APPENDICES

PILGRIMAGE TOURISM IN NORTH INDIA - AN EVALUATION

(Questionnaire to be filled by the Pilgrims in Vaishno Devi)

Pilgrims profile
Name: ____________________
State/Country (For foreigners): ____________________
Gender: Male ☐ Female ☐
Area: Urban ☐ Semi Urban ☐ Rural ☐ Metro ☐
Marital status: Married ☐ Unmarried ☐ Widow ☐ Divorcee ☐
Age: Below 20 years ☐ 20-40 years ☐ 40-60 years ☐ Above 60 years ☐
Religion: Hindu ☐ Muslim ☐ Sikh ☐ Christian ☐
Any other (Specify) __________

Education: Below matriculation ☐ Matriculate and undergraduate ☐ Graduate ☐
Postgraduate ☐ Professional ☐
Occupation: Businessman ☐ Professional ☐ Serviceman ☐ Agriculturist ☐
Retired ☐ Housewife ☐ Any other (Specify) __________

Annual Family Income: Below 100000 ☐ 100000-200000 ☐ 200000-400000 ☐
Above 400000 ☐

(Gross in Rs.)
Type of Pilgrims: Individual ☐ Family ☐ Package Tour ☐ Friends group ☐
Nationality: Indian ☐ NRI ☐ Foreigner ☐

1. What is the main purpose of your visit? (Please Tick)
   Pilgrimage tour ☐ Research ☐ Cultural activities ☐ Business ☐ Visiting friends ☐
   Rituals ☐ Visiting Relatives ☐ Adventure tour ☐ Any other (Specify) __________

2. How many times you visited Mata Vaishno Devi including this trip? (Please Tick)
   Once ☐ 2-5 times ☐ More than 5 times ☐

3. From which source you have come to know about Mata Vaishno Devi shrine?
   (Please Tick)
   Religious Books ☐ Guide books ☐ Travel agents ☐ Govt. office ☐
   Magazines ☐ Television ☐ Radio ☐ Friends ☐ Parents ☐
   Religions ☐ Self induced ☐ Internet ☐ Any other (Specify) __________

4. Which mode of transportation you have used to visit Jammu? (Please Tick)
   Taxi ☐ Bus ☐ Train ☐ Air ☐ Own Car ☐ Any other (Specify) __________

5. Which mode of transportation you have used to visit Katra from Jammu? (Please Tick)
   Taxi ☐ Bus ☐ Own Car ☐ Any other (Specify) __________

6. During your trip to Vaishno Devi where you stayed?
   Jammu/Katra/At Both Places

7. Did you face any problem in getting vegetarian food while visiting Jammu?
   Yes/No/Can’t Say

8. Which type of accommodation you preferred to stay? (Please Tick)

<table>
<thead>
<tr>
<th></th>
<th>Star Hotel</th>
<th>Budget Hotel</th>
<th>Guest House</th>
<th>Dharamshala</th>
<th>Paying Guest</th>
<th>Friends</th>
<th>Relatives</th>
<th>Other (Please Specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jammu</td>
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<td>Katra</td>
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</tbody>
</table>

9. Did you stay earlier also at above mentioned place? (Please Tick) Yes/No
10. What factors influenced your decision to stay at above mentioned places? (Please Tick)
   - Good Location
   - Quality of services
   - Range of tariff
   - Advertisement
   - Cleanliness
   - Image of Residing Place
   - Easy accessibility
   - Nearness to Bus stand
   - Nearness to Mandir
   - Nearness to Railway Station
   - Any other (Specify) ______

11. During which time period you preferred to visit Mata Vaishno Devi? (Please Tick)
   - Winter
   - Summer
   - Weekends
   - Festivals/Navratras
   - Any other (Specify) ______

12. During which time period you preferred to travel from Katra to Bhawan? (Please Tick)
   - Between 3am-7am
   - Between 7am-11am
   - Between 11am-3pm
   - Between 3pm-7pm
   - Between 7pm-11pm
   - Between 11pm-3am

13. How many days you preferred to stay at following places while visiting Mata Vaishno Devi? (Please Tick)
    - Nil
    - 1 Day
    - 2 Days
    - 3-5 Days
    - Above 5 Days

    |          | Nil | 1 Day | 2 Days | 3-5 Days | Above 5 Days |
    |----------|-----|-------|--------|----------|--------------|
    | Jammu    | -   | -     | -      | -        | -            |
    | Katra    | -   | -     | -      | -        | -            |
    | Bhawan   | -   | -     | -      | -        | -            |
    | Any Other Place | - | -   | -      | -        | -            |

    (Specify) ___________

14. How much you spent (Average per person) while visiting Mata Vaishno Devi? (Please tick)
    - Upto500
    - 500-1000
    - 1000-2000
    - Above 2000

15. How much you spent (Average per person) on following services available at below mentioned places while visiting Mata Vaishno Devi? (Please tick)

<table>
<thead>
<tr>
<th></th>
<th>Accommodation</th>
<th>Food</th>
<th>Transportation</th>
<th>Rituals</th>
<th>Shopping</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Upto500</td>
<td>100-200</td>
<td>200-400</td>
<td>Above400</td>
<td>Upto500</td>
</tr>
<tr>
<td>Jammu</td>
<td></td>
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<tr>
<td>Katra</td>
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<tr>
<td>Bhawan</td>
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<tr>
<td>En route</td>
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<tr>
<td>Any Other</td>
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</tbody>
</table>

16. Which of the following statements most closely coincide with your trip to Vaishno Devi? (Please tick)
    1. You are only visiting Vaishno Devi
    2. You are going to Amarnath yatra and stopped here for mata Vaishno Devi Darshan
    3. You already completed your Amarnath yatra and came to visit Mata Vaishno Devi
    4. You are on pilgrimage tour and Vaishno Devi is among selected destination for pilgrimage
    5. After visiting Vaishno Devi shrine you will be going to Srinagar
    6. You already visited Srinagar and now came to visit Mata Vaishno Devi
    7. After visiting Vaishno Devi shrine you will be going to Patnitop
    8. You already visited Patnitop and now came to visit Mata Vaishno Devi
    9. You preferred to visit Mata Vaishno Devi also while visiting Jammu
17. Did you prefer to take bath at BanGanga?  Yes/No/Not Sure
   a. If yes, Did you face following bathing problems at Ban Ganga?
      Lack of space □  Less number of ladies bathroom □  Overcrowding □
      Lack of Cleanliness □
      Long distance between bathroom and toilets □  Any Other(Specify) __________

18. Did you prefer to visit Ardhkuwari while visiting Mata Vaishno Devi? (Please tick)
    Always □  Sometime □  Never □
   a. If yes, then did you prefer to visit Garbhjun? (Please tick)  Yes/No
   b. If yes, express your opinion about it?

   c. If No, what are the main reasons? (Please tick)
      overcrowding □  No interest □  Fear Factor □  Any other(Specify) ______

19. Which mean did you prefer to visit Bhawan from Katra?  Pony □  By foot □  Palki □
20. Which one you used while going by foot from Katra to Bhawan?
    Road/stairs/Not Applicable
21. Which one you used while coming back by foot from Bhawan to Katra?
    Road/stairs/Not Applicable
22. How much time you took from Katra to Bhawan? (Please tick)  3hr-5hr □  5hr-7hr □
    More than 7hr □
23. How long did you wait for darshan at Bhawan? (Please tick)  Below 1hr □  1hr-3hr □  3hr-5hr □
    5hr-8hr □  Above 8hr □
24. From where you preferred to buy parsad? (Please tick)
    Shops at Katra □  Shrine board shop at Bhawan □  Any other(Specify) ______
25. Are you aware about online booking for accommodation at Bhawan? (Please tick)  Yes/No
   a. If yes, then how many times you used those facilities? (Please tick)
      Once □  Never □  Always □
   b. If No, What are the main reasons?

26. Did you face following problems in services/facilities available at Katra? (Please tick)
    Shopping:  High Rate □  Lack of quality product □  Misbehaving by shopkeepers □
    Lack of Variety □  Any other(Specify) ______

    Transportation:
    Overcrowding in buses □  Misbehaving by conductor □  Inadequate bus services to visit shivkhori □
    Problem in train reservation □  High tariff by Taxi from Jammu to Katra □  High tariff by local auto □
    Any other(Specify) ______

    Parking:  Lack of space □  Overcharging by concerned people □
    Lack of proper security □
27. What kind of shopping you preferred at Katra? (Please tick)

- Clothes
- Dry Fruits
- Cricket Bats
- Antiques
- Any other(Specify)______

28. Did you face following inconvenience in services/facilities available at below mentioned places while visiting Mata Vaishno Devi? (Please tick)

**Katra**

- Accommodation: Non availability
- High Tariff
- Lack of cleanliness
- Problem in room reservation
- Any other(Specify)_________

Drinking water facilities:
- Lack of cleanliness near taps
- Less number of taps
- Non-working taps
- Any other(Specify)_________

Medical Facilities:
- Non-availability of Information
- Less Number of Doctors
- Less number of medical shops
- Less qualified doctors
- Not attended properly
- Scarcity of medicines
- Any other(Specify)_________

Food:
- High Rate
- Oily & Spicy
- Lack of freshness
- Lack of sitting arrangements
- Any other(Specify)_________

Sanitation facilities:
- Less Number of Toilets
- Lack of Cleanliness
- Congested bathrooms
- Less number of ladies bathrooms
- Overcharging by sweepers
- Long distance between bathroom and toilets
- Any other(Specify)_________

Shelter:
- Less Number of Shelters
- Lack of Cleanliness
- Improper Lighting
- Any other(Specify)_________

Others:
- Problem in phone connectivity
- Inaccurate/incomplete information by information centre
- Less number of ATMs

**En-Route**

Drinking water facilities:
- Lack of cleanliness near taps
- Lack of fresh water
- Taps not in working order
- Any other(Specify)_________

Medical Facilities:
- Non availability of Information
- Less Number of Doctors
- Less number of medical shops
- Less qualified doctors
- Not attended properly
- Scarcity of medicines
- Any other(Specify)_________

Food:
- High Rate
- Oily & Spicy
- Lack of freshness
- Lack of sitting arrangements
- Any other(Specify)_________

Sanitation facilities:
- Less Number of Toilets
- Lack of Cleanliness
- Congested bathrooms
- Less number of ladies bathrooms
- Improper Lighting
- Any other(Specify)_________

Shelter:
- Less Number of Shelters
- Lack of Cleanliness
- Improper Lighting
- Any other(Specify)_________

Others:
- Problem in phone connectivity
- Inaccurate/incomplete information by information centre
- Less number of ATMs

**Bhawan**

- Accommodation: Non availability
- High Tariff
- Lack of cleanliness
- Problem in room reservation
- Any other(Specify)_________

Drinking water facilities:
- Lack of cleanliness near taps
- Non-working taps
- Taps not in working order
- Any other(Specify)_________

Medical Facilities:
- Information not available
- Less Number of Doctors
- Less number of medical shops
- Less qualified doctors
- Not attended properly
- Scarcity of medicines
- Any other(Specify)_________

Food:
- High Rate
- Oily & Spicy
- Lack of freshness
- Lack of sitting arrangements
- Any other(Specify)_________

Sanitation facilities:
- Less Number of Toilets
- Lack of Cleanliness

29. Suggest improvements in services/ facilities available at above Mentioned places?

_________________________________________________________________________
_________________________________________________________________________

30. Did you prefer to visit Bhaironath while visiting Mata Vaishno Devi? (Please tick)
   Always ☐  Sometime ☐  Never ☐
   a. If yes, then what is your satisfaction level regarding overall experience at
      Bhaironath? (Please tick)
         Highly Satisfied ☐  Satisfied ☐  Neither Satisfied Nor Dissatisfied ☐  Dissatisfied ☐
         Highly Dissatisfied ☐

31. Did you ever experience any theft incident at following places?
    Katra Yes/No/Not Sure  En route Yes/No/Not Sure
    Bhawan Yes/No/Not Sure
   a. If yes, Did you inform police about incident?  Yes/No/Not Sure
   b. If yes, what type of remedies you got?
_________________________________________________________________________
_________________________________________________________________________
   c. If No, what was the reason?

_________________________________________________________________________

32. If trolley route for Bhawan is introduced then you will prefer which one? (Please tick)
    Traditional path from Katra ☐  Trolley path ☐  Depends on situation ☐

33. Did you hire pithu for your luggage? (Please tick)
    Yes/No ☐
   a. If yes, then for what purpose? (Please tick)
      Luggage/To carry children
   b. How much money you spent on pithu? (Please tick)
      Less than standard rate ☐  standard Rate ☐  More than standard rate ☐
   c. Please give your opinion regarding amount charged by pithu? (Please tick)
      Highly Reasonable ☐  Reasonable ☐  Neither Reasonable Nor Unreasonable ☐
      Unreasonable ☐  Highly Unreasonable ☐
   d. Did pithu demand bakshish except standard rate? (Please tick)
      Yes/No/Not Sure
   e. If Yes, How much bakshish you gave them?
   f. What type of problems you faced due to pithu?
   g. What is your satisfaction level regarding overall behaviour of pithu? (Please tick)
      Highly Satisfied ☐  Satisfied ☐  Neither Satisfied Nor Dissatisfied ☐
      Dissatisfied ☐  Highly Dissatisfied ☐
34. Did you hire pony? (Please tick)  
   Yes/No 
   a. If yes, then for what purpose? (Please tick) 
      Luggage/To carry children 
   b. How much money you spent on pony? (Please tick) 
      Less than standard rate □  Standard Rate □  
      More than standard rate □ 
   c. Please give your opinion regarding amount charged by pony owner? (Please tick) 
      Highly Reasonable □  Reasonable □  Neither Reasonable Nor Unreasonable □  
      Unreasonable □  Highly Unreasonable □ 
   d. Did pony owner demand bakshish except standard rate? (Please tick) 
      Yes/No/Not Sure 
   e. If Yes, How much bakshish you gave them? 
   f. What type of problems you faced due to pony owner? 

g. What is your satisfaction level regarding overall behaviour of pony owner? (Please tick) 
   Highly Satisfied □  Satisfied □  Neither Satisfied Nor Dissatisfied □  
   Dissatisfied □  Highly Dissatisfied □ 

35. Did you hire Palki? (Please tick)  
   Yes/No 
   a. If yes, then for what purpose? (Please tick) 
      Luggage/To carry children 
   b. How much money you spent on palki? (Please tick) 
      Less than standard rate □  Upto standard Rate □  
      More than standard rate □ 
   c. Please give your opinion regarding amount charged by palki owner? (Please tick) 
      Highly Reasonable □  Reasonable □  Neither Reasonable Nor Unreasonable □  
      Unreasonable □  Highly Unreasonable □ 
   d. Did palki owner demand bakshish except standard rate? (Please tick) 
      Yes/No/Not Sure 
   e. If Yes, How much bakshish you gave them? 
   f. What type of problems you faced due to palki owner? 

g. What is your satisfaction level regarding overall behaviour of palki owner? (Please tick) 
   Highly Satisfied □  Satisfied □  Neither Satisfied Nor Dissatisfied □  
   Dissatisfied □  Highly Dissatisfied □ 

36. Did you ever avail helicopter facility to visit Mata Vaishno Devi?  
   Yes/No/Not sure 
   a. If yes, what was your overall experience? 

37. How much time you got for darshan at Bhawan? 
   Less than 1min □  1min □  2min □  More than 2min □
a. Did you feel that darshan time was reasonable? Yes/No/Not sure

b. If No, what improvements you suggest? _____________________________________________________________
_____________________________________________________________________________________________________

38. Please give your opinion regarding following statements? (Please tick)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Neither Agree Nor Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Separate path for pony is essential from Katra to Bhawan</td>
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<tr>
<td>- Are you aware about paid arti system at Bhawan?</td>
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<tr>
<td>- Do you think paid arti system is ethical?</td>
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<tr>
<td>- Do you want Kanchaka system should continue?</td>
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<tr>
<td>- Do you think trolley should be introduced to visit Bhaironath</td>
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<tr>
<td>- Do you feel that more facilities must be given to pitthu?</td>
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<tr>
<td>- Do you feel that old Guffa route must be re-opened for pilgrims?</td>
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<tr>
<td>- Are you satisfied with cleanliness of path from Katra to Bhawan?</td>
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<tr>
<td>- Do you feel that safety arrangement should be increased from Katra to Bhawan?</td>
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<tr>
<td>- Do you feel that behaviour of police is not sympathetic?</td>
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<tr>
<td>- Is wish fulfillment one of the main reasons behind your visit to Vaishno Devi?</td>
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<tr>
<td>- Are you satisfied with registration slip arrangements at Katra?</td>
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<tr>
<td>- Do you feel that food facility should be nearer to Bhawan?</td>
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<tr>
<td>- Did you face any problem in getting blankets at Bhawan?</td>
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<tr>
<td>- Do you feel that security charges for blankets are reasonable?</td>
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<tr>
<td>- Are you satisfied with cleanliness of blankets?</td>
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<tr>
<td>- Do you feel that behaviour of security personnel is not sympathetic?</td>
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<tr>
<td>- Do you feel that there is need of professional guide to visit Vaishno Devi?</td>
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<tr>
<td>- Do you feel that there must be arrangement of hot water for bath at Bhawan?</td>
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</tbody>
</table>

39. Did you ever use suggestion box? (Please tick)

a. If yes, for what purpose? Yes/No/Not Sure

b. If No, what are the main reasons?
c. Did you get any response while using suggestion box? (Please tick)  
Yes/No/Not Sure

d. If yes, what is your overall view regarding response?

__________________________________________________________________________  
__________________________________________________________________________

40. What is your satisfaction level regarding attitude of local people? (Please tick)  
Highly Satisfied  Satisfied  Neither Satisfied Nor Dissatisfied  Dissatisfied
Highly Dissatisfied

41. How you feel after visiting vaishno Devi? (Please tick)  
Highly Satisfied  Satisfied  Neither Satisfied Nor Dissatisfied  Dissatisfied
Highly Dissatisfied

42. Do You Feel Internet as a source of information provides all information about Vaishno Devi? (Please tick)  
Strongly Agree  Agree  Neither Agree Nor Dis-Agree  Disagree
Strongly Disagree

43. If you are regular visitor then what improvements/developments you observe at Bhawan?

_____________________________________________________________________________  
_____________________________________________________________________________

44. Please give your opinion regarding impact of Jammu and Kashmir situation on Vaishno Devi.

_____________________________________________________________________________

45. How can tourism to Mata Vaishno Devi shrine be increased?

_____________________________________________________________________________

46. Would you like to visit Mata Vaishno Devi again? (Please tick)  
Yes/No/Not sure
(Questionnaire to be filled by the Pilgrims in Chintpurni and Jwalaji)

Name: ______________________________
State/Country (For foreigners): ______________________________
Gender: Male [ ] Female [ ]
Area: Urban [ ] Semi Urban [ ] Rural [ ] Metro [ ]
Marital status: Married [ ] Unmarried [ ] Widow [ ] Divorced [ ]
Age: Below 20 years [ ] 20-40 years [ ] 40-60 years [ ] Above 60 years [ ]
Education: Below matriculation [ ] Matriculate and undergraduate [ ] Graduate [ ]
Postgraduate [ ] Professional [ ]
Occupation: Businessman [ ] Professional [ ] Serviceman [ ] Agriculturist [ ]
Retired [ ] Housewife [ ] Any other (Please specify) ____________
Annual Family Income: Below 100000 [ ] 100000-200000 [ ] 200000-400000 [ ]
Above 400000 [ ] (Gross in Rs.)
Nationality: Indian [ ] N.R.I. [ ] Foreigner [ ]

1. What is the main purpose of your visit? (Please Tick)
   Pilgrimage tour [ ] Research [ ] Cultural activities [ ] Visiting friends [ ]
   Visiting Relatives [ ] Rituals [ ] Package Tour [ ] Business [ ]
   Any others (Please specify) ____________

2. Are you aware about following places situated near Chintpurni/Jwalaji? (Please Tick)
   Chamundadevi [ ] Asthabhuja Temple [ ] Chaumukha Temple [ ]
   Raghunathji Temple [ ] Baijnath [ ] Nagini Mata Temple [ ] Baglamata Mandir [ ]
   Dharamshala [ ] Maclodganj [ ] Baba balak nath [ ] Brijeshwari Devi [ ]

3. Which of the following places you have visited? (Please Tick)
   Jwalaji [ ] Chamundadevi [ ] Asthabhuja Temple [ ] Chaumukha Temple [ ]
   Raghunathji Temple [ ] Nagini Mata Temple [ ] Baglamata Mandir [ ] Dharamshala [ ]
   Maclodganj [ ] chintpurni [ ] Baba balak nath [ ] Brijeshwari Devi [ ]

4. How many times you visited Chintpurni Devi/Jwalaji including this trip?
   Once [ ] 2-5 times [ ] More than 5 times [ ]

5. From which source you have collected information about Chintpurni Devi/Jwalaji?
   (Please Tick)
   Religious Books [ ] TravelGuide [ ] Travel agents [ ] Tourism offices [ ]
   Magazine [ ] TV [ ] Radio [ ] Friends [ ] Relatives [ ] Self induced [ ]
   Internet [ ] Parents [ ] Any Other (Please specify) ____________

6. Which mode of transportation you have used to visit following places? (Please Tick)

<table>
<thead>
<tr>
<th></th>
<th>Taxi</th>
<th>Bus</th>
<th>Own Car</th>
<th>Train</th>
<th>Any Other (Specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chintpurni</td>
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<tr>
<td>Jwalaji</td>
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</tbody>
</table>

7. During your trip to Chintpurni where you stayed at night? (Please Tick)
   Chintpurni/Jwalaji/Both Places/None

8. Which type of accommodation you have preferred to stay? (Please Tick)

<table>
<thead>
<tr>
<th></th>
<th>Star Hotel</th>
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<th>Place of Purohits</th>
<th>With Friends</th>
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</thead>
<tbody>
<tr>
<td>Chintpurni</td>
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<tr>
<td>Jwalaji</td>
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</tbody>
</table>
9. What factors influenced your decision to stay at above mentioned places? (Please Tick)
   - Good Location
   - Quality of services
   - Range of tariff
   - Image of Residing Place
   - Easy accessibility
   - Advertisement
   - Cleanliness
   - Nearness to Bus stand
   - Nearness to Mandir
   - Parking facilities
   - Any other (Please specify) __________________

10. How much you spent (Average per person) on following services available at following places? (Please Tick)

<table>
<thead>
<tr>
<th></th>
<th>Accommodation</th>
<th>Food</th>
<th>Transportation</th>
<th>Rituals</th>
<th>Shopping</th>
<th>Total Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chintpurni</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 400</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 400</td>
</tr>
<tr>
<td>Jawalaji</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 400</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 400</td>
</tr>
<tr>
<td></td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 400</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 400</td>
</tr>
</tbody>
</table>

11. How many days you preferred to stay at following places? (Please Tick)

<table>
<thead>
<tr>
<th></th>
<th>Less than 1 day</th>
<th>1 Day</th>
<th>2 Days</th>
<th>3-5 Days</th>
<th>Above 5 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chintpurni</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jawalaji</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   a. Please specify overall time period consumed from residing place to Chintpurni/Jawalaji and back? (Please tick)
      - 1 Day
      - 2 Days
      - 3-5 Days
      - Above 5 Days

12. During which time period you visited Chintpurni? (Please Tick)

<table>
<thead>
<tr>
<th></th>
<th>Winter</th>
<th>Summer</th>
<th>Navratras</th>
<th>Weekends</th>
<th>Any time</th>
</tr>
</thead>
</table>

13. Please indicate your satisfaction level regarding darshan experience at?

   - Highly Satisfactory
   - Satisfactory
   - Neither satisfactory Nor Dissatisfactory
   - Dissatisfactory
   - Highly Dissatisfactory

   a. If dissatisfactory, what was the main reason?

   ________________________________________________________________

14. Which of the following statements most closely coincide with your trip to chintpurni/Jawalaji? (Please tick)

   1. You are only visiting Chintpurni
   2. You already visited Jawalaji and came to visit Chintpurni Devi
   3. You are on pilgrimage tour and Chintpurni is among selected destination for pilgrimage
   4. You are only visiting Jawalaji
   5. You already visited Chintpurni and came to visit Jawalaji
   6. You are on pilgrimage tour and Jawalaji is among selected destination for pilgrimage
   7. After visiting Jawalaji/Chintpurni you will be going to Dharamsala
   8. You already visited Dharamsala and now came to visit Jawalaji
   9. You already visited Dharamsala and now came to visit Chintpurni
   10. You are on pilgrimage tour of four goddesses(Chintpurni,Jawalaji,Brijeswari Devi,Chamunda Devi)
   11. You are also visiting Mata Vaishno Devi along with Jawalaji/Chintpurni

Some specific questions for Chintpurni Devi

15. Please give your opinion regarding services/facilities available at Chintpurni Devi?

   Accommodation: Non availability
   - High Tariff
   - Lack of cleanliness
   - Problem in room reservation
   - Any other(Specify)__________________________
Drinking water facilities: Less number of taps □ Lack of cleanliness near taps □ Lack of fresh water □ Taps not in working order □ Any other(Specify)_____.

Parking Facilities: Lack of space □ Lack of proper security □ Misbehaviour by concerned people □ High Tariff □ Any other(Specify)_____.

Medical Facilities: Non availability of Information □ Less Number of Doctors □ Less number of medical shops □ Less qualified doctors □ Not attend properly □ Scarcity of medicines □ Any other(Specify)_____.

Food: High Rate □ Oily & Spicy □ Lack of freshness □ Lack of sitting arrangement □ Lack of variety □ Any other(Specify)_____.

Sanitation/Bathing facilities: Less Number of Toilets □ Lack of Cleanliness □ Lack of water □ Lot of rush □ Overcharged by sweepers □ Congested bathrooms □ Less number of ladies bathroom □ Long distance between bathroom and toilets □ Improper lighting □ Any other(Specify)_____.

Shelter: Less Number of Shelters □ Lack of Cleanliness □ Improper Lighting □ Any other(Specify)_____.

Shopping: High Rate □ Lack of quality product □ Misbehaviour by shopkeepers □ Lack of Variety □ Any other(Specify)_____.

Transportation: Overcrowding in buses □ Misbehaviour by conductor □ Problem in train reservation □ High tariff by private vehicles □ Any other(Specify)_____.

Others: Problem in phone connectivity □ Inaccurate/incomplete information by information centre □ Less number of ATMs □

16. What improvements you suggest regarding above mentioned services/facilities available at Chintpurni?

_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

17. How long did you wait for darshan at Chintpurni devi?
   Below1hr □ 1hr-3hr □ 3hr-5hr □ 5hr-8hr □ Above 8hr □

18. Please give your opinion regarding following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Neither Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Security arrangements are not very satisfactory in Chintpurni</td>
<td>---</td>
<td>--</td>
<td>---</td>
</tr>
<tr>
<td>- There is lack of cleanliness in Chintpurni</td>
<td>---</td>
<td>--</td>
<td>---</td>
</tr>
<tr>
<td>- Large number of beggars near religious sites irritate tourists a lot.</td>
<td>---</td>
<td>--</td>
<td>---</td>
</tr>
<tr>
<td>- Non availability of tourist guide affects tourist’s experience.</td>
<td>---</td>
<td>--</td>
<td>---</td>
</tr>
<tr>
<td>- Behaviour of priests in temples is very irritating in Chintpurni</td>
<td>---</td>
<td>--</td>
<td>---</td>
</tr>
<tr>
<td>- People face problem due to over crowdedness of buses during festival</td>
<td>---</td>
<td>--</td>
<td>---</td>
</tr>
<tr>
<td>- Availability of non-vegetarian food near religious places hurt public sentiments</td>
<td>---</td>
<td>--</td>
<td>---</td>
</tr>
<tr>
<td>- Belongings of people are not safe due to high incidence of theft during festivals</td>
<td>---</td>
<td>--</td>
<td>---</td>
</tr>
<tr>
<td>- People face inconvenience due to over crowdedness during navratra/festivals</td>
<td>---</td>
<td>--</td>
<td>---</td>
</tr>
</tbody>
</table>
- Is wish fulfillment one of the main reasons behind your visit to Chintpurni? --- -- ---
- Do you think kancka system should continue in Chintpurni? --- -- ---
- Are you satisfied with shoe keeping arrangement in Chintpurni? --- -- ---
- Do you feel that sacrifice tradition in temples should continue? --- -- ---
- Do you feel that langar must continue for 24 hour in Chintpurni? --- -- ---
- Do you feel that priests are not performed their duty with full dedication in Chintpurni? --- -- ---

19. Are you aware about Mata Chintpurni Devi Trust? Yes/No/Not sure
20. Are you satisfied with their workings? Yes/No/Not sure
   a. If No, then what was the main reason behind dissatisfaction?

21. What was your satisfaction level regarding overall experience at Chintpurni?
    Highly Satisfactory☐ Satisfactory☐ Neither satisfactory Nor Dissatisfactory☐
    Dissatisfactory☐ Highly Dissatisfactory☐
   a. If dissatisfied what was the reason?

22. What is your Satisfaction level regarding attitude of local people?
    Highly Satisfactory☐ Satisfactory☐ Neither satisfactory Nor Dissatisfactory☐
    Dissatisfactory☐ Highly Dissatisfactory☐
   a. If dissatisfied what was the reason?

23. Would you like to visit Chintpurni again? Yes/No/Not sure
   a. If No, then what are the main reasons?

24. Do You Feel Internet as a source of information provide all information about Chintpurni? Strongly Agree☐ Agree☐ Neither agree Nor Disagree☐ Disagree☐
    Strongly Disagree☐
25. If you are regular visitor then what improvements you have seen in Chintpurni during last decade?
26. Please give suggestion how can tourism be increased in Chintpurni?

_____________________________________________________________________________

Some specific questions about Jawalaji
27. Please give your opinion regarding services/facilities available at Jawalaji?

Accommodation: Non availability□ High Tariff□ Lack of cleanliness□
   Problem in room reservation□ Any other (Specify) ________

Drinking water facilities: Less number of taps□ Lack of cleanliness near taps□
   Lack of fresh water□ Taps not in working order□ Any other (Specify)

Parking Facilities: Lack of space□ Lack of proper security□ Misbehaviour by
   concerned people□ High Tariff□ Any other (Specify) ________

Medical Facilities: Non availability of Information □
   Less Number of Doctors□ Less number of medical shops□
   Less qualified doctors□ Not attended properly□ Scarcity of medicines□
   Any other (Specify) ________

Food: High Rate□ Oily & Spicy□ Lack of freshness□
   Lack of sitting arrangements□ Lack of variety□ Any other (Specify)____

Sanitation/Bathing facilities: Less Number of Toilets□ Lack of Cleanliness □
   Lack of water□ Overcrowding□ Overcharging by sweepers□
   Congested bathrooms□ Less number of ladies bathroom□
   Long distance between bathroom and toilets□ Improper lighting□
   Any other (Specify) __________

Shelter: Less Number of Shelters□ Lack of Cleanliness□ Improper Lighting□
   Any other (Specify) __________

Shopping : High Rate□ Low quality product□ Misbehaving by shopkeepers□
   Lack of Variety□ Any other(Specify)____

Transportation: Overcrowding in buses□ Misbehaving by conductor□
   Problem in train reservation□ High tariff by private vehicles□
   Any other(Specify)____

Others: Problem in phone connectivity□ Inaccurate/incomplete information by
   information centre□ Less number of ATMs□

28. What improvements you suggest regarding above mentioned services/ facilities
available at Jawalaji?

_____________________________________________________________________________

_____________________________________________________________________________

29. How long you have to wait for darshan at Jawalaji?

   Below1hr□ 1hr-3hr□ 3hr-5hr□ 5hr-8hr□ Above 8hr□

30. Please give your opinion regarding following statements?

   Agree    Neither Agree   Disagree

- Security arrangements are not very satisfactory in Jawalaji ---    ---    ---
- There is lack of cleanliness in Jawalaji    ---    ---    ---
- Large number of beggars near religious sites irritate tourists a lot.
   ---    ---    ---
- Non availability of tourist guide affects tourist’s experience.
   ---    ---    ---
- Behaviour of priests in temples is very irritating in Jawalaji
- People face problem due to over crowdedness of buses during festival
- Internet as a source of information provides adequate information about Jawalaji
- Availability of non-vegetarian food near religious places hurt public sentiments
- Belongings of people are not safe due to high incidence of theft during festivals
- People face inconvenience due to over crowdedness during navratra
- Do you think kancka system should continue in Jawalaji?
- Are you satisfied with shoe keeping arrangement in Jawalaji?
- Is wish fulfillment one of the main reasons behind your visit to Jawalaji?
- Do you feel that langar must continue for 24 hour in Jawalaji?
- Do you feel that priests are not performed their duty with full dedication in Jawalaji?

31. Are you aware about Mata Jwalaji Devi Trust?  
Yes/No/Not sure

32. Are you satisfied with their workings?  
Yes/No/Not sure

   a. If No, then what was the main reason behind dissatisfaction?

_____________________________________________________________________________
_____________________________________________________________________________

33. What was your satisfaction level regarding overall experience at Jwalaji?  
Highly Satisfactory □  Satisfactory □  Neither satisfactory Nor Dissatisfactory □  Dissatisfactory □  Highly Dissatisfactory □

   a. If dissatisfied, what was the reason?
_____________________________________________________________________________
_____________________________________________________________________________

34. What was your Satisfaction level regarding attitude of local people?  
Highly Satisfactory □  Satisfactory □  Neither satisfactory Nor Dissatisfactory □  Dissatisfactory □  Highly Dissatisfactory □

   a. If dissatisfied, what was the reason?
_____________________________________________________________________________
_____________________________________________________________________________

35. Would you like to visit Jwalaji again?  
Yes/No/Not sure

   a. If No, then what are the main reasons?
36. Do You Feel Internet as a source of information provide all information about Jwalaji
   Strongly Agree □  Agree □  Neither Agree Not Disagree □  Disagree □
   Strongly Disagree □

37. If you are regular visitor then what improvements you see in Jwalaji?

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

38. Please give suggestion how can tourism be increased in Jawalaji?

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
(Questionnaire to be filled by the Pilgrims in Golden Temple)

Pilgrims profile
Name: ______________________________
State/Country (For foreigners): ______________________________
Gender: Male □ Female □
Religion: Hindu □ Muslim □ Sikh □ Christian □
Any other (Specify) ______________________________
Area: Urban □ Semi Urban □ Rural □ Metro □
Marital status: Married □ Unmarried □ Widow □ Divorcee □
Age: Below 20 years □ 20-40 years □ 40-60 years □
Above 60 years □
Education: Below matriculation □ Matriculate and undergraduate □
Graduate □ Postgraduate □ Professional □
Occupation: Businessman □ Professional □ Serviceman □
Agriculturist □ Retired □ Housewife □
Any other (Please specify) ______________________________
Annual Family Income: Below 100000 □ 100000-200000 □
200000-400000 □ Above 400000 □
(Gross in Rs.)
Type of Pilgrims: Individual □ Family □ Package Tour □
Friends group □
Nationality: Indian □ N.R.I. □ Foreigner □

1. What is the main purpose of your visit to Amritsar? (Please Tick)
   Visit to Golden Temple □ Cultural activities □ Visiting friends □
   Visiting relatives □ Adventure □ Package Tour □ Business □
   Rituals □ Visit to Jaliawala Bagh □ Visit to Durgiyana Temple □
   Visit to Lal Dwara/Dhyanpur □ Visit to Dera Vyas □ Research □
   To see Wagha Boarder □ Any other (Specify) __________________

2. How many times you visited Golden Temple including this trip? (Please Tick)
   Once □ 2-5 times □ More than 5 times □

3. Are you aware about historical importance of Golden Temple?
   Fully/Partly/Not at all

4. From which source you have collected information about sites to be visited in Amritsar?
   Religious Books □ Travel Guide □ Travel agents □ Tourism Office □
   Magazines □ TV □ Friends □ Relatives □ Internet □ Radio □
   Any other (Please specify) __________________

5. Which mode of transportation you have used to visit Amritsar? (Please Tick)
   Taxi □ Bus □ Train □ Air □ Own Vehicle □ Any other (Please specify)

6. Did you stay at night in Amritsar during your visit to Golden Temple?
   Yes/No

7. If Yes, Which type of accommodation you have preferred to stay at Amritsar? (Please Tick)
   Star Hotel □ Budget Hotel □ Guest House □ Dharamshala □ Paying Guest □
   Friends □ Relatives □ Gurudwara □ Any Other (Please Specify)
8. What factors influenced your decision to stay at above mentioned places?  
(Please Tick)  

- Good Location  
- Quality of services  
- Range of tariff  
- Cleanliness  
- Advertisement  
- Nearness to Railway Station  
- Nearness to Bus stand  
- Image of Residing Place  
- Nearness to Gurudwara  
- Easy accessibility  
- Accommodation not available in gurudwara  
- Sanctity attached to the place  
- Any Other (Please Specify) ________

9. How much you spent (Average per person) on following services available at Amritsar? (Please Tick)  

<table>
<thead>
<tr>
<th>Service</th>
<th>Expenditure</th>
<th>_________</th>
<th>_________</th>
<th>_________</th>
<th>_________</th>
<th>_________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
</tr>
<tr>
<td>Food</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
</tr>
<tr>
<td>Transportation</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
</tr>
<tr>
<td>Rituals</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
</tr>
<tr>
<td>Shopping</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
<td>Upto 100</td>
<td>100-200</td>
<td>Above 200</td>
</tr>
</tbody>
</table>

10. How many days you preferred to stay at Amritsar while visiting Golden Temple? (Please Tick)  
- Less than 1 Day  
- 2 Days  
- 3-5 Days  
- Above 5 Days

11. During which time period you visited Golden Temple? (Please Tick)  

- Winter  
- Summer  
- Amavas  
- Sankrati  
- Weekend  
- Any Other (Please Specify)________

12. During which time period you preferred to pray in Golden Temple?  

- Between 4am-7am  
- Between 7am-11am  
- Between 11am-2pm  
- Between 2pm-6pm  
- Between 6pm-10pm  
- Between 10pm-4am

13. What type of first impression you have about Amritsar city? (Please Tick)  

- Religious City  
- City of Sikhs  
- Good & Quite city  
- Dirty and Crowded City  
- Don’t Know  

14. Out of four entry gates, which one you preferred to enter Golden Temple?  

- Akal Takhat  
- Sarai  
- Atta Mandi  
- Ghanta Ghar

15. Which of the following places you visited in Golden Temple?  

- Museum  
- Langar  
- Main Gurudwara  
- Dukhbhanjani Beri  
- Akal Takath  
- Any Other (Please Specify)________

16. Are you aware about important places in Amritsar? (Please Tick)  

- Durgiana Mandir  
- Jaliawala Baag  
- Company Baag  
- Gurudwara Sahida  
- Any Other(Specify)________

17. Are you aware about important places surrounding Amritsar?(Please Tick)  

- Baba Bakala  
- Khandur Sahib  
- Damdama Sahib  
- Goindwal Sahib  
- Vagha Border  
- Baba Buda Sahib  
- Saan Sahib  
- Chera Sahib  
- Ram Tirth  
- Taran Taran gurudwara  
- Dera Bias  
- Laldewara-Dhyanpur  
- Kalanaur  
- Any Other(Specify)________

18. Which of the following places you visited? (Please Tick)  

- Durgiana Mandir  
- Jaliawala Baag  
- Ram Tirth  
- Vagha Border  
- Company Baag  
- Gurudwara Sahida  
- Baba Bakala  
- Khandur Sahib  
- Damdama Sahib  
- Goindwal Sahib  
- Taran Taran gurudwara  

19. Which of the following places you visited in Golden Temple?  

- Museum  
- Langar  
- Main Gurudwara  
- Dukhbhanjani Beri  
- Akal Takath  
- Any Other (Please Specify)________
Baba Buda Sahib☐ Saan Sahib☐ Cherata Sahib☐ Dera Bias☐
Laldwara-Dhyanpur☐ Kalanaur☐ Any Other(Specify)☐

19. Are you aware about package tour to visit places surrounding Amritsar?  
   Yes/No
   a. If Yes, then did you ever avail this facility?  
      Yes/No
   b. If Yes, Please indicate your satisfaction level regarding this facility? (Please tick)  
      Highly Satisfied☐ Satisfied☐ Neither satisfied☐ Nor dissatisfied☐ Dissatisfied☐
      Highly Dissatisfied☐
   c. If dissatisfied, what was the main reason?
      ____________________________________________________________
      ____________________________________________________________
   d. What improvements you suggest in this regard?

20. a. Are you aware about following events celebrated in Golden Temple?  
      (Please Tick)
      Diwali☐ Gurpurb☐ Baisakhi☐ Sankrati☐ Amavas☐
      Any Other(Specify)☐
   b. Did you ever visit any of such events?  
      Yes/No
   c. If Yes, Name the event(s)____________________
   d. Please indicate your overall experience regarding such event(s)?
      ____________________________________________________________
      ____________________________________________________________
      ____________________________________________________________

21. Did you go for shopping at Amritsar?  
   Yes/No
   a. If Yes, What kind of shopping you preferred at Amritsar? (Please tick)  
      Clothes☐ Shawls☐ Blankets☐ Jewellery☐ Dry Fruits☐
      Religious goods☐ Religious books☐ Vadi-Papad☐ Pickle-Jelly☐
      Any other (Specify)☐
   b. Did you face any problems while shopping at Amritsar? (Please Tick)  
      High Rate☐ Lack of quality products☐ Misbehaviour by shopkeepers☐
      Lack of Variety☐ Over Crowdedness☐ Any other (Specify)☐

22. Did you face any problems in services/facilities available at Golden Temple?  
   (Please Tick)
   Accommodation: No Experience☐ Non Availability☐ Lack of Cleanliness☐
      High Tariff☐ Problem in Reservation☐ Limited days
      for stay☐ Noise Problem☐ Overcharging by
      Sewadars☐ Any Other (Specify)☐
   Shoe Keeping Facility: No Experience☐ Improper sitting arrangements☐
      Misbehaving by Sewadars☐ Less Number of Rackes☐
      Lack of Washbasin for Hand wash☐ Any Other(Specify)☐
   Clock Room Facility: No Experience☐ Lack of proper security☐
      Misbehaving by Sewadars☐ Non Availability☐
      Overcrowding☐ Overcharging by sewadars☐
      Improper Timing☐ Any Other(Specify)☐
Parking Facilities: No Experience □ Lack of space □ Lack of proper security □ Misbehaving by concerned people □ Any other (Specify) ______

Sanitation Facilities: No experience □ Less number of toilets for males □ Lack of cleanliness □ Lack of water □ Less number of toilets for females □ Improper lighting □ Any other (Specify) ______

Drinking water facilities: No experience □ Less number of taps □ Lack of fresh water □ Lack of cleanliness near taps □ Lack of filtered water □ Lack of cold water □ Any other (Specify) ______

Bathing Facilities in Sarai: No experience □ Lack of space □ Untidy Bathroom □ Less number of ladies bathroom □ Lack of cleanliness □ Any other (Specify) ______

Others: Problem in phone connectivity □ Inaccurate/incomplete information by information centre □ Less number of ATMs □ Any Other (Specify) ______

23. Did you take bath at holy sarovar? Yes/No
   a. If yes, did you face the following problems in bathing facilities available at holy sarovar? (Please Tick)
      Lack of ladies bathroom □ Untidy Bathroom □ Dirty Water □ Lack of space □ Overcrowdedness □ Lack of Safety Measures □ Any other (Specify) ______
   b. Any improvements at Sarovar you suggest? (Please Tick)

24. Which mode of transportation you used to visit other places in Amritsar? (Please Tick)
   Rikshaw □ Local bus □ Individual Auto □ Shared Auto □ Taxi □ Any other (Specify) ______

25. Did you face following problems in local transportation? (Please Tick)
   Overcrowding in buses □ Misbehavior by bus operator □ Inadequate bus services □ High tariff by Taxi □ High tariff by local auto □ High charges by rikshaw □ Misbehaviour by Auto/Taxi/Rikshaw driver □ Any other (Specify) ______

26. How much time you got for darshan at Golden Temple?
   Less than 1min □ 1min □ 2min □ More than 2min □
   a. Did you feel that darshan time was reasonable? Yes/No/Not sure
   b. If No, what improvements you suggest?

27. Are you satisfied with the role played by Sevadars at Golden Temple?
   Yes/No / Not Sure
   a. If no, Specify reasons?

28. Did you avail langar facility while visiting Golden Temple? Yes/No
a. If Yes, Which one of following you took at langar?
   Only Tea □  Lunch □  Dinner □  Any Other(Specify)__________________

b. Did you face following inconveniences in langar facility at Golden Temple?
   Lack of Cleanliness at sitting place □  Half cooked food □
   Improper sitting arrangement □  unclean vessels □  Misbehaviour by Servers □
   Partiality in food serving □  Lack of cleanliness in Kitchen □
   Any Other (Specify)___

c. Please indicate your satisfaction level regarding langar facility in Golden Temple?
   Highly Satisfactory □  Satisfactory □  Neither satisfactory Nor
   Dissatisfactory □  Dissatisfactory □  Highly Dissatisfactory □

d. If dissatisfied, what was the main reason?
   ______________________________________________________________
   ______________________________________________________________

   e. what improvements you suggest to improve langar facilities at Golden Temple?
   ______________________________________________________________
   ______________________________________________________________

29. Please give your opinion regarding following statements? (Please Tick)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree Nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tr>
<td>There is lack of cleanliness in Golden Temple</td>
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<tr>
<td>Large number of beggars near religious site irritate tourists a lot.</td>
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<tr>
<td>Non availability of tourist guide affects tourist’s experience.</td>
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<td>Behaviour of police is not very supportive</td>
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<tr>
<td>Behaviour of Sevadars is not very supportive</td>
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<tr>
<td>Attitude of local people is not supportive</td>
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<tr>
<td>People face problem due to over crowdedness of buses during festival</td>
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<tr>
<td>Internet as a source of information provides adequate information about Golden Temple</td>
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<tr>
<td>Availability of non vegetarian food near religious places hurt people’s sentiments</td>
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<tr>
<td>Belongings of people are not safe due to high incidence of theft during festivals/Special events</td>
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<tr>
<td>Do you feel that rooms are easily available inside Golden Temple?</td>
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<tr>
<td>Do you feel that people are treated equally</td>
<td></td>
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</tbody>
</table>
in room allotment inside Golden Temple?  
-People face problem due to less number of parsad shops in Golden Temple  
-There is lack of cleanliness in Parikarma path in Golden Temple  
-People face inconvenience in Parikarma due to heat at noon

30. a. Are you aware about Siromani Gurudwara Parbandhak Committee? Yes/No

b. Are you satisfied with their workings? Yes/No/Not Sure

c. If Not satisfied, then what is the main reason behind dissatisfaction?

31. What is your satisfaction level regarding overall experience at Golden Temple? (Please Tick)

- Highly Satisfactory  
- Satisfactory  
- Neither satisfactory Nor Dissatisfactory  
- Dissatisfactory  
- Highly Dissatisfactory

32. If you are regular visitor then what improvements you see in Golden Temple Management during last decade?

33. Would you like to visit Golden Temple again? Yes/No/Not Sure

34. What improvements/changes you recommended in services/ facilities available at Golden Temple?

35. How can tourism be increased in Golden Temple?

36. Any other thing you want to highlight about Golden Temple? (Please specify)
(Questionnaire to be filled by the Pilgrims in Kurukshetra)

Pilgrims Profile:

Name: ______________________________
State/Country (For foreigners): ______________________________
Gender: Male ☐ Female ☐
Religion: Hindu ☐ Muslim ☐ Sikh ☐ Christian ☐ Any other (Specify) ____________
Area: Urban ☐ Semi Urban ☐ Rural ☐ Metro ☐
Marital status: Married ☐ Unmarried ☐ Widow ☐ Divorced ☐
Age: Below 20 years ☐ 20-40 years ☐ 40-60 years ☐ Above 60 years ☐
Education: Below matriculation ☐ Matriculate and undergraduate ☐
Graduate ☐ Postgraduate ☐ Professional ☐
Occupation: Businessman ☐ Professional ☐ Serviceman ☐
Agriculturist ☐ Retired ☐ Housewife ☐
Any other (Please specify) ____________
Annual Family Income: Below 100000 ☐ 100000-200000 ☐
200000-400000 ☐ Above 400000 ☐
(Gross in Rs.)
Type of Pilgrims: Individual ☐ Family ☐ Package Tour ☐ Friends group ☐
Nationality: Indian ☐ N.R.I. ☐ Foreigner ☐

1. What is the main purpose of your visit? (Please Tick)
   Pilgrimage ☐ Research ☐ Cultural activities ☐ Visiting friends ☐
   Visiting relatives ☐ Adventure ☐ Package Tour ☐ Business ☐ Rituals ☐
   Any other (Specify) ____________

2. How many times you visited Kurukshetra including this trip? (Please Tick)
   Once ☐ 2-5 times ☐ More than 5 times ☐

3. Are you aware about religious importance of Kurukshetra?
   Yes/No/Not sure

4. Are you familiar with 48 Kosas area of Kurukshetra mentioned in Mahabharata? Yes/No/Not sure

5. From which source you have collected information about sites to be visited in Kurukshetra? (Please Tick)
   Religious Books ☐ Travel Guide ☐ Travel agents ☐ Tourism Office ☐
   Magazine ☐ TV ☐ Friends ☐ Relatives ☐ Self induced ☐ Internet ☐
   Radio ☐ Any other (Please specify) ____________

6. Which mode of transportation you have used to visit this place? (Please Tick)
   Taxi ☐ Bus ☐ Train ☐ Own car ☐ Any other (Specify) ____________

7. Did you stay at night in Kurukshetra during your visit to Kurukshetra? Yes/No

8. If Yes, Which type of accommodation you have preferred to stay at Kurukshetra? (Please Tick)
   Star Hotel ☐ Budget Hotel ☐ Guest House ☐ Dharamshala ☐
   Friends ☐ Relatives ☐ Any other (Specify) ____________
9. What factors influenced your decision to stay at above mentioned places?
(Please Tick)
- Good Location
- Quality of services
- Range of tariff
- Image of Residing Place
- Cleanliness
- Advertisement
- Nearness to Railway Station
- Nearness to Bus stand
- Easy accessibility
- Nearness to Mandir
- Any other (Specify)

10. How much you spent (Average per person) on following at Kurukshetra? (Please Tick)

<table>
<thead>
<tr>
<th></th>
<th>Upto 100</th>
<th>100-200</th>
<th>200-400</th>
<th>Above 400</th>
<th>Upto 100</th>
<th>100-200</th>
<th>200-400</th>
<th>Above 400</th>
<th>Upto 100</th>
<th>100-200</th>
<th>200-400</th>
<th>Above 400</th>
<th>Upto 100</th>
<th>100-200</th>
<th>200-400</th>
<th>Above 400</th>
<th>Upto 500</th>
<th>500-1000</th>
<th>1000-2000</th>
<th>Above 2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
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<td>Total Expenditure</td>
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</tbody>
</table>

11. Are you aware about following places in Kurukshetra? (Please Tick)
- Braham Sarovar
- Jyotisar
- Panorma
- Sekh Chehli Makabara
- Sanhit Sarovar
- BhadarKali Mandir
- Birla Mandir
- Bhisham Kund

12. Are you aware about following places surrounding Kurukshetra? (Please Tick)
- Rantuk Yaksh
- Aranan Yaksh
- Kapil Yaksh
- Tarantuk Yaksh
- Sthaneswar mandir
- Parasher Tirth
- Pashupatinath Mandir
- Pehowa

13. Which of the following places you visited? (Please Tick)
- Braham Sarovar
- Jyotisar
- Panorma
- Sekh Chehli Makabara
- Sanhit Sarovar
- Pehowa
- Bhisham Kund
- BhadarKali Mandir
- Birla Mandir
- Rantuk Yaksh
- Aranan Yaksh
- Kapil Yaksh
- Tarantuk Yaksh
- Sthaneswar mandir
- Parasher Tirth
- Pashupatinath Mandir

14. Did you face following problems in services/facilities available at Kurukshetra?
(Please tick as many as possible)
- Accommodation: Non availability
- Lack of cleanliness
- Problem in reservation
- No experience
- High Tariff
- Any other (Specify)
- Food Facilities: High Rate
- Oily & Spicy
- Lack of freshness
- Lack of sitting arrangements
- No experience
- Any other (Specify) ______
- Parking Facilities: Lack of space
- Overcharging by concerned people
- Lack of proper security
- Misbehaving by concerned people
- No experience
- Any other (Specify) ______
- Transportation Facilities: Lack of mode of transportation
- High tariff by Auto/Taxi
- Misbehaving by bus conductor
- Problem in Train reservation
- Any other (Specify) ______
- Sanitation Facilities: Less number of toilets for male
- Lack of Cleanliness
- Lack of water
- Less number of toilets for female
- Overcharged by sweepers
- No experience
- Any other (Specify) ______
- Drinking water facilities: Less number of taps
- Lack of cleanliness near taps
- Lack of fresh water
- Lack of filtered water
- Any other (Specify) ______
Medical Facilities: Non-availability of information  
Non availability during working hour  
Not attended properly  
Non availability of medicines  
Less qualified doctors  
Less number of doctors  
No experience  
Any other (Specify) ______

Shopping: High Rate  
Lack of quality product  
Misbehaviour by shopkeepers  
Not availed  
Any other (Specify) ______

Bathing Facilities: Lack of space  
Untidy Bathroom  
Less number of ladies bathroom  
No experience  
Any other (Specify) ______

Others: Problem in phone connectivity  
Inaccurate/incomplete information by information centre  
Less number of ATM  

15. How many days you preferred to stay while visiting Kurukshetra? (Please Tick)
Less than 1 Day  
2 Days  
3-5 Days  
Above 5 Days

16. During which time period you visited kurukshetra? (Please Tick)
Winter  
Summer  
Sun eclipses  
Any other (Specify) ______

17. What type of first impression you have about this city/place? (Please Tick)
Religious City  
City of temples  
Good & Quite city  
Dirty and Crowded City  
Any other (Specify) ______

18. a. Are you aware about following events held in Kurukshetra? (Please Tick)
Craft mela  
Geeta Jayanti Samaroh  
Light & Sound show at Jyotisar  
Sun Eclipses

b. Did you ever visit such events?  
Yes/No

c. If Yes, Name the event(s) ______

d. Please indicate your overall experience regarding such event(s)?

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

19. Did you face the following problems in bathing facilities available at Braham srovar? (Please Tick)
Lack of ladies bathroom  
Untidy Bathroom  
Dirty Water  
Lack of space  
Disturbance due to pandits  
Any other (Specify) ______

20. Any improvements at Braham sarovar you suggest?

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

21. a. Are you aware about Kurukshetra Development Board?  
Yes/No

b. Are you satisfied with their workings?  
Yes/No/ Not Sure

c. If Not satisfied, then what is the main reason behind dissatisfaction?
22. Please give your opinion regarding following statements? (Please Tick)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Neither Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security arrangements are not very satisfactory in Kurukshetra</td>
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<tr>
<td>There is lack of cleanliness in Kurukshetra</td>
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<tr>
<td>Large number of beggars near religious sites irritate tourists a lot.</td>
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<tr>
<td>It is very difficult for tourists to find a clock room in kurukshetra</td>
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<tr>
<td>Non availability of tourist guide affects tourist’s experience.</td>
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<tr>
<td>Behaviour of priests is very irritating in Kurukshetra</td>
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<tr>
<td>Behaviour of police is not very supportive</td>
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<tr>
<td>Attitude of local people is not supportive</td>
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<tr>
<td>People face problem due to over crowdedness of buses during festival</td>
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<tr>
<td>Internet as a source of information provides adequate information about Kurukshetra</td>
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<tr>
<td>Availability of non vegetarian food near religious places hurt people’s sentiments</td>
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<tr>
<td>People face difficulties due to long walking distance from parking place during festivals</td>
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<tr>
<td>Belongings of people’s are not safe due to high incidence of theft during festivals</td>
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</tbody>
</table>

23. What is your satisfaction level regarding overall experience at Kurukshetra? (Please Tick)

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly Satisfactory</td>
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<tr>
<td>Satisfactory</td>
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<tr>
<td>Neither satisfactory NOR Dissatisfactory</td>
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<td></td>
<td></td>
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<tr>
<td>Dissatisfactory</td>
<td></td>
<td></td>
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<tr>
<td>Highly Dissatisfactory</td>
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</tbody>
</table>

24. If you are regular visitor then what improvements/developments you have seen in Kurukshetra during past decade?

______________________________________________________________________
______________________________________________________________________
______________________________________________________________________

25. Did you ever use suggestion box? (Please tick)

<table>
<thead>
<tr>
<th>Use Suggestion Box</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. If yes, for what purpose?</td>
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<tr>
<td>b. If No, what are the main reasons?</td>
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<tr>
<td>c. Did you get any response while using suggestion box? (Please tick)</td>
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<tr>
<td>d. If yes, what is your overall view regarding response?</td>
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</tbody>
</table>
26. Would you like to visit Kurukshetra again? Yes/No/Not Sure

27. What improvements/changes you recommended in services/ facilities available at Kurukshetra?

____________________________________________________________________

____________________________________________________________________

28. How can tourism be increased in Kurukshetra?

____________________________________________________________________

____________________________________________________________________
(Questionnaire to be filled by the Pilgrims in Haridwar)

Pilgrims profile
Name : __________________________
State/Country (For foreigners): __________________________
Gender : Male□ Female□
Religion : Hindu□ Muslim□ Sikh□ Christian□ Any other (Specify)□
Area : Urban□ Semi Urban□ Rural□ Metro□
Marital status : Married□ Unmarried□ Widow□ Divorcee□
Age : Below 20 years□ 20-40 years□ 40-60 years□ Above 60 years□
Education : Below matriculation□ Matriculate and undergraduate□ Graduate□
Postgraduate□ Professional□
Occupation : Businessman□ Professional□ Serviceman□ Agriculturist□
Retired□ Housewife□ Any other (Please specify) □
Annual Family Income: Below 100000□ 100000-200000□ 200000-400000□
Above 400000□
Type of Pilgrims: Individual□ Family□ Package Tour□ Friends group□
Any other(Specify) □
Nationality : Indian□ N.R.I□ Foreigner□

1. What is the main purpose of your visit? (Please Tick)
Pilgrimage□ Research□ Cultural activities□ Business□ Rituals□
Visiting friends□ Visiting Relatives□ Adventure□ Any other (Please Specify) □

2. How many times you visited Haridwar including this trip? (Please Tick)
Once□ 2-5 times□ More than 5 times□

3. From which source you have come to know about Haridwar? (Please Tick)
Religious Books□ Travel Guide□ Travel agents□ Tourism offices□
Internet□ Magazines□ TV□ Radio□ Friends□ Parents□ Relatives□
Self induced□ Any other (Please Specify) □

4. Did you visit following places while visiting Haridwar? (Please Tick)
1. Rishikesh Yes/No
2. Neelkanth Yes/No

5. If Yes, then which mode of transportation you have used to visit following places? (Please Tick)

<table>
<thead>
<tr>
<th></th>
<th>Taxi</th>
<th>Bus</th>
<th>Own Car</th>
<th>Train</th>
<th>Any Other (Specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haridwar</td>
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<td></td>
</tr>
<tr>
<td>Rishikesh</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Neelkanth</td>
<td></td>
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</tbody>
</table>

6. Please give your opinion regarding condition of roads connecting Haridwar with other part of the country?
Highly Satisfied□ Satisfied□ Neither satisfied Nor dissatisfied□ Dissatisfied□
Highly Dissatisfied□

7. During your trip to Haridwar where you stayed?
Haridwar/Rishikesh/Neelkanth
8. Which type of accommodation you have preferred to stay? (Please Tick)

<table>
<thead>
<tr>
<th>Star Hotel</th>
<th>Budget Hotel</th>
<th>Guest House</th>
<th>Dharamshala</th>
<th>Ashram</th>
<th>Place of Purohits</th>
<th>With Friends</th>
<th>With Relatives</th>
<th>Any Other (Specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haridwar</td>
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<td>Rishikesh</td>
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<tr>
<td>Neelkanth</td>
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</table>

9. Did you stay earlier also at above mentioned place?  
   Yes/No/Not sure

10. What factors influenced your decision to stay at above mentioned places? (Please Tick)
    Good Location☐  Quality of services☐  Range of tariff☐  Advertisement☐
    Cleanliness☐  Image of Residing Place☐  Easy accessibility☐
    Nearness to Ganga☐  Nearness to Bus stand☐
    Nearness to Railway Station☐  Parking facilities☐  Any Other (Please Specify) ______

11. If you lived in ashram/dharamshala/place of purohits, how would you rate your experience?  
    Highly Satisfactory☐  Satisfactory☐  Neither satisfactory Nor dissatisfactory☐
    Dissatisfactory☐  Highly Dissatisfactory☐
    a. If you were not satisfied, please specify the reasons?
    ____________________________________________________________
    ____________________________________________________________
    ____________________________________________________________

12. How many days you preferred to stay at following places while visiting Haridwar?  
    (Please Tick)
    Less than1Day  2Days  3-5 Days  Above 5 days  1day

<table>
<thead>
<tr>
<th>Haridwar</th>
<th>Rishikesh</th>
<th>Neelkanth</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
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</tbody>
</table>

    a. Please specify overall time period consumed from residing place to Haridwar and back? (Please tick)
    1 Day☐   2 Days☐   3-5 Days☐   Above 5 Days☐

13. How much you spent (Average per person) on following services available at below mentioned places while visiting Haridwar? (Please tick)

<table>
<thead>
<tr>
<th></th>
<th>Accommodation</th>
<th>Food</th>
<th>Transportation</th>
<th>Rituals</th>
<th>Shopping</th>
<th>Total Expenditure</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Upto100</td>
<td>100-200</td>
<td>Upto100</td>
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<td>Haridwar</td>
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<td>Rishikesh</td>
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<td>Upto100</td>
<td>100-200</td>
</tr>
<tr>
<td>Any other</td>
<td>Upto100</td>
<td>100-200</td>
<td>Upto100</td>
<td>100-200</td>
<td>Upto100</td>
<td>100-200</td>
</tr>
<tr>
<td></td>
<td>Upto500</td>
<td>500-1000</td>
<td>Upto100</td>
<td>500-1000</td>
<td>Upto100</td>
<td>500-1000</td>
</tr>
<tr>
<td></td>
<td>Upto2000</td>
<td>Above2000</td>
<td>Upto100</td>
<td>Above2000</td>
<td>Upto100</td>
<td>Above2000</td>
</tr>
</tbody>
</table>

14. Which of the following statements most closely coincides with your trip to Haridwar?  
    1. You are only visiting Haridwar
2. After visiting Haridwar you will be going to Chardham yatra _____
3. You already completed your Chardham Yatra and want to visit Haridwar _____
4. You are on pilgrimage tour and Haridwar is among selected destinations for pilgrimage_____ 
5. You already visited Dehradun and Mansoori and now want to visit Haridwar_____ 
6. After visiting Haridwar you will be going to Dehradun and Mansoori _____

15. **During which time period you preferred to visit Haridwar? (Please Tick)**
   - Winter
   - Summer
   - Weekends
   - Festivals
   - Any Other (Specify)________

16. **Are you aware about following events held in Haridwar? (Please tick)**
   - Kumbh Mela
   - Ardh Kumbh
   - Ganga Dusshera
   - Badi ekadshi
   - Somavati Amavas
   
   **a. Did you ever visit such events?**  
   - Yes/No

   **b. If Yes, Name the event(s)_____________**

   **c. Please indicate your overall experience regarding such event(s)?**
   ________________________________________________
   ________________________________
   ________________________________________________

17. **Did you face following inconvenience in services/facilities available at below mentioned places? (Please tick)**

   **Haridwar:**
   - Accommodation: Non availability□ High Tariff□ Lack of cleanliness□ Problem in room reservation□ Any other(Specify)__________
   - Drinking water facilities: Less number of taps□ Lack of cleanliness near taps□ Lack of fresh water□ Taps not in working order□ Any other(Specify)________
   - Parking Facilities: Lack of space□ Lack of proper security□ High Tariff□ Misbehaving by concerned people□ Any other(Specify)________
   - Medical Facilities: Non-availability Information □ Less Number of Doctors□ Less number of medical shops□ Less qualified doctors□ Not attended properly□ Scarcity of medicines□ Any other(Specify)________
   - Food: High Rate□ Oily & Spicy□ Lack of freshness□ Lack of sitting arrangement□ Lack of variety□ Any other(Specify)________
   - Sanitation facilities: Less Number of Toilets□ Lack of Cleanliness □ Lack of water□ Overcrowding□ Overcharging by sweepers□ Congested bathrooms□ Less number of ladies bathroom□ Long distance between bathroom and toilets□ Improper lighting□ Any other(Specify)________
   - Shelter: Less Number of Shelters□ Lack of Cleanliness□ Improper Lighting□ Any other(Specify)________
   - Others: Problem in phone connectivity□ Inaccurate/incomplete information by information centre□ Less number of ATMs□

   **Rishikesh:**
   - Accommodation: Non availability□ High Tariff□ Lack of cleanliness□ Problem in room reservation□ Any other(Specify)________
   - Drinking water facilities: Less number of taps□ Lack of cleanliness near taps□ Lack of fresh water□ Taps not in working order□ Any other(Specify)________
Parking Facilities: Lack of space □ High Tariff □ Lack of proper security □ Misbehaving by concerned people □ Any other (Specify) □
Medical Facilities: Non availability of Information □ Less Number of Doctors □ Less number of medical shops □ Less qualified doctors □ Not attended properly □ Scarcity of medicines □ Any other (Specify) □
Food: High Rate □ Oily & Spicy □ Lack of freshness □ Lack of sitting arrangements □ Lack of variety □ Any other (Specify) □
Sanitation facilities: Less Number of Toilets □ Lack of Cleanliness □ Lack of water □ Overcrowding □ Overcharging by sweepers □ Congested bathrooms □ Less number of ladies bathroom □ Long distance between bathroom and toilets □ Improper lighting □ Any other (Specify) □
Shelter: Less Number of Shelters □ Lack of Cleanliness □ Improper Lighting □ Any other (Specify) □
Others: Problem in phone connectivity □ Inaccurate/incomplete information by information centre □ Less number of ATMs □

Neelkanth:
Accommodation: Non availability □ High Tariff □ Lack of cleanliness □ Problem in room reservation □ Any other (Specify) □
Drinking water facilities: Less number of taps □ Lack of cleanliness near taps □ Lack of fresh water □ Taps not in working order □ Any other (Specify) □
Parking Facilities: Lack of space □ High Tariff □ Lack of proper security □ Misbehaving by concerned people □ Any other (Specify) □
Medical Facilities: Non availability of Information □ Less Number of Doctors □ Less number of medical shops □ Less qualified doctors □ Not attended properly □ Scarcity of medicines □ Any other (Specify) □
Food: High Rate □ Oily & Spicy □ Lack of freshness □ Lack of sitting arrangements □ Lack of variety □ Any other (Specify) □
Sanitation facilities: Less Number of Toilets □ Lack of Cleanliness □ Lack of water □ Overcrowding □ Overcharging by sweepers □ Congested bathrooms □ Less number of ladies bathroom □ Long distance between bathroom and toilets □ Improper lighting □ Any other (Specify) □
Shelter: Less Number of Shelters □ Lack of Cleanliness □ Improper Lighting □ Any other (Specify) □
Others: Problem in phone connectivity □ Inaccurate/incomplete information by information centre □ Less number of ATMs □

18. What improvements you recommended in services/facilities available at above mentioned places?
______________________________________________________________________________

19. What kind of shopping you preferred at Haridwar? (Please tick)
   Clothes □ Dry Fruits □ Ayurvedic medicines □ Antiques □ Religious books □ Any other (Specify) □

20. Did you face following problems in shopping?
   High Rate □ Lack of quality product □ Misbehaviour by shopkeepers □
   Lack of Variety □ Any other (Specify) □
21. Are you aware about following places situated in Haridwar? (Please tick)
   - Chandi Mandir
   - Mansa Devi
   - Har Ki Podi
   - Maya Mandir
   - Bhim Goda
   - Santi Kunj
   - India Temple
   - Dakshparjapati Mandir
   - Vaishno Mata Mandir
   - Ram Jhula
   - Bilkashwer Mahadev
   - Dudhadhari Mandir
   - Karteke Mandir
   - Lakshman Jhula
   - India Temple
   - Santi Kunj
   - Bharat Mata Mandir
   - Ram Jhula
   - Lakshman Jhula
   - Neelkanth
   - Hemkund Sahib
   - Bilkashwer
   - Mahadev
   - B限时
   - Karteke Mandir
   - Neelkanth
   - Hemkund Sahib
   - Bilkashwer
   - Mahadev
   - Karteke Mandir
   - Neelkanth
   - Hemkund Sahib
   - Bilkashwer
   - Mahadev

22. Which of the following places you visited during your trip to Haridwar? (Please tick)
   - Chandi Mandir
   - Mansa Devi
   - Har Ki Podi
   - Maya Mandir
   - Bhim Goda
   - Santi Kunj
   - India Temple
   - Dakshparjapati Mandir
   - Vaishno Mata Mandir
   - Ram Jhula
   - Lakshman Jhula
   - Neelkanth
   - Hemkund Sahib
   - Bilkashwer
   - Mahadev
   - Karteke Mandir
   - Neelkanth
   - Hemkund Sahib
   - Bilkashwer
   - Mahadev

23. Which mode of transportation you used to visit religious places in Haridwar?
   - Rikshaw
   - Local bus
   - Individual Auto
   - Shared Auto
   - Taxi
   - Any other(specify)_________

24. Did you face following problems in local transportation?
   - Overcrowding in buses
   - Misbehavior by operator
   - Inadequate bus services
   - High tariff by Taxi
   - High tariff by local auto
   - High charges by rikshaw
   - Misconduct by conductor
   - Any other(Specify)_________

25. Do you face the following problems in bathing facilities available at Ganga Ghats?
   (Please tick)
   - Lack of Space
   - Dirty water
   - Improper arrangements for ladies
   - Slippery Stairs
   - Overcrowding
   - Lack of security of belongings
   - Any other(Specify)_________

26. Are you satisfied with the role played by preists at Ganga ghats?
   - Yes/No / Not Sure
   a. If no, what are the main reasons?
       __________________________________________________________
       __________________________________________________________
       __________________________________________________________
   b. Please give suggestion to improve their services?
       __________________________________________________________
       __________________________________________________________
       __________________________________________________________

27. Are you aware about legal restriction on using soap, shampoo etc. at Ganga Ghats?
   - Yes/No
   a. If yes, what should be done with people who use soap, shampoo etc. while taking
      bath or washing clothes?
       __________________________________________________________
       __________________________________________________________
       __________________________________________________________

28. Which one you used while visiting following places? (Please tick)
   1. Chandi Mandir
   2. Mansa Devi Mandir
   a. If trolley, did you feel following problems?
      - High tariff
      - Lack of safety arrangements in trolley
      - Long queue
      - Misbehaving by operators
      - Lack of special facilities for aged people
      - Any other(specify)_________
   b. What improvements you suggest?
       __________________________________________________________
       __________________________________________________________
       __________________________________________________________

29. Are you aware about package tour to visit places(Mansa devi andChandi mandir) situated in Haridwar?
   - Yes/No/ Not sure
   a. If Yes, then did you ever avail this facility?
      - Yes/No
b. If Yes, Please indicate your satisfaction level regarding this facilities?
(Please tick)
Highly Satisfied □ Satisfied □ Neither satisfied Nor dissatisfied □ Dissatisfied □ Highly Dissatisfied □

c. What improvements you suggest?

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

d. Would you like to avail this facility again?

Yes/No

30. Please give your opinion regarding following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Neither Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Security arrangements are not very satisfactory in Haridwar</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>- There is lack of cleanliness in Haridwar</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>- Large number of beggars near religious sites irritate tourists a lot.</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>- Non availability of tourist guide affects tourist’s experience.</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>- Behaviour of priests in temples is very irritating in Haridwar</td>
<td>--</td>
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<td>--</td>
</tr>
<tr>
<td>- People face problem due to over crowdedness of buses during festival</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>- Internet as a source of information provides adequate information about</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Haridwar</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>- Availability of non vegetarian food near religious places hurt public</td>
<td>--</td>
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<td>--</td>
</tr>
<tr>
<td>sentiments</td>
<td></td>
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</tr>
<tr>
<td>- Belongings of people are not safe due to high incidence of theft during</td>
<td>--</td>
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<td>--</td>
</tr>
<tr>
<td>festivals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- People face inconvenience due to over crowdedness at Har ki podi during</td>
<td>--</td>
<td>--</td>
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<tr>
<td>arti</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

31. Please indicate your satisfaction level regarding following services in Haridwar?
(Please tick)

<table>
<thead>
<tr>
<th>Service</th>
<th>Satisfied</th>
<th>Neither Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrangements near bathing ghats</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Role of Police</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attitude of local people</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shoes Keeping arrangement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rail Facilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Facilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clock room facilities</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

32. Are you aware about following management bodies in Haridwar? (Please tick)

<table>
<thead>
<tr>
<th>Body</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sewa Smiti</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ganga Sabha</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mahavir Dal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Akharas</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

a. If Yes, then are you satisfied with their working?

Yes/No / Not Sure
b. What improvements you expect in their working?

33. Do you feel that rikshaw must be allowed for whole day to Har ki podi?  
   a. If No, Please give your suggestion with this regard?

34. Did you ever visit Haridwar to perform last rituals of someone?  
   a. If yes, comment on behaviour of purohits performing rituals?

b. Please give your suggestion with this regard?

35. Did you ever use suggestion box? (Please tick)  
   a. If No, what are the main reasons?

b. If yes, for what purpose?

c. Did you get any response after using suggestion box? (Please tick)  
   d. If yes, what is your overall view regarding response?

36. What is your satisfaction level regarding overall visiting experience at Haridwar?  
   (Please tick)  
   - Highly Satisfied  
   - Satisfied  
   - Neither satisfied Nor dissatisfied  
   - Dissatisfied  
   - Highly Dissatisfied

37. What did you like the most at Haridwar/Rishikesh?

38. What did you like least at Haridwar/Rishikesh?
   a. State reason behind your disliking?

39. Would you like to visit Haridwar again?  
   a. If no, please specify reasons?

40. If you are regular visitor then what improvements/developments you observe in Haridwar/Rishikesh?

41. How can tourism be increased in Haridwar/Rishikesh?