It is the interplay among these businesses and organizations/persons which offers —travel experience to tourists. The tourism industry comprises hospitality (related to accommodation and dining), travel (transportation services through different modes), and various other businesses which offer services and products to tourists.

The tourism in India cannot be possible without the train journey since it is a commonly used mode of public transportation in the country. Trains are not only cheaper and reliable mode of transport in India but also touch almost all important and less important places of tourism. They encourage tourism by offering different promotional schemes, tour
packages, special trains, charter trains, luxurious trains, coaches to tourist
domestic as well as foreign.

The Industrial revolution heralded the modern age. The greatest
contribution of Industrial revolution was the steam engine the railways,
which has transformed the society, changes the face of the earth and
dynamited the economy. Without railways renaissance would not have
taken place in India. India would have remained as backward as
Afghanistan, a country without railways. Transport and communication
are essential to the existence of all societies except the simplest subsistence
economies, the people of early civilizations were mostly great road
builders. The most important land transport in the twentieth century is
railways.

The first railway line opened on the auspicious day of April 16,
1853 from Bombay (now Mumbai) to Thane. It was a red letter day in the
history of the Indian Railways. But, it wasn’t as if the day arrived
suddenly; a lot of homework was done for many years before the first train
could be flagged off. The actual work started in 1844, when the first
proposal for the construction of tracks in India was made to the East India
Company. A proposal was made to form companies in Great Britain, with
a system of guarantee to be given by the East India Company of a
minimum return on capital invested. With a favourable review of the
scheme in May 1845, the East Indian Railway Company (EIR) was
established. In July, during the same year, a survey was conducted for establishing a line from Calcutta to Delhi. It was suggested that the railways in India could be established ‘as perfectly as in any part of Europe’. Ultimately, an agreement was signed between EIR and the East India Company to contract and operate the line initially from Calcutta to Rajmahal, and later extended it to Delhi via Mirzapur.

Another railway company named Great Indian Peninsula (GIP) was established and issued its first prospectus in July 1844. It has surveyed an area rich in cotton and proposed to lay a line from Bombay to go east towards the Godawari plains, the adjoining areas extending to Madras (now Chennai), and towards the northeast, extending up to Allahabad. Finally, GIP signed a contract with the East India Company in 1849 for constructing a line joining Bombay with Khandesh and Berar towards the east. Madras did not lag far behind Calcutta (now Kolkata) and Bombay. In 1852, MGR signed a contract with the East India Company to cover the arcot-rich area by rail.

Indian Railways is a departmental undertaking of Government of India, which owns and operates Indian Railways, was founded on 16th April, 1853. It generates revenue Rs. 98,000 crore (US$18.62 billion) (2010–11). It has 114,500 kilometres (71,147 mi) of total track over a route of 65,000 kilometres (40,389 mi) and 7,500 stations. It has the world's fourth largest railway network after those of the United States, Russia and
China. The railways carry over 30 million passengers and 2.8 million tons of freight daily. It is the world's second largest commercial or utility employer, by number of employees, with more than 1.36 million employees as for rolling stock, Indian Railways owns over 240,000 (freight) wagons, 60,000 coaches and 9,000 locomotives.

Railways were first introduced to India in 1853. By 1947, the year of India's independence, there were forty-two rail systems. In 1951 the systems were nationalised as one unit, the Indian Railways, becoming one of the largest networks in the world. Indian Railway operates both long distance and suburban rail systems on a multi-gauge network of broad, and narrow gauges. It also owns locomotive and coach production facilities. Indian Railways is a department owned and controlled by the Government of India, via the Ministry of Railways. Indian Railways is administered by the Railway Board, which has a chairman, five members and a financial commissioner.

Indian Railways is the world's second largest employer. Indian Railway Finance Corporation Limited (IRFC) is a dedicated financing arm of the Ministry of Railways. Its sole objective is to raise money from the market to part finance the plan outlay of Indian Railways. The Railtel Corporation of India was established in September 2000 as a public sector undertaking (PSU) and a 100 per cent subsidiary under the Ministry of Railways.
Another very important Corporation is Indian Railway Catering and Tourism Corporation Limited (IRCTC) established on 27th September, 1999. Public Sector Enterprise under Ministry of Railways. The Company has made a significant mark in its passenger-services oriented business lines like setting up of Food Plazas on Railway premises, ‘Railneer', Rail Tour Packages and ‘Internet Ticketing' bringing great deal of professionalism into the operations. In addition to above, IRCTC is managing on Board Catering Services in Rajdhani / Shatabdi / Duronto and Mail / Express Trains and Static Catering Units such as Refreshment Rooms, AVMs, Book Stalls, Milk Stalls, Ice Cream Stalls, Petha & Peda Stalls etc. across the Indian Railway Network.

Southern Railway with Head quarters at Madras was the First Zone to be formed by the merger of the Madras & Southern Mahratta. The South Indian, and the Mysore State Railway, Sri. K.R. Ramanujam was the first General Manager of the newly formed Southern Railway.

The lines formerly owned and operated by the Great Southern Indian and the Carnatic Railway Companies were amalgamated on the 1st January 1874, under the title of the South Indian Railway which on the 1st January, 1891 was purchased by the State and handed over, together with the Vizhupuram-Guntakal State Railway, for working as one undertaking to the new Company- The South Indian Railway Company.
The Indian Railways system has grown up today into a giant network consisting of over 64,460 route Kms. and criss-crossing this great country from Himalayan foot hills in the north to Kanya Kumari in the South and Dibrugarh in the east to Dwarka in the West.

The Indian Railways run about 19,000 trains including about 12,000 passenger trains every day, serving 7146 railway stations and carry about 8,224 million passengers and about 969 million tonnes of goods traffic in a year. For moving this traffic, the Indian Railways deploy about 13,06 lakhs regular employees and maintain 8889 locomotives, consisting of 43 steam locomotives, 5197 diesel locomotives and 4309 electric locomotives, apart from 2.39 lakhs goods, wagons and 43.556 conventional coaches plus 7793 EMU Coaches plus 824 DMU/DHMU coaches apart from 6560 other coaching vehicles. The Indian Railways system today is the largest railway network in the World under a single management.

The entire Indian Railway of the railways system was earlier divided into nine zonal railways. To increase the efficiency, the Railway Ministry decided to set up additional 7 new railway zones viz North Western Railway at Jaipur, East Central railway at Hajipur. East Coast railway at Bhubneshwar, North Central railway at Allahabad. South Western Railway at Bangalore, West Central at Jabalpur and South East Central Railways at Bilaspur. All the new railway zones are fully
functional from 01-04-2003. Presently, Indian Railways divided into 17 zones.

The Golden Quadrilateral (metropolitan cities) is fully saturated as far as traffic load is concerned. To increase capacity, it needs to have additional parallel lines, modification of functions and reduction of speed differential between goods and passenger trains. There is no way out to store ‘transport output’; if it is not used in real time, it gets wasted. Likewise, in transport activities the ‘output capacity’ has to be utilised in time or else it will be destroyed. In order to have working efficiency, over and above this basic capacity required, some additional capacity is also necessary to clear the backlog created during emergencies, accidents, blockades, or due to an increase in demand during festivals, holidays, and weekends.

The railway’s operations include better train services, high productivity of resources viz., locos, wagons and track etc., and maximising activities related to goods and passengers and transportation, as well as increasing line capacity, reduction in accidents, increasing speed and being punctual. All these are not easy tasks, but the aim is to accept the challenges of traffic movement. Combining all functions together is most challenging goal, and the Indian Railways is all set to be the best and most efficient performer. Passenger Reservation System (PRS), Undertaking and other Organisations, RailTel Corporation of India

The formation of South Central Railway and its network in India. 2nd October, 1966 signified one of the most important events in the annals of the history of the Nation. South Central Railway was born this year 1966 as the ninth Zone on Indian Railways, heralding the beginning of a Railway system that is committed to the task of growth and progress. A remarkable role model of a zone representing the service minded ideals, Indian Railways stand for.

The Multi Modal Transport System (MMTS) train between Secunderabad - Lingampalli was inaugurated on 9th August, 2003. At present South Central Railway operates 121 MMTS services on Falaknama – Secunderabad, Hyderabad-Lingampalli routes over 26 stations ferrying around 1.7 lakh passengers on an average per day.

Secunderabad division has 1311.06 Route Kilometres (RKMs). The jurisdiction of Secunderabad division comprises from Secunderabad-Wadi (Excluding), Kazipet - Ballharshah (Excluding), Vikarabad - Parli Vaijnath, Hyderabad - Kondapally (Excluding), Dornakal - Manuguru, Karepalli - Singareni Collieries, Motumguru - Jaggyapet covering the districts of Hyderabad, Rangareddy, Nalgonda, Warangal, Khammam, Karimnagar, Adilabad, Medak in Telangana and Krishna in Andhra
Pradesh, Chandrapur, Beed & Osmanabad in Maharashtra and Bidar & Gulbarga in Karnataka.

Vijayawada division has 956.56 (RKM). The jurisdiction of Vijayawada division comprises from Gudur – Vijayawada - Duvvada (Excluding), Nidadavolu - Narsapur, Samalkot - Kakinada Port, Gudivada-Bhimavaram, Vijayawada - Machilipatnam and Vijayawada - Gondapalli covering the districts of Nellore, Prakasham, Guntur, Krishna, West Godavari, East Godavari, Visakhapatnam in Andhra Pradesh State, and Nalgonda in Telangana State. This division forms a vital link on Indian Railways network connecting North-South trunk route.

Guntakal division has 1182.34 (RKM). The jurisdiction of Guntakal division comprises from Renigunta - Wadi (Excluding), Guntakal - Katpadi (Excluding), Guntakal - Nandyal (Excluding), Guntaskal - Bellary (Excluding), Gooty - Dharmavaram and Tirupati - Gudur (Excluding), covering the districts of Ananthapur, Chittoor, Kadapa, Kurnool, Nellore in Andhra Pradesh and Mahaboobnagar in Telangana.

Hyderabad division has 564.24 (RKM). The jurisdiction of Hyderabad division comprises from Kacheguda - Dronachalam (Excluding) and Secunderabad – Nizamabad - Mudkhed (Excluding) covering the districts of Adilabad, Nizamabad, Medak, Rangareddy, Hyderabad, Mahaboobnagar, in Telangana Kurnool in Andhra Pradesh.
Nanded is 284 kms from Secunderabad is an important railway station on the Secunderabad-Manmad rail route. It is also connected with direct rail services from Mumbai, Secunderabad and Amritsar. Nanded division has 10000.27 kms. The jurisdiction of Nanded division comprises from Mudkhed - Manmad (Excluding), Mudkhed - Adilabad-Pimpalkutti (Excluding), Purna - Khandwa (Excluding), Parbbhani - Parli Vaijnath (Excluding).

Guntur division has 618.48 (RKMs). The jurisdiction of Guntur division comprises from Krishna Canal (Excluding) Guntur - Nandyal, Repalle - Tenali (Excluding), Guntur - Pagidipalli (Excluding), covering the districts of Guntur, Prakasam, and Kurnool in Andhra Pradesh State, and Nalgonda in Telangana State. Guntur was to witness a change. A change that marked a historical moment in the Indian Railways. The day was 1st April 2003, 8 new Divisions and 7 new zones were operationalised after prolonged debate, scrutiny and hectic groundwork amidst mixed feelings of jubilation and apprehension. Operating from the station initially, there were innumerable infrastructural and logistical teething troubles.

South Central Railway Health Services, Sports, Railway Schools, South Central Railway Cultural Organisation, and new train Double Decker Train, South Central Railways Bagged four National Level Performance Efficiency Shields and South Central Railways Wi-Fi
Facility, Railway Interactive Security Solution for Traveller Assistance (RISTA).

The South Central Railways play a vital role for Promotion of Tourism in India. Tourism in India has grown in leaps and bounds over the years, with each region of Indian contributing something to its splendour and exuberance. India’s contacts with other civilizations are reflected in the rich cultural diversity of its people through its languages, cuisine, traditions, customs, music, dance, religious practices and festivals, its holistic healing traditions, art and craft. Despite an impressive growth in Foreign Tourist Arrivals (FTAs) witnessed in the recent years, it is felt that India still has a vast untapped potential in tourism. IRCTC was incorporated on 27th September 1999 as a limited company registered under the Companies Act 1956 to professionalize and manage catering and hospitality services and to promote domestic and international tourism through development of hotels, information and commercial publicity and global reservation systems; and to explore and exploit underutilized assets of Indian Railway and stimulate private entrepreneurship and investment in the hospitality business; and serve the rail users and passengers through value added services.

Ministry of Railways has taken several important initiatives to promote tourism. These include introduction of new tourist train services on popular tourist circuits in different regions of the country by offering
one week’s fully packaged rail travel itinerary inclusive of travel, accommodation, on board catering - on-board and conducted sightseeing tours at the destinations. IRCTC tourism portal www.railtourismindia.com provides one-stop solutions to passengers’ travel and tourism requirements including tour packages, special trains, Bharat Darshan, Cab Rentals and Hotel Bookings etc.

“Palace on Wheels”, “Deccan Odyssey”, “Golden Chariot”, “Royal Rajasthan on Wheels”, “Buddhist Train” and “Maharajas’ Express” have been operating in collaboration with the respective State Tourism Development Corporation / Indian Railway Catering and Tourism Corporation (IRCTC).

**IRCTC Secunderabad tour packages:**

- **Tirupati Tour Govindam Package** (3 Days / 2 Nights), Tour Itinerary: Secunderabad – Tirupati - Tirumala - Tirupati - Secunderabad.


Sri Hari Darshan Package Tour, (4 Days / 5 Nights) Tour

NORTH INDIA PACKAGE TOURS

Jai Ganga Maiyya Package, (6 Days / 5 Nights) Tour Itinerary:

Jannate Kashmir Package, (8 Nights / 9 Days) Tour Itinerary:

Golden Triangle Delights Tour, (5 Nights / 6 Days) Tour Itinerary:

Jungle Safari (Wild Life) tour package, (6 Nights / 7 Days) Tour

Royal Rajasthan (Heritage) tour, (9 Days / 8 Nights) Tour


New trains going to start from the month of October, 10th 2015.

➢ **Holy Ganga Yamuna Yathra Pilgrim Special Tourist Train**, Tour Itinerary: Gaya, Varanasi, Prayag, Haridwar, Delhi, Mathura, Agra.

➢ **North India with Vaishno Devi Pilgrim special Tourist Train** on 24-10-2015, Tour Itinerary: Vaishno Devi, Amritsar, Haridwar, Delhi, Mathura, Agra.

➢ **South India Package Tour: Sabarimalai Tour**. (Every year 15th November to 20th January) Tour Itinerary: Secunderabad, Ernakulam, Sabarimalai, Ernakulam, Secunderabad.

**SUGGESTIONS:**

To promote the tourism, some of the following suggestions are useful for further development in this sector.
• Since very low percentage of foreign tourists is using the facilities like Rail tour packages, the special efforts are needed.

• Female tourists, elderly persons, students and under graduates are using more of tour packages. These categories of tourists generally avoid problems/hassles during the journey. So, special concessions for them may be given to increase in the tour packages.

• Higher income group people do not generally avail Tour packages. This group is accustomed to luxuries and capable of paying more. So, provision of special facilities on extra cost may be helpful in attracting this segment of the tourists.

• Since majority of tourists are Europeans or Americans, the provision of special facilities, like introducing European and American cuisines on the railway menu, appointment of coach attendants who are fluent in English languages are needed, Arrangement of stay in High class hotels and provision of transportation may be helpful in attracting more of these tourists

• It was found that young tourists were aware more about foreign tourist quota and they were also availing more of this quota. Increased awareness may lead to increased use of a facility. So, efforts should be made that all the foreign tourists who visit India are aware about the facilities provided to them by Indian Railways.
Approaching them at Airports at the time when they land up in India & Providing them an information booklet containing the facilities given by Indian Railways, Helpline numbers and other related information may lead to an increased use of the facilities such as foreign quota.

- Railway staff should be trained to deal with foreign tourists. Appreciation and incentives should be provided to those who do recommendable job in area of catering to requirements of foreign tourists.

- Urgent attention and prompt actions are required towards cleanliness of trains and stations as well as cleanliness and hygiene of toilets. Promotion of civic sense is required here. Strict penalty and fine should be imposed on those who spread litters or create any kind of wastage. Trains and stations need to be washed on regular basis.

- Safety and security is another issue. Increasing the number of security personnel in trains as well as at stations, installation of spy camera, entry and exit of persons after proper scanning and separate coaches for foreign tourists are some of the steps which may be applied in this regard.
• Seating arrangements on platforms as well as in waiting halls should be improved. Timely arrival & departure of trains which carry bulk of foreign tourists should be ensured. Separate waiting rooms with all the necessary facilities and efficient staff should be provided for foreign tourists.