

# COLLECTION OF DOMESTIC TOURISM STATISTICS FOR THE STATE OF GOA

## **FINAL REPORT** **(April 2005 To March 2006)**



*To*  
**THE MINISTRY OF TOURISM  
GOVERNMENT OF INDIA  
NEW DELHI**

*By*  
**DATAMATION CONSULTANTS PVT. LIMITED**

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Datamation Consultants Pvt. Limited

## **EXECUTIVE SUMMARY - GOA**

We are presenting here the summary of the report prepared by the team of Datamation Consultants Pvt. Ltd. as per the TOR prescribed by the Ministry of Tourism. This report covers the monthly statistics on tourism of Goa during the period of April 2005 to March 2006.

### **Tourist Center**

The tourist places surveyed in Goa are given below

1. Pernam
2. Bardez
3. Bicholim
4. Satari
5. Ponda
6. Teswadi
7. Mormugao
8. Salcete
9. Quepem
10. Canacona
11. Sanguem

These places are spread in eleven talukas of two districts of Goa. The statistics have been collected from these places.

### **Data regarding Tourist Arrival**

**Table: Month wise Tourist Arrivals**

<b>Mnth</b>	<b>Domestic</b>	<b>Foreign</b>	<b>Day Visitors</b>	<b>Total</b>
April	171285	21495	17728	210508
May	144763	27616	24898	197277
June	83191	9552	10916	103659
July	75363	4204	7908	87475
August	143272	6810	9954	160036
September	160889	9327	12123	182339
October	185227	24724	17811	227762
November	210447	54990	26542	291979
December	240448	68443	33242	342133
January	185302	46739	26581	258622
February	131422	40632	20683	192737
March	167244	33864	33316	234424
<b>Total</b>	<b>1898853</b>	<b>348396</b>	<b>241702</b>	<b>2488951</b>



- The share of domestic overnight visitors was 84.50% & foreign overnight visitors were 15.50% in the total overnight visitors in the state.
- Total domestic tourist estimated was 18.99 lakh, foreign tourists 3.48 lakh, total tourists 22.47 lakh.
- Estimated day tourists are 2.42 lakh and total tourists & day tourists combined is estimated to 24.89 lakh.

### **Demographic Profile**

- Nearly 69.83% of domestic tourists and 65.66% of foreign tourists were male while 30.17% of domestic tourists & 34.34% of tourists were female
- Occupational profile indicates that of the domestic tourists 23.78% were from business 46.27% Govt. / Pvt. service and 17.65% professionals while among the foreign tourists occupation of 20.54% was business 35.22% Govt. / Pvt. Service, 33.31% were professionals and 2.52% were students / researchers.

### **Travel Particulars**

- All tourists have been identified as the educated persons. Majority of the tourists (40.60%) both domestic and foreign had acquired higher education followed by technical and professionals as 17.94% & 20.92% respectively.
- According to sex classification 68.45% of total tourists were male. The same is observed in the domestic as well as foreign tourists.
- Occupation wise data reveal that 34.69% of the total tourists were from private services followed by 24.25% professional and 21.60% from business.
- Around 20.82% of the domestic tourists belong to the annual household income group of Rs. 1 lakh and below, whereas 33.90% belong to the income group of Rs. 1 & 2 lakh.
- The main purpose of domestic and foreign tourists was leisure. Data reveal that 83.56% and 86.49% of domestic and foreign tourists respectively visited for leisure. This suggests that Goa is preferred for enjoyment trip.
- The domestic tourists prefer self arrangement ( 81.08%) for travel. The foreign tourists make self arrangement (43.90%) followed by arrangement by travel agent (25.81%) and by tour operator (26.93%). Similarly 32.32% of foreign tourists arrived through package tours.

### **Survey of Accommodation Units:**

- The number of domestic tourists and foreign tourists checked in accommodation units were 18,68,294 and 3,48,370 respectively. The ratio between these two comes to 5:1.
- The main tourist place in Goa is Teswadi taluka. This place attracted more than 28% of the domestic and 24% of foreign tourists. The number of bed nights spent by domestic and foreign tourists was 77,69,396 and 26,72,581 respectively.
- From different states of India 15.71% checked in accommodation units came from Maharastra followed by Delhi (13.74%) and Karnataka (11.15%). The total

number of bed nights spent by domestic tourists was 77,69,396. The bed nights spent followed the same trend as that of no. of tourists among states.

- Total no. of foreign tourists check in the accommodation units was 3,48,370. The maximum number of tourists was from UK (76,402) followed by USA (49,956) and France (25,687).
- An important aspect of accommodation for the tourists is the room capacity offered. The total capacity of AC accommodation rooms is 4,301 whereas non-AC rooms are 3,985. Out of total AC rooms highest is in three stars (1,189) followed by four and above stars are (1,031). In non-AC highest accommodation is in the guesthouses (1,433) followed by unstarred (1,406).

#### **Evaluation of Tourist Facilities:**

- Almost 42.05% of the domestic tourist and 43.2% of foreign tourist rated local transport services as good, with 12.1% and 10.8% respectively, rating it as poor.
- 14.32% of domestic and 12.9% foreign tourists, who were surveyed, reported the accommodation units as excellent while 10.57% of domestic and 6.7% foreign tourists rated it as poor.
- 36.79% foreign tourists and 35.1% domestic tourists who were surveyed, rated quality of entertainment facilities as excellent.
- Almost 40.71% of domestic tourists and 42.1% foreign tourists rated the tourist attractions in Goa as “Very Good”.
- Almost 61.3% of domestic tourists and 59.8% of foreign tourists rated shopping facilities as adequate.

#### **Expenditure by Tourists:**

- The annual expenditure made by the tourists in Goa of all categories has been estimated as Rs. 1,581.41 crores, out of which domestic tourist’s contribution is Rs. 893.71 crores and foreign tourist’s Rs. 687.7 crores.
- On an average a domestic tourist spent Rs. 1,081 per day where as a foreign tourist spent Rs. 2,415 per day. This suggests the amount spent by foreign tourists is almost double the amount per day to that of domestic tourist.
- Domestic tourist’s major item of expenditure accounting 30.4% was on accommodation service. This was followed by expenditure on fooding 30.35% and travel 13.26%.

#### **Employment in Accommodation units / Travel Agencies / Restaurants / Souvenir Shops:**

- The total no. of persons employed in starred accommodation units was 1,478 as permanent and 799 as temporary / casual. In the un-starred accommodation units the permanent employees were 1,662 whereas temporary / casual were 306. In other accommodation units the permanent employees were 1,972 and 909 as temporary / casual.

- There are 816 & 483 permanent and casual employees, respectively employed in restaurant units. Majority of the employees are engaged in kitchen i.e. 500.
- There are 1484 & 613 permanent and casual employees respectively, employed in Tour & Travel Agents / Tourist Car Operators.
- Majority of the employees are engaged in Administration i.e. 1458.
- There are 120 Permanent Employee and 8 Casual / Temporary Employees employed in Souvenir / Handicraft shops.

#### **Awareness of North Eastern States:**

- In respect of domestic tourists, awareness was highest for Assam (53.24%) followed by Tripura (52.44%), Manipur (46.94%) and Arunachal Pradesh (43.84%). For foreign tourists, awareness was highest for Arunachal Pradesh (31.77%) followed by Meghalaya (26.32%) and Assam (22.04%).
- The domestic tourists who were aware and visited the northeastern states was highest for Tripura (5.13%) followed by Manipur (5.1%). The percentage of foreign tourists who were aware and visited the northeastern region was highest for Meghalaya (4.47%) followed by Arunachal Pradesh (3.45%).
- The main attraction for the domestic tourists was the scenic beauty (82.38%) followed by historical significance (72.89%). For the foreign tourists historical significance (62.94%) was the major attraction followed by scenic beauty (57.3%).
- Among the domestic tourists who visited the northeastern parts of India, 18% were very satisfied and 41% quite satisfied. Majority of foreign tourists (52%) were somewhat dissatisfied.
- The domestic and foreign tourists who neither visited nor proposed to visit the northeastern states, the reasons were time constraint 67.7% and availability of Budget Package Circuits (61.93%). In respect of foreign tourists, reasons for not visiting were the same as of domestic tourists.

#### **Awareness about Buddhist Centers:**

- The level of awareness among domestic tourists was relatively high for Bodhgaya (83.77%), Ajanta Ellora (81.79%), Sarnath (75.43%) and Sanchi (73.15%). For foreign tourists the highest awareness is for Ajanta Ellora (82.74%), Bodhgaya (71.92%), Sanchi (65.18%) and Sarnath (57.74%).
- The domestic tourists, who were fully aware, visited Sarnath (52.53%) and Bodhgaya (43.06%). The highest proportion of foreign tourists who visited Ajanta Ellora (43.36%) and Sarnath (39.61%).
- The major tourist attraction for the domestic tourists were historical significance (90.94%), famous in India (87.19%), and rich cultural heritage (71.81%). The foreign tourists were attracted by historical significance (87.39%), famous in India (84.55%) and rich cultural heritage (69.17%).
- The impression got by the tourists is important for understanding the phenomenon of tourism. About 35.52% of domestic tourists were very satisfied whereas 31.94% were quite satisfied. About 13.86% were very dissatisfied. So far the

foreign tourists were concerned 33.48% were very satisfied, 26.36% quite satisfied and about 17.83% were very dissatisfied.

- Why the domestic tourists did not visit or tried to visit the Buddhist places, there are several reasons. Among the factors responsible for preventing the domestic tourists to visit Buddhist Centers are transport bottleneck, time constraint and lack of awareness. For the foreign tourists, the main constraints are almost similar to those of domestic tourists.

## CHAPTER-1

# INTRODUCTION



## INTRODUCTION

### 1.1 BACKGROUND OF THE SURVEY

The statistical information of tourism phenomenon is necessary for programming the future development of tourism. Planning, decision-making, formulation of promotion strategies and marketing involve specialized knowledge and information of the tourist's choices and preferences. Therefore it becomes necessary for a country to identify the potential tourists, their interests, needs and the level of satisfaction they get from each facility center.

With this background the Market Research Division of Department of Tourism, Government of India, appointed DATAMATION CONSULTANTS, NEW DELHI to prepare a statistical database on Goa tourism. The title of the survey is "Collection of Domestic Tourism Statistics for the State of Goa". The assignment was for a period of 12 months from April 2005 – March 2006.

The survey was intended to provide information on both domestic and foreign tourist arrivals, their demographic profile, expenditure patterns, period of stay in the state, satisfaction level for tourist facilities and general impression of tourists. Information about accommodation units at various important tourist places in all categories including the unorganized sector had also to be compiled under the assignment over a period of one year. The survey had also to assess the direct employment generated by tourists and also to estimate the expenditure and earnings of the state government through tourism.

### 1.2 TERMS OF REFERENCE OF THE SURVEY:

The terms and reference and Scope of the survey are as follows:

1. Prepare a frame/list of all important tourist places in the state
2. Prepare a frame/list of tourist place wise all accommodation units like hotels, Dharmashalas, guesthouse etc.
3. Compile information about both domestic and foreign tourist staying in all the accommodation units each month, including nationality of foreign tourist from the records of accommodation units
4. Compile information about rooms, beds, occupancy rate, and employment etc of all accommodation units as at sr. No. (ii) above on monthly basis.
5. Conduct a sample survey of both domestic and foreign tourists (taking separate representative samples) at all the important tourist places as at Sr. No. (i) to estimate the  
a) purpose of visit b) same day visit c) tourist staying with friends/relatives during their visit d) demographic profile e) perception, expectations and level of knowledge about destination in North-East as also Buddhist site in India f) country/state wise arrival (country for foreign tourist and state for domestic tourist only) g) average estimated expenditure by tourist on various items h) average duration of stay and i) direct

employment generated through tourism in various sectors like hotels, restaurant, transport, travel agencies, travel agent etc.

6. Estimate the expenditure made by the state government in development of tourism and earnings through tourism.

7. Update the frame /list as at Sr. No. (i) and (ii) on quarterly basis; and accordingly revise the coverage

The survey of accommodation units and of the tourists was conducted on a monthly basis and monthly, quarterly reports were generated for the period from April 2005 – March 2006. The final report of 12 months period is the aggregate of the 12-month survey.

## CHAPTER-11

# TOURISM IN GOA: A PERSPECTIVE





## **TOURISM IN GOA: A PERSPECTIVE**

### **2.1. BACK GROUND:**

Since the tourism industry of Goa is a major engine for the economic growth of the state, it demands utmost urgency to modernize the industry in the perspective of the national tourism policy 2002. A guaranteed multiplier effect is expected by the appropriate planned development of the tourism sector on the employment generation, economic development and impetus for rural regeneration. Given the potential of attracting tourists the development of tourism is an obvious choice for the state Goa.

The emphasis on domestic tourism as a major driver of tourism growth is focused in the national tourism policy and also in the policy of the state of Goa. Goa is the only state after Kerala where beaches are the focal points of the tourism industry. It is for this reason that Goa is known as the beach country of India.

By the development of hospitality industry and better infrastructure, Goa could be a more focused international tourist spot and could be seen as a global brand in the tourism map of the world. Many international festivals like international film festivals of India, which has been held since last year made Goa as an international hotspot in the world of Cinema. Situated in the Malabar Coast, Goa is known for its Gothic churches, crumbling forts, palm-fringed beaches, coconut groves, ferry rides, and bubbly folk music! With its 131-km-long coastline, Goa is an important locale in every tourist's itinerary in India and the world. Sun, sand and sea being the major attractions, Goa is a perfect heaven for those who need and want relaxation. In 2004, 3,63,230 foreign tourists visited Goa. The foreign tourist visit during 2004 was higher by 14.4 % than the previous year. During 2004, the number of domestic tourists who visited Goa was 8,76,778.

The study involved identification of major tourist places, place wise accommodation units with number of hotel rooms and beds, employees in these hotels, number of tourist (both domestic and foreign), time of stay and places they visited in Goa. This study also focuses on Government of Goa's role in the development of tourism and their total investment in previous plans.

### **2. 2 GOA TOURISM: A PERSPECTIVE**

"The pearl of the east," GOA is situated on the Malabar Coast endowed with sandy beaches and a tropical climate. Inland Goa is hilly, stretching to part of the Western Ghats. It is bounded by the states of Maharashtra on the north and Karnataka on the east and south, and by the Arabian Sea on the west. The total area is 3,702 square kilometers. The two largest rivers are the Mandavi and Zuari, between the mouths of which lies the island of Goa. The island is triangular, the apex (called the cape) being a rocky headland separating the harbor of Goa into two anchorages. There are three principal cities in Goa, namely Marmagao, Madgaon (Margao), and Panaji. About one-quarter of the state is covered by forest. The climate is generally warm, with average January temperatures ranging from 19° to 29° C (66° to 84° F), and average June temperatures ranging from 25° to 33° C (77° to 91° F). Goa experiences a monsoon season from June through

September; accounts for four-fifths of the state's average annual rainfall. Panaji is the capital of Goa. The state has two districts and divided into 11 *talukas*

Goa has an airport (Dabolim Airport) and is connected by all private and public airlines of India. The nearest international airports for Goa are Mumbai and Bangalore. The Railhead is up to Vasco-da-Gama and Margao and is connected by train with Bangalore, Belgaum, Hospet, Hubli and Hyderabad and via Miraj to Bombay, Delhi and Agra. The road to Panaji, the capital of Goa, is connected to Bangalore (598 kms), Belgaum (157 km), Bombay (594 kms), Gokarn (154 km), Hospet (315 km), Hubli (184 km), Karwar (103 km), Kolhapur (246 km), Malwan (150 km), Mangalore (371 kms), Mysore (696 kms), Pune (458 kms), Ratnagiri (263 kms), Vengurla (73 kms) etc. Kadamba Transport Corporation provides the Bus Services, Maharashtra State Road Transport Corporation (MSRTC) and Karnataka State Road Transport Corporation (KSRTC) which operate frequent bus services between Panaji, Vasco, Margao and to Bangalore, Belgaum, Gokarn, Hubli, Karwar, Kolhapur, Malwan, Mangalore, Miraj, Mysore, Pune, Ratnagiri and Vengurla. The ship services also ply between Bombay and Goa organized by private groups. English is widely spoken and understood in urban areas and to a lesser extent in the rural areas. Konkani, the official language, is most commonly used in day-to-day life. Marathi and Hindi, the other national languages are also understood by most of the population. Portuguese is also spoken among the old Goan people. Till the end of May 2005, there were 468 hotels in the state of Goa. Among them 5 star deluxe hotels are 9, 5 star hotels are 2, 4 star hotels are 2, 3 star hotels are 14, 2 star hotels are 27, 1 star hotels are 19, guesthouses are 44. There are 351 resorts or other hotels in entire Goa state.

Most of the tourism in Goa is concentrated in the coastal stretches of Bardez, Salcete, Tiswadi and Marmagao. Over 90 percent of domestic tourists and over 99 percent of the international tourists frequent these areas. Two types of tourists visit Goa; the first is the domestic tourists, who comprise 80 percent of all tourists. Curiosity with the Goa's image, which holds a degree of mysticism, a sense of freedom and western lifestyle, many people of the rest of India, visited Goa. The second is the international tourists who visit Goa purely for the natural environment of tropical climate. Within the category of international tourists there are two sub-categories: backpackers and charter tourists.

The domestic and international both categories of tourists visit Goa for the beaches, they stay away from each other. The backpackers are not found in areas of charter tourists; they prefer to mingle and live with the local communities. Whereas, the charter tourists tend to stay in the luxury starred hotels. Domestic and international tourists also differ in terms of the areas they frequent. For the domestic tourist, the beaches hold limited appeal, so domestic tourists remain away from the places frequented by the international tourists. The timings of visits are clearly different for the domestic and the international tourists. In previous decades, a clear off-season for all tourists could be identified. Today this is not so since the domestic tourists come throughout the year albeit in larger numbers in the non-monsoon months. Conversely, international tourists avoid the monsoon months; as for them the use of the beach is the prime attraction to come to Goa.

The various factors that have contributed to this rise in domestic tourism in the country are:

- Increased disposable income of the middle class;
- Increased urbanization and stress of living in cities and towns;
- Increased ownership of cars, which is making domestic tourism more attractive; especially among the upper-middle and middle classes;
- Improved employment benefits, such as the leave travel concession;
- Development of inexpensive mass transport and improved connections to various places of tourist interest;
- Increased number of cheap accommodations and resorts, greater advertising targeted at domestic tourists both by the central and the state governments, as well as the tourist industry, and increasing of time-sharing in holiday spent, among the middle class.

### PLACES OF TOURIST INTEREST IN GOA

Places of tourist interest are so numerous and of varied nature that it is not easy to describe these places comprehensively. In general the tourist spots of Goa are counted more like, Shrines, Forts, places of historical importance, springs, lakes and birds, sanctuaries, religious centers, science spots, sea beaches, summer resorts, water falls and wild lives etc.

(The distances given in this section is from Panaji, unless otherwise specified)

### TOWNS

**Panaji:** The capital of Goa, a small and charming city on the left bank of silvery Mandovi river with beautiful, red-roofed houses, built in Latin style, also boasts of many modern houses, well laid gardens, statues and avenues lined with Gulmohar, Acassia and other trees. Enchanting panorama unfolds from atop Altinho (Hill Top).

**Margao:** (33 km). The hinterland of Southern Goa in Salcete taluka is a thriving commercial metropolis linked by rail to the rest of India & Mormugao Harbour and the national highways, with Maharashtra and Karnataka. It has fine parks, gardens as well as imposing old mansions and modern buildings.

**Vasco da Gama :** (30 km from Panaji). A modern well laid out city close to Mormugao Harbor. It has beautiful and extensive avenue and gardens. The air terminus of Goa at "Dabolim" lies on the outskirts of the city, is also the railway terminus for passenger service.

**Mapusa:** (13 km) Capital of Bardez Taluka is at the cross roads of the network of highways covering whole northern Goa. It has beautiful layout with gardens and a church.

Weekly Fair on Friday is held at the modern stream lined market and attended by large crowds.

**Mormugao Harbour:** (34 km from Panaji)--(four km from Vasco da Gama). It is one of the finest natural anchorages on the west coast of India and the hub of intense maritime activity. Passengers and cargo ships call here from all over the world.

**Pilar:** (11 km from Panaji)-Important religious and educational centre of Christian Missionaries. The Church, Seminary and School atop hillock command a magnificent panorama of the countryside around in view of Mormugao Harbor and Zuari River.

## CHURCHES

**Old Goa** (10 km). East of Panaji lies the site of city of Old Goa. Founded by Adil Shah, in the first decade of 16th century, it was being developed by them with a view to shift their capital from Bijapur. However, Afonso de Albuquerque made a short work of it when he stormed and took over to house the centre of power of the Portuguese colonies.

*Basilica of Bom Jesus:* Built in 16th century is the most popular and famous of all churches in Goa. The mortal remains of St. Francis Xavier, kept in a silver casket, are enshrined here. This church dedicated to Infant Jesus is now a World Heritage Monument.

Timings: Sunday: 10.00 to 18.30 hrs. Weekdays: 09.00 too 18.30 hrs. Masses: Sunday: 08.00 & 09.15 hrs. Weekdays: 07.00 & 08.00 hrs.

*Se Cathedral:* Most imposing of all churches at Old Goa. Its vaulted interior overwhelms the visitors by sheer grandeur. This Cathedral has five bells of which one is the famous Golden bell, the biggest in Goa and one of the best in the world. The church is dedicated to St. Catherine.

Masses - Sunday 7.15 a.m., 10.00 a.m. and 4.00 p.m. Weekdays: 7.30 a.m. and 6.00 p.m..

*Church of St. Francis of Assisi:* The entrance and the choir are in Manueline style, the only fragment of its kind in the East. The interior is illustrated with exquisite paintings. The adjacent convent now houses the Archaeological Museum.

*St. Cajetan Church:* Built in the style of St. Peter's Basilica in Rome. Built in the style of St. Peter's Basilica in Rome.

*Church of Our Lady of Rosary:* One of the earliest built in Goa, bears an inscription about the recon quest of Goa by Afonso de Albuquerque in 1510. *Nunnery of St. Monica:* Built like a fortress, in significant of its massive walls and buttresses. It is the only nunnery in Goa.

*St. Augustine Tower:* Close to the Nunnery is a lofty tower defying the torrential rains. The tower **is** one of the four of the Augustine Church that once stood there. This Church when intact was perhaps the biggest in Goa.

*Viceroy's Arch:* One of the gates of Adil Shah's Fort, it was renovated by Portuguese and was the gateway of Goa for Portuguese Governors, Viceroy used to disembark at this place.

**Reis Magos Church** (7 km from Panaji) The Reis Magos Church was constructed in 1555. It is one of the earliest churches built in Goa and the first in Bardez Taluka, dedicated to the three Magi-Kings-Gaspar, Melchior and Balthazar, who according to legend were guided day and night by a star to Bethlehem to greet the newborn child Jesus. This church was once the residence of all dignitaries and also a mission centre of the Franciscan order. There is a fort adjacent to this church.

**The Church of Mae de Deus at Saligao:** (13 km) Built in 1873, is situated amidst picturesque surroundings. The shrine of the miraculous statue of Mae de Deus (Mother of God) was brought from the ruins of the convent of Mae de Deus at Old Goa. This beautiful church is the finest piece of Gothic style. The Church is well illuminated at night.

**The Church of St. Alex at Curtorim:** 9 km from Margao. It is one of the oldest churches in Goa, built in 1597 on the site of a Hindu shrine-- Ravalnath, the remnants of which are visible till today

**The Church of St. Ana at Talaulim, Ilhas:** (11 km) Dedicated to St. Ana, is a remarkable piece of ancient Christian architecture. It was built in 1695 on the right bank of Siridao River and has picturesque surroundings. The unique feature of this church is that it has hallowed walls through which people could walk in secrecy for confession.

**Rachol Seminary:** Situated just off the banks of Zuari River, 12 kilometers from Margao in South Goa. In 1521 the Portuguese, in their 20 customary fashions first built a church, then a prison, later in 1574-1610 a seminary to impart philosophy and theology. It is in this seminary that the museum of Christian Art is housed.

## TEMPLES

**Shri Bhagwati:** 28 km from Panaji in Pernem Taluka. The Temple, situated by the side of the main road, is said to be more than 500 years old. Two life size images of elephants in standing position made of black stone on either side at the entrance welcome the visitors. The Goddess Bhagwati Asthbhuja in a standing position on a high pedestal is very imposing. Dussehra is celebrated with gaiety from Ashwin

Shuddha Pratipada to Poornima, when over 25 thousand devotees assemble at the temple.

***Rudreshwar Temple at Harvalem:*** Located in Bicholim Taluka at a distance of 45 km from Anaji, the temple of Rudreshwar is half a km away from the rock-cut caves of Harvalem where the ancient linga of Rudreshwar is venerated. The idyllic Harvalem waterfall is close by. The image of Rudreshwar is facing the waterfall. The festival of Mahashivratri draws big crowd. However, the temple assumes importance as Hindus perform rites for the dead here.

***Shri Mahadeo Bhumika at Sal, Bicholim:*** Situated a distance of 25 km from Mapusa, temple complex has beautiful natural surroundings. The three-day festival of 'Gades' which begins on Phalgun Purnima draws big crowd. The devotees believe that people can have the darshan of 'Devchars' during Gade Festival.

***Morjaee Temple at Morjim:*** Situated at Morjim in Pernem taluka this ancient historical temple complex is situated amidst natural surroundings. The main festival is "Kalas Utsav" which is celebrated once in every three, five, seven or nine years. The duration of the festival is nearly a month beginning from Phalgun Shuddha Panchami. The concluding seven days is a big religious and cultural affair when people not only from Goa but also from Sindhudurga to Karwar assemble in large number. Other festivals are Gudi Padwa, Dussehra, annual Zatra, "divzam" and Ghodemodni.

***Brahma Temple:*** 7 kms from Valpoi, in the village of Brahma Carambolim. This shrine belongs to the 5th century A.D. It is one of the few temples dedicated to Lord Brahma found in India.

***Shri Chandranath:*** 45 km it is situated on the top of 350 meters high hill of Chandranath Paroda, Quepem. Chandreshwar was the titular deity of Bhoja kings who ruled South Goa before the Christian till the middle of 8th century. They had named their capital Chandrapur after deity. Shivalinga is carved out from the rock, which oozes whenever rays of full moon fall on it. The temple is so designed that Linga receives moonlight on every full moon. The temple commands a panoramic view and its surroundings are enchanting. The temple's ancient chariot is well known for its woodcarvings.

***Shri Damodar.*** 22 km from Margao at Zambaulim-Sanguem, situated in picturesque surroundings on the banks of river Kushavati, popularly known as Panti. Near the temple, the river is regarded particularly holy and is said to have medicinal properties. The Hindus and Christians alike worship the deity. A weeklong celebration of Shigmo is packed with programs, which include a colorful pair, exchange of gulal, collective meals and presentation of shows on popular legends and folk culture. The deity was originally in Margao.

***Shri Datta Mandir:*** 37 km at Dattawadi, Sanquelim, and 40 km from Margao. The century old temple of trimurthy (Hindu) has a backdrop of a beautiful hillock covered with dense groves of areca palms. The most important festival, which is attended by devotees from all over Goa, is Datta Jayanti which falls in the month of December. The deity is believed to have cured many people of unsound mind. The entire interior consists of white marble.

***Shri Devkikrishna-Ravalnath:*** 17 km at Marcela, Ponda, is popularly known as Pisso Ravalnath. The most important festivals are "Malni Purnima" in the month of Pausa (January).

***Shri Gomanteshwar Devasthan Brahmapur:*** It is situated near Ela farm at Old Goa. Mahadev was worshipped during the days of Kadamba kingdom in Goa. Madan Tirtha Goraksha Math etc. still remind the glory of the place.

***Shri Gopal Ganapati:*** 26 km from Panaji at Farmagudi, Ponda, amidst beautiful natural surroundings near Bandora. The Portuguese Viceroy attacked the fort of Ponda in October, 1683 but had to beat a hasty retreat at the sudden appearance of the Maratha King Sambhaji with a large army. Farmagudi commemorates this event. The stone image of Gopal Ganapati was discovered by Herdsmen while grazing cattle near the hill and later installed in a small shrine with a thatched roof. The temple built by late Shri Dayanand Bandodkar, the first Chief Minister of Goa has the idol, made of metal alloy, consecrated on April 24, 1966. It is a good specimen of Indian temple architecture synthesizing both ancient and modern.

***Shri Kalikadevi:*** 14 km from Mapusa at Kansarpal. It is said to be about hundred years old. Divided into two outer halls, supported with seven rows of four pillars, has a stage to perform dramas on festive occasion. The inner shrine contains the revered image of the Goddess, 'Kali' a fierce form of Devi. Agrashalas (rest house) surrounding the temple provide facilities for lodging to the devotees.

***Shri Kamakshi Saunasthan Shiroda:*** 40 km from Panaji, according to mythology, Shri Kamakshi, was brought from Kaurang (Kanchi).

***Temple of Shri Mahadev at Tambdi Surla:*** 66 km from Panaji in Sanguem Taluka at the foot of the Ghats, is the only specimen of Kadamba-Yadava architecture (14th century) in basalt stone preserved and available in Goa. A memorable road connects Sancordem to this temple complex.

***Shri Mahalaxmi:*** Situated in the village of Bandode, about 4 km from Ponda, it is considered the abode of the original Goddess of the Shakti cult. The Sabhamandap has a gallery of 18 images, out of 24 images of emanatory aspects of Bhagvata sect, which is considered one of the few galleries of wooden images of Vishnu in India. The image of Mahalakshmi has a close resemblance to that of Mahalakshmi at Kolhapur, the

main centre of worship, Her special feature is that she wears a linga on her head and is considered a peaceful or Satvik form of the Devi. The Goddess Mahalakshmi was worshipped by the Shilahara rulers (750-1030 A.D.) and the early Kadamba Kings of Goa.

**Shri Mahalsa:** At Mardol, 1 km from Shri Manguesh temple. The deity worshipped is an attribute of Vishnu (Mohini during the fight between Devas and Asuras) Main festivals: Zatra and Navaratra.

**Shri Mallikarjun:** 40 km from Margao at Canacona, the southernmost Taluka of Goa, is believed to have been constructed during the middle of 16th century by ancestors of the Kshatriya Samaj. It was renovated in the year 1778. The temple has massive wooden pillars with intricate carvings. There are 60 deities around the temple. Rathasaptami has festivals in Feb. where as Shigmotsav has in April, which draw large crowd.

**Shri Manguesh:** 22 km from Panaji (26 km from Margao) at Priol- Ponda Taluka. It is located on a hillock surrounded by lush green hills. Though small, it has an air of distinctive elegance. Its lofty white tower at the entrance is a landmark of the countryside. This is a temple dedicated to Lord Shiva.

**Shri Naguesh:** Dedicated to Lord Shiva, is situated in the village of Bandode, about 4 km to the east of Ponda. The temple Sabhamandap has a gallery on both sides that contains exquisite specimen of intricate woodcarvings of the events of Ramayana on one side and wooden images of Astadikpal and Gandharva on the other.

**Shri Navdurga Saunsthan:** 34 km from Panaji at Borim (12 km from Margao) The deity of Goddess Navdurga was originally brought by Brahmins of Karad to Goa. The deity was later transferred from Benaulim in Salcette to its present site at Borim.

**Shri Navdurga at Madkai:** 28 km from Panaji. The annual zatra is celebrated in November.

**Shri Ramnath:** 33 km from Panaji in Ponda Taluka. Besides the shrine of the main Ramnath deity, it has four small temples of Shri Laxminarayan, Shri Shantadurga (Sateri), Shri Betal and Shri Sidhanath. The five together, constitute Shri Ramnath Panchayatan. The legend in mythology says that Rameshwar is the original abode of Lord Ramnath.

**Shri Saptakoteshwar:** 37 km from Panaji at Narve-Bicholim, was a favored deity of Kadamba Kings. Its original temple was situated in the island of Diwar. The Portuguese destroyed it and the idol was shifted to its present site at Narve (Bicholim), Many years afterwards in 1668 A.D. Chhatrapati Shivaji ordered renovation of this temple at the present site during one of its campaigns to oust the Portuguese. The linga worshipped in this temple is faceted and is known as 'Dharalinga'.



***Sapteshwar-Bhagvati Temple at Mandrem:*** Situated 17 km from Mapusa in Pernem Taluka, the complex has five temples, main temples being of Shri Septeshwar and Bhagavati. Other temples are Narayan, Ravalnath and Satpurush. Dassehra, Zatra, Bhajani Saptah are the main festivals. The temples were renovated some years ago.

### **TAPOBHOOMI**

Born under the divine inspiration of his Holiness Haturli Mathadhish shrimad Brahmanand Swamiji, the Tapobhoomi Complex at Kundai has now become a centre of pilgrimage to the students of Hindu culture and religion, spread over an area of 10,000 sq mt. This centre of Param Pujya Padmanabh Shishya Sampradaya harbors a number of projects, a unique Datta mandir, Sanskrit Pathshala, Dhyaan Gufa (Chamber for meditation), Ayurveda Centre, Yoga Anusandhan Kendra, Bhajani Vidyalaya, Bhaktoddhar Library, etc.

His Holiness Brahmanand Swamiji, who is the head of Haturli Muth has rendered yeomen service to uplift poor, downtrodden people in the last two decades. While propagating the Bhakti movement in this holy land, he has salvaged poor and middle class from dwelling into the clutches of vices such as drinking, gambling, drug-abuse etc. It is solely because of Swamiji's guidance that thousands of young people have been able to walk in the right direction

Tapobhoomi has been set up to educate mankind about its duties and responsibilities. It has been set up to spread the message of divine love and compassion. It is indeed a temple of humanity, standing firm on the foundation of devotion i.e. Bhakti.

***Shri Shantadurga:*** 33 km. Sumptuously built at Kavlem, is dedicated to Shantadurga, the Goddess who mediates between Vishnu and Shiva. Has a rich and beautiful Garbhakuda or the holy of holies where the deity is kept. The deity was shifted from Kelsi. Agrashalas.

***Shri Shantadurga:*** 14 km from Mapusa at Dhargal, Pernem. When all the temples in Bardez were destroyed by the Portuguese, this Goddess was reestablished at Sanquelim. It was at the time of the notorious Portuguese inquisition in Goa. Therefore, in 1550 A.D. this Goddess was taken to Dhargal in Pernem Taluka that also formed part of Sawantwadi principality. The 'Zatra' of this Goddess is held in the month of December. The temple has beautiful natural surroundings.

***Shri Shantadurga (Kunkolienkarin):*** 18 km from Margao, at Fatorpa (Quepem). Originally from Cuncolim village in Salcete Taluka, the Portuguese removed the Goddess to Fatorpa in 16th Century during religious persecution. The annual zatra, in the month of Pausha Shuddha Navami, attracts devotees from all over Goa.

***Shri Vitthal Mandir:*** 41 km from Panaji situated at Vithalwaddi, Sanquelim. Shri Vitthal is the ancestral God of 'Ranes' who had put up prolonged memorable resistance

to Portuguese rule. The main festival is Chaitri (April), is a lavish affair for the people miles around.

**Shri Devi Sharvani:** Vitthal Maharudra Panchayatan rudra the complex comprise of temples of Jagrut Swayambhu Goddess Sharvani, Mahadev and Vetral with his life size image of stone and other deities. It is situated in scenic surroundings at Advolpal in North Goa, 24 km from Assonora on Pirna main road. Goddess is known for fulfilling the vows of her devotees through Kaul Prasad who also perform Tulbhar to propitiate her. Thousands of devotees throng on vardhapan day, Divja zatra day and annual zatra day in November/December when procession of Goddess is taken out in decorated chariot.

**Saunsthan Gokarn Portugali Jeevotam Math:** Located at Partagali village on the banks of the sacred rivulet Kushavati, this math established by Shreemad Narayanateertha Swamiji in the year 1475 A.D. has an uninterrupted tradition of 23 Swamijis. This is an ancient Math of the Gaud Saraswat Bhrahmin Vaishnav Community, which maintained contact with the scattered members of the community. The symbol representing the spiritual movement carried on by the Math for over 500 years is one of the few huge ancient Vatavriksha (Banyan tree) which is about 200ft x 225ft and is considered a Tapasya Kshetra for over a thousand years. The people of Partagali and adjoining area worship Vatavriksha and the Ishwar linga, which is situated in front of it. This place is popularly known as Bramhasthan. Portugali is being developed into a centre of culture and learning, without in any way tampering with its glorious traditions.

**Shri Saunsthan Goudpadacharya Kavle Math:** This Math is a brilliant heritage of Goud Saraswat Smarth Community with branches all over India. This Math situated at Kavalem, in Ponda taluka is named after historic seer and exponent of the Advaita system of Vedanta. The Math was shifted from Cortalim in the year 1630 during the inquisition period and re-established by Shrimad Satchidanand Saraswati Swamiji.

## MOSQUES

**Jama Masjid:** (26 km from Margao, at Sanguem). Built in the 1<sup>st</sup> century, the Jama Masjid was completely renovated in 1959. The new structure is remarkable for its harmonious proportions and elegant simplicity. It has four minarets at the entrance facade is flanked by two elegant turrets surmounted by pillared kiosks. A Dom-shaped kiosk rises in the centre of the four minarets. Festivals are celebrated here with due solemnity.

**Safa Masjid at Ponda:** The Safa Shahouri Masjid, the biggest and most famous of the 27 mosques in Ponda taluka was built in 1560 by Ibrahim Adilshah of Bijapur. Adjacent to the mosque is a well-constructed masonry tank with small chambers with 'Meherab' designs. The mosque and the tank were formerly surrounded by an extensive garden with many fountains. They were all

destroyed during the Portuguese rule. The two major festivals Id Ul-Fitr and Il-Ud-Zuha are celebrated at this mosque with great pomp and are attended by a large number of people.

## BEACHES

### *Beach Tourism of Goa*

The most comprehensive beach resort in the country, Goa's coastline provides endless sun drenched crescents of sand. Vagator, Anjuna, Baga, Calangute and Candolim stretch out in an unbroken palm fringed line. Other beaches are at Miramar and Colva. Parasailing, yachting, windsurfing, and deep sea diving are some of the more popular water sports, facilities for which are available. There are 29 beaches in Goa. Among them Candolim Beach, Baga Beach, Sinquerim Beach, Bambolim Beach, Arambol Beach, Vagator Beach, Benaulim Beach, Palolem Beach, Agonda Beach, Mobor and Cavelossim beaches are famous and an increasing number of tourists visit these beaches every year.

- ❑ **Calangute Beach:** 16 km. This is called the Queen of Goa beaches and is the most popular holiday resort in Goa for its scenic splendor. Excellent accommodation facilities are available, particularly at the tourist resort and cottages.
- ❑ **Colva Beach:** About 6 km from Margao, Colva beach is the pride of Salcete and the only rival to Calangute by its scenic splendor. Here sand, sea and sky blend in enchanting natural harmony un-spoilt by men. This place has good accommodation facilities.
- ❑ **Dona Paula:** (7 km) An idyllic picturesque spot. Commands a fine view of the Zuari River and Mormugao Harbour. Water skittering facilities are available here.
- ❑ **Miramar:** (Gaspar Dias), (3 km) A lovely golden beach of soft and girdled with palm trees facing the blue Arabian Sea, is the nearest to Panaji.
- ❑ **Anjuna:** (18 km) A popular beach area adjacent to Chapora Fort. In Anjuna there is magnificent Albuquerque mansion built in 1920, flanked by octagonal towers and attractive Mangalore tiled-roof.
- ❑ **Vagator:** (22 km) It is popular beach dominated by Chapora Fort to the north, on its imposing head land. To the south of vagator is Calangute beach.
- ❑ **Arambol Beach:** (50 km) A unique beach in the North Goa, is both rocky and sandy beach and much sought after. It has a sweet water pond right on the shore.
- ❑ **Agonda:** (about 37 km from Margao). A small, picturesque and secluded beach much sought after for its serenity.

- ❑ **Palolem:** about 37 kms from Margao. Just west of Chaudi, it is one of the most enchanting beaches in Goa relatively deserted, with backdrop of Western Ghats, It is situated in Southern Taluka of Canacona.

## **WILD LIFE SANCTUARIES**

**1. Bhagwan Mahavir Wildlife Sanctuary:** Situated along the North-East border of Goa at Molem, about one and a half hours journey from Panaji along Panaji - Belgaum National Highway, the Bhagwan Mahavir Wildlife Sanctuary covers about 240 sq km of thick forest clad slopes of western ghats and is the biggest of the three sanctuaries of Goa. The sanctuary is rich in wildlife. It is a paradise for bird watchers. Besides flora and fauna there are many important geological and historical feature in this sanctuary. Dudhsagar falls, about an hour's journey from Molem by train, is a feast for the eyes. "Devil's Canyon" is another beautiful geological spot. The famous Tambdi Surta temple is about 13 km from Molem. The Directorate of Tourism has built comfortable cottages and dormitories for tourists. Entry fee is Rs. 10/- per adult, Rs. 5/- per child and Rs. 3/- per student.

**2. Bondla Forest:** (5 km) It is one of the three wildlife sanctuaries of Goa. More than a sanctuary, it is an ideal jungle resort and a major attraction for school going children and nature lovers, its mini zoo, sprawling deer park in natural habitat, botanical and rose garden attract people throughout the year. Comfortable cottages are available here for tourists. The Zoological Park and gardens remain closed on Thursdays. 53 kms., 38 kms. from Margao. It is the smallest of the three wildlife sanctuaries of Goa. More than a sanctuary it is an ideal jungle resort, a major attraction

for school going children and nature lovers. Its mini zoos, sprawling deer park in natural habitat, botanical and rose gardens attract people through the year. Comfortable cottages' are available here for tourists. The Zoological Park and garden at Bondla remain closed on Thursdays. Entry fee Rs. 5/- per adult and Rs. 2/- per child

**3. Cotigao Wildlife Sanctuary:** The second largest of the three wildlife sanctuaries in Goa, with an area of 105 sq km is located at about 60 km from Panaji, in Canacona taluka in South Goa, nearly 3 km off the Panaji - Mangalore National Highway No. -17. It is covered with dense forest and varied wildlife, fauna and reptiles. The ancient Jeevottam Partagal Math, noted for Vedic studies, lies in the vicinity of the sanctuary.

**4. Salim Ali Bird Sanctuary:** Spread over 1.78 sq km and located at the western tip of the island of Chorao along river Mandovi near Panaji, it is fully covered with mangrove species. Varieties of local as well as migratory birds frequently visit this sanctuary. This sanctuary can be visited any time of the year with the permission of the Chief Wild Life Warden. Forest Department, Junta House, Panaji-Goa. The sanctuary is approachable by walk after crossing over by ferry from Ribandar to Chorao. There are some private parties who can take tourists around in their canoes fitted with outboard motors.

## OTHER PLACES OF INTEREST

***Aguada Fort:*** (18 km) Built by the Portuguese in 1609-1612, to command the entry into the river Mandovi, in order to protect Old Goa from potential enemy attacks. A spring within the fort provided water supply to the ships that called there. The fort houses presently the central jail. A lighthouse is situated nearby. The visiting hours of the fort is from 16.00 to 17.00 hrs.

***Dudhsagar Water Falls:*** 60 km (10 km from Colem railway station) (Accessible by train only). Water plummets hundreds of feet in large volume, in cascades, forming one of the most spectacular of all natural phenomena in Goa and a lifeline of our ecosystem in one of our sanctuaries. A popular destination to hikers and trekkers, Goa Tourism Development Corp. Ltd. organizes tours by train to Dudhsagar. 60 kms. (10 kms. from Colem Railway Station) is accessible by train only. Water plummets hundreds of feet in large volume, in cascades, forming one of the most spectacular of all natural phenomena in Goa and a lifeline of our ecosystem in one of our Sanctuaries. A popular destination to hikers and trekkers. It is also accessible by jeep (4 wheel drive) route (14 kms) through the Bhagvan Mahavir Sanctuary. However, one needs to obtain permission in advance from the Department of Forests at Junta House, Panaji.

***Kesarval Springs:*** (22 km) The spring emerges from hard and compact rocks and people bathe in its water with strong belief that it has medicinal properties.

***Mayem Lake:*** (35 km) Surrounded amidst rolling green hills is an ideal picnic spot. Good accommodation facilities are available in Cottages. Boating is done in the lake.

***Natural Harmony:*** (Open: 10 to 18 hrs daily) Located at Loutulim, 10 km from Margao is a monolithic stylized sculpture showing Greco-Roman influence. Completed in September 1994, it is fourteen meters long and five meters wide and is considered the longest sculpture in India. Near the Natural Harmony is "Ancestral Goa" a mock-up Goan village dating back a century ago. Flanking this is the handicrafts fair with rural stalls displaying various local artifacts and folk-arts. Nearby, there is also a spice yard and a "Big Foot" which is a dance floor in the shape of a giant footstep. the longest monolithic sculpture in India measuring 14x5 meters which makes this a must see place for every visitor. Sculpted in Greece-roman style, in a record time, this horizontally etched, Sant Mirabai playing the entire found its way into the Limca Book of Records.

***Ancestral Home:*** With immense Heritage potential for tourists, belongs to Mrs. Sara Fernandes, situated at Cotta in Chandor. Casa Araujo Alvares heritage home at Loutolim belonging to late Adv. Eufermiano Araujo Alvares is 250 years old. Visiting hours : 9.00 a.m. 6.00 p.m.

### CHAPTER-III

## TOURIST SPOTS OF GOA



## TOURIST SPOTS OF GOA

As per the terms and references of this survey our study team has identified Taluka wise tourist spots. These are as under:

### **1. Pernem Taluka**

Querim Beach  
Tiracol fort  
Arambol Beach  
Alarna Fort & Alarna Temple  
Mandrem Beach  
Shri Shantadurga Temple  
Morjim Beach.

### **2. Bardez Taluka**

Vagator Beach  
Chapora Fort  
Anjuna Beach  
Aguads Fort  
Baga Beach  
Carjuem Fort  
Calangute Beach  
Our lady of Miracles Church  
Candolim Beach  
Pomburpa Springs  
Singuerim Beach  
Reis Magas Fort  
Coca Beach.

### **3. Bicholim Taluka**

Kansarpal Temple  
Sirigao Temple  
Bhagwan Math  
Bicholim Masque  
Shri Datta Mandir  
Shri Saptakoteswar Temple  
Arvalem Waterfalls  
Narve Springs.

**4. Satari Taluka**

Brahama Temple  
Nanus Fort

**5. Ponda Taluka**

Marcela Temple  
Bhoma Temple  
Farmogudi Temple,  
Mangueshi Temple  
Safa Masjid  
Mahalsa Temple  
Bondla Wildlife Sanctuary  
Mardol Temple  
Veling Temple  
Marcaim Temple  
Nagueshi Temple  
Ramnath Temple  
Shantadurga Temple  
Shri Kamakshi Temple.

**6. Teswadi Taluka**

Miramar Beach  
Vainguinim Beach  
Lake & Bird Sanctuary  
Siridao Beach  
Cabo Raj Bhawan  
Dona Paulo Old Goa  
Charao Island  
Divar Island  
Pilar Seminary.

**7. Mormugao Taluka**

Marmugao Harbar  
Resarval Springs  
Cambariem Island  
Church at Sancoale  
Dabolim Airport  
Arossim Beach  
Pequeno Island  
Vtarda Beach  
Bogmalo Beach  
Velsao Beach.



**8. Salcete Taluka**

Majorda Beach  
Lautulim Ancestral Goa Big Foot  
Betalbatim Beach  
Rachal Seminary & Museum  
Colva Beach  
Chandar Fort  
Benaulim Beach  
Chandeshwar Bhutnath Temple  
Varca Beach  
Chandranath Hill & Temple  
Cavelassim Beach  
Temple at Cuncolim  
Mabar Beach.

**9. Quepem Taluka**

Shantadurga Temple  
Betul Beach  
Canaguinim Beach.

**10. Canacona Taluka**

Cabo De Rama Fort  
Agondo Beach  
Palolem Beach  
Goandongri Mallikarjun Temple  
Partagal Math  
Cotigao Wildlife Sanctuary.

**11. Sanguem Taluka**

Tambdi Surla Temple  
Bhagvan Mahavir Wildlife sanctuary  
Dudhsagar Waterfalls  
Masque at Sanguem  
Rivona Fort  
Netravali Lake  
Mamai Devi Temple  
Damodar Temple.

## CHAPTER-IV

# RESEARCH DESIGN & METHODOLOGY



## RESEARCH DESIGN AND METHODOLOGY

The research design and methodology for this survey have been finalized keeping in view the major objectives and scope of the study. The research design consists of an initial desk research followed by an extensive field survey, which is a combination of both census and sample survey. For conducting this survey the Department of Tourism, Government of India has provided the survey instruments i.e. questionnaires. The data were collected from the field and also from different sources.

The information / data gathered by both primary and secondary sources have been analyzed through different statistical packages like STATA, SPSS & SAS. On the basis of that different reports have been generated.

### 4.1 OBJECTIVES OF THE SURVEY

Given the terms of reference, the main aim of the survey is to prepare a statistical database on Goa tourism. It is hoped that this study will help the policy makers and planners to formulate new policies and programs and also to execute a sustainable development scheme by optimizing the manifold physical as well as human available resources of the state.

Besides the main objective of the survey there are some additional specific objectives. Which can be listed as follows:

- To identify the entire major tourist places of Goa.
- To estimate the existing physical facilities/infrastructure in the state, which include,
  - To prepare a list of accommodation units like hotels, guesthouses, dharmasalas etc.
  - To compile information on the number of hotel rooms and beds, employees in these hotels.
  - To estimate the transport facilities available in the state.
  - To estimate and evaluate the availability of other support services and essential services in the state,
- To collect information about the number of tourist (both domestic and foreign), who visited Goa. And also to compile detail information about tourists (both) staying in the existing accommodation units -each month, including their nationality, and other demographic profile.
- To conduct a sample survey of both domestic and foreign tourists to know;
  - Their purpose of visit,
  - Their group structure,
  - Their detail socio-economic profile

- Factors which influenced them to visit the place,
- Their expenditure pattern,
- Their perception and expectation.

The tourist survey will provide a sound basis for future marketing and business development by;

- Identifying the profile and origin of visitors/customers,
- Examining their behavior at the attraction or destination points,
- Evaluating the effectiveness of marketing activity,
- Assessing quality of service and levels of customer satisfaction,
- Testing reaction to new or proposed products, services or promotional materials,
- Measuring awareness and perceptions amongst 'non-visitors',
- Quantifying the economic impact of existing or proposed facilities and major events.

The Survey report will be able;

- To assess the Government of Goa's role in the development of tourism, their total investment in past plans and the rate of return from the tourism industry in Goa.
- Finally to evaluate the impact of tourism on employment generation, other socio-economic and cultural aspects of the state.

## **4.2 SCOPE OF THE SURVEY**

This study intends to provide a clear understanding of tourism in the state of Goa. It will mainly prepare a database on the tourism industry of Goa.

## **4.3 AN INITIAL DESK RESEARCH**

An initial desk research had four jobs to do:

- Checklist Preparation
- Database Preparation
- Sampling
- Preparation of survey instruments-questionnaires (The Ministry has provided)

### **4.3.1. Check-List**

- ❖ Historical data
- ❖ Demographic data
- ❖ Socio-economic & environmental data
- ❖ Transport facilities details
- ❖ Accommodation units inventory—which includes hotels-all types, guest houses, & dharmasalas
- ❖ Local Market database

- ❖ Details related to tourists stay and food
- ❖ Total expenditure incurred in the past by Government of Goa and revenue earned through Tourism.
- ❖ Employment data – related to the tourism sector only.
- ❖ Tourist data— total number, nationality, annual income , expenditure on different headings /pattern during the trip.

#### **4.3.2 Data Source**

In order to develop the Tourism - Database, the data have been collected from the following sources:

1. Department of Tourism Goa.
2. Public Works Department.
3. Census Report from Govt. of India.
4. Survey of India.
5. District Panchayat Office.
6. State Police Department.
7. Department of Land Records and Revenue.
8. NIC.
9. Goa Hotel Association.
10. Goa Travel Association.
11. Bus Transport.
12. Railway.
13. NGOs.
14. Books and Publications.
15. Published literature of different tourism related organizations.  
e.g. Hotel Guide of India/Goa, Indian Hotelier and Caterer Guide, etc
16. Survey Reports of Hotel Review And Survey Committee, Hotel Classification Committee Report.

#### **4.3.3 SAMPLING**

As mentioned earlier, the survey is a combination of both census and sample survey. The survey has covered all the sectors related to Tourism, which includes the tourists (both domestic as well as foreign), all the accommodation units (hotels- guest houses, dharmasalas), restaurants and eateries, transport services, tours and travel agent, souvenir/ handicraft shops and other supportive services.

## Sampling for Tourists

The sampling procedure adopted for the tourists is described below:

For doing sampling for all the tourists, it becomes necessary to know the number of tourists coming to Goa. As it is almost impossible to know the exact figure before conducting the survey, the Government of Goa's tourist figures for the year 2004 have been used for sampling purpose.

As per the Department of Tourism, Government Of Goa, 20.85 lakh domestic and 3.63 lakh foreign tourists (total 25 lakhs approximately) visited the state in the year 2004. The total sample to be surveyed was:

- 2% of domestic tourists i.e around 42, 000 and;
  - 5% of foreign tourists i.e. around 18, 000 of Goa
- (Total approximately 60,000 tourists were targeted for the survey)

The details of the samples survey is given in the following tables:

**Table 4.1 Sample sizes of Tourists**

S.No.	Taluka	Domestic	Foreign	Total
1	Pernam	761	229	990
2	Bardez	8403	5500	13903
3	Bicholim	937	379	1316
4	Satari	759	372	1131
5	Ponda	2138	245	2383
6	Teswadi	11226	4163	15389
7	Mormugao	4998	1233	6231
8	Salcete	10450	4939	15389
9	Quepem	842	209	1051
10	Canacona	922	473	1395
11	Sanguem	564	258	822
	Total	42000	18000	60000

For ensuring coverage of all segments of tourists visiting Goa, the survey of both domestic and foreign tourists was conducted at all the places where they were likely to be present during their visit. Those places are:

- ❑ Arrival/ departure points: airports, railway station, bus terminals, and ports/boat terminals.
- ❑ Places of doing reservation (like rail reservation centre, airport etc.)
- ❑ Accommodation units like hotels, guest houses, dharmasalas
- ❑ At the place of Tour's and travel agencies
- ❑ Tourist information centers
- ❑ Restaurants and eateries
- ❑ Handicraft shops
- ❑ Tourist spots
- ❑ Temples/churches/etc

### **Sampling Methods: -**

The survey team has applied three different types of sampling methods for both domestic as well as foreign tourists.

#### **Case-I---Tourists at the accommodation units**

PPS Methods: -(Probability Proportionate Sampling Method)

This method has been applied for sampling tourists at the accommodation units. As per our plan we have collected data from  $1/5^{\text{th}}$  of the total accommodation units of Goa - which are approximately 100. Those units have been selected by a three stage stratified Random Sampling following the PPS (Probability Proportionate Sampling) Method. This method has ensured us getting a representative sample spread evenly across all the accommodation units of Goa.

In order to do sampling through PPS method –all the accommodation units were arranged in an official order. To get a constant the total no was divided by 100(the proposed sample.) Here it was 5. A random number smaller than 5 was drawn and the unit against whose cumulative total this number occurred first selected. Subsequent accommodation units were selected by adding the constant each time to the random number. And finally a list of sampled accommodation units was prepared for the purpose of the tourist's survey.

The second step was to select the respondents. For that RHR (Right Hand Rule) method was followed at the time of data collection. Each investigator was trained to choose room / tourist in 1:5 ratio i.e. 20% of the total tourists present in that accommodation unit. He was also advised to interview either the 4<sup>th</sup> or the 6<sup>th</sup> room/tourist if he/she would fail to interview the 5<sup>th</sup> one. In each room he/she would be asking only one person preferably the main (the head of the family in case of family and/or the group leader in case of groups). But at the same time he/she would be taking care of other factors also.

The tourist survey was conducted for 12 months from April 2005 to March 2006.

Based on initial desk research (After reviewing the past records of all the accommodation units) a tentative sampling plan was made as under.

Total no of hotels in Goa=500

The average bed capacity per Accommodation Unit is =40

Average tourist per day/ per accommodation unit (60% of the total seats)=25

Sampled tourists per accommodation unit will be(20% of the tourist present)  $20\% \times 25 = 5$

Sampled hotels are (20% of 500)=100

Survey will be 4 times in a month and the survey will be for 12 months

Thus the total sampled tourists of all the accommodation units will be

$$= 100 \times 5 \times 4 \times 12 = \mathbf{24,000}$$

This is around 40% of the total tourist sample.

***Case-II -----Tourists at the Tourist sites (where there will be entry pass system)***

Systematic sampling method was used at the tourist sites (***wherever there was a system of entry pass/ticket -not at the sea beach***)) to conduct the tourist survey. For this purpose, field investigators stood at the entry points or at the ticket counters of each tourist site. They were trained to choose tourists at 20:1 ratio. There was no hard rule in counting the tourists. He could take 21st, 22nd, 23rd or 16th, 17th, 18th, 19th tourist. Interview days were arranged to coincide seasonal peaks. Survey was conducted on one Monday, One Tuesday, One Wednesday, One Thursday, One Friday, One Saturday & One Sunday in a month in each location (not consecutively) and 12 big festivals days (which have been selected randomly from the list of festivals) of Goa. The survey was also conducted on hourly basis in all weekdays, which means surveyor collecting information of number of tourists visiting tourist place starting morning 6 AM – 8.30 AM on Monday, 8.30AM – 10.00 AM on Tuesday, 10 - 11.30 AM on Wednesday, and so on till 11.30 PM in night in a particular tourist place. (Each phase was for 2 & 1/2 hrs)

The total sample is as follows:

Field survey was conducted at around 30 tourist sites of Goa

Survey was conducted for Total 7 weak days +12 festival days=19 days

Each single day per single tourist site approximately 30 persons interviewed

(approx if 600 tourists visit per site/per day then 5% of it will be (20:1))

So total sample size was =  $30 \times 19 \times 30 = 17,000$

***Case-III -----Tourists at the sea beach, arrival departure points, fairs/festivals, restaurants, handicraft shops, etc***

**Quota sampling method:**

As the tourists in places like railway station, airports, fairs/festivals, restaurants, handicraft shops, temples, churches etc are in a movable situation, the **quota sampling method** was adopted. Interview days were arranged to coincide seasonal peaks or with other dates of interest to the client.

In quota sampling, the population was first segmented into mutually exclusive sub-groups, just as in *stratified sampling*. Then judgment was used to select the subjects or units from each segment based on a specified proportion. It is this second step the technique of *non-probability sampling was adopted*.

Through the secondary data base research adopted for all India survey, (as mentioned in the inception report) we came to know that 80% come for vacation/pleasure, 10% are VFR (visiting friends and relatives), 5% come for business and 5% for other purposes. But after conducting the survey in Goa we found that the ratio/percentage was quite different from the previous assumption. And after two three months we came to know the exact ratio of tourists. A total of 19,000 tourists were to be intercepted at major sea beaches and non-tourist spots (Railway station, airports, fairs/festivals, restaurants, handicraft shops, temples, churches etc), as it would be a convenience sample. The number of interviews could therefore be determined on the basis of proportion of the



tourists coming for different purposes, but on the basis of quota sampling method. A total quota of 19,000 was covered.

### Sample survey for Accommodation units:

As per the TOR of the ministry of Tourism a census survey was to be conducted for all the accommodation units of Goa. The accommodation units include all types of hotels, all the Guest houses, dharmasalas of Goa. We had data about 500 accommodation units, which were listed for the survey in all Talukas of Goa in the initial months of survey. But later as the survey proceeded in the field, it was realized that the number of D-category hotels and guesthouses were many. Accordingly the list was updated regularly. The data from all accommodation units were collected on monthly basis.

**Table 4.2 No. of listed Accommodation Units during the survey**

S.No.	Taluka	Starred	Unstarred	Guest House	Others	Total
1	Pernam	2	3	4	--	9
2	Bardez	10	17	28	1	56
3	Bicholim	3	5	7	--	15
4	Satari	3	3	4	--	10
5	Ponda	2	7	15	1	25
6	Teswadi	15	22	39	3	79
7	Mormugao	5	9	18	1	33
8	Salcete	15	20	38	3	76
9	Quepem	2	5	5	--	12
10	Canacona	3	5	7	--	15
11	Sanguem	2	3	3	--	8
	Total	62	99	168	9	338

### Sample survey for Tour and Travel Operators:

PPS method was applied for sampling the Tour and Travel Operators. We have conducted survey at 1/5<sup>th</sup> of the total Tour and Travel Operators of Goa that is approximately 100 (total no of Tour and Travel Operators are around 500). Those units were selected by a three stage stratified Random Sampling following the PPS (Probability Proportionate Sampling) method. This method has ensured of getting a representative sample spread evenly across all the Tour and Travel Operators of Goa.

In order to do sampling through PPS method –all the Tour and Travel Operators were arranged in an official order. To get a constant, the total no was divided by 100 (the proposed sample.) here was 5. A random number smaller than 5 was drawn and the operator against whose cumulative total this number occurred first selected. Subsequent Tour and Travel Operators were selected by adding the constant each time to the random number. And finally a list of sampled Tour and Travel Operators were prepared for this purpose of the survey.

**Table 4.3 No. of listed Travel/ Tour Operator**

S.No.	Taluka	No. of Listed	No. of Survey
1	Pernam	20	18
2	Bardez	252	248
3	Bicholim	23	23
4	Satari	21	21
5	Ponda	35	33
6	Teswadi	260	258
7	Mormugao	85	82
8	Salcete	265	261
9	Quepem	20	19
10	Canacona	24	22
11	Sanguem	16	15
	Total	1021	1000

**Sample survey for Restaurants and Eateries:**

PPS method was applied for sampling the Restaurants and Eateries. We have conducted  $1/5^{\text{th}}$  of the total Restaurants and Eateries of Goa, which were approximately 160(as per our survey data -total no of Restaurants and Eateries are around 800). Those units were selected by a three stage stratified Random Sampling following the PPS (Probability Proportionate Sampling) Method. This method ensured us of getting a representative sample spread evenly across all the Restaurants and Eateries of Goa.

In order to do sampling through PPS method –all the names of Restaurants and Eateries were arranged in an official order. To get a constant the total no was divided by 160(the proposed sample.) here was 5. A random number smaller than 5 was drawn and the Restaurants and Eateries against whose cumulative total this number occurred first selected. Subsequent Restaurants and Eateries were selected by adding the constant each time to the random number. And finally a list of sampled Restaurants and Eateries were prepared for the purpose of the survey.

**Table 4.4 No. of listed Restaurant / Eateries**

S.No.	Taluka	Nos. Listed	Nos. Surveyed
1	Pernam	85	47
2	Bardez	388	282
3	Bicholim	112	65
4	Satari	108	63
5	Ponda	135	116
6	Teswadi	432	370
7	Mormugao	175	142
8	Salcete	436	352
9	Quepem	91	52
10	Canacona	116	66
11	Sanguem	78	45
	Total	2156	1600

**Sample survey for Souvenir & Handicraft Shops:**

PPS method was applied for sampling the Souvenir & Handicraft Shops. We have conducted 1/5<sup>th</sup> of the total Souvenir & Handicraft Shops of Goa that is approximately 160 (as per our survey data -total no of Souvenir & Handicraft Shops are around 800). Those units were selected by a three stage stratified Random Sampling following the PPS (Probability Proportionate Sampling) method. This method ensured us of getting a representative sample spread evenly across all the Souvenir & Handicraft Shops of Goa. In order to do sampling through PPS method –all the names of Souvenir & Handicraft Shops were arranged in an official order. To get a constant the total no was divided by 160(the proposed sample.).Here it was 5. A random number smaller than 5 was drawn and the Souvenir & Handicraft Shops against whose cumulative total this number occurred first selected. Subsequent Souvenir & Handicraft Shops were selected by adding the constant each time to the random number. And finally a list of sampled Souvenir & Handicraft Shops was prepared for the purpose of the survey.

**Table 4.5 No. of listed Handicraft / Souvenir Shops**

S.No.	Taluka	Nos. Listed	Nos. Surveyed
1	Pernam	45	41
2	Bardez	290	287
3	Bicholim	65	62
4	Satari	67	61
5	Ponda	121	117
6	Teswadi	390	382
7	Mormugao	148	144
8	Salcete	372	360
9	Quepem	53	47
10	Canacona	67	60
11	Sanguem	44	39
	Total	1662	1600

**REFERENCE PERIOD AND MONTH WISE SURVEY PLAN:**

The survey was conducted for a period of 12 months from April 2005 to March 2006. Month wise breakup of sample is given below. This breakup is based on the tourist season and tourist flow to Goa.

**Table: 4.6 Survey Sample**

	Tourists		Accommodation Units	Tour & Travel Agents	Restaurants	Souvenir/Handicraft Shops
	Domestic	Foreign				
April	2000	1200	500	--	--	--
May	2500	1200	500	500	800	800
June	2000	1200	500	--	--	--
July	1500	800	500	--	--	--
Aug	1500	600	500	--	--	--
Sept	3500	500	500	--	--	--

## Collection of Domestic Tourism Statistics For the State of Goa

Oct	5000	1500	500	--	--	--
Nov	5000	2500	500	300	500	500
Dec	6000	2500	500	200	300	300
Jan	6000	2000	500	--	--	--
Feb	4000	2000	500	--	--	--
Mar	3000	2000	500	--	--	--
Total	42000	18000	6000	1000	1600	1600

### THE SURVEY INSTRUMENTS / QUESTIONNAIRES:

The survey questionnaires were provided by the Ministry of Tourism, Government of India. These are given at annexure II to VII.

The main contents of the *Questionnaire for Tourists* are discussed below:

The content of the questionnaire was broadly divided into three parts.

The Ist part collected information on the main person's (the head of the family in case of family, group leader in case of group leader,)

- Age,
- Sex,
- Education,
- Principal occupation,
- Annual income,
- Nationality etc.

The part II of the questionnaire was used to collect information on:

- Their time of arrival,
- Their mode of arrival (mode of transport),
- Their purpose of travel/arrival,
- No of days they will stay,
- Their daily expenditure (approx),
- Their pattern of expenditure (approx) - expenditure on different heads, like travel, food, accommodation, site seeing, shopping, and etc.

The final part was covering information on:

- Their attitude and preference,
- Their food and accommodation preference their impression about the visit,
- Their future plan (whether they would like to visit the place again or not)

Beside the above things, there is a special section for the foreign tourists

That section is covering their interest to visit other places of India- like the Buddhist place, northeast etc.

### **Questionnaire for Accommodation Units:**

The questionnaire of the tourist accommodation, covers:

- Types of accommodation,
- Ownership of accommodation,
- Facility available in the accommodation unit,
- No of rooms,
- No of beds,
- Monthly revenue generated,
- Monthly tax paid,
- Types of tourists,
- Citizenship of tourist (in case foreigner) and
- State (in case of Indian citizen) will be done through visiting each accommodation units in the town (e.g. Panaji, Margao, Vasco-da-Gama, Mapusa, Mormugao Harbour, Pilar, Chandor).

The list of accommodation units was prepared using several sources including Department of Tourism, Government of Goa official document, hotel and resorts association of Goa, Chamber of Commerce, Goa, Income and Excise Department, Goa Government, Goa Tourism Development Corporation etc and field survey.

For the private hospitality industry stratified random sampling has been used to access the total number of private houses engaged in the tourist accommodation.

Each month 100% accommodation units were to be covered.

### **Questionnaire for the Restaurants:**

This type of questionnaire covers:

- Year of establishment,
- No of employees it has,
- Monthly revenue it generates,
- Tax it pays to the government and
- Percentage of earning from tourists

Sampled restaurants of each town are to be covered twice in a year.

### **Questionnaire for the Tour and Travel Operators:**

This type of questionnaire covers:

- Year of establishment/starting the business,
- No of employees it has,
- Monthly revenue it generates,
- Tax it pays to the government and
- Percentage of earning from tourists

Sampled tour and travel operators of each town is to be covered twice in a year.

### **Questionnaire for the Souvenir / Handicraft Shops:**

This type of questionnaire covers:

- Year of establishment/starting the business,
- No of employees it has,
- Monthly revenue it generates,
- Tax it pays to the government and
- Percentage of earning from tourists

Sampled Souvenir/Handicraft Shops of each town is to be covered twice in a year.

### **Listing Performa**

Listing Performa was designed to estimate the distribution of numbers of domestic / foreign tourists according to tourists staying in accommodation units and with friends and relatives and the day visitors. At every center the information was elicited from each and every tourists in the course of the survey period (3 - 4 days).

Besides all these questionnaires, a tentative format was used to collect information on the income and expenditure of the government from/on this tourism sector. This format covered.

### **Survey for Estimate of Income & Expenditure for Tourism Development**

**Revenues:** Data on state revenues through tourism were collected on following heads

- Entry Fee
- Entertainment taxes
- Luxury taxes
- Income through sale of tourist brochures / Guide Maps etc.
- Sale of handicrafts etc through Tourism own shops
- Govt. Aids from Central Govt. for Tourism Development

#### **Expenditures**

- Infrastructure development for tourists
- Construction & maintenance of Roads
- Landscaping
- Transport Facilities
- Pollution control
- Sewages system
- Drinking Water
- Bus Stations/shelters
- Development of beaches
- Cleaning of the city
- Salaries of the Employees

## MANAGEMENT OF FIELD SURVEY:

### *Recruitment & training of supervisors and Investigators:*

Before the beginning of the field survey, field supervisors and field investigators were appointed. All the candidates have the required qualification, language proficiency and prior survey experience.

All the field investigators and supervisors recruited for the study were given two days training on the following aspects:

- Art of listening
- Information collection,
- Procedural norms to be followed during the survey
- Instructions in interviewing techniques
- Survey procedures
  
- Detail review of each item in the questionnaire
- Ways of cross checking
- Instructions and practices to be followed on the field
- Issues which might create problems and ways of overcoming them

### *DATA Collection:*

On the basis of these structured questionnaires (as mentioned above) data were collected from the field by trained field staffs of our organization. Based on their data, quantitative and qualitative aspects of this survey have been presented in the report.

## METHODS OF ESTIMATION:

### 1) ESTIMATION OF TOURIST NUMBERS.

Total number of domestic and foreign tourists staying in accommodation units are derived on the basis of the statistics generated from the survey of accommodation units. These are the actual number of tourists since the numbers are based on cent percent coverage of accommodation units.

Let

A= the Percentage of tourists staying in accommodation units

B= the Percentage of tourists staying with friends and relatives

Then,  $A+B=100\%=X$  (the total percentage of tourists).

Here the day visitors have not been considered as tourists.

A and B will be estimated separately for foreign and domestic tourists and the relevant estimates for all tourists would be simultaneously determined by the fact that sum of domestic and foreign tourists is equivalent to all tourists.

## 2) ESTIMATION OF TOURIST EXPENDITURE.

Expenditure has been estimated in the following manner:

Expenditure of tourists is equal in a group in a group, to all the heads of expenditures added together.

Per head tourist expenditure is obtained by dividing the total expenditure (on all heads of expenditure) of all tourists by the total number of tourists.

The per head tourist expenditure (of a tourist or a group of tourists/ tourists with a family) Will be

= Total expenditure of the tourists (of a tourist or a group of tourists/ tourists with a family) / the no of tourists in that group/family

The per head per day tourist expenditure (of a tourist or a group of tourists/ tourists with a family) will be

= The per head tourist expenditure (of a tourist or a group of tourists/ tourists with a family) / the no of days tourist stays in the area.

## 3) ASSIGNMENT OF WEIGHTS:

These estimates are made center wise. Statistics related to income, expenditure, occupation, education, the perceptions on the infrastructure facilities, visits to northeastern region and Buddhist centers have been generated from the tourist survey. These are referred to as un-weighted estimates. In order to get the global estimates, the following identity should be maintained:-

$W = \text{Estimate of the number of tourists (as derived in the preceding section)} / \text{the estimated sample.}$

## DATA COMPILATION, DATA ANALYSIS & REPORT WRITING

After collecting data from the field (from all the sources), verification and coding (converting all data into numeric form) of data was done simultaneously on weekly basis. Then our data entry team was entrusted to enter these data into the computer through Fox Pro / Data Expert packages for the purpose of data analysis. On the basis of analyzed data monthly as well as quarterly reports were compiled.



## CHAPTER-V

# ESTIMATION OF TOURIST ARRIVALS



## ESTIMATION OF TOURIST ARRIVALS

In this chapter, the tourist arrivals to Goa have been discussed. In order to have a clear idea of the tourists, we have tried to present the tourist data Taluka wise. Data of both domestic and foreign tourists have been discussed separately in each and every table.

### 5.1 Estimated Number of Tourists

Name of the Taluka's	Domestic tourists no.	Foreign tourist's no.	All tourists No	Estimated Day Visitors	Total
Column-1	Column-2	Column-3	Column-4 (Column 2+Column3)		
Pernam	21063	4432	25495	2658	28153
Bardez	470351	122912	593263	62742	656005
Bicholim	19734	1512	21246	1265	22511
Satari	2727	425	3152	593	3745
Ponda	96561	4749	101310	6679	107989
Teswadi	552831	80590	633421	82455	715876
Mormugao	225849	23854	249703	23052	272755
Salcete	472367	99461	571828	58086	629914
Quepem	1939	189	2128	575	2703
Canacona	28042	9152	37194	2012	39206
Sanguem	7389	1120	8509	1585	10094
<b>Total</b>	1898853	348396	2247249	241702	2488951

**Table 5.2 Estimated Percentage of Tourists at various tourists' places-Taluka wise:**

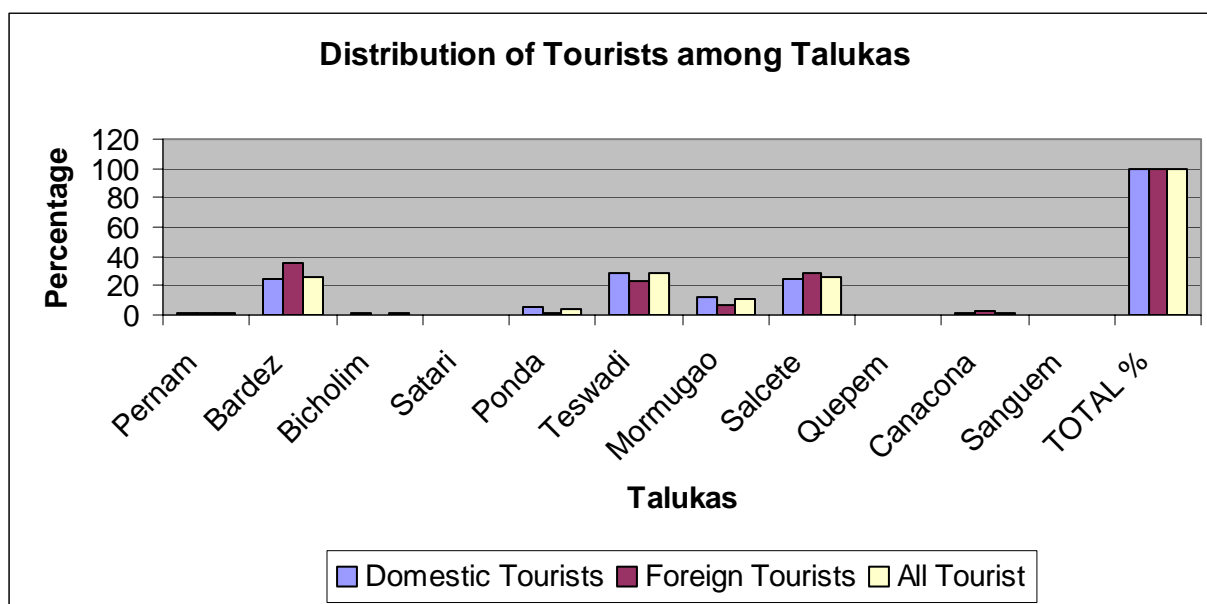
Name of the Taluka's	Domestic tourists percentage	Foreign tourist's percentage	All tourists* Percentage	Percentage of Day visitors to number of Domestic visitors
Pernam	1.11	1.27	1.13	12.62
Bardez	24.77	35.28	26.40	13.34
Bicholim	1.04	0.43	0.95	6.41
Satari	0.14	0.12	0.14	21.75
Ponda	5.09	1.36	4.51	6.92
Teswadi	29.11	23.13	28.19	14.92
Mormugao	11.89	6.85	11.11	10.21
Salcete	24.88	28.55	25.45	12.30
Quepem	0.10	0.05	0.09	29.65
Canacona	1.48	2.63	1.66	7.17
Sanguem	0.39	0.32	0.38	21.45
<b>Total %</b>	100.00	100.00	100.00	12.73

- \*Since the day-visitors are not considered as tourists, the percentage of day-visitors in the above table, have not been included in the total percentage. Their

percentages have been counted to compare this percentage with the total percentage of domestic tourists.

- For the state as a whole, the estimated number of tourists is **22,47,249**. The domestic tourists are **18,98,853** and the number of foreign tourists is **3,48,396**. It is only because of rainy season there is decrease in the number of visitors.
- The percentage of domestic tourists and foreign tourists are 84.5% and 15.5% respectively.

#### Graphical Representation: -



The tables given below present month wise tourists arrivals in each of Talukas

**Table 5.3 Estimated Numbers of Domestic Tourists**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	2175	1940	1348	972	1748	1818	2000	2483	3222	2613	276	468	21063
Bardez	48285	32470	20074	17672	33826	38646	47492	59725	53932	45915	29767	42547	470351
Bicholim	2638	1274	1481	1138	1820	1110	1093	3388	2116	1705	867	1104	19734
Satari	274	188	258	121	158	225	296	316	313	167	210	201	2727
Ponda	8136	7426	4392	4017	7694	7095	7316	10291	12335	8560	7977	11322	96561
Teswadi	50546	42039	22162	19300	41291	49409	58143	61640	69826	52197	39650	46628	552831
Mormugao	19732	16735	10981	9187	18926	20658	19134	23549	27796	21642	17624	19885	225849
Salcete	35028	39520	20199	20642	35173	39884	47585	43500	65642	46527	34314	44353	472367
Quepem	103	174	208	60	72	129	204	189	289	445	66	0	1939
Canacona	3991	2244	1897	2133	1375	1030	1056	4924	3727	4938	342	385	28042
Sanguem	377	753	191	121	1189	885	908	442	1250	593	329	351	7389
Total	171285	144763	83191	75363	143272	160889	185227	210447	240448	185302	131422	167244	1898853

**Collection of Domestic Tourism Statistics For the State of Goa**

**Table 5.4 Estimated Number of Foreign Tourists**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	226	555	301	119	121	96	250	594	1376	383	215	196	4432
Bardez	7315	9025	2909	1234	2322	3182	7914	18224	22367	18682	16416	13322	122912
Bicholim	133	61	167	60	89	39	104	363	151	196	20	129	1512
Satari	30	33	14	5	7	8	52	104	82	51	12	27	425
Ponda	535	282	234	102	110	305	665	1424	698	140	102	152	4749
Teswadi	5847	6589	2277	1079	1603	2652	7202	15227	16330	8329	7322	6133	80590
Mormugao	1724	2019	1300	513	643	766	1951	4460	5003	2043	2003	1429	23854
Salcete	5253	8152	1928	922	1819	2146	6295	13500	20204	15027	13226	10989	99461
Quepem	11	22	19	6	6	4	22	44	55	0	0	0	189
Canacona	228	823	383	156	83	122	242	555	2040	1851	1223	1446	9152
Sanguem	193	55	20	8	7	7	27	495	137	37	93	41	1120
Total	21495	27616	9552	4204	6810	9327	24724	54990	68443	46739	40632	33864	348396

**Table 5.5 Estimated Number of Day Tourists**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	200	371	310	253	261	201	123	183	229	183	142	202	2658
Bardez	5453	6150	634	495	1289	1372	5345	7966	9977	7978	6208	9875	62742
Bicholim	200	182	109	78	102	103	55	82	103	82	64	105	1265
Satari	30	32	35	24	52	62	39	58	73	58	45	85	593
Ponda	663	1051	580	383	359	416	349	535	670	536	417	720	6679
Teswadi	5051	6944	2549	1746	2178	3371	6813	10153	12716	10168	7912	12854	82455
Mormugao	1711	2644	2819	2166	2531	2661	957	1426	1786	1428	1111	1812	23052
Salcete	4009	6919	3112	2169	2416	3401	4068	6062	7592	6071	4724	7543	58086
Quepem	14	27	125	92	141	97	14	11	14	11	9	20	575
Canacona	296	466	231	176	264	198	41	61	76	61	47	95	2012
Sanguem	101	112	412	326	361	241	7	5	6	5	4	5	1585
Total	17728	24898	10916	7908	9954	12123	17811	26542	33242	26581	20683	33316	241702

**Table 5.6 Estimated Number of Total Tourists (Domestic & Foreign-Excluding Day Tourists)**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	2401	2495	1649	1091	1869	1914	2250	3077	4598	2996	491	664	25495
Bardez	55600	41495	22983	18906	36148	41828	55406	77949	76299	64597	46183	55869	593263
Bicholim	2771	1335	1648	1198	1909	1149	1197	3751	2267	1901	887	1233	21246
Satari	304	221	272	126	165	233	348	420	395	218	222	228	3152
Ponda	8671	7708	4626	4119	7804	7400	7981	11715	13033	8700	8079	11474	101310
Teswadi	56393	48628	24439	20379	42894	52061	65345	76867	86156	60526	46972	52761	633421
Mormugao	21456	18754	12281	9700	19569	21424	21085	28009	32799	23685	19627	21314	249703
Salcete	40281	47672	22127	21564	36992	42030	53880	57000	85846	61554	47540	55342	571828
Quepem	114	196	227	66	78	133	226	233	344	445	66	0	2128
Canacona	4219	3067	2280	2289	1458	1152	1298	5479	5767	6789	1565	1831	37194
Sanguem	570	808	211	129	1196	892	935	937	1387	630	422	392	8509
Total	192780	172379	92743	79567	150082	170216	209951	265437	308891	232041	172054	201108	2247249

**Table 5.7 Estimated Number of Total Tourists (All Including Day Tourists)**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	2601	2866	1959	1344	2130	2115	2373	3260	4827	3179	633	866	28153
Bardez	61053	47645	23617	19401	37437	43200	60751	85915	86276	72575	52391	65744	656005
Bicholim	2971	1517	1757	1276	2011	1252	1252	3833	2370	1983	951	1338	22511
Satari	334	253	307	150	217	295	387	478	468	276	267	313	3745
Ponda	9334	8759	5206	4502	8163	7816	8330	12250	13703	9236	8496	12194	107989
Teswadi	61444	55572	26988	22125	45072	55432	72158	87020	98872	70694	54884	65615	715876
Mormugao	23167	21398	15100	11866	22100	24085	22042	29435	34585	25113	20738	23126	272755
Salcete	44290	54591	25239	23733	39408	45431	57948	63062	93438	67625	52264	62885	629914
Quepem	128	223	352	158	219	230	240	244	358	456	75	20	2703
Canacona	4515	3533	2511	2465	1722	1350	1339	5540	5843	6850	1612	1926	39206
Sanguem	671	920	623	455	1557	1133	942	942	1393	635	426	397	10094
Total	210508	197277	103659	87475	160036	182339	227762	291979	342133	258622	192737	234424	2488951

**Table 5.8 Month wise Estimated Number of Tourists**

Months	Domestic tourists no.	Foreign tourist's no.	ALL tourists No	Estimated Day Visitors	Total
Column-1	Column-2	Column-3	Column-4 (Column 2+Column3)		
April	171285	21495	192780	17728	210508
May	144763	27616	172379	24898	197277
June	83191	9552	92743	10916	103659
July	75363	4204	79567	7908	87475
August	143272	6810	150082	9954	160036
September	160889	9327	170216	12123	182339
October	185227	24724	209951	17811	227762
November	210447	54990	265437	26542	291979
December	240448	68443	308891	33242	342133
January	185302	46739	232041	26581	258622
February	131422	40632	172054	20683	192737
March	167244	33864	201108	33316	234424
Total	1898853	348396	2247249	241702	2488951

**5.9 Distribution of domestic tourists according to the place of stay**

Name of the Taluka's	Percentage distribution			Estimated Domestic Tourists
	Accommodation units	Friends and relatives	All	
Column-1	Column-2	Column-3	Column-4 (Column2+column3)	
Pernam	93.25	6.76	100	21063
Bardez	93.94	6.12	100	470351
Bicholim	94.39	5.61	100	19734
Satari	94.62	5.76	100	2727
Ponda	92.75	7.25	100	96561
Teswadi	93.73	6.27	100	552831
Mormugao	93.27	6.74	100	225849
Salcete	94.16	5.87	100	472367
Quepem	96.39	3.61	100	1939
Canacona	87.14	12.87	100	28042
Sanguem	91.87	8.13	100	7389
Total	92.84	7.16	100	1898853

In the above table - 5.9 distributions of tourists according to the place of stay (for domestic tourists) have been discussed. A detailed breakup according to the tourists staying in different accommodation units and with friends and relatives has been estimated. As most of the foreign tourists stay in accommodation units we have not tried to categorize them separately.

- The percentage of domestic tourists stayed in accommodation units is 92.84
- Other 7.16 percent domestic tourists preferred to stay with their friends and relatives.

#### **Distribution of tourist staying in accommodation units according to type of accommodation:**

Table 5.10 presents distribution of domestic tourists staying in accommodation units according to the type of accommodation.

**Table 5.10 Distribution of Domestic Tourists by Type of Accommodation Units**

	Percentage Distribution								
Name of the Taluka's	Starred hotel	Un starred Hotel	Guest house/ rest house	Youth hostel	Dormitory	Dharmasala	Others	All	Domestic tourists
Col.-1	Col-2	Col-3	Col-5	Col-6	Col-7	Col-8	Col-9	Col-10	Col-11
Pernam	3.66	44.84	31.45	2.14	6.11	3.43	8.37	100	21063
Bardez	10.86	39.58	33.07	2.18	5.68	2.53	6.1	100	470351
Bicholim	15.77	31.96	31.79	1.67	8.22	0	10.39	100	19734
Satari	0.86	39.16	37.84	1.81	4.69	3.81	11.84	100	2727
Ponda	0.86	42.08	36.26	0.27	2.41	10.04	8.09	100	96561
Teswadi	16.66	43.33	32.44	0.27	1.53	0.06	5.71	100	552831
Mormugao	10.41	44.48	24.62	1.78	2.78	4.2	11.73	100	225849
Salcete	23.72	39.84	29.82	1.53	0.52	0.01	4.58	100	472367
Quepem	0.86	39.47	35.17	1.67	5.41	4.75	12.68	100	1939
Canacona	9.86	41.9	29.88	1.73	3.3	6.03	7.31	100	28042
Sanguem	2.6	44.47	33.82	1.95	4.31	4.25	8.6	100	7389
Total	11.46	39.58	33.22	1.65	3.08	2.61	8.41	100	1898853

- As per the survey data around 11.46% tourists stayed in starred hotels. Percentage of tourists who stayed in starred hotels is 23.72% in Salcate followed by 16.66% in Teswadi.
- Around 39.58% people stayed in un-starred hotels. Guesthouses were quite popular with almost 33% of the domestic tourists preferring as their choice of accommodation.

**Table 5.11 Distribution of Foreign Tourists by type of Accommodation unit**

Name of the Talukas	Starred hotels	Un starred hotels	Guest house/ Rest house	Others	All	Foreign tourists
Pernam	55.3	25.8	16.6	2.3	100	4432
Bardez	74.3	10.1	13.3	2.3	100	122912
Bicholim	70.8	19.7	8.4	1.1	100	1512
Satari	40.3	38.5	18	3.2	100	425
Ponda	50.3	27.9	16.3	5.5	100	4749
Teswadi	61.2	23.8	10.7	4.3	100	80590
Mormugao	65.3	18.4	13.1	3.2	100	23854
Salcete	62.5	20.5	15.7	1.3	100	99461
Quepem	38.9	32.8	25.2	3.1	100	189
Canacona	43.3	31.6	22.8	2.3	100	9152
Sanguem	37.2	33.9	25.2	3.7	100	1120
TOTAL	65.7	18	13.7	2.6	100	348396

- Majority of the foreign tourists stayed in starred hotels (65.7%) . They also stayed in un-starred hotels and guest / rest houses and their percentage are 18 and 13.7 respectively.

**Table 5.12 Distribution of All Tourists by type of Accommodation unit**

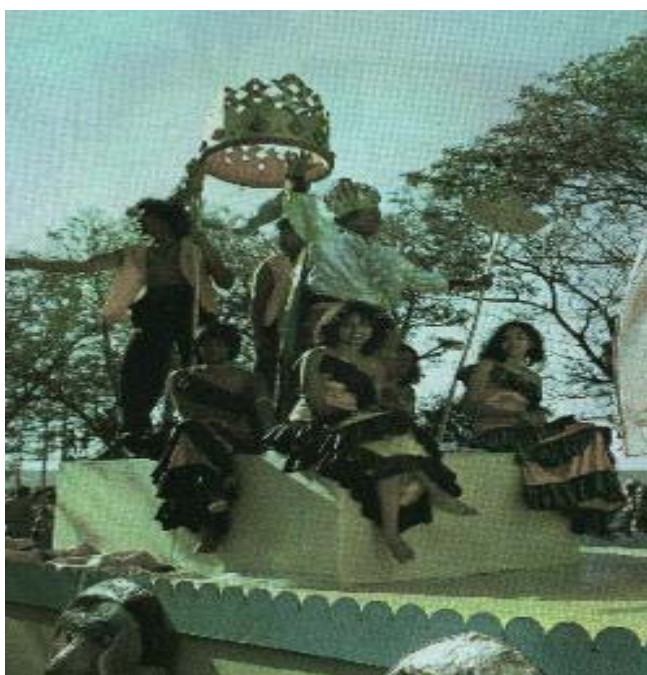
Name of the Talukas	Starred hotel	Un starred hotel	Guest house/ Rest house	Youth hostel	Dormitory	Dharmasala	Others	All	All tourists
Pernam	12.6	41.5	28.9	1.8	5.1	2.8	7.3	100	25495
Bardez	24	33.5	29	1.7	4.5	2	5.3	100	593263
Bicholim	19.7	31.2	30.2	1.6	7.6	0	9.7	100	21246
Satari	6.2	39.1	35.2	1.5	4.1	3.3	10.6	100	3152
Ponda	3.2	41.4	35.3	0.3	2.3	9.6	7.9	100	101310
Teswadi	22.3	40.8	29.7	0.2	1.3	0.2	5.5	100	633421
Mormugao	15.7	42	23.5	1.6	2.5	3.8	10.9	100	249703
Salcete	30.5	36.4	27.4	1.3	0.4	0.01	4	100	571828
Quepem	4.3	38.9	34.3	1.5	4.9	4.3	11.8	100	2128
Canacona	18.1	39.4	28.1	1.3	2.5	4.5	6.1	100	37194
Sanguem	7.2	43.1	32.7	1.7	3.7	3.7	7.9	100	8509
TOTAL	22.9	37.8	28.5	1.1	2.3	1.5	5.9	100	2247249

- 37.8 percent tourists preferred to stay in un-starred hotels followed by guest / rest houses (28.5%) and starred hotels (22.9%)



## CHAPTER –VI

# DEMOGRAPHIC PROFILE OF THE TOURISTS



## DEMOGRAPHIC PROFILE OF THE TOURISTS

In this section, profile of domestic and foreign tourists in terms of their education, gender and annual income have been analyzed.

### 6.1. Classification According to Level of Education:

Table-6.1 shows Percentage distribution of tourists according to the level of education of the head of the group:

**Table 6.1 Distribution of Tourists as per level of Education**

Level of Education	Percentage distribution		
	Domestic	Foreign	All tourists
No Education	0.98	0.24	0.75
Secondary/Upper Secondary	24.15	9.25	19.79
Higher education	42.21	39.23	40.60
Technical Education	14.77	24.97	17.94
Professional education	17.90	26.32	20.92
All	100.00	100.00	100.00

- 42.21 % of the domestic tourists have got higher education in their respective fields where as 26.32 % foreign tourists have professional qualification to their credit.

### 6.2 Classification according to Sex

**Table 6.2: Percentage distribution according to Sex:**

Sex	Domestic	Foreign	All tourists
Male	69.83	65.66	68.45
Female	30.17	34.34	31.55
All	100.00	100.00	100.00

- In case of both domestic as well as foreign, maximum number of tourists is male.

### 6.3 Classification of According to Occupation

**Table 6.3 Percentage distribution according to Occupation of the head of the group:**

Occupation	Percentage distribution		
	Domestic	Foreign	All tourists
Business	23.78	20.54	21.60
Professional	17.65	33.31	24.25
Govt Service	17.20	6.37	10.72
Pvt Service	29.07	28.85	34.69
Agriculture	3.97	0.70	2.58
Student researcher	3.00	2.52	2.00
Housewife	1.08	0.43	0.68
Retired Person	1.11	1.69	1.02
Others	3.14	1.66	2.46

- Around 23.78 % domestic tourists are from business background where as 20.54 % of foreign tourists are from business background.
- Around 17.20 % of domestic tourists are in government service where as only 6.37 % of foreign tourists are in government jobs.

### 6.4 Classification of According to household income

**Table 6.4 Percentage distribution according to the annual income of the household:**

Annual income of the household:	Domestic tourists
	Percentage distribution
Up to 1 Lakh	20.82
1-2 Lakh	33.90
2-5 Lakh	29.94
5-10 Lakh	6.87
10 Lakh +	4.80
NA/DK	3.67
All	100.00

- Around 20.82 % of the domestic tourists belong to the annual household income group of Rs 1 lakh. Another 33.90% belong to the income group of Rs 1 to 2 lakh.
- NA/DK – Not Available / Don't Know

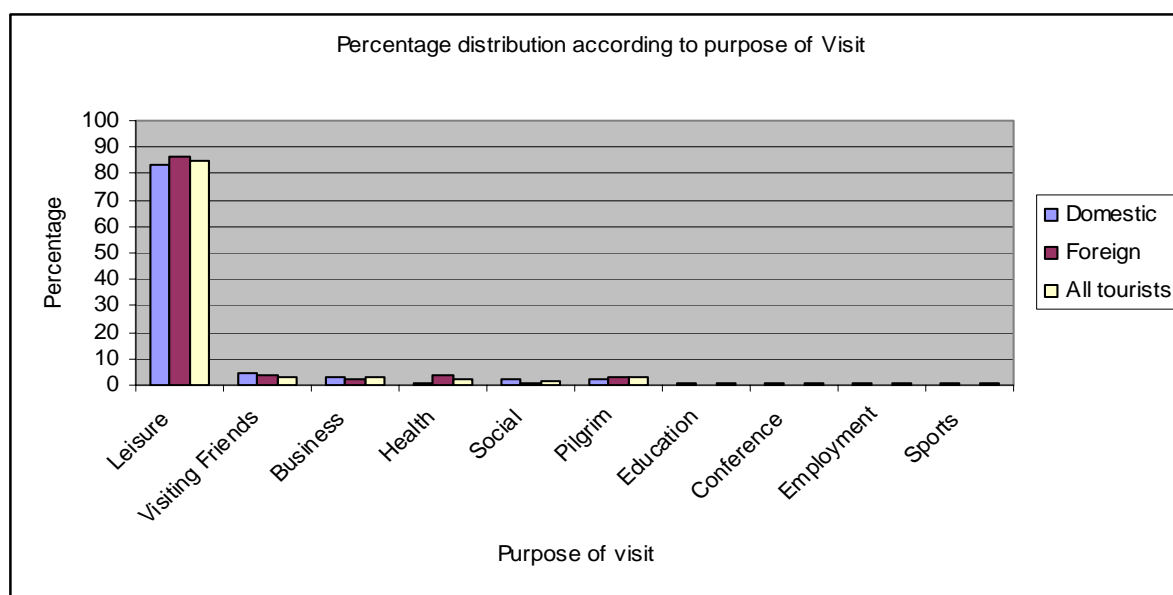
## 6.5 Purpose of Visit

**Table 6.5 Main purposes of visit of tourists:**

Main Purpose of Visit	Percentage distribution		
	Domestic	Foreign	All tourists
Leisure	83.56	86.49	85.00
Visiting Friends & Relatives	4.42	3.89	3.25
Business	3.14	2.49	2.67
Health	0.77	3.68	2.13
Social	2.32	0.73	1.48
Pilgrim	2.59	3.12	3.15
Education	0.95	0.22	0.62
Conference	0.57	0.36	0.57
Employment	1.08	0.07	0.68
Sports	0.60	0.13	0.46

- Maximum percentage of tourists both domestic & foreign visits Goa for the purpose of spending their leisure time.

The above data have been graphically represented below.



## 6.6 Package Tour

**Table 6.6 Percentage of tourist who availed the package tour facility.**

Availed Package Tour	Percentage distribution		
	Domestic	Foreign	All tourists
Package Tour	7.35	32.32	13.10
Estimated No of Tourists	125797	112968	238765

- A very small percentage of Indian tourists have availed the package tour facility, where as a sizable percentage (32.32%) of foreign tourists have availed this facility.

## 6.7 Travel Arrangements

**Table 6.7 Distribution of tourists by different modes of travel arrangements:**

Availed Travel Arrangements	Percentage distribution		
	Domestic	Foreign	All tourists
Self	81.08	43.90	66.84
Office/Employer	1.58	1.78	1.70
Travel Agent	11.07	25.81	16.86
Tour Operator	3.42	26.93	10.17
Others	2.85	1.59	2.43
ALL	100.00	100.00	100.00

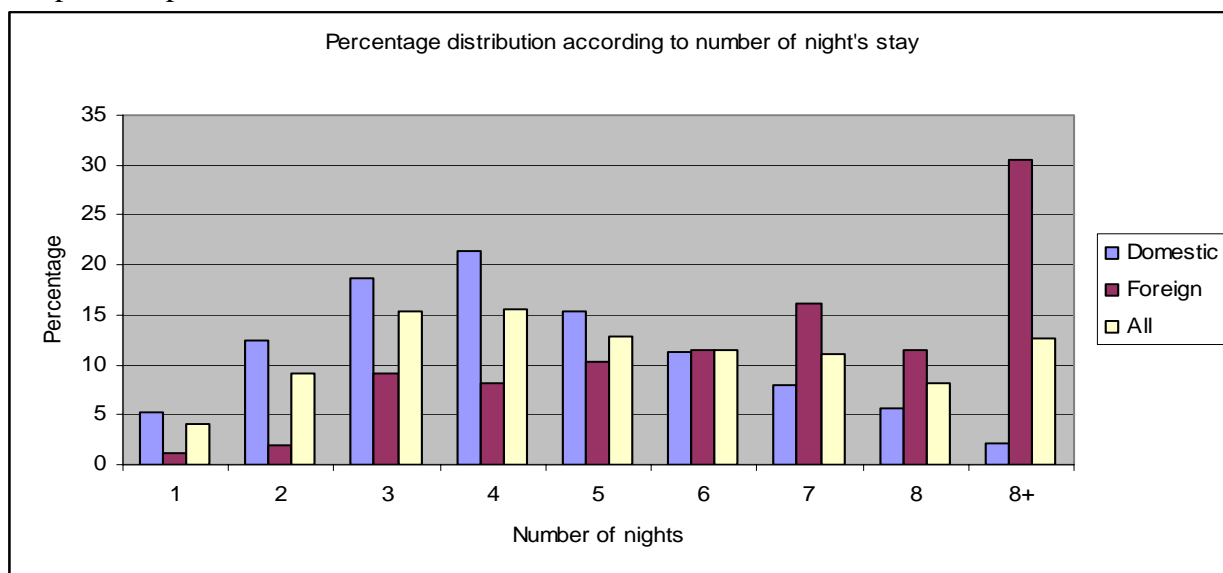
## 6.8 Number of Nights Stay

**Table 6.8 Distribution of tourists according to number of nights staying in accommodation Units:**

Type of tourists	Percentage distribution according to number of nights stay									Estimated no.
	1	2	3	4	5	6	7	8	8+	
Domestic	5.28	12.41	18.67	21.44	15.35	11.24	8.06	5.60	2.13	1862704
Foreign	1.18	1.89	9.17	8.12	10.29	11.40	16.05	11.39	30.51	348370
All	4.10	9.06	15.38	15.53	12.86	11.41	11.12	8.18	12.65	2211074

- Majority of foreign tourists around 30.51% of Goa stayed for more than 8 days. Only 2.13 % domestic tourists stayed for more than 8 days.

Graphical representation: -



#### 6.9. Average Length of stay in accommodation Units

**Table 6.9 Average Length (number of nights) of stay in Accommodation Units:**

Statistics Generated	Domestic	Foreign	All Tourists
Average no of nights visitors stay	4.20	9.08	7.41

- Average number of nights a foreign tourist stayed in Goa is quite high in comparison to the domestic tourists.

## CHAPTER-VII

### TRENDS IN TOURISTS ACCOMMODATION UNITS



## TRENDS IN TOURISTS ACCOMODATION UNITS

In this chapter statistics related to tourists staying in accommodation units and employment statistics with reference to accommodation units have been analyzed. In particular the number of tourists and the bed nights they spent in Goa have been presented. The trends among domestic tourists from different states and foreign tourists also have been analyzed. Also employment statistics according to standard classification along with the employment trends for different categories of hotels/ accommodation units have been presented.

### 7.1 TOURISTS BED NIGHTS SPENT

Table 7.1 Guests Checked in and Bed Night Spent:

Name of the Taluka's	No of Guests checked in		Total no of bed/nights spent	
	Domestic	Foreign	Domestic	Foreign
Pernam	25166	6423	103656	44601
Bardez	465802	107495	1933579	848351
Bicholim	37296	4804	147473	35692
Satari	4176	671	19836	5221
Ponda	101835	7044	431253	61038
Teswadi	523835	84394	2135427	625193
Mormugao	193910	29743	784616	220898
Salcete	458213	91450	1919725	699346
Quepem	5760	1073	22342	7107
Canacona	44886	12925	226513	103793
Sanguem	7415	2348	44976	21341
Total	1868294	348370	7769396	2672581

- The number of domestic tourists and foreign tourists checked in accommodation units were 18,68,294 and 3,48,370 respectively.
- The ratio between domestic to foreign tourists is 5:1.
- Teswadi is the main tourist place of Goa, which attracts more than 28% of the domestic tourists followed by Bardez 25%.



## 7.2 NUMBER OF TOURISTS BED NIGHTS SPENT: Trends of domestic tourists from selected states.

**Table 7.2 Statistics of domestic tourists from the states: Andhra Pradesh, Assam, Bihar, Chhattisgarh & Gujarat**

Name of the Taluka's	Andhra Pradesh		Assam		Bihar		Chhattisgarh		Gujarat	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	1368	6042	68	325	1062	4260	23	88	1799	7451
Bardez	18594	80265	1568	7626	20137	83809	770	3216	34360	137504
Bicholim	2215	9223	66	321	1464	5648	21	85	2601	10039
Satari	247	996	4	19	165	668	0	0	258	1100
Ponda	3582	22110	307	1499	4385	20486	163	642	7399	33140
Teswadi	21328	98432	2142	9821	23146	88076	1247	4907	37870	146661
Mormugao	7951	38074	701	3411	8590	36035	474	1871	14715	61648
Salcete	19896	91119	1540	7378	21271	90602	885	3464	33491	141424
Quepem	482	1984	1	5	364	1420	0	225	414	1564
Canacona	1913	9765	120	577	2579	9393	37	146	4078	15085
Sanguem	484	1968	10	49	443	1728	4	13	614	2327
Total	78060	359978	6527	31031	83606	342125	3624	14657	137599	557943

**Table 7.3 Statistics of domestic tourists from the states: Haryana, Karnataka, Kerala, Madhya Pradesh & Maharashtra**

Name of the Taluka's	Haryana		Karnataka		Kerala		Madhya Pradesh		Maharashtra	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	949	3949	2727	9753	1614	5943	356	1612	3809	12758
Bardez	10673	53141	49792	173854	31363	111145	8531	38741	72492	230107
Bicholim	1211	5262	3816	13858	2408	8266	388	1780	5388	18885
Satari	172	609	605	2367	254	928	41	181	748	2591
Ponda	2619	14071	14049	42308	6932	26117	1799	8206	16603	54324
Teswadi	11009	61091	56557	182405	36089	130400	11028	46647	81974	254066
Mormugao	5055	21618	22472	79025	14150	50024	4063	18338	31813	98304
Salcete	9421	56216	51583	177197	33226	121779	9020	39453	71598	227450
Quepem	459	1814	664	2528	538	2073	26	116	929	2890
Canacona	1386	8492	5257	17898	3199	11905	617	2808	7093	20831
Sanguem	494	2009	732	2775	526	1851	72	319	1073	3773
Total	43448	228272	208254	703968	130299	470431	35941	158201	293520	925979

**Table 7.4 Statistics of domestic tourists from the states: Orissa, Punjab, Rajasthan, Tamilnadu & Uttar Pradesh**

Name of the Taluka's	Orissa		Punjab		Rajasthan		Tamilnadu		Uttar Pradesh	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	430	1596	1441	6606	1055	3313	963	3459	958	4273
Bardez	10997	47026	20828	99992	23888	79889	19312	73933	19755	92070
Bicholim	776	2794	2459	9751	2315	8222	2193	7890	935	4272
Satari	46	165	416	2073	69	2855	192	724	114	513
Ponda	2421	10248	4192	20826	5337	18689	4398	19865	4467	17812
Teswadi	12407	50671	22720	109578	26427	90970	22130	80606	21268	97943
Mormugao	4850	20336	9005	44024	11674	36420	7906	31300	8409	39059
Salcete	11038	45667	19791	100301	23947	75413	16805	67126	19285	87674
Quepem	30	115	320	1336	50	227	171	537	94	399
Canacona	712	2555	2766	12437	2067	5814	1272	4964	1300	6006
Sanguem	92	365	280	1215	144	666	158	606	212	947
Total	43799	181538	84218	408139	96973	322478	75500	291010	76797	350968

**Table 7.5 Statistics of domestic tourists from the states: West Bengal, Delhi North Eastern states (which includes: -Assam, Manipur, Goa, Nagaland, Arunachal Pradesh, Sikkim, Mizoram & Meghalaya)& Other States (which includes:- Himachal Pradesh, Jammu & Kashmir, Jharkhand, Uttaranchal and union territories of India)**

Name of the Taluka's	West Bengal		Delhi		North East		Other States	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	2052	8862	3356	14852	203	789	933	7725
Bardez	35223	169767	67630	307668	4871	19477	15018	124349
Bicholim	2479	9949	5372	22258	204	814	985	8156
Satari	302	1253	408	1763	21	87	114	944
Ponda	6522	30348	11501	51911	962	3900	4197	34751
Teswadi	39525	191864	74180	327026	5681	22617	17107	141646
Mormugao	14025	71439	24903	116668	2130	8543	1024	8479
Salcete	34175	166444	61437	278615	5064	20356	14740	122047
Quepem	343	1406	776	2953	16	63	83	687
Canacona	3171	14667	5932	73101	325	1276	1062	8793
Sanguem	597	2582	1209	19769	53	209	218	1805
Total	138414	668581	256704	1216584	19530	78131	55481	459382

**Table 7.6 Trends among domestic tourists**

No of tourists checked in the accommodation units in Goa from various states.

State	No. of Tourists	%
ANDHRA PRADESH	78060	4.18
ASSAM	6527	0.35
BIHAR	83606	4.47
CHHATTISGARH	3624	0.19
GUJARAT	137599	7.36
HARYANA	43448	2.33
KARNATAKA	208254	11.15
KERALA	130299	6.97
MADHYA PRADESH	35941	1.92
MAHARASHTRA	293520	15.71
ORISSA	43799	2.34
PUNJAB	84218	4.51
RAJASTHAN	96973	5.19
TAMIL NADU	75500	4.04
UTTAR PRADESH	76797	4.11
WEST BENGAL	138414	7.41
DELHI	256704	13.74
NORTH EAST	19530	1.05
OTHER STATES	55481	2.97
TOTAL	1868294	100

**Table 7.7 No of bed nights spent: No. of bed nights spent in the accommodation units in Goa from various states.**

State	Bed Nights Spents	%
ANDHRA PRADESH	359978	4.63
ASSAM	31031	0.40
BIHAR	342125	4.40
CHHATTISGARH	14657	0.19
GUJARAT	557943	7.18
HARYANA	228272	2.94
KARNATAKA	703968	9.06
KERALA	470431	6.05
MADHYA PRADESH	158201	2.04
MAHARASHTRA	925979	11.92
ORISSA	181538	2.34
PUNJAB	408139	5.25
RAJASTHAN	322478	4.15
TAMIL NADU	291010	3.75
UTTAR PRADESH	350968	4.52
WEST BENGAL	668581	8.61
DELHI	1216584	15.66
NORTH EAST	78131	1.01
OTHER STATES	459382	5.91
TOTAL	7769396	100

- For the state as a whole, maximum number of domestic tourists checked in was from Maharastra (15.71%) followed by Delhi (13.74%) and Karnataka (11.15%).

**7.8 Number of Tourists Bed Nights Spent: Trends among foreign tourists from different countries. This table presents the statistics of foreign tourists coming from different nations: USA, UK, Netherlands, Germany & China**

Name of the Taluka's	USA		UK		Netherlands		Germany		China	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	1118	6777	1611	12441	349	2246	240	1880	62	477
Bardez	14625	132584	22806	224748	2334	19642	5634	52005	1410	12038
Bicholim	623	4061	1075	10010	297	2354	489	3637	185	1446
Satari	160	1298	192	1693	59	459	40	405	1	10
Ponda	1055	12029	1634	15750	195	1568	278	2537	60	511
Teswadi	13068	96905	19103	172033	2541	18981	4645	39270	1542	11434
Mormugao	4015	33344	6815	60114	846	6805	1484	12591	598	4340
Salcete	13178	102812	20103	194430	2074	15910	4416	38557	1282	10317
Quepem	326	2141	344	2781	40	229	46	478	1	4
Canacona	1540	12127	2387	20241	347	2067	411	3583	109	889
Sanguem	248	1661	332	2631	37	189	60	562	6	47
Total	49956	405739	76402	716872	9119	70450	17743	155505	5256	41513

**7.9 Number of Tourists Bed Nights Spent: Trends among Foreign tourists from different countries. Statistics of foreign tourists coming from different nations: South Africa, France, Sweden, Italy & Australia**

Name of the Taluka's	South Africa		France		Sweden		Italy		Australia	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	151	1195	305	2297	571	6493	106	877	176	1463
Bardez	3666	30116	7596	59565	3102	25630	2342	21421	5565	54170
Bicholim	129	1219	522	5162	148	863	139	995	57	562
Satari	4	32	9	69	29	333	2	17	18	157
Ponda	246	2164	377	3385	502	5791	132	1228	290	2906
Teswadi	3497	26817	5224	39589	2110	19229	2086	17893	3632	34246
Mormugao	1302	9818	1969	15385	1012	9587	777	5984	1128	10680
Salcete	3372	26447	5754	43885	2418	22349	1891	17010	4726	45878
Quepem	2	14	24	227	2	16	2	8	6	42
Canacona	288	2390	3845	37819	253	2457	176	1595	402	3887
Sanguem	21	178	62	551	16	146	1088	12206	46	408
Total	12678	100390	25687	207934	10163	92894	8741	79234	16046	154399

**7.10 Number of Tourists Bed Nights Spent: Trends among foreign tourists from different countries. Statistics of foreign tourists coming from: Canada, Portugal, Russia, Spain and other countries of the World**

Name of the Taluka's	Canada		Portugal		Russia		Spain		Others	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	60	514	109	994	61	525	118	836	1386	5586
Bardez	1928	20892	3419	37830	1902	16807	3688	30441	27478	110462
Bicholim	23	258	44	479	27	245	40	357	1006	4044
Satari	4	28	9	67	6	49	12	97	126	507
Ponda	102	1182	196	2276	117	1049	205	2009	1655	6653
Teswadi	1284	13198	2354	24876	1351	11916	2479	20504	19478	78302
Mormugao	395	4129	723	7778	414	3655	771	6562	7494	30126
Salcete	1616	17576	2848	31674	1565	13768	3122	25931	23085	92802
Quepem	2	14	4	33	3	24	5	27	266	1069
Canacona	133	1437	222	2488	114	986	256	2010	2442	9817
Sanguem	18	157	38	343	22	196	34	270	320	1796
Total	5565	59385	9966	108838	5582	49220	10730	89044	84736	341164

**7.10a Trends of foreign tourists**

No of tourists checked in the accommodation units of Goa by Foreign Tourists.

Country	No of Tourists	%
USA	49956	14.34
UK	76402	21.93
Netherlands	9119	2.62
Germany	17743	5.09
China	5256	1.51
South Africa	12678	3.64
France	25687	7.37
Sweden	10163	2.92
Italy	8741	2.51
Australia	16046	4.61
Canada	5565	1.60
Portugal	9966	2.86
Russia	5582	1.60
Spain	10730	3.08
Others	84736	24.32
Total	348370	100.00

### 7.11 Trends of foreign tourists: country wise

No of bed nights spent in the accommodation units in Goa by foreign tourists.

Country	Bed nights spent	%
USA	405739	15.18
UK	716872	26.82
Netherlands	70450	2.64
Germany	155505	5.82
China	41513	1.55
South Africa	100390	3.76
France	207934	7.78
Sweden	92894	3.48
Italy	79234	2.96
Australia	154399	5.78
Canada	59385	2.22
Portugal	108838	4.07
Russia	49220	1.84
Spain	89044	3.33
Others	341164	12.77
Total	2672581	100

### 7.12 Employment Statistics: Starred Accommodation

In this report the employee status of the last month has been presented since this is the latest one. Besides that we have given an average of employees required by the accommodation units.

Departments	Number of Permanent employees No. & %		Number of Causal/temporary employees No. & %		Total Number of Employee No. & %	
Management Team	75	5.07	12	1.50	87	3.82
Front Office	105	7.10	22	2.75	127	5.58
F&B (Service)	265	17.93	230	28.79	495	21.74
F&B (Kitchen)	190	12.86	120	15.02	310	13.61
House Keeping	270	18.27	175	21.90	445	19.54
Accounts	88	5.95	--	0.00	88	3.86
EDP	64	4.33	--	0.00	64	2.81
Security	82	5.55	--	0.00	82	3.60
Sales & Marketing	31	2.10	--	0.00	31	1.36
Purchase & Stores	36	2.44	--	0.00	36	1.58
Human Resource	45	3.04	--	0.00	45	1.98

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Public Relation	18	1.22	--	0.00	18	0.79
Engineering	25	1.69	--	0.00	25	1.10
Telephone	47	3.18	5	0.63	52	2.28
Health Club	30	2.03	--	0.00	30	1.32
Laundry	45	3.04	--	0.00	45	1.98
Other department	62	4.19	235	29.41	297	13.04
Total	1478	100	799	100	2277	100

- In case of the starred accommodation units the average number of permanent and casual employees were 1478 and 799 respectively. Among the permanent employees the share of house keeping staff is very high i.e. 270 (18.27%)

### 7.13 Employment Statistics: Unstarred Accommodation

Departments	Number of Permanent Employees		Number of Causal/temporary Employees		Total Employees	
	No. & %		No. & %		No. & %	
Management Team	261	15.70	--	0	261	13.26
Front Office	107	6.44	--	0	107	5.44
F&B (Service)	297	17.87	--	0	297	15.09
F&B (Kitchen)	180	10.83	--	0	180	9.15
House Keeping	276	16.61	--	0	276	14.02
Accounts	56	3.37	--	0	56	2.85
EDP	7	0.42	--	0	7	0.36
Security	82	4.93	--	0	82	4.17
Sales & Marketing	47	2.83	--	0	47	2.39
Purchase & Stores	31	1.87	--	0	31	1.58
Human Resource	8	0.48	--	0	8	0.41
Public Relation	17	1.02	--	0	17	0.86
Engineering	9	0.54	--	0	9	0.46
Telephone	49	2.95	--	0	49	2.49
Health Club	0	0.00	--	0	0	0.00
Laundry	107	6.44	--	0	107	5.44
Other department	135	8.12	306	100	441	22.41
Total	1662	100	306	100	1968	100

- In case of the un-starred accommodation units surveyed the number of permanent and causal employees were 1662 and 306 respectively.
- Among the permanent employees the share of F & B (service) staff is very high. That is 297, which is almost 17.87% of the total no of permanent employees.

## 7.14 Employment Statistics: Other Accommodation

Departments	Number of Permanente Employees No. & %		Number of Causal/temporary Employees No. & %		Total Employees  No. & %	
Management Team	513	26.01	102	11.22	615	21.35
Front Office	81	4.11	91	10.01	172	5.97
F&B (Service)	62	3.14	--	0.00	62	2.15
F&B (Kitchen)	67	3.40	--	0.00	67	2.33
House Keeping	912	46.25	427	46.97	1339	46.48
Accounts	69	3.50	--	0.00	69	2.40
EDP	--	0.00	--	0.00	0	0.00
Security	124	6.29	--	0.00	124	4.30
Sales & Marketing	--	0.00	--	0.00	0	0.00
Purchase & Stores	--	0.00	--	0.00	0	0.00
Human Resource	--	0.00	--	0.00	0	0.00
Public Relation	--	0.00	--	0.00	0	0.00
Engineering	--	0.00	--	0.00	0	0.00
Telephone	--	0.00	--	0.00	0	0.00
Health Club	--	0.00	--	0.00	0	0.00
Laundry	61	3.09	--	0.00	61	2.12
Other department	83	4.21	288	31.68	371	12.88
Total	1972	100	909	100	2881	100

- With regard to the guest house /rest houses/ dharmasalas, etc the number of permanent and causal employees are 1972 and 909 respectively. Among the permanent staff maximum of them are engaged in house keeping.

## 7.15 Employment Statistics: (Starred + Unstarred + Others) Accommodation

Departments	Number of Permanente Employees No. & %		Number of Causal/temporary Employees No. & %		Total Employees  No. & %	
Management Team	849	16.59	114	5.66	963	13.50
Front Office	293	5.72	113	5.61	406	5.69
F&B (Service)	624	12.19	230	11.43	854	11.97
F&B (Kitchen)	437	8.54	120	5.96	557	7.81
House Keeping	1458	28.48	602	29.91	2060	28.88
Accounts	213	4.16	0	0.00	213	2.99
EDP	71	1.39	0	0.00	71	1.00



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Security	288	5.63	0	0.00	288	4.04
Sales & Marketing	78	1.52	0	0.00	78	1.09
Purchase & Stores	67	1.31	0	0.00	67	0.94
Human Resource	53	1.04	0	0.00	53	0.74
Public Relation	35	0.68	0	0.00	35	0.49
Engineering	34	0.66	0	0.00	34	0.48
Telephone	96	1.88	5	0.25	101	1.42
Health Club	30	0.59	0	0.00	30	0.42
Laundry	213	4.16	0	0.00	213	2.99
Other department	280	5.47	829	41.18	1109	15.55
Total	5119	100	2013	100	7132	100

- There are 5119 & 2013 permanent and causal employees, employed in all the accommodation units.
- Majority of the employees are engaged in house keeping i.e. 1458.

#### **7.16 Employment Statistics: Restaurant**

S.No.	Departments	Number. of Permanent Employee		Number of Causal/Temporary Employee		Total Employee	
		No.	%	No.	%	No.	%
1	Management	171	20.96	16	3.31	187	14.40
2	Kitchen	283	34.68	217	44.93	500	38.49
3	Service	257	31.50	195	40.37	452	34.80
4	Accounts	20	2.45	12	2.48	32	2.46
5	Purchase	13	1.59	10	2.07	23	1.77
6	Store	7	0.86	5	1.04	12	0.92
7	Security	15	1.84	7	1.45	22	1.69
8	Maintenance	41	5.02	16	3.31	57	4.39
9	Delivery	9	1.10	5	1.04	14	1.08
	Total	816	100.00	483	100.00	1299	100.00

- There are 816 & 483 permanent and causal employees, employed in restaurant units.
- Majority of the employees are engaged in kitchen i.e. 500

**7.17 Employment Statistics: Tour & Travel Agent/ Tourist Car Operator**

S.No.	Departments	Number of Permanent Employee		Number of Causal/Temporary Employee		Total Employee	
		No.	%	No.	%	No.	%
1	Administration	484	32.61	160	26.10	644	30.71
2	Ticketing	294	19.81	39	6.36	333	15.88
3	Foreign Exchange	105	7.08	15	2.45	120	5.72
4	Accounts	177	11.93	39	6.36	216	10.30
5	Tours	293	19.74	342	55.79	635	30.28
6	Sales & Marketing	131	8.83	18	2.94	149	7.11
	<b>Total</b>	1484	100.00	613	100.00	2097	100.00

- There are 1484 & 613 permanent and causal employees, employed in Tour & Travel Agent / Tourist Car Operator.
- Majority of the employees are engaged in Administration i.e. 1458

**7.18 Employment Statistics: Souvenir / Handicraft Shops**

1. Permanent Employee = 120

2. Number of Causal / Temporary Employee = 8

## CHAPTER-VIII

# TOURISM SUPPORT SERVICES IN GOA



## TOURISM SUPPORT SERVICES IN GOA

In this chapter an attempt has been made to discuss the different support services existing in the state of Goa. The support services include the services provided by the accommodation units, Tour & Travel Operators, Restaurants and the Handicraft shops.

The accommodation survey was conducted during April 2005 - March 2006 in all the listed accommodation units situated across the state of Goa based on a questionnaire prepared and provided by MoT, Government of India. Our investigators personally visited and collected data from the list of hotels provided to us by the Department. The questionnaire is appended. We covered about 80 percent of the establishments. Some hotels did not cooperate with us. In few others, we were unable to reach for various reasons.

Table 8.1 provides details of hotels according to ownership. It reveals that star hotels are owned mainly in partnership or public limited company basis though in the case of two and three stars the former group has upper edge compared to all other groups. Four – five star hotels are owned by corporate houses. The other category is owned by individuals or families.

Table -8.1  
Percentage Classification according to Ownership- Category

S.No.	Star	Government	Pub. Ltd. Co.	Prv. Ltd. Co.	Single	Charitable Trust	Partnership
1	1 star	0	0	5.26	2.27	0.00	2.44
2	2 Star	0	10	12.28	2.27	0.00	9.76
3	3 Star	10	20	17.54	3.18	0.00	2.44
4	4 Star	0	20	3.51	0.45	0.00	2.44
5	5 Star	0	10	3.51	0.45	0.00	0.00
6	Deluxe	0	20	3.51	0.45	0.00	0.00
7	Heritage Hotel	0	0	0.00	0.00	0.00	0.00
8	Unstarred Hotel	40	20	36.84	24.09	0.00	46.34
9	Guest House	30	0	17.54	65.00	0.00	29.27
10	Tourist Bungalows	0	0	0.00	0.00	0.00	4.88
11	Dormitory	10	0	0.00	1.36	0.00	2.44
12	Youth Hostel	10	0	0.00	0.00	0.00	0.00
13	Dharamsala	0	0	0.00	0.45	0.00	0.00
	Total	100	100	100	100.00	0.00	100

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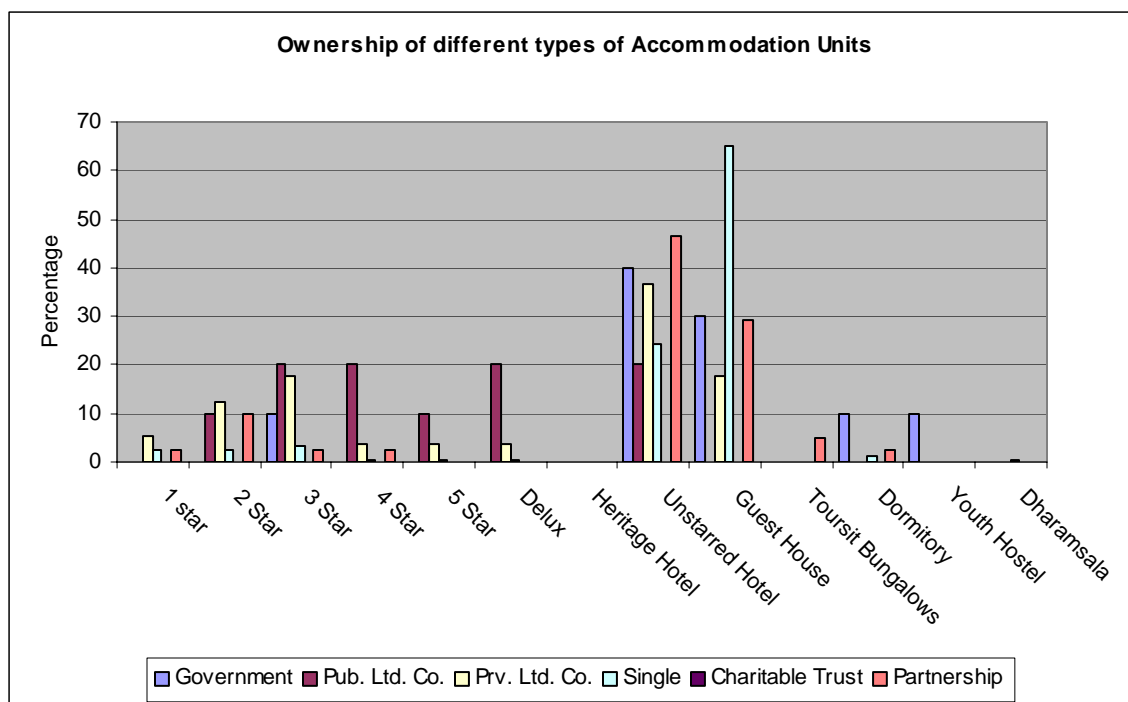
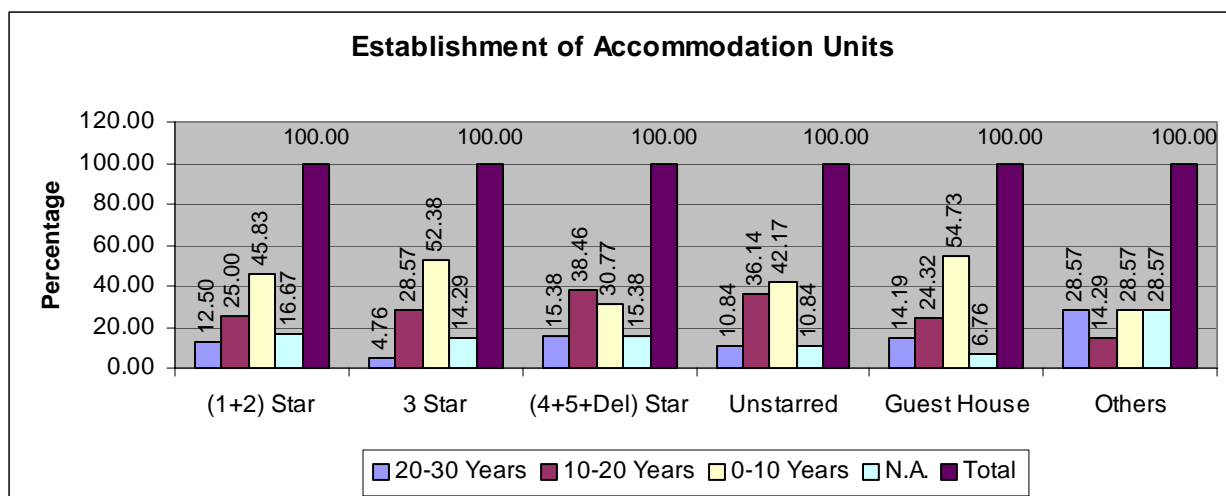


Table no 8.2 and following graph classifies hotels according to the date of establishment. It can be seen that majority of classified hotels are established during the last one decade or so. This is particularly true of star hotels. We also note that the period also marks the professionalisation of tourist operations in Goa. So, the growth of accommodation industry is directly related to the government policy of promoting tourism in the state since the early 1990s.

Table- 8.2  
**Classification according to period of establishment**

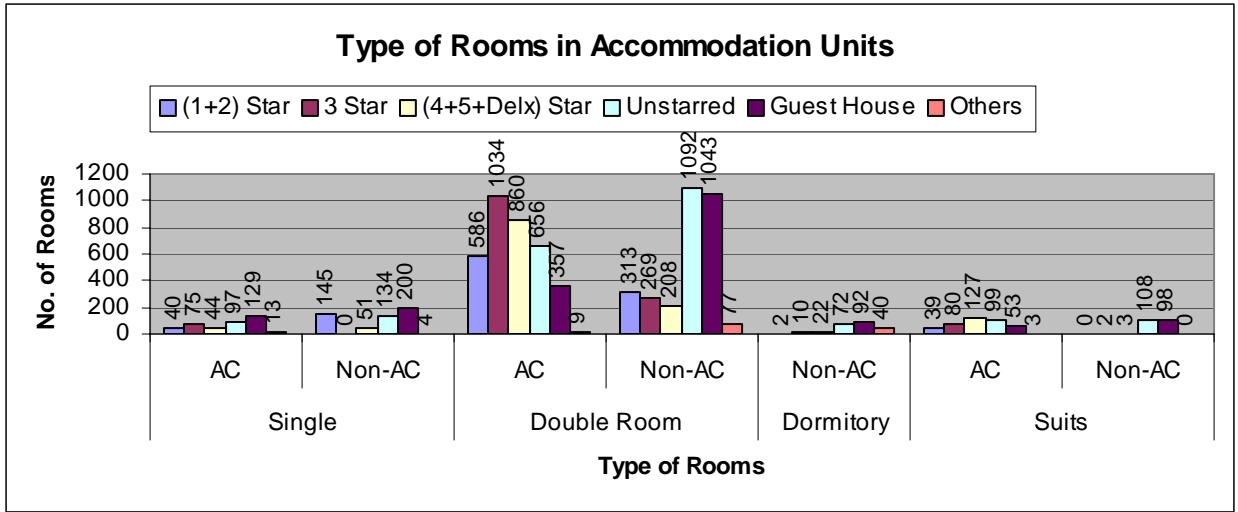
S.No.	Period	(1+2) Star	3 Star	(4+5+Del) Star	Unstarred	Guest House	Others
1	20-30 Years	12.50	4.76	15.38	10.84	14.19	28.57
2	10-20 Years	25.00	28.57	38.46	36.14	24.32	14.29
3	0-10 Years	45.83	52.38	30.77	42.17	54.73	28.57
4	N.A.	16.67	14.29	15.38	10.84	6.76	28.57
	Total	100.00	100.00	100.00	100.00	100.00	100.00



The most important aspect of any study on accommodation units is the room capacity offered to the tourists. Table no 8.3 provides an insight into the matter in the case of single room AC accommodation. Two-three star hotels contribute about one-quarter while the remaining is made available by others, including higher-class star hotels. However, Non-AC single rooms are accounted by the lower hotels. About 1/3 rd of AC three star hotels alone provide double rooms. Dormitories are rather unavailable in the upper star hotels and wherever available they are in the NAC category. Suits and villa too are mainly provided by star hotels.

Table- 8.3 Room Capacity

S.No.	Star	Single		Double Room		Dormitory	Suits		All	
		AC	Non-AC	AC	Non-AC		AC	Non-AC	AC	Non-AC
1	(1+2) Star	40	145	586	313	2	39	0	665	460
2	3 Star	75	0	1034	269	10	80	2	1189	281
3	(4+5+Del) Star	44	51	860	208	22	127	3	1031	284
4	Unstarred	97	134	656	1092	72	99	108	852	1406
5	Guest House	129	200	357	1043	92	53	98	539	1433
6	Others	13	4	9	77	40	3	0	25	121
	Total	398	534	3502	3002	238	401	211	4301	3985



## CHAPTER-IX

# TRENDS IN TOURIST EXPENDITURE





## TRENDS IN TOURIST EXPENDITURE

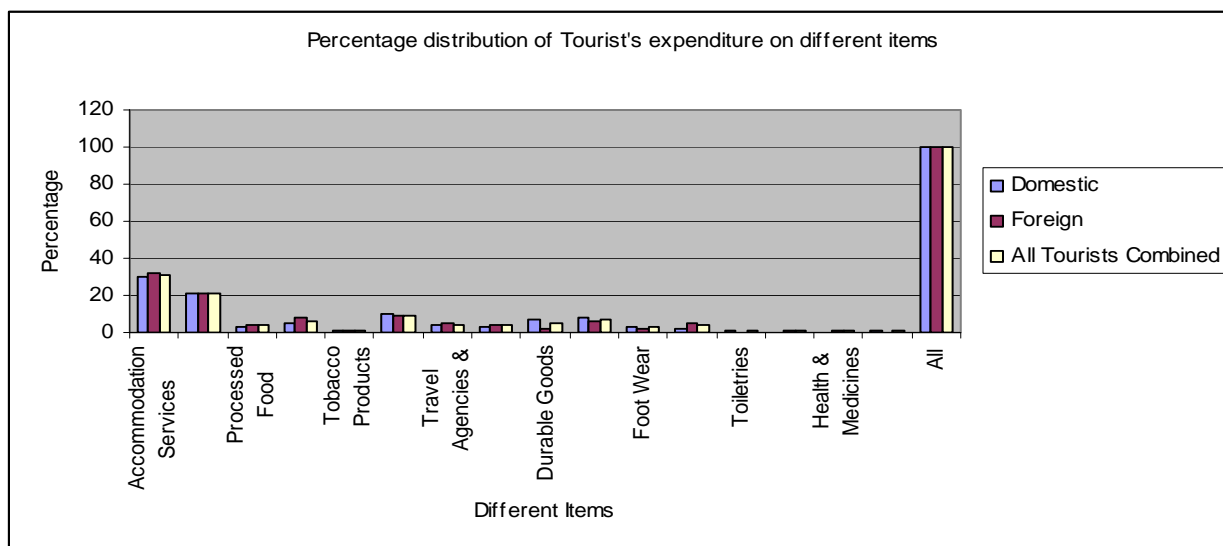
This chapter deals with the expenditure incurred by the tourists in the course of their visit. For the purpose of analysis the items of expenditure have been classified as per the standard norms.

**Table 9.1 Percentage distribution of tourist expenditure on different items by: - domestic, foreign and all tourists.**

Heads of Expenditure	Details of Expenditure	Domestic (% of Expenditure)	Foreign (% of Expenditure)	All Tourists (% of Expenditure)
Accommodation	Accommodation Services	30.47	31.96	31.47
Food & Beverage	Food	20.65	21.12	20.70
	Processed Food	3.45	4.38	3.69
	Alcohol	5.44	7.92	6.09
	Tobacco Products	0.81	0.77	0.76
Transport Services	Transport Services Rental	9.71	8.63	9.13
	Travel Agencies & Similar	3.55	4.82	4.01
Other Recreation	Other Recreational Service	3.45	4.03	3.65
Durable Goods	Durable Goods	6.84	2.02	4.90
Shopping	Clothing & Garments	7.69	5.52	6.69
	Foot Wear	3.18	2.15	2.78
	Gems & Jewelers	2.43	5.06	3.96
	Toiletries	0.76	0.30	0.61
	Books & Magazines	0.40	0.98	0.66
Health	Health & Medicines	0.44	1.08	0.76
Miscellaneous	Miscellaneous	0.73	0.41	0.73
All	All	100.00	100.00	100.00

- Domestic tourist's major item of expenditure accounting 30.47% was on accommodation service. This was followed by expenditure on fooding 30.35% and travel 13.26%.

### Graph



**Table 9.2 Average expenditure per tourist per visit: domestic, foreign and all tourists**

Statistics generated	Domestic	Foreign	All Tourists
Average expenditure per tourist per visit	Rs. 4,707	Rs. 20,401	Rs. 7,069(WA)

- On an average a domestic tourist spent Rs 4,707 per visit where as a foreign tourist spent Rs 20,401 per visit.

**Table 9.3 Average expenditure per tourist per Day: domestic, foreign and all tourists**

Statistics generated	Domestic	Foreign	All Tourists
Average expenditure per tourist per day	Rs. 1,081	Rs. 2,415	Rs 1,285 (WA)

- On an average a domestic tourist spent Rs 1,081 per day where as a foreign tourist spent Rs 2,415 per day.

**Table 9.4 Total annual expenditure: domestic, foreign and all tourists (Rs. in Crore)**

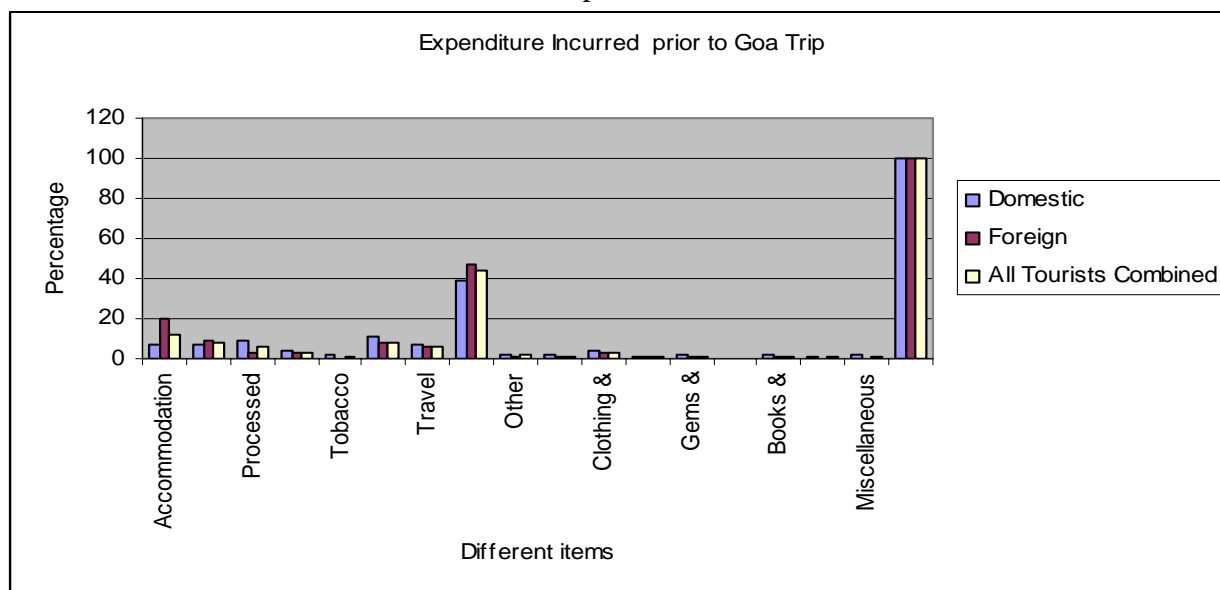
Statistics generated	Domestic	Foreign	All Tourists
Expenditure tourist	893.71	687.7	1581.41

- Total annual expenditure of tourists is estimated as Rs 1581.41 crores.

**Tables 9.5 Expenditure incurred on this trip prior to entering the state: percentage distribution:**

Heads of Expenditure	Details Of Expenditure	Domestic (%)	Foreign (%)	All Tourists (%)
Accommodation	Accommodation Services	7.42	20.12	11.93
Food & Beverage	Food	6.69	8.90	8.17
	Processed Food	8.92	3.08	5.71
	Alcohol	3.53	2.76	2.73
	Tobacco Products	1.75	0.32	1.16
Transport Services	Transport Services Rental	10.89	7.58	8.40
	Travel Agencies & Similar	7.05	5.94	6.02
	Main transport used	39.23	46.67	44.29
Other Recreation	Other Recreational Service	2.07	0.80	1.68
Durable Goods	Durable Goods	1.81	0.52	1.27
Shopping	Clothing & Garments	3.67	2.83	3.18
	Foot Wear	0.73	1.18	0.66
	Gems & Jewelers	1.54	0.73	1.17
	Toiletries	0.11	0.36	0.24
	Books & Magazines	1.67	1.27	1.47
Health	Health & Medicines	1.09	0.38	0.85
Miscellaneous	Miscellaneous	1.83	0.28	1.10
All	All	100.00	100.00	100.00

- The main item for which the tourists spent maximum money was for transport services followed by food.

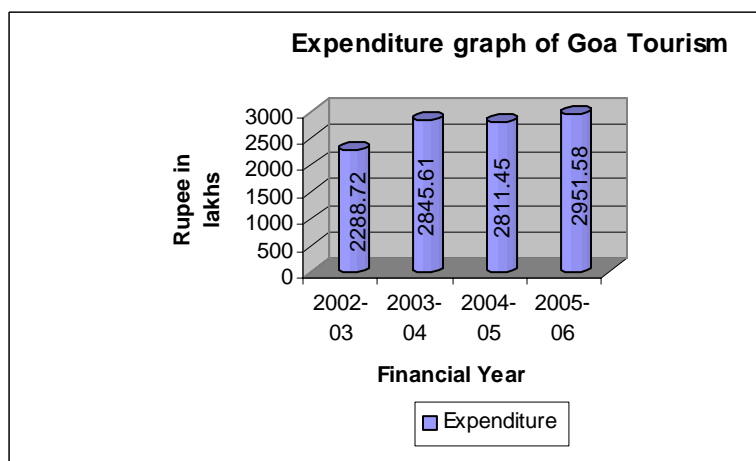
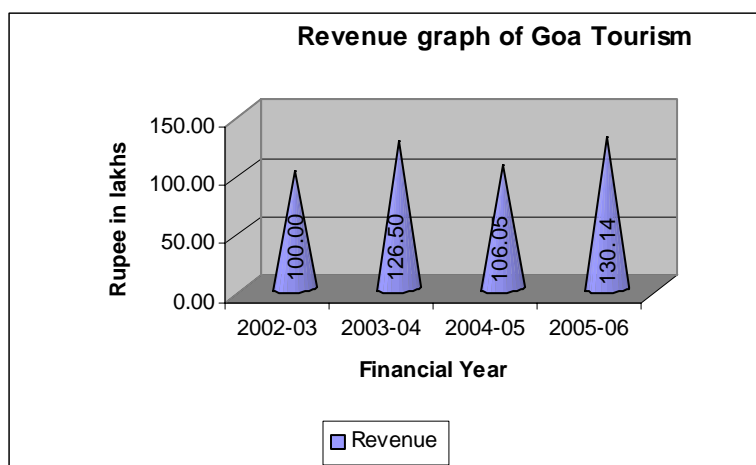
**Graph**

## Revenue and Expenditure

Revenue and expenditure of Goa tourism is presented below:

**Table 9.6 Revenue & Expenditure of Goa Tourism**

S.No.	Financial Year	Revenue	% Change	Rupees in lakhs	
				Expenditure	% Change
1	2002-03	100.00		2288.72	
2	2003-04	126.50	26.50	2845.61	24.33
3	2004-05	106.05	-16.17	2811.45	-1.20
4	2005-06	130.14	22.72	2951.58	4.98



Revenue through tourism of the state government has increased by 26.5% & 22.72% in the financial years 2003-04 and 2005-06 respectively. But dropped by 16.17% in the 2004-05.

Expenditure made by the state government in infrastructure development and other facilities to provide better facilities to the tourists are Rs.2288.72, Rs. 2845.61, Rs. 2811.45 & Rs. 2951.58 lakhs during the 2002-03, 2003-04, 2004-05 and 2005-06 respectively.

## CHAPTER-X

# EVALUATION OF TOURIST FACILITIES



## EVALUATION OF TOURIST FACILITIES

In this chapter various tourist facilities as perceived by the domestic as well as foreign tourists have been analyzed.

### A: Domestic Tourists

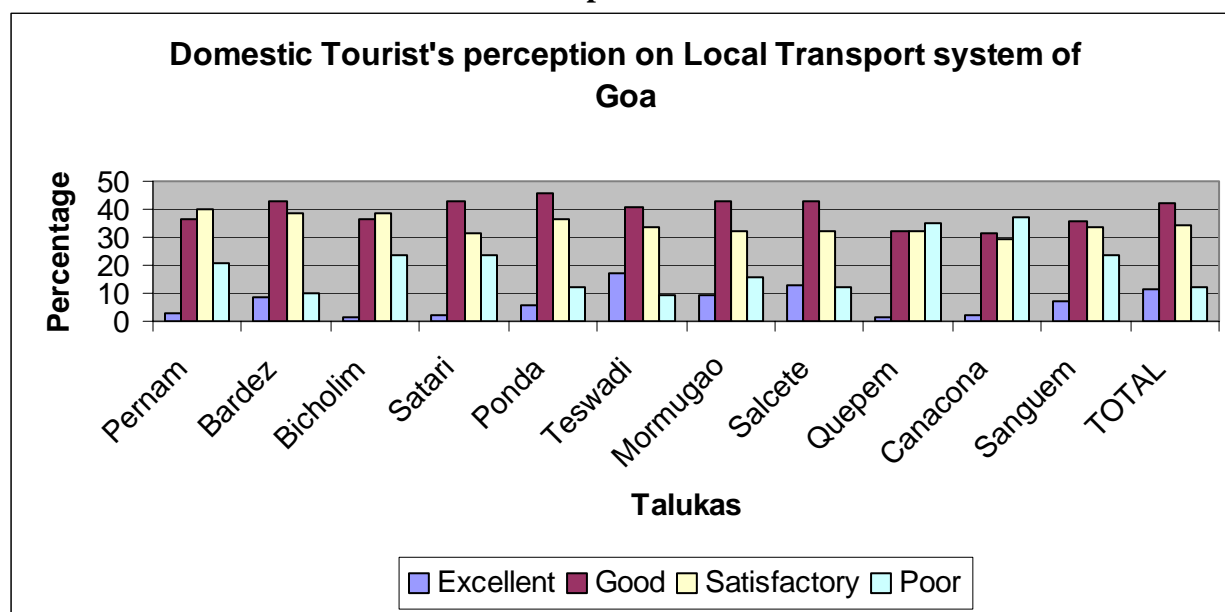
#### 10.1 Local Transport

**Table 10.1 Quality of local transport: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution					Estimated No of Tourists
	Excellent	Good	Satisfactory	Poor	All	
Pernam	3.21	36.45	39.82	20.52	100	21063
Bardez	8.25	43.2	38.35	10.2	100	470351
Bicholim	1.3	36.77	38.61	23.32	100	19734
Satari	2.2	42.99	31.28	23.53	100	2727
Ponda	5.45	46	36.5	12.05	100	96561
Teswadi	16.79	40.63	33.3	9.28	100	552831
Mormugao	9.39	43	31.88	15.73	100	225849
Salcete	13.1	43.16	31.86	11.88	100	472367
Quepem	1.1	32.15	31.82	34.93	100	1939
Canacona	1.9	31.11	29.62	37.37	100	28042
Sanguem	7.3	35.92	33.25	23.53	100	7389
Total	11.41	42.05	34.44	12.1	100	1898853

- More than 12.1 % of the tourists are not satisfied with the local transport system of Goa.

### Graph



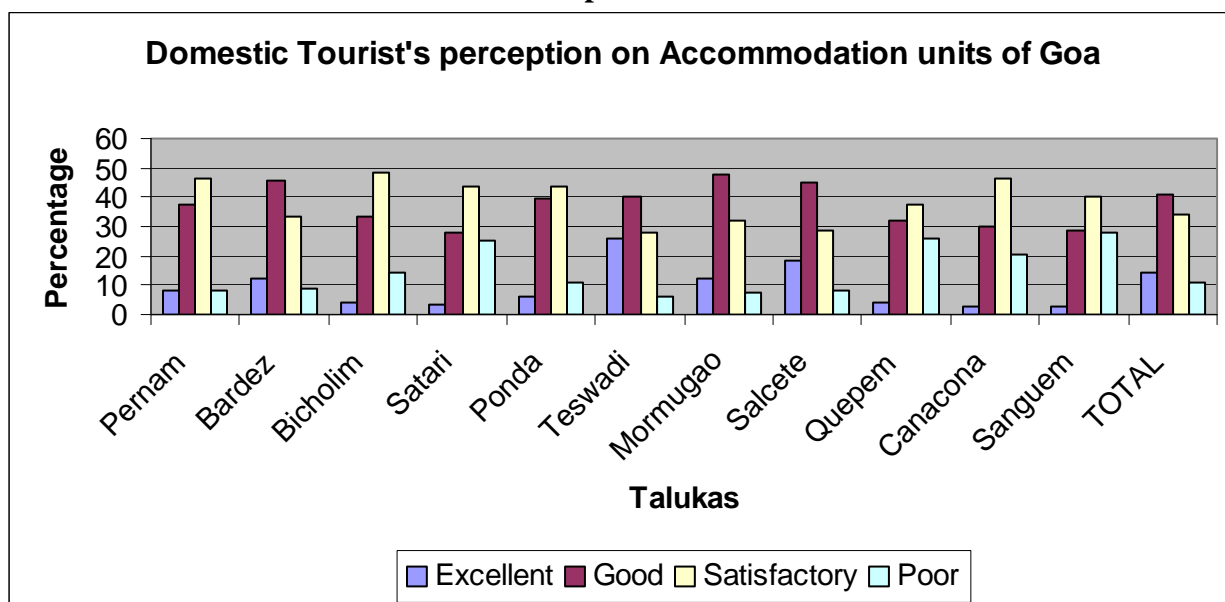
## 10.2 Accommodation

**Table 10.2 Quality of Accommodation: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution					Estimated No of Tourists
	Excellent	Good	Satisfactory	Poor	All	
Pernam	8.14	37.46	46.4	8	100	21063
Bardez	12.17	45.38	33.26	9.19	100	470351
Bicholim	4.04	33.17	48.59	14.2	100	19734
Satari	3.48	27.7	43.66	25.16	100	2727
Ponda	5.84	39.81	43.76	10.59	100	96561
Teswadi	25.85	40.26	27.63	6.26	100	552831
Mormugao	12.46	47.8	31.99	7.75	100	225849
Salcete	18.18	44.8	28.7	8.32	100	472367
Quepem	4.15	32.09	37.55	26.21	100	1939
Canacona	2.85	29.98	46.66	20.51	100	28042
Sanguem	3	28.74	40.45	27.81	100	7389
Total	14.32	41.07	34.04	10.57	100	1898853

- For the state as a whole, around 34.04 percent of domestic tourists have given satisfactory rating for the quality of accommodation units. The percentage of tourists who have given good and poor are 41.07 and 10.57 percent respectively. Around 14.32 percent have given excellent rating.

### Graph



### 10.3 Food

**Table 10.3 Quality of Food: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
	Very Good	Reasonable	Poor	All	
Pernam	25.17	57.35	17.48	100	21063
Bardez	30.78	61.36	7.86	100	470351
Bicholim	24	57.16	18.84	100	19734
Satari	26.67	58.86	14.47	100	2727
Ponda	29.84	62.61	7.55	100	96561
Teswadi	35.61	57.96	6.43	100	552831
Mormugao	31.47	59.07	9.46	100	225849
Salcete	33.98	59.13	6.89	100	472367
Quepem	22.31	51.79	25.9	100	1939
Canacona	22.51	50.39	27.1	100	28042
Sanguem	27.72	54.8	17.48	100	7389
Total	32.5	59.31	8.19	100	1898853

➤ 8.19 percent tourists are not satisfied with the quality of food of Goa.

### 10.4 Tourists Attractions

**Table 10.4 Quality of Tourist Sites: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
	Very Good	Average	Not Interesting	All	
Pernam	33.38	49.79	16.83	100	21063
Bardez	38.99	53.8	7.21	100	470351
Bicholim	32.21	49.6	18.19	100	19734
Satari	34.88	51.31	13.81	100	2727
Ponda	38.05	55.05	6.9	100	96561
Teswadi	43.82	50.41	5.77	100	552831
Mormugao	39.68	51.51	8.81	100	225849
Salcete	42.19	51.58	6.23	100	472367
Quepem	30.52	44.23	25.25	100	1939
Canacona	30.72	42.83	26.45	100	28042
Sanguem	35.93	47.25	16.82	100	7389
Total	40.71	51.75	7.54	100	1898853

➤ 40.71 percentage of tourists said that the tourist's attractions were very good.



## 10.5 Entertainment

**Table 10.5 Quality of Entertainment: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
	Excellent	Satisfactory	Poor	All	
Pernam	29.46	53.5	17.04	100	21063
Bardez	35.07	57.51	7.42	100	470351
Bicholim	28.29	53.31	18.4	100	19734
Satari	30.97	55.01	14.02	100	2727
Ponda	34.14	58.76	7.1	100	96561
Teswadi	39.91	54.11	5.98	100	552831
Mormugao	35.76	55.22	9.02	100	225849
Salcete	38.27	55.29	6.44	100	472367
Quepem	26.61	47.94	25.45	100	1939
Canacona	26.81	46.54	26.65	100	28042
Sanguem	32.01	50.96	17.03	100	7389
Total	36.79	55.46	7.75	100	1898853

- 36.79% of tourists said that the entertainment facility was very nice.

## 10.6 Shopping Facilities

**Table 10.6 Quality of Shopping Facilities: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution			Estimated No of Tourists
	Adequate	Inadequate	All	
Pernam	57.6	42.4	100	21063
Bardez	60.47	39.53	100	470351
Bicholim	55.93	44.07	100	19734
Satari	54.08	45.92	100	2727
Ponda	57.99	42.01	100	96561
Teswadi	64.48	35.52	100	552831
Mormugao	59.08	40.92	100	225849
Salcete	61.54	38.46	100	472367
Quepem	53.53	46.47	100	1939
Canacona	53.33	46.67	100	28042
Sanguem	58.14	41.86	100	7389
Total	61.3	38.7	100	1898853

- 38.7% of the tourists said that the shopping facility was inadequate.

Graph

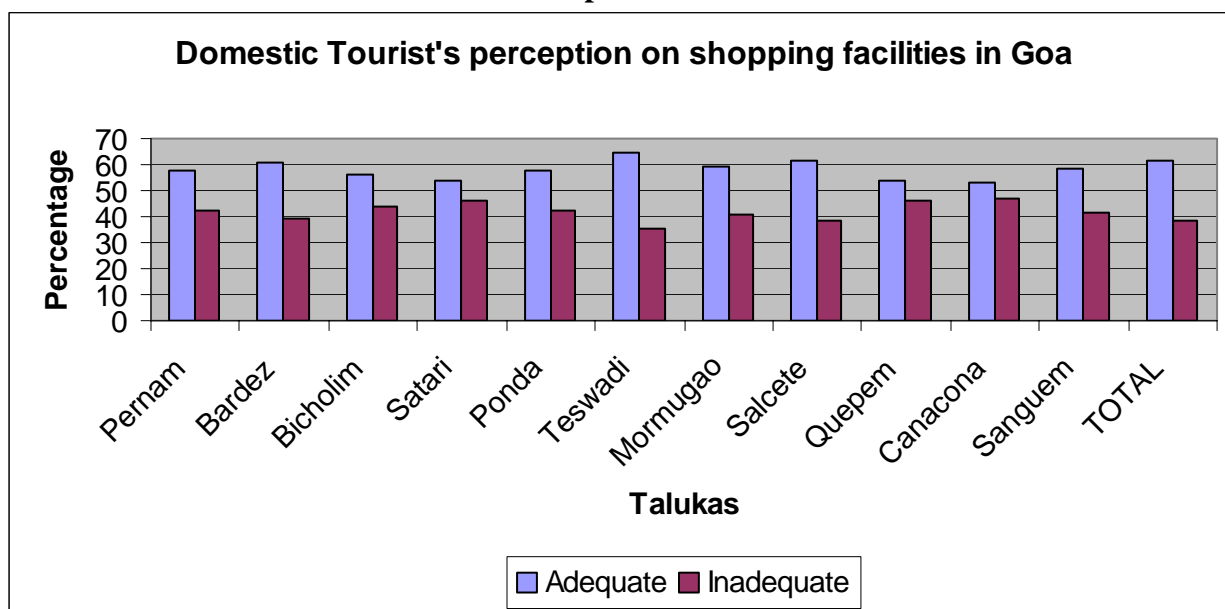
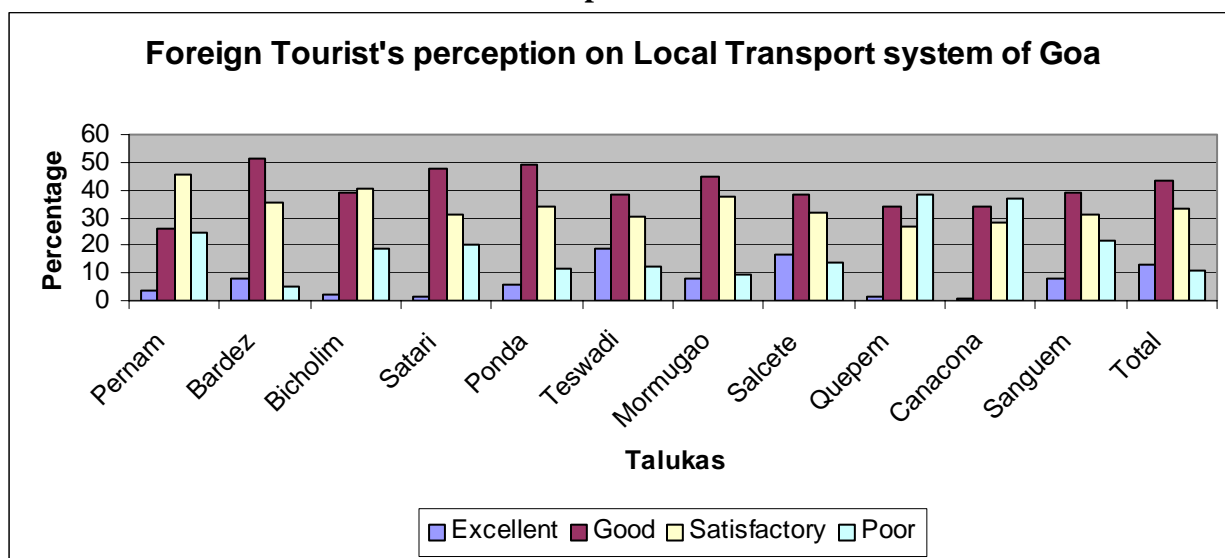
**B : Foreign Tourists****10.7 Local Transport**

Table 10.7: Quality of local transport: Perception of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution					Estimated No of Tourists
		Excellent	Good	Satisfactory	Poor	All	
1	Pernam	3.4	26.2	45.9	24.5	100	4432
2	Bardez	8.1	51.6	35.4	4.9	100	122912
3	Bicholim	1.9	39	40.3	18.8	100	1512
4	Satari	1.2	47.5	31.3	20	100	425
5	Ponda	5.6	49.2	33.7	11.5	100	4749
6	Teswadi	19.1	38	30.5	12.4	100	80590
7	Mormugao	7.7	45	37.7	9.6	100	23854
8	Salcete	16.4	38.1	31.7	13.8	100	99461
9	Quepem	1.5	33.9	26.5	38.1	100	189
10	Canacona	1	33.8	28.4	36.8	100	9152
11	Sanguem	8.1	38.9	31.3	21.7	100	1120
	Total	12.7	43.2	33.3	10.8	100	348396

- More than 10% of the tourists were not satisfied with the local transport system of Goa.

Graph



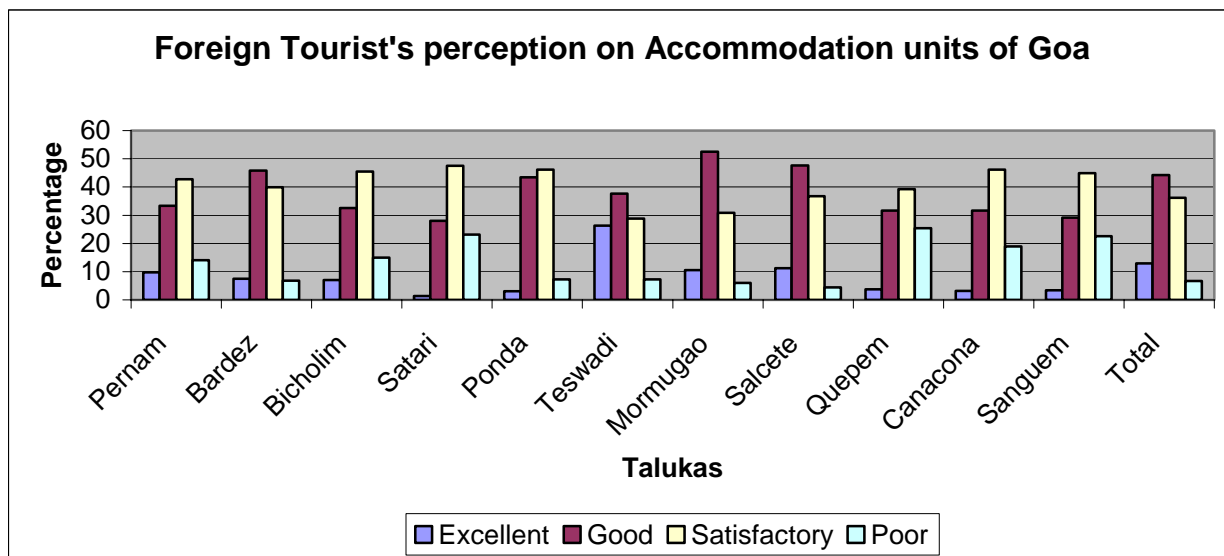
## 10.8 Accommodation

Table 10.8 Quality of Accommodation: Perception of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution					Estimated No of Tourists
		Excellent	Good	Satisfactory	Poor	All	
1	Pernam	9.8	33.3	42.8	14.1	100	4432
2	Bardez	7.5	45.8	39.9	6.8	100	122912
3	Bicholim	7	32.5	45.5	15	100	1512
4	Satari	1.4	28	47.5	23.1	100	425
5	Ponda	3.1	43.4	46.2	7.3	100	4749
6	Teswadi	26.3	37.6	28.8	7.3	100	80590
7	Mormugao	10.6	52.5	30.9	6	100	23854
8	Salcete	11.2	47.6	36.8	4.4	100	99461
9	Quepem	3.7	31.7	39.2	25.4	100	189
10	Canacona	3.2	31.7	46.2	18.9	100	9152
11	Sanguem	3.4	29.1	44.9	22.6	100	1120
	Total	12.9	44.2	36.2	6.7	100	348396

- For the state as a whole, around 36.2 per cent have given satisfactory rating for the quality of accommodation units. The percentage of tourists who have given good and poor are 44.2 and 6.7 percent respectively. Around 12.9 percent have given excellent rating.

Graph



## 10.9 Food

Table 10.9 Quality of Food: Perception of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
		Very Good	Reasonable	Poor	All	
1	Pernam	19.4	64.7	15.9	100	4432
2	Bardez	33.5	58.2	8.3	100	122912
3	Bicholim	23.9	61.5	14.6	100	1512
4	Satari	28.1	59.1	12.8	100	425
5	Ponda	31.2	59.6	9.2	100	4749
6	Teswadi	37.2	59.3	3.5	100	80590
7	Mormugao	33.6	57.9	8.5	100	23854
8	Salcete	35.3	58.8	5.9	100	99461
9	Quepem	20.8	51.9	27.3	100	189
10	Canacona	21.7	49	29.3	100	9152
11	Sanguem	29.3	52.1	18.6	100	1120
	Total	34.3	58.5	7.2	100	348396

➤ 7.2 percent tourists were not satisfied with the food quality of Goa.

### 10.10 Tourist Attractions

Table 10.10 Quality of Tourist Sites: Perception of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
		Very Good	Reasonable	Poor	All	
1	Pernam	31.3	52.6	16.1	100	4432
2	Bardez	40.3	54.5	5.2	100	122912
3	Bicholim	30.7	52.8	16.5	100	1512
4	Satari	36.3	52.8	10.9	100	425
5	Ponda	40.2	52.4	7.4	100	4749
6	Teswadi	45.8	52.7	1.5	100	80590
7	Mormugao	38.2	50.7	11.1	100	23854
8	Salcete	44.1	48.6	7.3	100	99461
9	Quepem	29.3	46.8	23.9	100	189
10	Canacona	32.8	43.6	23.6	100	9152
11	Sanguem	37.6	49.3	13.1	100	1120
	Total	42.1	51.8	6.1	100	348396

- At the state level 42.1% of tourists said that the tourist's attraction was very good.

### 10.11 Entertainment

Table 10.11 Quality of Entertainment: Perception of Foreign Tourists

Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
	Excellent	Satisfactory	Poor	All	
Pernam	28.3	50.4	21.3	100	4432
Bardez	36.4	56.7	6.9	100	122912
Bicholim	28.8	55.9	15.3	100	1512
Satari	31.1	57.3	11.6	100	425
Ponda	32.2	60.9	6.9	100	4749
Teswadi	37.6	57.1	5.3	100	80590
Mormugao	29.3	59.4	10.3	100	23854
Salcete	34.2	60.5	5.3	100	99461
Quepem	28.6	47.8	23.6	100	189
Canacona	25.2	45.3	29.5	100	9152
Sanguem	27.9	54	18.1	100	1120
Total	35.1	57.7	7.2	100	348396

- Majority of the tourists (57.7 percent) said that the entertainment facility was satisfactory.

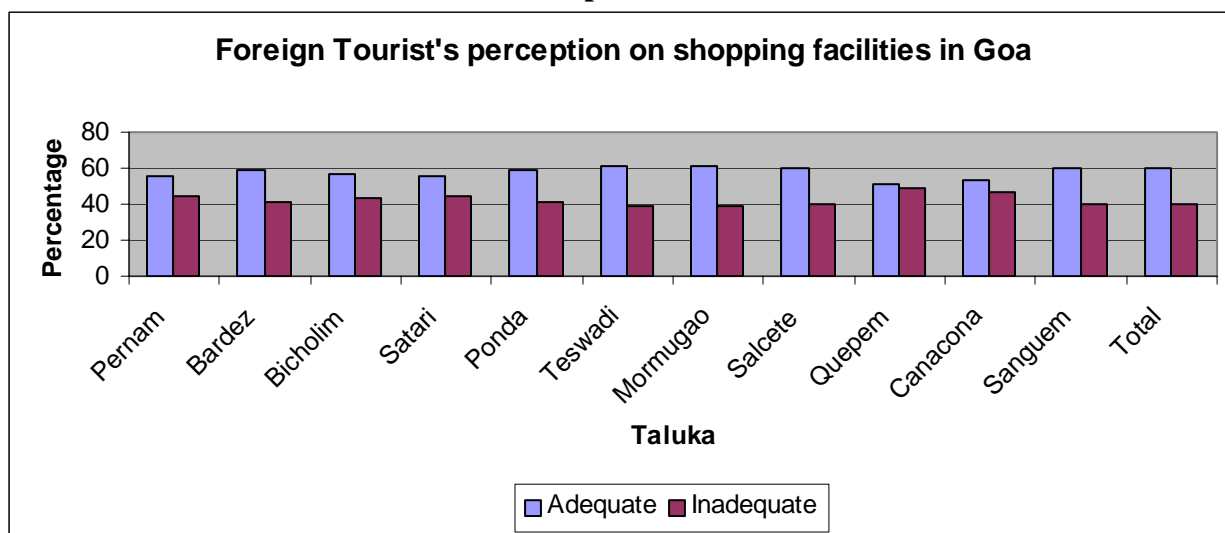
## 10.12 Shopping Facilities

Table 10.12 Quality of Shopping Facilities: Perceptions of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution			Estimated No of Tourists
		Adequate	Inadequate	All	
1	Pernam	55.7	44.3	100	4432
2	Bardez	58.7	41.3	100	122912
3	Bicholim	56.5	43.5	100	1512
4	Satari	55.2	44.8	100	425
5	Ponda	59.1	40.9	100	4749
6	Teswadi	61.3	38.7	100	80590
7	Mormugao	60.8	39.2	100	23854
8	Salcete	60.4	39.6	100	99461
9	Quepem	51.5	48.5	100	189
10	Canacona	53.8	46.2	100	9152
11	Sanguem	59.7	40.3	100	1120
	Total	59.8	40.2	100	348396

- More than 40 percent of the tourists say that the shopping facility was inadequate.

### Graph



## CHAPTER-XI

# AWARENESS OF TOURIST PLACES OF NORTH EAST STATES AND BUDDHIST TRAVEL CENTERS



## AWARENESS OF TOURIST PLACES OF NORTH EAST STATES AND BUDDHIST TRAVEL CENTRES

In this chapter the awareness and visits of the tourist to different tourist places located in Northeastern states and Buddhist centers have been discussed.

### 11.1 VISIT TO NORTHEAST REGION

Table - 11.1 Percentage of tourists who are aware of the listed locations of Northeastern region of India.

S.No.	Regions	Domestic Tourists		Foreign Tourists		All Tourists	
		Percentage Aware	Percentage Visited	Percentage Aware	Percentage Visited	Percentage Aware	Percentage Visited
1	Arunachal Pradesh	43.84	3.98	31.77	3.45	41.97	3.9
2	Assam	53.24	3.21	22.04	2.32	48.4	3.07
3	Manipur	46.94	5.1	15.97	0.95	42.14	4.46
4	Meghalaya	40.83	4.1	26.32	4.47	38.58	4.16
5	Mizoram	36.79	3.48	11.04	0.36	32.8	3
6	Nagaland	21.38	1.81	13.07	0.21	20.09	1.56
7	Tripura	52.44	5.13	17.89	2.42	47.08	4.71
8	Sikkam	21.2	1.3	11.12	0.37	19.64	1.16

- Level of awareness is highest in respect of Assam (48.4%) followed by Tripura (47.08%) and Manipur (42.14%)
- Among those who have visited Assam are 3.07%.

### 11.2 VIEWS ON MAIN ATTRACTIONS

Table - 11.2 Tourists views on main attraction points

Views	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Have great historical significance	72.89	62.94	71.34
Have rich cultural heritage	30.15	42.95	32.13
Have scenic beauty	82.38	57.3	78.49
Are well maintained	18.54	11.95	17.52
Are major tourist attractions	52.57	23.85	48.12
Are famous in India	30.84	30.65	30.81
Are famous in the world	9.28	14.38	10.07
Are worth visiting	18.47	28.28	19.99
Are easily accessible	5.85	11.94	6.79

- Majority of the tourists have said that the main attraction was the scenic beauty of the place. Another factor as perceived by 71.34 % of the tourists was their historical significance.

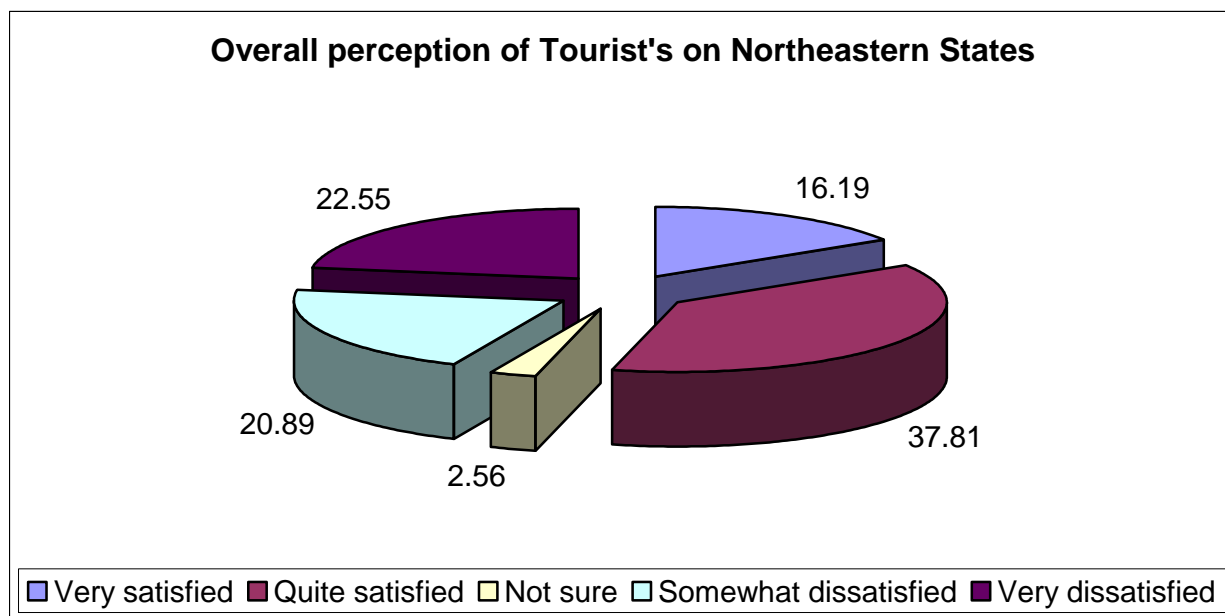


### 11.3 OVERALL PERCEPTION

Table - 11.3 Tourist's overall perception

Perception	Percentage reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Very satisfied	18.07	6.12	16.19
Quite satisfied	40.89	21.02	37.81
Not sure	2.84	1.03	2.56
Somewhat dissatisfied	15.15	52.17	20.89
Very dissatisfied	23.08	19.66	22.55

- Among the tourists who visited the northeastern part of India i.e. 37.81% were quite satisfied and 16.19% were very satisfied. 20.89% of tourists were somewhat dissatisfied.



**11.4 REASONS FOR SATISFACTION/DISSATISFACTION**

Table - 11.4 Tourists reason for satisfaction/dissatisfaction.

Reason for satisfaction / dissatisfaction	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Security Concern	49.58	50.92	49.79
Restricted moment / curves on free moment	32.22	41.93	33.73
Accessibility	28.92	40.35	30.69
Knowledgeable guides at reasonable rates	50.91	35.72	48.56
Swindlers	32.87	22.35	31.24
Internal transport at reasonable rates	51.02	42.02	49.62
Accommodation problems	62.22	54.46	61.02
Food problems	58.35	56.95	58.13
Congestion Crowded	1.14	1.07	1.13
Environment	16.59	23.46	17.66
Toilet Facilities	29.98	20.13	28.45
Discourteous behaviours	32.9	28.35	32.19
Communication	69.85	50.06	66.78
ATM & Credit Card Facilities	75.91	60.02	73.45
Others	48.44	39.13	47

- The major reasons for dissatisfaction were the communication problem (66.78%), ATM credit card facility (73.45%) and food problem (58.13%),)

**11.5 REASONS FOR NOT VISITING**

Table - 11.5 Tourists views on not visiting Northeast tourist centers.

Reasons for not Visiting	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Not aware of these locations	49.2	68.16	52.14
Budgetary Constraints	36.75	55.71	39.69
Time Constraints	64.76	83.72	67.7
Not Interested	26.16	45.12	29.1
Transport Bottlenecks	35.47	54.43	38.41
Connectivity	36.75	55.71	39.69
Security Concerns	49.2	68.16	52.14
Availability of Budget Package Circuits	58.99	77.95	61.93
Others	31.2	50.16	34.14

- The major reasons for not visiting the northeastern region were the time constraints (67.7%) and un availability of budget package circuits (61.93%) and then security concern (52.14%).

## 11.6 VISIT TO BUDDHIST CENTERS

Table - 11.6 Tourists views on Buddhist centers.

Buddhist Center	Domestic Tourists		Foreign Tourists		All Tourists	
	Percentage Aware	Percentage Visited	Percentage Aware	Percentage Visited	Percentage Aware	Percentage Visited
Areraj	5.14	2.43	4.9	1.5	5.1	2.29
Aurangabad	33.79	19.06	28.23	15.73	32.93	18.54
Bodhgaya	83.77	43.06	71.92	18.62	81.93	39.27
Guner	6.74	0	4.1	0	6.33	0
Kesaria	6	0	3.65	0	5.64	0
Lauria	4.17	0	3.2	0	4.02	0
Nalanda	63.49	36.32	52.11	16.35	61.73	33.22
Rajgir	45.12	1.09	28.95	5.37	42.61	1.75
Vaishali	33.05	10.99	35.82	14.79	33.48	11.58
Vikramsilla	24.7	4.11	13.18	1.9	22.91	3.77
Ajanta & Ellora	81.79	36.32	82.74	43.36	81.94	37.41
Kalgaon	16.9	0	12.85	0	16.27	0
Khandiri	5.79	0	4.5	2	5.59	0.31
Kaushambi	12.12	0	7.4	0	11.39	0
Kushinagar	8.44	3.63	7.1	2.9	8.23	3.52
Nagarjunakonda	5.44	0	4	0	5.22	0
Ratnagiri	42.08	0	21.56	0	38.9	0
Sanchi	73.15	41.64	65.18	29.06	71.91	39.69
Saravasti	27.66	0.92	13.18	0.09	25.42	0.79
Sarnath	75.43	52.53	57.74	39.61	72.69	50.53
Udaygiri	46.77	1.81	27.29	0	43.75	1.53
Vidhisha	22.93	5.39	19.86	18.82	22.45	7.47
Other	1.76	0.8	1.67	0.52	1.75	0.76

- Level of awareness was the highest in respect of Ajanta & Ellora (81.94%) followed by Bodhgaya (81.93%) and Sarnath (72.69%).
- The percentages of tourists who have visited Ajanta & Ellora were 37.41.

**11.7 VIEWS ON MAIN ATTRACTIONS**

Table - 11.7 Tourists views on main attraction points

Views	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Have great historical significance	90.94	87.39	90.39
Have rich cultural heritage	71.81	69.17	71.4
Have scenic beauty	30.92	28.28	30.51
Are well maintained	41.81	39.17	41.4
Are major tourist attractions	66.85	64.21	66.44
Are famous in India	87.19	84.55	86.78
Are famous in the world	57.7	55.06	57.29
Are worth visiting	59.92	57.28	59.51
Are easily accessible	41.77	39.13	41.36

- 90.39% tourists have said that historical significance was their main significance. Second factor as perceived by more than 86.78% of the tourists said was famous in India.

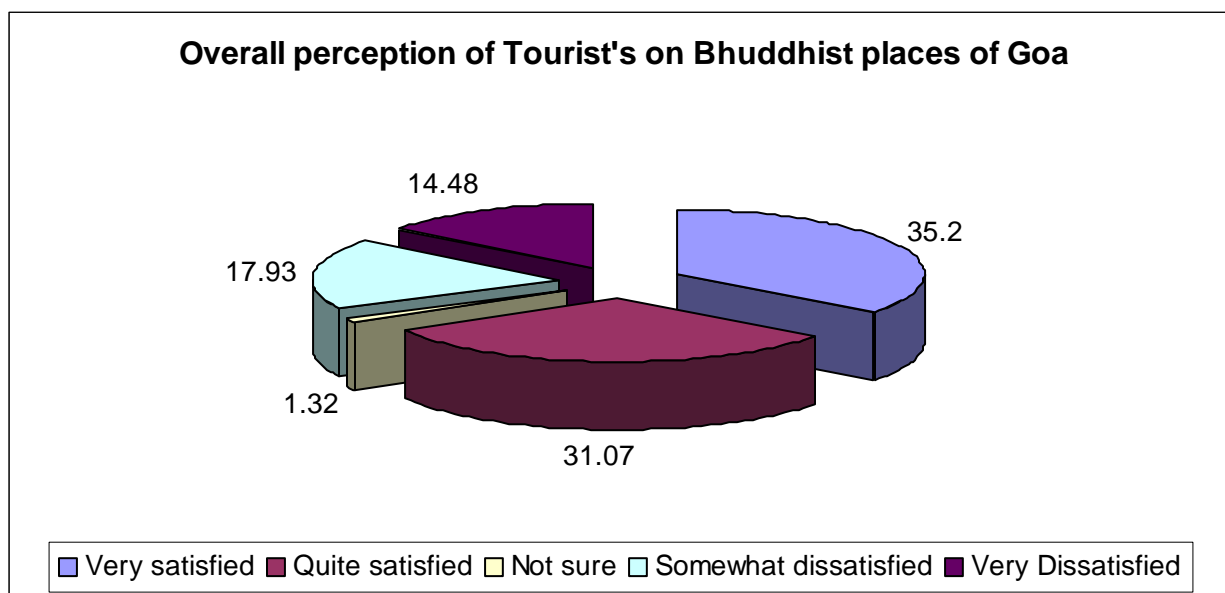
**11.8 OVERALL PERCEPTION**

Table - 11.8 Tourists overall perception

Perception	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Very satisfied	35.52	33.48	35.2
Quite satisfied	31.94	26.36	31.07
Not sure	1.3	1.45	1.32
Somewhat dissatisfied	17.39	20.88	17.93
Very Dissatisfied	13.86	17.83	14.48

- Over all perception of tourists about different Buddhist travel centers of India was very good. Maximum percentage of tourists was satisfied with these sites. A very few have disappointed remarks about these tourist spots.

Graph



### 11.9 REASONS FOR SATISFACTION / DISSATISFACTION

Table - 11.9 Tourists reason for dissatisfaction and satisfaction.

Reasons for Satisfaction / dissatisfaction	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Security Concerned	16.3	11.97	15.63
Restricted moment/ curves on free movement	23.56	18.09	22.71
Accessibility	34.09	28.24	33.18
Knowledgeable guides at reasonable rates	69.73	28.57	63.35
Swindlers	14.39	23.13	15.75
Internal transport at reasonable rates	44.68	18.57	40.63
Accommodation problems	57.12	57.57	57.19
Food Problems	44.68	49.42	45.14
Congestion Crowded	35.32	32.46	34.88
Environment	21.7	13.57	20.44
Toilet Facilities	14.1	9.88	13.45
Discourteous behaviors	26.79	26.86	26.8
Communication	55.36	48.79	54.34
ATM & Credit card facilities	74.91	70.9	74.29
Other	30.3	33.07	30.73

- Major reasons of dissatisfaction were the ATM card facility and knowledgeable guides at reasonable rates.

## 11.10 REASONS FOR NOT VISITING

Table - 11.10 Tourists reason for not visiting the tourist places.

Reasons for not Visiting	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Not aware of these locations	47.75	56.54	49.11
Budgetary constraints	27.04	25.9	26.86
Time constraints	48.18	60.24	50.05
Not interested	14.49	26.55	16.36
Transport Bottlenecks	49.18	61.24	51.05
Connectivity	14.49	26.55	16.36
Security concerns	16.55	28.61	18.42
Availability of budget package circuits	26.18	38.24	28.05
Others	19.39	31.45	21.26

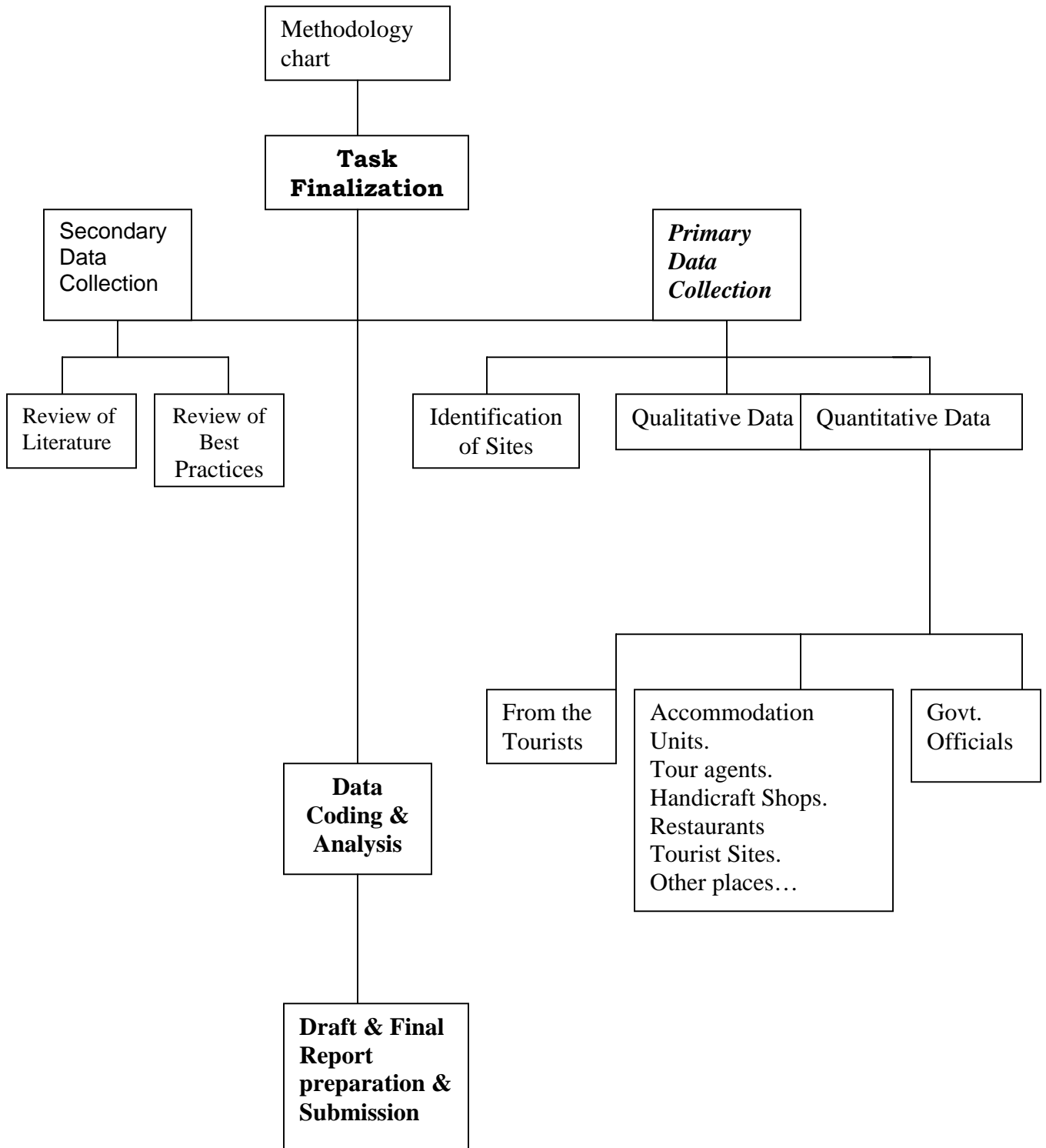
- Major reasons for not visiting the Buddhist centers were the transport bottleneck (51.05%) and the time constraints (50.05%).

## Tourist map of Goa



**ANNEXTURE:1.2**

**METHODOLOGY CHART FOR GOA – TOURISM PROJECT.**





# Collection of Domestic Tourism Statistics For the State of Goa

3	WORK PLAN												ANNEXURE I.3	
	1 <sup>st</sup>	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th		
	Month	Month	Month	Month	Month	Month	Month	Month	Month	Month	Month	Month		
TOTAL STUDY PERIOD— 12 MONTHS														
Sub-stages of the project work													Stage-I Initiation of Project Work	
	Planning	-----												
	Existing Primary Data Collection	-----												
	Task Schedule Preparation	-----												
	Finalization Of Task Schedule	-----												
	Preparation & Submission Of Inception Report	-----												
	Getting Approval Of The Inception Report	-----												
Stage-II Secondary Data Collection														
	Secondary Data collection	-----	-----											
Stage-III Initial Desk Research														
	Check List Preparation	-----												
	Data Base Preparation	-----												
	Sampling	-----												
	Questionnaire Preparation													
Stage-IV Primary Data Collection														
	Survey Team Mobilization	-----												
	Data Collection	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Stage-V Data Compilation & Data Analysis														
	Data Verification/Back Checking	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	Data Coding	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	Data Entry	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	Data Analysis through Different Packages Like SPSS , SAS & STARTA													
Stage-VI Report Writing & Submission														
	Submission of Monthly reports	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	Submission of Quarterly reports		-----											
	Draft Report													
	Draft Report Presentation													
	Final Report Preparation & submission													-----

[illegible]

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		Voor

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Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Aug	08	Sep	09	Oct	10	Nov	11	Dec	12

[illegible]

1 Star	01	Unstarred Hotel	08
2 Star	02	Guest House	09
3 Star	03	Tourist Bungalows	10
4 Star	04	Dormitory	11
5 Star	05	Youth Hostel	12
Deluxe	06	Dharamsala	13
Heritage Hotel	07		

\_\_\_\_\_

Govt Owned	01
Public Limited Company	02
Private Limited Company	03
Single Owner	04
Charitable Trust	05

--	--

4. Does the hotel belong to a chain/ group YES /NO (Please ✓ and use the following codes)

Yes	01
No	02

5. Year of commencement (example for 1968, post 1968)





6. Please furnish the following.

Type of Accommodation	No. Of Rooms	No. of Beds
Dormitory hall		
Single A/C		
Double A/C		
Suits AC		
Single Non AC		
Double Non AC		
Suits Non AC		

A) Number of Rooms /Beds

b) Facility Available

Type of facility	With A. C		Without A.C	
	Number	Capacity (Specify the unit: sitting / No of persons)	Number	Capacity (Specify unit: sitting / NO of person)
Banquet Hall				
Conference Hall				
Health Club				
Massage Center				
Other specify				

- c) Whether Swimming Pool Facility Available  
(Please ✓ and use the following codes)

Yes	01
No	02

7. Average Occupancy Ratio during the month 

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8. Employment Statistics

Departments	Number of Permanent employees	Number of casual or temporary employees
Management Team		
Front Office		
F&B (Service)		
F&B (Kitchen)		
House Keeping		
Accounts		
EDP		
Security		
Sales & Marketing		
Purchase & Stores		
Human Resource		
Public Relation		
Engineering		
Telephone		
Health Club		
Laundry		
Other department		
Total		

9. Monthly Revenue



10. Monthly Tax Paid



11. Please generate the following Statistics in respect of tourist Inflow.

S. No,	Type of Tourists (Domestic: 01	Name of the State (in case of domestic tourists) name of the country (in case of foreign tourists) post the relevant state code/ country code as provided in the list	Number of tourists	Bed Night spent

## Collection of Domestic Tourism Statistics For the State of Goa

[illegible]

ANNEXURE-III

Interview No.

**QUESTIONNAIRE FOR TOURISTS**

(Respondent is the head of the family in case of family)

(Reference period Month

Month / Code

Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Aug	08	Sep	09	Oct	10	Nov	11	Dec	12

Year: (2005=5)

**PART A: LOCATION PARTICULARS**

1. State

(Madhya Pradesh: 01, Chhattisgarh: 02)

2. Name of Tourist place  
(Appear in Annexure)

3. Category

Foreign Tourist	01
Domestic Tourist	02
Domestic Day-visitor	03
Foreign Day visitor	04

4. Place where contacted

Hotel	01	Tourist Spot	02	Other	03
-------	----	--------------	----	-------	----

If other Then Specify.

5. Date of Contact



6. Approximate Annual household income Currency\_\_\_\_\_

Income\_\_\_\_\_

## PART C: TRAVEL DETAILS

1. Are you Traveling

Alone	01	Friends	03
With family	02	With family Friends	04

2. Size of Traveling Family

3. Please give the following for the individual members in the Group

S. No	Sex (Male: 01, Female:02)	Age (on last birthday)

4. Is it a package Tour?

YES	01
NO	02

5. Main Purpose of visit:

Leisure recreation holiday	01	Pilgrimage	06
Visiting Friends Relative	02	Education	07
Business and professional	03	Conference	08
Health & treatment	04	Employment	09
Social & Religious function	05	Sports Participating or Witnessing	10



**Collection of Domestic Tourism Statistics For the State of Goa**

If response is 01 then

Cultural activities	01	
Resorts (Beaches Hills Etc)	02	
Wildlife	03	



6. How did you make your travel arrangement? (Multiple responses)

7. Number of night stay

a) Currently Number of night stay

b) Number of Night stay in future

8. Place of Stay

Code/Ticks

a) Type of accommodation

Starred Hotel-

Un Starred Hotel-

Guest House/ rest Houses/Tourist Bungalows

Youth Hostels/ YMCA Etc. –

Dormitory-

Dharamsala.

Friends & relatives-

Day visitors-

Others-

01	
02	
03	
04	
05	
06	
07	
08	
09	



If others then specify-

**PART D: TOUR EXPENDITURE (REFERENCE PERIOD: YESTERDAY/TODAY)**

1. Is it a package tour,

Yes: -

NO: -

It yes then what is the total cost of the package per day (in Rest.)

3. Would you please indicate the details of expenditure incurred by you **yesterday at this place?** (Indicate total expenditure incurred by you and other members of family and friends traveling with you. In case of Day-visitor indicate today's expenditure at the Center. If you have arrived today please write today's expenditure (incurred up to now and expected expenditure till the end of the day)

(Normally we are recording yesterday's expenditure. In exceptional cases when the tourist has arrived today we are asking today's expenditure. Accordingly reference period will differ)

Reference period for the Expenditure.

Yesterday	01	Today	02	
-----------	----	-------	----	--

### A) Accommodation Services

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#### b) Food and Beverages Serving Services

Services	Amount (Rs.)
Railway Station Bus Stand Train	
Hotels	
Private Guest House	
Tourist Guest House	
Govt. Guest House	
Dharamshala	
Restaurants	
Cafeteria	
Snacks Bars	
Lunch Counters	
Refreshment Stands	
Canteens	
Milk Bars	
Bars & Other Drinking Places	
Others	
Mela. Fair Picnic	

#### c) Transport Equipment Rental (Hired Taxi/Jeep/ Tractor)

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#### d) Travel agencies and similar (Reference Period: Yesterday / Today)

--

Service	Amount (Rest.)
Travel Agents	
Tour Operators	
Tourist Guides	

## e) Other Recreational And Entertainment Service

Services	Amount (Rest.)
Cinema, Night Clubs, Theatres	
Conferences And Conventions	
Other Amusements	

## Tourism Related Industries

## f) Clothing and Garments

Services	Amount (Rs.)
Clothes (Dhoti, sari, shirt, pajamas, ladies suit, Dupatta, shawl, Lungi ,Towel etc.)	
Readymade Garments	
Knitted Garments sweater Pullover Cardigan, etc	
Bed sheet bed cover blanket pillow quilts Chadar , etc.	
Knitting wool	
Others	

## G) Processed Food-1

Services	Amount (Rs.)
Tea and Coffee	
Cold Beverages And fruit Juice	
Other Beverages	
Biscuits, Salted refreshments, sweets cake pastry	
Pickle, Sauce Jam Jelly etc.	
Other Processed food	

## h) Tobacco products

Services	Amounts (Rest.)
Pan, Supari, Lime Katha	
Bidi Cigarette tobacco	

## I) Alcohol

Services	Amounts (Rs.)
Beer, Toddy, Liquor	
Other Intoxicants	

## J) Durable goods

Services	Amount (Rs.)
Suitcase, trunk hand bag other travel goods	
Spectacles, pen lock umbrella	
Radio, walkman, torch, batteries. Etc	
Camera, cassettes films. Etc	
Photography, Video Cassette	
Sports items And Toys	
Others	

## K) Footwear

Services	Amount (Rs.)
Leather footwear	
Rubber footwear	
Others	

## L) Toiletries

Services	Amount (Rs.)
Toilet soap washing soap washing powder hair oil etc.	
Tooth brush tooth paste tooth powder	
Body talcum powder face cream	
Shaving Blades shaving stick razor shaving cream	
Other toiletries	

## M) Gems and Jewellery

Services	Amount (Rs.)
Gems and jewellery	

## N) Medicines and Health Related Items

Services	Amount (Rs.)
Medicines and Health Related Items	

## O) Printing And Publishing

Services	Amounts (Rs.)
Book, magazine Newspaper Library and other Stationery	

## PART E: -EVALUATION

S NO	Particulars	Excellent 01	Good 02	Satisfactory 03	Poor 04	Yesterday / Today
1	Transport with in the center					
2	Local transport with in the center					
3	Accommodation					

## 4. Accommodation Tariff

High	Reasonable	Cheap
01	02	03

## 5. Food Quality

Very Good	Satisfactory	Poor
01	02	03

## 6. Tourist Attraction at the center

Very interesting	Average	Not interesting
01	02	03

## 7. Entertainment Facility

Excellent	Satisfactory	Poor
01	02	03

## 8. Shopping Facility

Adequate	Inadequate
01	02

## PART F: VISIT TO NORTH EAST REGION LOCATED IN INDIA

The relevant codes appear in the parenthesis by the side of each of the item if new items are there, please write and give additional codes corresponding to each of the new items if any.

1. Which of these north- eastern Indian states are you aware of? READ OUT OPTIONS & TICK (MULTIPLE CODES)

Provisions is made for all the 8 Locations. Post the appropriate location codes in the boxes.

Arunachal pardesh	01		Mizoram	05	
Assam	02		Nagaland	06	
Manipur	03		Tripura	07	
Meghalaya	04		Sikkim	08	

2. Which of these north- eastern Indian State have you visited / READ OUT OPTIONS & TICK (MULTIPLE CODES) Provision is made for 6 locations. If more than 6 draw additional box and post the relevant location code.

Arunachal pardesh	01		Mizoram	05	
Assam	02		Nagaland	06	
Manipur	03		Tripura	07	
Meghalaya	04		Sikkim	08	

3. We want your opinion about the north-eastern Indian states, please tell us whether north-eastern Indian States, READ OUT OPTIONS & TICK (MULTIPLE CODES). Provision is made 3 options. If more than 3 draw additional box and post the relevant option code.

Have great historical significance	01	
Have rich cultural heritage	02	
Have scenic beauty	03	
Are well maintained	04	
Are major tourist attractions	05	
Are famous in India	06	
Are famous in the words	07	
Are worth visiting	08	
Are easily accessible	09	

4. On an overall basis, how satisfied or dissatisfied are you with your visit there?

Very satisfied	05	
Quite satisfied	04	
Not sure	03	
Somewhat dissatisfied	02	
Very Dissatisfied	01	

- a. If somewhat dissatisfied / dissatisfied, give reasons please Tick (✓). The figures in the parenthesis are the codes corresponding to different reasons. Provision is made for 3

regions. If more than 3 draw additional box and post the relevant reason code.

Security Concerned	01	
Restricted moment/ curves on free moment	02	
Accessibility	03	
Knowledgeable guides at reasonable rates	04	
Swindlers	05	
Internal transport at reasonable rates	06	
Accommodation problems	07	
Food Problems	08	
Congestion Crowded	09	
Environment	10	
Toilet Facilities	11	
Discourteous behaviours	12	
Communication	13	
ATM & Credit card facilities	14	
Other	15	

### If other than Specify

[illegible]

5. If not visited, give reasons. Provision is made for 3 reasons. If more than 3 draw

Additional box and post the relevant reasons code.

Not aware of these locations	-01	
Budgetary constraints	-02	
Time constraints	-03	
Not interested	-04	
Transport Bottlenecks	-05	
Connectivity	-06	
Security concerns	-07	
Availability of budget package circuits	-08	
Others	-09	

If other than Specify

[illegible]



1. Which of these Buddhist sites in India are you aware of? Provision is made for 12 locations. If more than 12 draw additional box and post the relevant reasons code.

If the Response other than specify

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2. Which of these Buddhist sites have you visited? Provision is made for 12 locations. If more than 12 draw additional box and post the relevant reason code.

Areraj	01	
Aurangabad	02	
Bodhgaya	03	
Guner	04	
Kesaria	05	
Lauria	06	
Nalanda	07	
Rajgir	08	
Vaishali	09	
Vikramsilla	10	
Ajanta & ellora	11	
Kalgaon	12	
Khandiri	13	
Kaushambi	14	
Kushinagar	15	
Nagarjunakonda	16	
Ratnagiri	17	
Sanchi	18	
Saravasti	19	
Sarnath	20	
Udaygiri	21	
Vidhisha	22	
Other	23	

If the Responses is than Specify.

[illegible]

3. From where did you get information about these Buddhist places in India? READ OUT OPTIONS & TICK (MULTIPLE CODES), provision is made for 4 sources. If more than 4 draw additional box and post the relevant source code.

Indian embassy in your country	01		Internet	06	
Indian tourism bureau in your country	02		Travel books /Guides Magazines/	07	

			Newspaper		
Indian tourism department in new delhi.	03		Relatives / Friends	08	
Bihar tourism department	04		Other	09	
Travel agents	05				

If the Responses is than Specify.

[illegible]

4. We want Your opinion about the Buddhist Sites. Place tell us whether Buddhist Sites in India\_\_\_\_\_ READ OUT OPTIONS & TICK (MULTIPLE CODES). Provision is made for 9 options. If more than 9, draw additional box and post the relevant option code.

Have great historical significance	01	
Have rich cultural heritage	02	
Have scenic beauty	03	
Are well maintained	04	
Are major tourist attractions	05	
Are famous in india.	06	
Are famous in the world	07	
Are worth visiting	08	
Are easily accessible	09	
Other	10	

If the Response is other than Specify

[illegible]

5. On an overall basis, How satisfied or dissatisfied are you with your visit there?

Very satisfied	05	
Quite Satisfied	04	
Not sure	03	
Somewhat Dissatisfied	02	
Very Dissatisfied	01	

- a) If somewhat dissatisfied / dissatisfied give reasons please Tick (✓). The figures in the parenthesis are the codes corresponding to different reasons. Provision is made for 14 options. If more than 14 draw additional box and post the relevant option code.

Security Concerned	01	
Restricted moment/ curves on free moment	02	
Accessibility	03	
Knowledgeable guides at reasonable rates	04	
Swindlers	05	
Internal transport at reasonable rates	06	
Accommodation problems	07	
Food Problems	08	
Congestion Crowded	09	
Environment	10	
Toilet Facilities	11	
Discourteous behaviours	12	
Communication	13	
ATM & Credit card facilities	14	
Other	15	

If the response is other then specify.

[illegible]

6 If not visited, give reasons

Not aware of these locations	-01	
Budgetary constraints	-02	
Time constraints	-03	
Not interested	-04	
Transport Bottlenecks	-05	
Connectivity	-06	
Security concerns	-07	
Availability of budget package circuits	-08	
Others	-09	

If the response is other then specify.

[illegible]

**PART H: EXPENDITURE INCURRED FOR THIS TRIP PRIOR TO ENTERING THIS CENTRE.**

**ONLY EXPENDITURE ATTRIBUTABLE TO THIS TRIP SHOULD BE RECORDED. THE COVERAGE WILL BE: FROM THE STARTING POINT I.e., THE POINT OF ORIGIN (SAY COIMBATORE, MUMBAI, BURDWAN, LUCKNOW ETC.) TO THIS CENTER i.e., THE POINT OF DESTINATION, IN THE CASE OF FOREIGN TOURISTS THE STARTING POINT WILL BE THE POINT WHERE THE FOREIGN TOURISTS HAS SET THE FOOT OF THE INDIAN SOIL.**

a) Accommodation services

(Includes: Hotel, Private Guest House, Tourist Guest House, Dharamshala etc.)

b) Food and Beverages Serving Services.

Includes. Railway Station Bus Stand Train, hotels, Private Guest House, Tourist Guest House, Govt. Guest House, Dharamshala, Restaurants, Cafeteria, Snacks Bars, Lunch Counters, Refreshment Stands, Canteens, Milk Bars, Bars & Other Drinking Places, Mela. Fair Picnic etc.)

C) Transport Equipment Rental /Hired (Taxi / Jeep/ Tractor Etc.)

d) Travel Agencies and similar

(Includes Travel agents, tour operators, Tourist guides)

e) Other recreational and Entertainment services.

(Includes cinema, night clubs, Theatres, Conference and conventions, other amusements)

Tourism Related Industries

f) Clothing And Garments

(Includes Clothes -Dhoti, sari, shirt, pajamas, ladies suit, Pupate, shawl, Lungi, towel Readymade Garments Knitted Garments sweater Pullover Cardigan, Bedsheet bed cover blanket pillow quilts Chadar, Knitting wool Others.

G) Processed Food ( Reference Period: Yesterday / Today).

Services Tea and Coffee Cold Beverages and fruit Juice Other Beverages Biscuits, Salted refreshments, sweets cake pastry Pickle, Sauce Jam Jelly Other Processed food.

**Collection of Domestic Tourism Statistics For the State of Goa**

Yesterday	01	Amount (Rs.)
Today	02	

H) Tobacco products.

(Includes: pan, supari, lime, katha, bidi, cigratte, Tobacco)

I) Alcohol.

(Includes: Beer, Toddy, liquor, other intoxicants)

J) Durable goods

(Includes Suitcase. Trunk, hand bag other travel goods, spectacles, pen, lock, umbrella, radio walkman torch, batteries etc. camera cassettes films etc, photography video cassette sports items and toys, others.)

K) Footwear

(Includes: leather footwear, rubber footwear, others)

L) Toiletries

(Includes: toilet soap, washing soap, washing powder, hair oil etc toothbrush. Tooth paste, tooth powder, body talcum, powder face cream shaving blades, shaving stick shaving cream other toiletries.

M) Gem and jewellery

(includes Gem and Jewellery)

n) Medicines and Health related Items( Reference period: Yesterday/ Today)

Includes: Medicines and Health Related items)

O) Printing and publishing (Reference period: Yesterday/ today)

(Includes: Book, Magazine, Newspaper, Library and Other Stationery)

P) Passenger Transport services (References Period. During the month)

(Includes Railways passenger transport by bus services passenger transport by other motor vehicles, own transport-two wheeler, own transport-auto rickshaw/car/jeep/bus/tractor, others. Passenger or freight transport via hackney carriage bullock carts ekkas etc. transport by animals Transport by man including rickshaw and cart pullers pushcart operators, palki bearers doli carriages, etc, own transport animal driven transport own transport-Rickshaw, ship/boat, air )

### PART I: SUGGESTIONS

lease give your suggestions for improvement of tourist services at the center

Name of the supervisor  
investigator  
Signature  
Date

Name of the  
Signature  
Date

\_\_\_\_\_

Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Aug	08	Sep	09	Oct	10	Nov	11	Dec	12

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\_\_\_\_\_

[illegible]

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Department	Number of Permanent Employees	Number of Casual or Temporary employees
Management		
Kitchen		
Service		
Accounts		
Purchase		
Store		
Security		
Maintenance		
Delivery		
Total		

Collection of Domestic Tourism Statistics For the State of Goa

6. Monthly Earnings

--

7. Taxes Paid

--

8. Percentage of Earning from Tourist

--

Name & Signature of Investigator

Place of Contract

--

Name & signature Of Supervisor

Date of Contract

--	--	--	--	--	--	--	--



## 1. Reference Period

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Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Aug	08	Sep	09	Oct	10	Nov	11	Dec	12


3. Name of Establishment

[illegible]

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ASK FOR EACH DEPT.?

Department	Number of Permanent Employees	Number of Casual or Temporary employees
Administration		
Ticketing		
Foreign Exchange		
Accounts		
Tours		
Sales and Marketing		
Total		

\_\_\_\_\_


Name & Signature of Investigator

\_\_\_\_\_

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## ANNEXURE-VI

## **QUESTIONNAIRE FOR ESTABLISHMENTS: SOUVENIR/ HANDICRAFT SHOPS**

## 1. Reference Period

Month

\_\_\_\_\_

Month/ Code

Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Aug	08	Sep	09	Oct	10	Nov	11	Dec	12

Year (code-2005-05)

\_\_\_\_\_

2. Center (use the codes given in the list)

\_\_\_\_\_

3. Name of Establishment

[illegible]

4. Year of Start ( for example if 1970 post 1970)

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## 5. Persons Employed (in 2005)

Regular				
Casual/ temporary				

## 6. Monthly Earnings

\_\_\_\_\_

## 7. Taxes Paid

\_\_\_\_\_

### 8. Percentage of Earning from Tourist

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Name &amp; Signature of Investigator

### Place of Contract

\_\_\_\_\_

Name &amp; signature Of Supervisor

Date of Contract

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## ANNEXURE VII

## LISTING PERFORMA

Reference Period

Month

Month/. Code

Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Augu	08	Sep	09	Oct	10	Nov	11	Dec	12

Year

Name of the Center

Code

(use the codes given in the list)

State

Code

Sr. NO	Type of tourist (domestic=1 Foreign=2)	Place of stay (Accommodation unit=1 Friends and Relatives=2 and Day visitors-3)	Number of Members (including the Respondent)

**ANNEXURE-VIII****SUMMARY LIST OF ACCOMMODATION UNITS TRAVEL AGENTS  
& TOUR OPERATORS**

Sl . No	Types	Number of units
	<b>HOTELS</b>	
1	5 STAR DELUXE	10
2	5 STAR	2
3	4 STAR	2
4	3 STAR	14
5	2 STAR	27
6	1 STAR	19
7	List of D Grade Accommodation Units	2150
8	List of Paying Guest Houses	1473
	<b>TRAVEL AGENTS &amp; TOUR OPERATORS</b>	
1	Travel Agents	251
2	Tour operators	97

## ANNEXURE – IX

List of Accommodation Units Surveyed - Goa

S.No.	Name of the Accommodation Unit	Address 1	Address 2	City	Pincode	Phone	Accommodation Type	Ownership
1	LA BAMBA	UMTA VADDO	CALANGUTE BEACH	CALANGUTE	0	8322276108	9	4
2	HOTEL CAPS CORNER	COBRA WADO	BAGA ROAD	CALANGUTE	403516	832-2276533	9	4
3	PALM SHADE	SINQUERIM BARDEZ		BARDEZ	0	0832-	9	6
4	KAMAT GUEST HOUSE	NEAR BUS STAND	SINQUERIM	BARDEZ	403519	2479063	9	4
5	NAKITA RESORT	NAKITA RESORT	UMTAWADDO	CALANGUTE	403516	0832-2497369	8	3
6	AN-VIN GUEST HOUSE	UMTA VADDO	BARDEZ	CALANGUTE	0	2497764	9	4
7	GOA TOURISM DEVELOPMENT CORPORATION LTD	TRIONORA APARTMENTS	DR ALVARES COSTA ROAD	PANAJI	403001	2226515	8	1
8	OM SHIV NANDI	HOUSE NO 799/1	ST ANTHONY PRAIS ANJUANA BEACH		0	2274773	9	4
9	PRABHU SMARAN REST HOUSE	NO 294 BHATTWADI	MAYEM LAKE	BICHOLIM	0	2361222	9	4
10	GREEN PARK HOTEL	BY PASS JUNCTION		GUIRIM	403507	2252697	8	6
11	ANGELO'S INN	UMTA VADDO NEAR TORIST HOTEL	CALANGUTE BEACH		403516	2282505	8	4
12	BLUE MARINE BEACH RESORT	UMTA VADDO		CALANGUTE	403516	2276432	8	4
13	SAI PRASAD	ANJUANA BEACH		BARDEZ	0	5611873	9	4
14	HOTEL RAJDHANI	DR ATMARAM BORKAR ROAD		PANAJI	403001	2225362	8	3
15	SAFARI HOTEL	OPP MUNICIPAL GARDEN		PANJIM	0		9	4
16	BEACH RESORT BAR & RESTAURANT	ANJUANA BEACH	NEAR ST ANTHONY CHAPEL	BARDEZ	0	832-2273326	9	4

Collection of Domestic Tourism Statistics For the State of Goa

17	OMIKAR GUEST HOUSE	NEAR ST ANTHONY CHURCH	ANJUNA BEACH		403509	0832-2274323/	9	4
18	RED CABINN	H NO 693/1	DE MELLO VADDO	ANJUNA BARDEZ	403509		9	4
19	ROYAL RESORT	VAGATOR BARDEZ			0		8	3
20	BETHANY INN	538/6 VAGATOR			403509		9	4
21	BOON'S ARK	5 37/3	ANJUNA VAGATOR	BARDEZ	0	0832-2274045	9	4
22	SEA VIEW APARTMENT	MENDONCA VADO	VAGATOR	BARDEZ	0		8	4
23	RAINBOW COTTAGES	PALOLEM BEACH		CANACONA	0	9823881600	9	6
	GOA TOURISM DEVELOPMEN		DR ALVARES COSTA ROAD					
24	CORPORATION LTD	TRIONORA APARTMENT		PANAJI	403001	2226515	8	1
25	DALMIA RESORT	CAVELOSSIM BEACH	SALCETE		0	287118182	3	3
26	DENA COTTAGES	PALOLEM			0	2643449	9	4
27	VALENTINE'S RETREAT	SEQUEIRA VADDO	CANDOLIM	BARDEZ	403515	0832-2479828	2	4
28	MAGNUM RESORT	NEAR CANDOLIM		BARDEZ	403515	2277970	2	6
29	PAZERS RESORTS	BEYOND RERUC BRIDGE		CANDOLIN	0	2479064	2	4
30	SIRSAT LODGE LODGING HOUSE	2ND FLOOR RAMCHANDRA BLDG		MAPUSA	0	2262419	9	3
31	POPEYE'S GUEST HOUSE	UMTA VADDO		CALANGUTE	403516		9	4
32	HOTEL EMBASSY SUITES	UMTA VADDO		CALANGUTE	0	2282039	8	4
33	LUI BEACH RESORT	CANDOLIM DANDO		BARDEZ	0	2479581	8	4
34	ALDEIA SANTA RITA	AQUADA SINQUERIM		BARDEZ	403515	2479868	3	4
35	SUMMER VILLE BEACH RESORT	DANDO CANDOLIM		GOA	0	2479075	3	3
36	CALANGUTE BEACH RESORTS	UMTA VADDO		GOA	0		8	4
37	CASINO MOTELS	ALTO PORVORIM		BARDEZ	0		8	4
38	AMRUT TOURIST HOME	CASAMARIANA	H NO 782 ALTO BETIM	BARDEZ	0		13	4
39	HOTEL DEVDEEP	NH-17	AITO PORUORIM	BARDEZ	403521	2412476	8	4
40	MONTANA GUEST HOUSE	MRS MARY PEREIRA	H NO 76 SINQUERIM	BARDEZ	0	2479277	9	4

41	AURITA GUEST HOUSE	FORT AQUADA RD		CANDOLIM	0		9	4
42	THE MAJESTIC	PORVORIM		BARDEZ	403521	2410378	5	3
43	FORT AGUADA BEACH RESORT	SINQUERIM		BARDEZ	403519	5645858	5	2
44	HOTEL SHIRODKARS	OPP CHODANKAR HOSPITAL	NEAR RUCHIRA BAR & RESTAU		403521	9326112408	9	4
45	SHREE SAI KRUPA		BETIM	PANJIM	0		11	4
46	HOLIDAY VILLAGE	VOLANT BETIM		BARDEZ	0	2412903	11	4
47	SILLA GOA RESORT	UMTA WADDO	CALANGUTE	BARDEZ	403516	0832- 2276011	3	4
48	L AMOUR	H NO 496/1	MOHEN WADDO NEAR STERLING RESORT	BARDEZ	0	9822496759	9	4
49	SUNITA GUEST HOUSE	H NO 537 (1)	SMALL VAGATOR	BARDEZ	0		9	4
50	SATELLITE GUEST HOUSE	HOUSE NO 586 (1)	SMALL VAGATOR	BARDEZ	403509		9	4
51	MOON DANCE	SMALL VAGATOR		BARDEZ	0		9	4
52	SUN SET GUEST HOUSE	GAUKAR WADO		ANJUNA	0		9	4
53	KAMLA GUEST HOUSE	ANTHONY PARAIS		ANJUNA	0		9	4
54	POONAM GUEST HOUSE	ANJUNA BEACH		BARDEZ	0	2273247	9	4
55	HOTEL SAGAR & SAGAR TOURIST HOME	TEEN BUILDING	ALTO PORVORIM	PANAJI	403521	2413857	8	4
56	ANUP HOLIDAY HOMES	UMTA VADDO		CALANGUTE	403516	2281095	8	4
57	ACANOA HOTEL		CALANGUTE BEACH	CALANGUTE	0		9	4
58	PER AVEL BEACH HOLIDAY HOME	DANDO	CANDOLIM BEACH	BARDEZ	0	2479074	9	4
59	LUDOVICI TOURIST HOME	DANDO CANDOLIM		BARDEZ	0		9	4
60	PARADISE VIEW	OPP TAJ HOLIDAY VILLAGE	SINQUERIM	BARDEZ	0		9	4
61	SEA PRIENCES	ANJUNA		BARDEZ	0	9822196768	9	4
62	GARDEN & VIEW	MUNICIPAL GARDEN		PANJIM	0		8	4
63	MARFRAN GUEST HOUSE	H NO 84A	SINQUERIM		0		9	4
64	TOURIST BAR & REST	JAYAVANT KALANGUTKAR		BICHOLIM	0		9	4

Collection of Domestic Tourism Statistics For the State of Goa

65	HOTEL SHREKAMAL LAKE RESORT	MAYEM LAKE BICHOLIM	MANGUIKISH	KOLMULE	0		8	6
66	MAYEM LAKE VIEW	SUNITA H PRABHU BICHOLIM			0		9	1
67	KOTESHWAR RESIDENCY	NILKANTH P MARATHE		BICHOLIM	0		9	4
68	HOTEL SAI PASAD REST & LODGING	BICHOLIM		KANEKAR	0		9	6
69	SHREE RAKSHA GUEST HOUSE	PANDURANG S SHETYE		BICHOLIM	0		9	4
70	HOTEL EMBASSEY	RUJA EMIDIO GARCIA		PANJIM	0		8	4
71	HOTEL PETE S HIDEAWAY	13/417 OPP GOA	MARRIOTT, MIRAMAR	PANAJI	0		9	4
72	PANAJI GUEST HOUSE	NEAR MAYFAIR HOTEL	SWAMI VIVEKANAND ROAD		0		9	4
73	HOTEL MANOSHANTI	BEHIND EDC HOUSE	DR DADA VAIDYA RD	PANAJI	0		4	6
74	HOTEL BELO HORIZANTE	NEAR BANK OF INDIA MIRA MAR		PANJIM	0		1	4
75	DELMON HOTEL	CAETANO DE ALBUQUERQUE ROAD		PANJIM	0		2	3
76	GOA MARRIOTT RESORT	POST BOX NO 64	MIRAMAR	PANAJI	403001	91-832-2463333	5	4
77	LA PIAZZA HOLIDAY HOMES	CHAPORA NEAR SIDDHESHWAR TEMPLE		BARDEZ	0		9	4
78	MARVA HOTEL	M G ROAD		PANAJI	0		8	6
79	YOUTH HOSTEL	MIRAMAR		PANAJI	0		12	1
80	HOTEL SOLMAR	MIRAMAR BEACH		PANAJI	0		2	4
81	MIRAMAR RESIDENCY	MIRAMAR		PANAJI	0		8	1
82	HOTEL FIDALGO	18 JUNE ROAD		PANAJI	0		4	3
83	ROSE BUDS COTTAGES & COCO HUTS	PALOLEM BEACH		CANACONA	0	9822454114	9	4
84	THE KARMA PLAZA HOTEL				0		8	4
85	HOTEL MIR PALACE BEACH RESORT	UMTAVADDO, OPP FOOTBALL GROUND	CALANGUTE	BARDEZ	0	0832 2282066	9	4



86	GOAN HOLIDAY RESORT	UMTA WADDO	BAGA ROAD	CALANGUTE	0	0832 227573	6	2
87	JONNIT EGEUST HOUSE			BAGA	0	0832 2277166	9	4
88	SUNSHINE PARK RESORT	CANDOLIM BEHIND	VICTOR EXOTICA		0	0832 3953796	8	6
89	CELJOALES HOUSE			CALANGUTE	0	9890372953	9	4
90	WHISPERING PALMS BEACH RESORT	SINQUERIM	CANDOLIM		0	0832 2479140	3	4
91	FERNADO COTTAGES		CANACONA	GOA	0		9	4
92	TONY COTTAGES	PALOLEM BEACH		CANACONA	0	0832 2643436	9	4
93	BLUE NILE COTTAGES	PALOLEM BEACH		CANACONA	0	2643984	9	6
94	PATNEM BEACH RESORT	PATNEM BEACH		CANOCONA	0	9823478565	4	4
95	PEROLA DO MAR	OPP PRIMARY HEALTH CENTRE	CANDOLIM	BARDEZ	403516	5613106	8	3
96	RESORT DE PALOLEM	PALOLEM BEACH		CANACONA	0	9822059215	9	4
97	MARTHA'S GUEST HOUSE			CANACONA	0		9	4
98	MARY'S COTTAGES			CANACONA	0		9	4
99	MOLLY COTTAGES			CANACONA	0		9	4
100	PREMIER CABANA COTTAGES & CO CO HUTS		PALOLEM BEACH	CANACONA	0		9	4
101	MAJESTIC INN	COBRA VADDO	BAGA ROAD	CALANGUTE	0	2284060	9	4
102	CALANGUTE RESIDENCY			CALANGUTE	0	0832 2276009	11	1
103	SANTIAGO THE 3 STAR HOTEL	COBRAWADDO	CALANGUTE	BARDEZ	403516	0832 2276564	3	2
104	HOTEL PAREES BLOSSOM	COBRA VADDO	BAGA ROAD	CALANGUTE	403516	2276216	3	4
105	RUFFLES BEACH RESORT	FORT AGUADA ROAD	CANDOLIM	BARDEZ	0	832 5641039	8	4
106	ANGELINA BEACH RESORT	NEAR TITO'S SAUNT VADDO	BAGA BEACH	BARDEZ	403516	2279145	4	2
107	ZINHO BEACH RESORT	H NO 7/3 SAUNTA VADDO	BAGA BEACH, CALANGUTE	BARDEZ	0	9890045728	9	4
108	MAGNUM RESORTS	NEAR HEALTH CENTRE	CANDOLIM	BARDEZ	403515	0832	2	6

# Collection of Domestic Tourism Statistics For the State of Goa

[illegible]

131	SEVERA RESIDENCY & RESTAURANT	NR TIRIM RAILWAY STATION		SIRSAIM	0	9822584978	9	4
132	GLORIA ANNE BEACH HEAVEN	SODDER'S GLORIA ANN BEACH	BAMON WADDO CANDOLIM	BARDEZ	0	2479315	3	4
133	PER AVEL	DANDO CANDOLIM		BARDEZ	403516	2479074	8	4
134	MELADIOUS WAVES BEACH	DANDO CANDOLIM		BARDEZ	403515	2417421	9	4
135	HOTEL SEA VIEW COTTAGES	BAGA BEACH		BARDEZ	0	2276371	14	6
136	HOTEL SORELLIS	OPP CALANGUTE RESIDENCY			403516	2279382	8	4
137	FALCON RESORT	CALANGUTE		BARDEZ	0		8	4
138	LOGAN'S INN	GAURA VADDO	CALANGUTE	BARDEZ	403516	9860279299	9	4
139	ARABIAN RETREAT	GAURA VADDO	CALANGUTE	BARDEZ	403516	2279053	8	3
140	SILENT RESORTS	SILENT RESORTS	S/1 PORBA VADDO CALANGUTE	BARDEZ	403516	3093307	2	3
141	VICTOR EXOTICA			CANDOLIM	403515	2479515	3	4
142	HOTEL BONANZA	COBRAWADDO	CALANGUTE	BARDEZ	0	2276010	9	4
143	DELA'S CASA SUHAIL	SAUNTA VADDO CALANGUTE - BAGA ROAD	BEHIND GOVT PRIMARY SCHOOL	BARDEZ	0	277121	9	4
144	HOTEL HACIENDA	CALANGUTE SAUNTAVADDO	BAGA BEACH ROAD	BARDEZ	0	2277348	8	4
145	HOTEL LINDA	BAGA ROAD		CALANGUTE	403516	2276066	8	4
146	HOTEL MC CLAIRE	7/23-B SAUNTA VADDO	BAGA ROAD CALANGUTE	BARDEZ	0	2281037	9	4
147	CABRALS ROOMS	SONESTAWADDO	ANJUNA	BARDEZ	0	9890158404	9	4
148	ALBAZ GUEST ROOMS	ANJUNA SONESTWADDO		BARDEZ	0	9860111737	9	4
149	SALMERIN GUEST HOUSE	ARPORA		BARDEZ	0	9822144505	9	4
150	SANTA MARIA RESORTS	ANJUNA SOHES TAWADDO			0		8	4

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151	JOHNNY ROOMS	ANJUNA SONE STAWADDO		BARDEZ	0	2272202	9	4
152	BEACH CLASSIC	SODDER'S BEACH CLASSIC	XIMER CANDOLIM	BARDEZ	0	2279169	8	3
153	CARLOSE ROOMS	ANJUNA BAGA	SONESTA WADDO	BARDEZ	0	9890187180	9	4
154	NIZMAR RESORT	NAIKAWADDO	CALANGUTE	BARDEZ	403516	2275909	3	3
155	ALOR HOLIDAY RESORT	PORIAT	NAIKA VADDO	CALANGUTE	403516	2277214	2	3
156	SANTA MONICA	PORIAT	TIVAIVADDO	CALANGUTE	0	2275656	2	4
157	EMPIRE BEACH RESORT	LANE FROM ST ANTHONY'S CHAPEL	GAURA WADDO	CALANGUTE	403516	2276586	8	3
158	PENINSULA BEACH RESORT	HOLIDAY STREET GAURA VADDO	CALANGUTE	BARDEZ	403516		8	3
159	ONDAS DO MAR RESORT	HOLIDAY STREET GAURAVADDO	CALANAGUTE	BARDEZ	403516	2275430	8	3
160	HOTEL GOAN HERITAGE	GAURA VADDO	CALANGUTE	BARDEZ	403516	2276761	3	2
161	GABRIEL GUEST HOUSE AND GOAN RESTAURANT	OPP ICE FACTORY	GAURA VADDO	CALANGUTE	0	2279486	9	4
162	COELHO HOUSE	OPP TARCAR ICE FACTORY	GAURA VADO	CALANGUTE	403516	9890213607	9	4
163	RESORT RITCHITA	HOUSE NO 267/A	B GAURAWADDO	CALANGUTE	403516	5566306	8	4
164	HOTEL ASTORIA	ASSAGAO MAPUSA		BARDEZ	403503		8	4
165	CRESSIDA BEACH CAFE	PALOLEM CANACONA			0	2643958	9	4
166	BIG DADDY'S INN	531-B VADDY	CANDOLIM	BARDEZ	0		3	3
167	CAFE DEL MAR	PALOLEM BEACH		CANACONA	0		10	6
168	CONCHA RESORT	MORFERNS ENTERPRISES		COLVA	0	2788705	0	4
169	GOA TOURISM	BEHIND KESARVAL			0		8	4
170	HOEL SUHAS			MAPUSA	0	2262700	8	4
171	CARINA BEACH RESORT	TAMBDIMATI BENAULIN			0	2770413	8	6
172	HOEL GAURAV LODGING	ST PETER BLDG	MAPUSA CLINIC	MAPUSA	0	2251322	8	3
173	GOA TOURISM DEVELOPMENT	TRIONORA APARTMENTS	GENERAL COSTA ALARES ROAD	PANAJI	0		9	1

	CORPORATION LTD										
174	BRAGANZA HOTEL				MAPUSA	0				9	4
175	SATYAHEERA HOTEL				MAPUSA	0		2262949		6	3
176	HOTEL VILENA AMBROSIO	NEAR MUNICIPALITY MAPUSA			MAPUSA	0				8	4
177	HOTEL SHALINI	2ND FLOOR		SHALINI BUILDING TALIWADA	MAPUSA	403507		2262324		8	6
178	LAMOUR BEACH RESORT				BENAU LIM	0		2770404		1	4
179	PENTHOUSE BEACH RESORT				COLVA	0		2731030		8	4
180	EAGLE GUEST HOUSE				CAVELOSSIM	0		2722287		9	4
181	CAMILSONIS BEACH RESORT	CHINCHIMOROD		SERNABATIM		278872		2		8	6
182	CASA FELICE	H NO 05/D			ADSULIN	0		2786267		1	6
183	HOTEL FAILAKA	ADSULIM NAGARI			BENAU LIM	0		2771270		1	4
184	THE LEELA	CAVELOSSIM			MOBOR	403731		2871234		6	2
185	HOLIDAY INN RESORT	MOBOR BEACH			CAVELOSSIM	403731		2871303		5	3
186	SHANGRILA BEACH HOTEL				MAJORDA	0		2881542		9	4
187	VILLA CRUZ GUEST HOUSE				MAJORDA	0		2881481		9	4
188	PALM VIEW GUEST HOUSE				MAJORDA	0		288264		9	4
189	DONA SYLVIA RESORT	CAVELOSSIM BEACH				403731		871321-27		4	2
190	GOOD FAITH LODGE				MAJORDA	0		2881306		9	4
191	SEFRA GUEST HOUSE	NEAR MAJORDA BEACH			SALCETE	0		2881107		9	4
192	VARCA PALMS BEACH RESORT					0		2745411		3	3
193	REGO HOLIDAY HOTEL				PANJIM	0				8	3
194	SWAPNA HOTEL				PANJIM	0				8	4
195	BETUL BEACH RESORT	PLOT NO 1		RANGALI VELIM	SALCETE	0		2774923		3	3
196	RIVERSAL HOTEL	POST ZUEM		BETUL	SALCETE	403603				9	6
197	VIRANDAVAN HOTEL				PANJIM	0		2438576		8	4

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198	SEAGULL RESORT	POST BETUL		SALCETE	0	2774865	9	4
199	ALISON RIVER SAL HOTEL			BETUL	0		9	4
200	HOTEL MANDARIN	NEAR CINE ALANKAR		MAPUSA	0	2262579	8	4
201	GOA WOODLANDS HOTEL	MIGUEL LOYOLAFURTADO ROAD	OPP CITY BUS STAND	MARGAO	0	2715521	1	3
202	THE SINCRO HOTEL	FATORDA		MARGAO	0	2741408	1	3
203	HOTEL SAAJ			MARGAO	0	2754611	9	4
204	RED ROAD HOTEL	OPP KTC BUS STAND MADEL GRANDE		MARGAO	0	2736668	8	4
205	HOTEL DIVINE	NER FATORDA STATION DON	BOSCOD FATORDA		0		8	6
206	ROYAL HOTEL	GANDHI MARKET		MARGAO	0	732359	8	4
207	SUNAINA HOTEL	FATORDA		MARGAO	0	2741135	8	4
208	HOTEL ANAPURNA	NEAR RAILWAY STATION		MARGAO	0	2863978	9	6
209	CALLAS LODGING & BOARDING	OLD STATION RD		MARGAO	0	9823254382	9	4
210	GOA GUEST HOUSE	NEAR RAILWAY STATION		2734406	0		8	4
211	LESLIE GUEST HOUSE STATION			MARGAO	0	9850473534	9	4
212	HOTEL ANUPAM			MARGAO	0	2736470	8	4
213	HOTEL POONAM	OLD STATION		MARGAO	0	2731642	9	4
214	HOTEL GOA LAND	PO BOX 213	NEAR M GANDHI MARKET	MARGAO	403601	733265	8	6
215	HOTEL RUKRISH	NEAR MUNICIPAL GARDEN		MARGAO	0	2715046	8	4
216	HOTEL HILL VIEW AQUEM	ALTO MARGAO		MARGAO	0		8	6
217	HOTEL GAO PRIDE LODGING & BOARDING			FATORDA	0	2741678	9	4
218	HOTEL RAVIRAJ LODGING & BOARDING	JUST 1/2 KM FROM KONKAN RAILWAY STATION	QUEPEM-KARWAR RD NR RAILWAY GATE	MARGAO	0	2713915	8	6
219	ANMOL LODGING &			MARGAO	0	2756403	9	4



242	VISTA DE COLVA	CONDOMINIUM PVT LTD	WARD 4	COLVA	403708		8	3
243	SKAYLARK RESORT	COLVA BEACH		SALCETE	403708	2288052	8	3
244	RODSON COTTAGE			COLVA	0	780108	9	3
245	COLVA RESIDENCY				0		8	1
246	BOLLYWOOD SEA QUEEN BEACH RESORT	COLVA BEACH		SALCETE	403708	2789040	4	3
247	OCEANIQUE RESORT	BEACH ROAD	4TH WARD	COLVA	403708	2789831	3	3
248	GRACIANO COTTAGES	4TH WARD COVLA BEACH	COLVA SALCETE	COLVA	403708	2788787	8	6
249	HOTEL SEA COIN	COLVA BEACH		MARGAO	403708		2	3
250	VINCY BEACH RESORT	COLVA BEACH		SALCETE	0	2788087	8	3
251	VAILANKANNI COTTAGES & APARTMENTS	4TH WARD	COLVA BEACH	SALCETTE	0	2788584	9	4
252	COLVA HOLIDAY HOME	BEHIND MEETING POINT		COLVA	0		9	4
253	THE WEST ZONE BEACH RESORT	BEACH ROAD	COLVA	SALCETTE	403708	2780868	8	3
254	AMIGO PLAZA	4TH WARD	COLVA BEACH	SALCETE	403708	2789285	8	4
255	SAM'S RESTAURANT BAR & COTTAGES	COLVA BEACH 3RD WARD	SALCETE		0	788753	9	4
256	NAVIN'S INN	290/3 WARD III		COLVA	0	2788550	9	4
257	COLVA BEACH RESORT	COLVA		SALCETE	0	2788131	8	4
258	ELITE LODGE	31ST JANUARY ROAD		PANAJI	0	2422093	9	4
259	ORAVIS GUEST HOUSE	31ST JANUARY ROAD		PANJIM	0		9	4
260	GOA TOURISM DEVELOPMENT CORPORATION LTD	TRIONORA APARTMENTS ROAD	DR ALVARES COSTA ROAD	PANJIM	403001	2226515	8	2
261	COMFORT GUEST HOUSE	31ST JANUARY ROAD		PANAJI	0	5642250	9	3
262	HOTEL BARETON PANJIM				0		9	4
263	MIRA HOTEL	UMTAVADDO	CALANGUTE BEACH	CALANGUTE	0	2276425	8	6
264	UDIPI LODGING & BOARDING	NEAR G P O		PANJIM	403001	2228047	9	4
265	SILLA GOA RESORT	UMTA WADDO	CALANGUTE	BARDEZ	403516	2276437	3	3



## Collection of Domestic Tourism Statistics For the State of Goa

266	JOSE HOLIDAY HOMES					0						
267	ESCOT HOTEL	LUIS MIRANDA ROAD				403601	MARGAO	2715065	9		4	
268	MILAN LODGE	OLD STATION ROAD				403601	MARGAO	2705815	9		3	
269	HILL VIEW HOTEL AQUEM ALTO					0	MARGAO		8		6	
270	KAMLANAND HOTEL OLD STATION RD	BATA SHOWROOM				0	MARGAO	2737287	9		6	
271	SANKIT HOTEL	RUA FRANCISCO LUIS GOMES	OPP OLD RAILWAY STATION			403601	MARGAO	2714327	11		6	
272	MARGAO RESIDENCY	NEAR MUNICIPAL BUILDING				275096	MARGAO		3		1	
273	HOTEL GREENVIEW	NEAR OLD STATION RD				0	MARGAO	2715489	9		3	
274	SHREE LAXMI LODGING & BOARDING	OLD STATION ROAD				0	MARGAO	2714302	9		6	
275	GOVT REST HOUSE	MONTE HILL				0	MARGAO		9		1	
276	HOTEL PAULINO	OPP B P S CLUB	MARGAO			0		2700934	11		4	
277	HOTEL BILVEIRADO MONTE HILL					0	MARGAO		9		3	
278	SEA BREEZE COTTAGES					0	COLVA		9		4	
279	TOURIST NEST					0	COLVA		9		4	
280	HOTEL PALACIO DE GOA	NEXT TO SANTINEZ POST OFFICE				403001	PANAJI	2426742	8		6	
281	KIRAN LODGE PANJIM					0			9		4	
282	NATASHA HOTEL	OPP PARADE GROUND	NEAR BAL BHAVAN CAMPAL			403001	PANAJI	2434771	8		3	
283	ESPY NICK GUEST HOUSE					246406	PANJIM	0	9		4	
284	HOTEL PANJIM TOURIST & SAMRAT	NEAR EDC HOUSE	OPP PADTE ARTS ATMARAM BORKAR ROAD			403001	PANJIM		9		4	
285	NAIK'S SHRI SAI LODGE & SAI SOFTY	NEXT TO ASHOK THEATRE				0	PANAJI	2225830	9		4	
286	HOTEL SUNRISE					0	PANJIM		8		4	

Collection of Domestic Tourism Statistics For the State of Goa

287	HOTEL GUIMAKA			PANJIM	0		8	4
288	SAMRAT LODGE & RESTAURANT	NEAR ASHOK THEATRE		PANAJI	0	2227895	9	4
289	HOTEL BELA GOA	MIRAMAR PANAJI		PANAJI	0		9	4
290	SUN HEADS HOTEL & RESTAURANT	BEHIND ESPERENCA CLINIC	ST MARY'S COLONY MIRAMAR	PANJIM	403001	2463767	9	4
291	HOTEL BELO HORIZANTE	NEAR BANK OF INDIA	MIRAMAR	PANJIM	403001	2465428	9	4
292	HOTEL PETES HIDEAWAY	13/417 YOUTH HOSTEL AVN	MIRAMAR	PANJIM	403001	2463144	9	4
293	GOA TOURISM DEVELOPMENT CORPORATION LTD		DR ALVARES COSTA ROAD	PANAJI	403001	2226728	8	2
294	RIOMAR BEACH RESORT	TRIONORA APARTMENTS	MIRAMAR	PANAJI	403001		8	4
295	HOTEL NEPTUNE DELUXE	DAYANAND B MARG		PANJIM	0		8	3
296	NEW GUJRAT LODGE	OPPOSITE NEW MARKET		PANAJI	0	2223767	9	4
297	MANSION GUEST HOUSE	NEW MUNICIPAL MARKET		PANAJI	0	2223767	9	4
298	HOTEL REPUBLICA	M G ROAD NEAR GEETA BAKERY		PANJIM	403001	2220078	9	4
299	FRANK'S INN	18TH JUNE ROAD	FRANK CHAMBERS 2ND FLOOR	PANAJI	0	224630	9	3
300	HOTEL DELMON	BEHIND SHER-E-PUNJAB		PANAJI	0	2226716	9	3
301	HOTEL SUCEGADO	CAETANO DE		PANJIM	403001	2420075	2	3
302	HOTEL ARCADIA	ALBUQUERQUEM ROAD		PANAJI	0	2426081	8	4
303	HOTEL TRIMURTI	BEHIND MUNICIPAL MARKET		PANAJI	403001	2220140	9	4
304	HOTEL PARK PLAZA	M G ROAD	NEAR ASHOK SAMIRAT THEATRES	PANAJI	403001	2221441	9	4
305	HOTEL VENUS	E-219 M G ROAD		PANJIM	403001		2	3
306	HOTEL RAVERA	AZAD MAIDAN		PANAJI	0	2228561	9	4
307	HOTEL SONA			PANJIM	0		9	4
		NEAR PATTO	RUA DE OUREM	PANAJI	0		8	4

308	HOTEL RAJDHANI			PANJIM	0	2225363	8	3
309	HOTEL LA GRANDE	VAGLE VISION	18TH JUNE ROAD	PANAJI	0	2225453	9	3
310	HOTEL MADHAVASHRAM ROOMS & RESTAURANT	M G ROAD		PANAJI	0	2224823	8	3
311	A POUSADA GUEST HOUSE	LUIS DE HENESES ROAD			0	2422618	9	4
312	AMBIKA HOTEL	NEAR CHURCH SQUARE		PANAJI	403001	2435549	9	4
313	HOTEL CHECK IN	18TH JUNE ROAD		PANJIM	403001	2228477	8	4
314	KENI'S HOTEL	18TH JUNE ROAD		PANAJI	403001		8	3
315	HOTEL MANVIN'S	OPP MUNICIPAL GARDEN		PANJIM	0		8	4
316	SAFARI LODGE	OPP MUNICIPAL GARDEN		PANJIM	403001		9	4
317	GARDEN VIEW HOTEL	OPP MUNICIPAL GARDEN		PANAJI	0	2227844	8	4
318	VINCENT RESIDENCY	FACILITY HOSPITALITY		PANJIM	0	2223928	9	4
319	MATRUCHHAYA LODGE	OPP MUNICIPAL GARDEN	NEAR HINDU PHARMACY	PANAJI	0	2224889	9	4
320	DELUXE LODGE			PANJIM	0	3090573	9	4
321	HOTEL SEA CASTEL	ELNLISH HOUSE VILLA XANADU		PORVORIM GOA	0		8	4
322	LILA GUEST HOUSE	DONA PAULA	NEAR SAGAR DARSHAN	DONA PAULA	0		9	4
323	JUST 4U	BAYWATCH 3	JETTY ROAD	PANAJI	0	2456545	9	4
324	HOTEL INDIRA NIWAS	NEXT TO TRONORA APTS	NEAR MUNICIPAL MARKET	PANAJI	403001		9	6
325	HOTEL SAMRAT	NAIK HOTEL DR DADA VAIDYA ROAD		PANAJI	0		8	3
326	HOTEL SOLMAR	MIRAMAR BEACH		PANJIM	403001	2464121	0	0
327	HOTEL ASHOK PLAZA	SAMRAT ASHOK THEATRE COMPLEX	18TH JUNE ROAD	PANJIM	403001	2427875	8	4
328	PANAJI GUEST HOUSE	NEAR OLD PASSPORT OFFICE	SWAMI VIVEKANAND ROAD	PANAJI	0		9	4
329	HOTEL VIRASHREE	OPP MAHALAXMI TEMPLE	DR DADA VAIDYA RD	PANAJI	0	2225318	8	4
330	HOTEL MANOSHANTI	BEHIND E D C HOUSE	DR DADA VAIDYA RD	PANAJI	403001	2224824	8	6

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331	MAYFAIR HOTEL	DR DADA VAIDYA RD	NEAR MAHALAXMI TEMPLE	PANJIM	403001	2223317	8	4
332	HOTEL SUMMIT	MENEZES BRAGANZA ROAD		PANAJI	403001	2426734	8	4
333	BLUE LAGOON COTTAGES			CANOCONA	0		9	4
334	SUNSET BEACH RESORT	FORT AGUADA ROAD	CANDOLIM	BARDEZ	0	2479220	2	6
335	BEIRA MAR ALFRAN RESORTS	BAGA ROAD 'SAUNTA WADDO	CALANGUTE	BARDEZ	0	276246	2	4
336	CLEOPATRA RESORT	PALOLEM BEACH		CANACONA	0	2645906	9	4
337	BEL STEVE REBELLO COCO HUTS	BEHIND PALOLEM YOUTH CLUB	PALOLEM BEACH	CANACONA	0	2643394	9	4
338	ROSE BUDS	PALOLEM BEACH		CANACONA	0	9422454114	9	4
339	WAVES BAR & RESTAURANT COTTAGES & COCO HUTS	PALOLEM BEACH		CANACONA	0	9822150036	9	4
340	CAFE DEL MAR BEACH BUNGALOWS & COCO HUTS	PALOLEM BEACH			0		10	6
341	JOVE COTTAGES	PALOLEM BEACH		CANACONA	0	2646612	9	4
342	ANUP HOLIDAY HOMES	UMTAWADDO	CALANGUTE	BARDEZ	403516		9	4

## **Feedback on Methodological and Operational Issues**

### **Selection of Locations for Survey**

The survey of tourism in Goa is essentially an identification of tourists coming to Goa and the places of accommodation while they stay on the mission of tourism. While conducting the survey, it is assumed that;

- ❖ Goa has several spots like beaches, temples and sanctuaries which are extraordinary attractive to the local and foreign people.
- ❖ A large number of tourists are attracted to have a glance of beautiful places of Goa.
- ❖ The tourists, by and large, stay in the accommodation units located in the center.

The volume of tourists visiting Goa has been estimated from the information gathered through the accommodation units which are available in the important tourists centers through many of them stay away from the central places. The secondary sources have been tapped for the accommodation units away from the central locations. It would be appropriate if an independent survey were conducted for those accommodation units which are in the periphery of central places. In order to estimate tourists visiting Goa for personal and professional reasons, a separate survey would be useful.

### **Correspondence of Data**

There would be two sets of data on tourists in Goa; one, staying in the accommodation units and two, estimated tourist survey. There is a need to check them as to how far correspond to each other. This can be done by selecting a defined number of tourists from the accommodation units. This would help the survey team to ensure whether the samples taken are genuinely representative of the actual number of foreign and domestic tourists.

Our survey design must be prepared in a manner so that proportion between tourists staying in central accommodation units and tourists staying in peripheral centers becomes apparent.

### **Selecting the Survey Day**

A particular day was randomly chosen for surveying the tourist centers. It is a common experience that on religious festival days the number of visitors swell very heavily. There are, thus, three types of tourists flow in Goa; very heavy, very slack and normal. All three periods covered in the survey with proper care that no location is unattended by the survey team.

### **Establishment Survey**

No need was considered to elicit quantitative information from the survey of establishment. In the tourists survey schedule itself provision was made for the purchases, travel plan etc of the tourists. Establishment survey could be opinion based stressing the impact of tourism on the business of Goa in general taking into account the busy, slack and normal periods.

### **Locating Secondary Sources**

On major issues pertaining to tourism of Goa information could be gathered from the Department of State Government, Corporations, Public Sector Undertakings etc. In addition the knowledgeable persons could be contacted gainfully for estimating the future volume of tourists in the state. An attempt could also be made to assess the income generation, employment creation and cost-benefit stream from the tourism sector of Goa.

# COLLECTION OF DOMESTIC TOURISM STATISTICS FOR THE STATE OF GOA

## **FINAL REPORT** **(April 2005 To March 2006)**



*To*  
**THE MINISTRY OF TOURISM  
GOVERNMENT OF INDIA  
NEW DELHI**

*By*  
**DATAMATION CONSULTANTS PVT. LIMITED**

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The members of our survey team devoted sincerely in completing our targeted work. There is an appreciation for their effort and labour.

Datamation Consultants Pvt. Limited

## **EXECUTIVE SUMMARY - GOA**

We are presenting here the summary of the report prepared by the team of Datamation Consultants Pvt. Ltd. as per the TOR prescribed by the Ministry of Tourism. This report covers the monthly statistics on tourism of Goa during the period of April 2005 to March 2006.

### **Tourist Center**

The tourist places surveyed in Goa are given below

1. Pernam
2. Bardez
3. Bicholim
4. Satari
5. Ponda
6. Teswadi
7. Mormugao
8. Salcete
9. Quepem
10. Canacona
11. Sanguem

These places are spread in eleven talukas of two districts of Goa. The statistics have been collected from these places.

### **Data regarding Tourist Arrival**

**Table: Month wise Tourist Arrivals**

<b>Month</b>	<b>Domestic</b>	<b>Foreign</b>	<b>Day Visitors</b>	<b>Total</b>
April	171285	21495	17728	210508
May	144763	27616	24898	197277
June	83191	9552	10916	103659
July	75363	4204	7908	87475
August	143272	6810	9954	160036
September	160889	9327	12123	182339
October	185227	24724	17811	227762
November	210447	54990	26542	291979
December	240448	68443	33242	342133
January	185302	46739	26581	258622
February	131422	40632	20683	192737
March	167244	33864	33316	234424
<b>Total</b>	<b>1898853</b>	<b>348396</b>	<b>241702</b>	<b>2488951</b>

- The share of domestic overnight visitors was 84.50% & foreign overnight visitors were 15.50% in the total overnight visitors in the state.
- Total domestic tourist estimated was 18.99 lakh, foreign tourists 3.48 lakh, total tourists 22.47 lakh.
- Estimated day tourists are 2.42 lakh and total tourists & day tourists combined is estimated to 24.89 lakh.

### **Demographic Profile**

- Nearly 69.83% of domestic tourists and 65.66% of foreign tourists were male while 30.17% of domestic tourists & 34.34% of tourists were female
- Occupational profile indicates that of the domestic tourists 23.78% were from business 46.27% Govt. / Pvt. service and 17.65% professionals while among the foreign tourists occupation of 20.54% was business 35.22% Govt. / Pvt. Service, 33.31% were professionals and 2.52% were students / researchers.

### **Travel Particulars**

- All tourists have been identified as the educated persons. Majority of the tourists (40.60%) both domestic and foreign had acquired higher education followed by technical and professionals as 17.94% & 20.92% respectively.
- According to sex classification 68.45% of total tourists were male. The same is observed in the domestic as well as foreign tourists.
- Occupation wise data reveal that 34.69% of the total tourists were from private services followed by 24.25% professional and 21.60% from business.
- Around 20.82% of the domestic tourists belong to the annual household income group of Rs. 1 lakh and below, whereas 33.90% belong to the income group of Rs. 1 & 2 lakh.
- The main purpose of domestic and foreign tourists was leisure. Data reveal that 83.56% and 86.49% of domestic and foreign tourists respectively visited for leisure. This suggests that Goa is preferred for enjoyment trip.
- The domestic tourists prefer self arrangement ( 81.08%) for travel. The foreign tourists make self arrangement (43.90%) followed by arrangement by travel agent (25.81%) and by tour operator (26.93%). Similarly 32.32% of foreign tourists arrived through package tours.

### **Survey of Accommodation Units:**

- The number of domestic tourists and foreign tourists checked in accommodation units were 18,68,294 and 3,48,370 respectively. The ratio between these two comes to 5:1.
- The main tourist place in Goa is Teswadi taluka. This place attracted more than 28% of the domestic and 24% of foreign tourists. The number of bed nights spent by domestic and foreign tourists was 77,69,396 and 26,72,581 respectively.
- From different states of India 15.71% checked in accommodation units came from Maharastra followed by Delhi (13.74%) and Karnataka (11.15%). The total

number of bed nights spent by domestic tourists was 77,69,396. The bed nights spent followed the same trend as that of no. of tourists among states.

- Total no. of foreign tourists check in the accommodation units was 3,48,370. The maximum number of tourists was from UK (76,402) followed by USA (49,956) and France (25,687).
- An important aspect of accommodation for the tourists is the room capacity offered. The total capacity of AC accommodation rooms is 4,301 whereas non-AC rooms are 3,985. Out of total AC rooms highest is in three stars (1,189) followed by four and above stars are (1,031). In non-AC highest accommodation is in the guesthouses (1,433) followed by unstarred (1,406).

#### **Evaluation of Tourist Facilities:**

- Almost 42.05% of the domestic tourist and 43.2% of foreign tourist rated local transport services as good, with 12.1% and 10.8% respectively, rating it as poor.
- 14.32% of domestic and 12.9% foreign tourists, who were surveyed, reported the accommodation units as excellent while 10.57% of domestic and 6.7% foreign tourists rated it as poor.
- 36.79% foreign tourists and 35.1% domestic tourists who were surveyed, rated quality of entertainment facilities as excellent.
- Almost 40.71% of domestic tourists and 42.1% foreign tourists rated the tourist attractions in Goa as “Very Good”.
- Almost 61.3% of domestic tourists and 59.8% of foreign tourists rated shopping facilities as adequate.

#### **Expenditure by Tourists:**

- The annual expenditure made by the tourists in Goa of all categories has been estimated as Rs. 1,581.41 crores, out of which domestic tourist’s contribution is Rs. 893.71 crores and foreign tourist’s Rs. 687.7 crores.
- On an average a domestic tourist spent Rs. 1,081 per day where as a foreign tourist spent Rs. 2,415 per day. This suggests the amount spent by foreign tourists is almost double the amount per day to that of domestic tourist.
- Domestic tourist’s major item of expenditure accounting 30.4% was on accommodation service. This was followed by expenditure on fooding 30.35% and travel 13.26%.

#### **Employment in Accommodation units / Travel Agencies / Restaurants / Souvenir Shops:**

- The total no. of persons employed in starred accommodation units was 1,478 as permanent and 799 as temporary / casual. In the un-starred accommodation units the permanent employees were 1,662 whereas temporary / casual were 306. In other accommodation units the permanent employees were 1,972 and 909 as temporary / casual.



- There are 816 & 483 permanent and casual employees, respectively employed in restaurant units. Majority of the employees are engaged in kitchen i.e. 500.
- There are 1484 & 613 permanent and casual employees respectively, employed in Tour & Travel Agents / Tourist Car Operators.
- Majority of the employees are engaged in Administration i.e. 1458.
- There are 120 Permanent Employee and 8 Casual / Temporary Employees employed in Souvenir / Handicraft shops.

#### **Awareness of North Eastern States:**

- In respect of domestic tourists, awareness was highest for Assam (53.24%) followed by Tripura (52.44%), Manipur (46.94%) and Arunachal Pradesh (43.84%). For foreign tourists, awareness was highest for Arunachal Pradesh (31.77%) followed by Meghalaya (26.32%) and Assam (22.04%).
- The domestic tourists who were aware and visited the northeastern states was highest for Tripura (5.13%) followed by Manipur (5.1%). The percentage of foreign tourists who were aware and visited the northeastern region was highest for Meghalaya (4.47%) followed by Arunachal Pradesh (3.45%).
- The main attraction for the domestic tourists was the scenic beauty (82.38%) followed by historical significance (72.89%). For the foreign tourists historical significance (62.94%) was the major attraction followed by scenic beauty (57.3%).
- Among the domestic tourists who visited the northeastern parts of India, 18% were very satisfied and 41% quite satisfied. Majority of foreign tourists (52%) were somewhat dissatisfied.
- The domestic and foreign tourists who neither visited nor proposed to visit the northeastern states, the reasons were time constraint 67.7% and availability of Budget Package Circuits (61.93%). In respect of foreign tourists, reasons for not visiting were the same as of domestic tourists.

#### **Awareness about Buddhist Centers:**

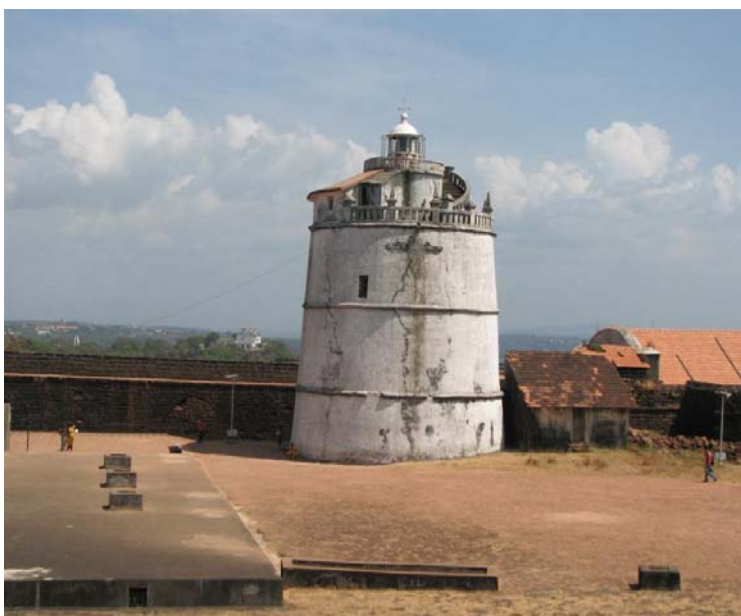
- The level of awareness among domestic tourists was relatively high for Bodhgaya (83.77%), Ajanta Ellora (81.79%), Sarnath (75.43%) and Sanchi (73.15%). For foreign tourists the highest awareness is for Ajanta Ellora (82.74%), Bodhgaya (71.92%), Sanchi (65.18%) and Sarnath (57.74%).
- The domestic tourists, who were fully aware, visited Sarnath (52.53%) and Bodhgaya (43.06%). The highest proportion of foreign tourists who visited Ajanta Ellora (43.36%) and Sarnath (39.61%).
- The major tourist attraction for the domestic tourists were historical significance (90.94%), famous in India (87.19%), and rich cultural heritage (71.81%). The foreign tourists were attracted by historical significance (87.39%), famous in India (84.55%) and rich cultural heritage (69.17%).
- The impression got by the tourists is important for understanding the phenomenon of tourism. About 35.52% of domestic tourists were very satisfied whereas 31.94% were quite satisfied. About 13.86% were very dissatisfied. So far the

foreign tourists were concerned 33.48% were very satisfied, 26.36% quite satisfied and about 17.83% were very dissatisfied.

- Why the domestic tourists did not visit or tried to visit the Buddhist places, there are several reasons. Among the factors responsible for preventing the domestic tourists to visit Buddhist Centers are transport bottleneck, time constraint and lack of awareness. For the foreign tourists, the main constraints are almost similar to those of domestic tourists.

## CHAPTER-1

# INTRODUCTION



## INTRODUCTION

### 1.1 BACKGROUND OF THE SURVEY

The statistical information of tourism phenomenon is necessary for programming the future development of tourism. Planning, decision-making, formulation of promotion strategies and marketing involve specialized knowledge and information of the tourist's choices and preferences. Therefore it becomes necessary for a country to identify the potential tourists, their interests, needs and the level of satisfaction they get from each facility center.

With this background the Market Research Division of Department of Tourism, Government of India, appointed DATAMATION CONSULTANTS, NEW DELHI to prepare a statistical database on Goa tourism. The title of the survey is "Collection of Domestic Tourism Statistics for the State of Goa". The assignment was for a period of 12 months from April 2005 – March 2006.

The survey was intended to provide information on both domestic and foreign tourist arrivals, their demographic profile, expenditure patterns, period of stay in the state, satisfaction level for tourist facilities and general impression of tourists. Information about accommodation units at various important tourist places in all categories including the unorganized sector had also to be compiled under the assignment over a period of one year. The survey had also to assess the direct employment generated by tourists and also to estimate the expenditure and earnings of the state government through tourism.

### 1.2 TERMS OF REFERENCE OF THE SURVEY:

The terms and reference and Scope of the survey are as follows:

1. Prepare a frame/list of all important tourist places in the state
2. Prepare a frame/list of tourist place wise all accommodation units like hotels, Dharmashalas, guesthouse etc.
3. Compile information about both domestic and foreign tourist staying in all the accommodation units each month, including nationality of foreign tourist from the records of accommodation units
4. Compile information about rooms, beds, occupancy rate, and employment etc of all accommodation units as at sr. No. (ii) above on monthly basis.
5. Conduct a sample survey of both domestic and foreign tourists (taking separate representative samples) at all the important tourist places as at Sr. No. (i) to estimate the  
a) purpose of visit b) same day visit c) tourist staying with friends/relatives during their visit d) demographic profile e) perception, expectations and level of knowledge about destination in North-East as also Buddhist site in India f) country/state wise arrival (country for foreign tourist and state for domestic tourist only) g) average estimated expenditure by tourist on various items h) average duration of stay and i) direct

employment generated through tourism in various sectors like hotels, restaurant, transport, travel agencies, travel agent etc.

6. Estimate the expenditure made by the state government in development of tourism and earnings through tourism.

7. Update the frame /list as at Sr. No. (i) and (ii) on quarterly basis; and accordingly revise the coverage

The survey of accommodation units and of the tourists was conducted on a monthly basis and monthly, quarterly reports were generated for the period from April 2005 – March 2006. The final report of 12 months period is the aggregate of the 12-month survey.

## CHAPTER-11

# TOURISM IN GOA: A PERSPECTIVE



## **TOURISM IN GOA: A PERSPECTIVE**

### **2.1. BACK GROUND:**

Since the tourism industry of Goa is a major engine for the economic growth of the state, it demands utmost urgency to modernize the industry in the perspective of the national tourism policy 2002. A guaranteed multiplier effect is expected by the appropriate planned development of the tourism sector on the employment generation, economic development and impetus for rural regeneration. Given the potential of attracting tourists the development of tourism is an obvious choice for the state Goa.

The emphasis on domestic tourism as a major driver of tourism growth is focused in the national tourism policy and also in the policy of the state of Goa. Goa is the only state after Kerala where beaches are the focal points of the tourism industry. It is for this reason that Goa is known as the beach country of India.

By the development of hospitality industry and better infrastructure, Goa could be a more focused international tourist spot and could be seen as a global brand in the tourism map of the world. Many international festivals like international film festivals of India, which has been held since last year made Goa as an international hotspot in the world of Cinema. Situated in the Malabar Coast, Goa is known for its Gothic churches, crumbling forts, palm-fringed beaches, coconut groves, ferry rides, and bubbly folk music! With its 131-km-long coastline, Goa is an important locale in every tourist's itinerary in India and the world. Sun, sand and sea being the major attractions, Goa is a perfect heaven for those who need and want relaxation. In 2004, 3,63,230 foreign tourists visited Goa. The foreign tourist visit during 2004 was higher by 14.4 % than the previous year. During 2004, the number of domestic tourists who visited Goa was 8,76,778.

The study involved identification of major tourist places, place wise accommodation units with number of hotel rooms and beds, employees in these hotels, number of tourist (both domestic and foreign), time of stay and places they visited in Goa. This study also focuses on Government of Goa's role in the development of tourism and their total investment in previous plans.

### **2. 2 GOA TOURISM: A PERSPECTIVE**

"The pearl of the east," GOA is situated on the Malabar Coast endowed with sandy beaches and a tropical climate. Inland Goa is hilly, stretching to part of the Western Ghats. It is bounded by the states of Maharashtra on the north and Karnataka on the east and south, and by the Arabian Sea on the west. The total area is 3,702 square kilometers. The two largest rivers are the Mandavi and Zuari, between the mouths of which lies the island of Goa. The island is triangular, the apex (called the cape) being a rocky headland separating the harbor of Goa into two anchorages. There are three principal cities in Goa, namely Marmagao, Madgaon (Margao), and Panaji. About one-quarter of the state is covered by forest. The climate is generally warm, with average January temperatures ranging from 19° to 29° C (66° to 84° F), and average June temperatures ranging from 25° to 33° C (77° to 91° F). Goa experiences a monsoon season from June through

September; accounts for four-fifths of the state's average annual rainfall. Panaji is the capital of Goa. The state has two districts and divided into 11 *talukas*

Goa has an airport (Dabolim Airport) and is connected by all private and public airlines of India. The nearest international airports for Goa are Mumbai and Bangalore. The Railhead is up to Vasco-da-Gama and Margao and is connected by train with Bangalore, Belgaum, Hospet, Hubli and Hyderabad and via Miraj to Bombay, Delhi and Agra. The road to Panaji, the capital of Goa, is connected to Bangalore (598 kms), Belgaum (157 km), Bombay (594 kms), Gokarn (154 km), Hospet (315 km), Hubli (184 km), Karwar (103 km), Kolhapur (246 km), Malwan (150 km), Mangalore (371 kms), Mysore (696 kms), Pune (458 kms), Ratnagiri (263 kms), Vengurla (73 kms) etc. Kadamba Transport Corporation provides the Bus Services, Maharashtra State Road Transport Corporation (MSRTC) and Karnataka State Road Transport Corporation (KSRTC) which operate frequent bus services between Panaji, Vasco, Margao and to Bangalore, Belgaum, Gokarn, Hubli, Karwar, Kolhapur, Malwan, Mangalore, Miraj, Mysore, Pune, Ratnagiri and Vengurla. The ship services also ply between Bombay and Goa organized by private groups. English is widely spoken and understood in urban areas and to a lesser extent in the rural areas. Konkani, the official language, is most commonly used in day-to-day life. Marathi and Hindi, the other national languages are also understood by most of the population. Portuguese is also spoken among the old Goan people. Till the end of May 2005, there were 468 hotels in the state of Goa. Among them 5 star deluxe hotels are 9, 5 star hotels are 2, 4 star hotels are 2, 3 star hotels are 14, 2 star hotels are 27, 1 star hotels are 19, guesthouses are 44. There are 351 resorts or other hotels in entire Goa state.

Most of the tourism in Goa is concentrated in the coastal stretches of Bardez, Salcete, Tiswadi and Marmagao. Over 90 percent of domestic tourists and over 99 percent of the international tourists frequent these areas. Two types of tourists visit Goa; the first is the domestic tourists, who comprise 80 percent of all tourists. Curiosity with the Goa's image, which holds a degree of mysticism, a sense of freedom and western lifestyle, many people of the rest of India, visited Goa. The second is the international tourists who visit Goa purely for the natural environment of tropical climate. Within the category of international tourists there are two sub-categories: backpackers and charter tourists.

The domestic and international both categories of tourists visit Goa for the beaches, they stay away from each other. The backpackers are not found in areas of charter tourists; they prefer to mingle and live with the local communities. Whereas, the charter tourists tend to stay in the luxury starred hotels. Domestic and international tourists also differ in terms of the areas they frequent. For the domestic tourist, the beaches hold limited appeal, so domestic tourists remain away from the places frequented by the international tourists. The timings of visits are clearly different for the domestic and the international tourists. In previous decades, a clear off-season for all tourists could be identified. Today this is not so since the domestic tourists come throughout the year albeit in larger numbers in the non-monsoon months. Conversely, international tourists avoid the monsoon months; as for them the use of the beach is the prime attraction to come to Goa.



The various factors that have contributed to this rise in domestic tourism in the country are:

- Increased disposable income of the middle class;
- Increased urbanization and stress of living in cities and towns;
- Increased ownership of cars, which is making domestic tourism more attractive; especially among the upper-middle and middle classes;
- Improved employment benefits, such as the leave travel concession;
- Development of inexpensive mass transport and improved connections to various places of tourist interest;
- Increased number of cheap accommodations and resorts, greater advertising targeted at domestic tourists both by the central and the state governments, as well as the tourist industry, and increasing of time-sharing in holiday spent, among the middle class.

### PLACES OF TOURIST INTEREST IN GOA

Places of tourist interest are so numerous and of varied nature that it is not easy to describe these places comprehensively. In general the tourist spots of Goa are counted more like, Shrines, Forts, places of historical importance, springs, lakes and birds, sanctuaries, religious centers, science spots, sea beaches, summer resorts, water falls and wild lives etc.

(The distances given in this section is from Panaji, unless otherwise specified)

### TOWNS

**Panaji:** The capital of Goa, a small and charming city on the left bank of silvery Mandovi river with beautiful, red-roofed houses, built in Latin style, also boasts of many modern houses, well laid gardens, statues and avenues lined with Gulmohar, Acassia and other trees. Enchanting panorama unfolds from atop Altinho (Hill Top).

**Margao:** (33 km). The hinterland of Southern Goa in Salcete taluka is a thriving commercial metropolis linked by rail to the rest of India & Mormugao Harbour and the national highways, with Maharashtra and Karnataka. It has fine parks, gardens as well as imposing old mansions and modern buildings.

**Vasco da Gama :** (30 km from Panaji). A modern well laid out city close to Mormugao Harbor. It has beautiful and extensive avenue and gardens. The air terminus of Goa at "Dabolim" lies on the outskirts of the city, is also the railway terminus for passenger service.

**Mapusa:** (13 km) Capital of Bardez Taluka is at the cross roads of the network of highways covering whole northern Goa. It has beautiful layout with gardens and a church.

Weekly Fair on Friday is held at the modern stream lined market and attended by large crowds.

**Mormugao Harbour:** (34 km from Panaji)--(four km from Vasco da Gama). It is one of the finest natural anchorages on the west coast of India and the hub of intense maritime activity. Passengers and cargo ships call here from all over the world.

**Pilar:** (11 km from Panaji)-Important religious and educational centre of Christian Missionaries. The Church, Seminary and School atop hillock command a magnificent panorama of the countryside around in view of Mormugao Harbor and Zuari River.

## CHURCHES

**Old Goa** (10 km). East of Panaji lies the site of city of Old Goa. Founded by Adil Shah, in the first decade of 16th century, it was being developed by them with a view to shift their capital from Bijapur. However, Afonso de Albuquerque made a short work of it when he stormed and took over to house the centre of power of the Portuguese colonies.

*Basilica of Bom Jesus:* Built in 16th century is the most popular and famous of all churches in Goa. The mortal remains of St. Francis Xavier, kept in a silver casket, are enshrined here. This church dedicated to Infant Jesus is now a World Heritage Monument.

Timings: Sunday: 10.00 to 18.30 hrs. Weekdays: 09.00 too 18.30 hrs. Masses: Sunday: 08.00 & 09.15 hrs. Weekdays: 07.00 & 08.00 hrs.

*Se Cathedral:* Most imposing of all churches at Old Goa. Its vaulted interior overwhelms the visitors by sheer grandeur. This Cathedral has five bells of which one is the famous Golden bell, the biggest in Goa and one of the best in the world. The church is dedicated to St. Catherine.

Masses - Sunday 7.15 a.m., 10.00 a.m. and 4.00 p.m. Weekdays: 7.30 a.m. and 6.00 p.m..

*Church of St. Francis of Assisi:* The entrance and the choir are in Manueline style, the only fragment of its kind in the East. The interior is illustrated with exquisite paintings. The adjacent convent now houses the Archaeological Museum.

*St. Cajetan Church:* Built in the style of St. Peter's Basilica in Rome. Built in the style of St. Peter's Basilica in Rome.

*Church of Our Lady of Rosary:* One of the earliest built in Goa, bears an inscription about the recon quest of Goa by Afonso de Albuquerque in 1510. *Nunnery of St. Monica:* Built like a fortress, in significant of its massive walls and buttresses. It is the only nunnery in Goa.

*St. Augustine Tower:* Close to the Nunnery is a lofty tower defying the torrential rains. The tower **is** one of the four of the Augustine Church that once stood there. This Church when intact was perhaps the biggest in Goa.

*Viceroy's Arch:* One of the gates of Adil Shah's Fort, it was renovated by Portuguese and was the gateway of Goa for Portuguese Governors, Viceroy used to disembark at this place.

**Reis Magos Church** (7 km from Panaji) The Reis Magos Church was constructed in 1555. It is one of the earliest churches built in Goa and the first in Bardez Taluka, dedicated to the three Magi-Kings-Gaspar, Melchior and Balthazar, who according to legend were guided day and night by a star to Bethlehem to greet the newborn child Jesus. This church was once the residence of all dignitaries and also a mission centre of the Franciscan order. There is a fort adjacent to this church.

**The Church of Mae de Deus at Saligao:** (13 km) Built in 1873, is situated amidst picturesque surroundings. The shrine of the miraculous statue of Mae de Deus (Mother of God) was brought from the ruins of the convent of Mae de Deus at Old Goa. This beautiful church is the finest piece of Gothic style. The Church is well illuminated at night.

**The Church of St. Alex at Curtorim:** 9 km from Margao. It is one of the oldest churches in Goa, built in 1597 on the site of a Hindu shrine-- Ravalnath, the remnants of which are visible till today

**The Church of St. Ana at Talaulim, Ilhas:** (11 km) Dedicated to St. Ana, is a remarkable piece of ancient Christian architecture. It was built in 1695 on the right bank of Siridao River and has picturesque surroundings. The unique feature of this church is that it has hallowed walls through which people could walk in secrecy for confession.

**Rachol Seminary:** Situated just off the banks of Zuari River, 12 kilometers from Margao in South Goa. In 1521 the Portuguese, in their 20 customary fashions first built a church, then a prison, later in 1574-1610 a seminary to impart philosophy and theology. It is in this seminary that the museum of Christian Art is housed.

## TEMPLES

**Shri Bhagwati:** 28 km from Panaji in Pernem Taluka. The Temple, situated by the side of the main road, is said to be more than 500 years old. Two life size images of elephants in standing position made of black stone on either side at the entrance welcome the visitors. The Goddess Bhagwati Asthbhuja in a standing position on a high pedestal is very imposing. Dussehra is celebrated with gaiety from Ashwin

Shuddha Pratipada to Poornima, when over 25 thousand devotees assemble at the temple.

***Rudreshwar Temple at Harvalem:*** Located in Bicholim Taluka at a distance of 45 km from Anaji, the temple of Rudreshwar is half a km away from the rock-cut caves of Harvalem where the ancient linga of Rudreshwar is venerated. The idyllic Harvalem waterfall is close by. The image of Rudreshwar is facing the waterfall. The festival of Mahashivratri draws big crowd. However, the temple assumes importance as Hindus perform rites for the dead here.

***Shri Mahadeo Bhumika at Sal, Bicholim:*** Situated a distance of 25 km from Mapusa, temple complex has beautiful natural surroundings. The three-day festival of 'Gades' which begins on Phalgun Purnima draws big crowd. The devotees believe that people can have the darshan of 'Devchars' during Gade Festival.

***Morjaee Temple at Morjim:*** Situated at Morjim in Pernem taluka this ancient historical temple complex is situated amidst natural surroundings. The main festival is "Kalas Utsav" which is celebrated once in every three, five, seven or nine years. The duration of the festival is nearly a month beginning from Phalgun Shuddha Panchami. The concluding seven days is a big religious and cultural affair when people not only from Goa but also from Sindhudurga to Karwar assemble in large number. Other festivals are Gudi Padwa, Dussehra, annual Zatra, "divzam" and Ghodemodni.

***Brahma Temple:*** 7 kms from Valpoi, in the village of Brahma Carambolim. This shrine belongs to the 5th century A.D. It is one of the few temples dedicated to Lord Brahma found in India.

***Shri Chandranath:*** 45 km it is situated on the top of 350 meters high hill of Chandranath Paroda, Quepem. Chandreshwar was the titular deity of Bhoja kings who ruled South Goa before the Christian till the middle of 8th century. They had named their capital Chandrapur after deity. Shivalinga is carved out from the rock, which oozes whenever rays of full moon fall on it. The temple is so designed that Linga receives moonlight on every full moon. The temple commands a panoramic view and its surroundings are enchanting. The temple's ancient chariot is well known for its woodcarvings.

***Shri Damodar.*** 22 km from Margao at Zambaulim-Sanguem, situated in picturesque surroundings on the banks of river Kushavati, popularly known as Panti. Near the temple, the river is regarded particularly holy and is said to have medicinal properties. The Hindus and Christians alike worship the deity. A weeklong celebration of Shigmo is packed with programs, which include a colorful pair, exchange of gulal, collective meals and presentation of shows on popular legends and folk culture. The deity was originally in Margao.

***Shri Datta Mandir:*** 37 km at Dattawadi, Sanquelim, and 40 km from Margao. The century old temple of trimurthy (Hindu) has a backdrop of a beautiful hillock covered with dense groves of areca palms. The most important festival, which is attended by devotees from all over Goa, is Datta Jayanti which falls in the month of December. The deity is believed to have cured many people of unsound mind. The entire interior consists of white marble.

***Shri Devkikrishna-Ravalnath:*** 17 km at Marcela, Ponda, is popularly known as Pisso Ravalnath. The most important festivals are "Malni Purnima" in the month of Pausa (January).

***Shri Gomanteshwar Devasthan Brahmapur:*** It is situated near Ela farm at Old Goa. Mahadev was worshipped during the days of Kadamba kingdom in Goa. Madan Tirtha Goraksha Math etc. still remind the glory of the place.

***Shri Gopal Ganapati:*** 26 km from Panaji at Farmagudi, Ponda, amidst beautiful natural surroundings near Bandora. The Portuguese Viceroy attacked the fort of Ponda in October, 1683 but had to beat a hasty retreat at the sudden appearance of the Maratha King Sambhaji with a large army. Farmagudi commemorates this event. The stone image of Gopal Ganapati was discovered by Herdsmen while grazing cattle near the hill and later installed in a small shrine with a thatched roof. The temple built by late Shri Dayanand Bandodkar, the first Chief Minister of Goa has the idol, made of metal alloy, consecrated on April 24, 1966. It is a good specimen of Indian temple architecture synthesizing both ancient and modern.

***Shri Kalikadevi:*** 14 km from Mapusa at Kansarpal. It is said to be about hundred years old. Divided into two outer halls, supported with seven rows of four pillars, has a stage to perform dramas on festive occasion. The inner shrine contains the revered image of the Goddess, 'Kali' a fierce form of Devi. Agrashalas (rest house) surrounding the temple provide facilities for lodging to the devotees.

***Shri Kamakshi Saunasthan Shiroda:*** 40 km from Panaji, according to mythology, Shri Kamakshi, was brought from Kaurang (Kanchi).

***Temple of Shri Mahadev at Tambdi Surla:*** 66 km from Panaji in Sanguem Taluka at the foot of the Ghats, is the only specimen of Kadamba-Yadava architecture (14th century) in basalt stone preserved and available in Goa. A memorable road connects Sancordem to this temple complex.

***Shri Mahalaxmi:*** Situated in the village of Bandode, about 4 km from Ponda, it is considered the abode of the original Goddess of the Shakti cult. The Sabhamandap has a gallery of 18 images, out of 24 images of emanatory aspects of Bhagvata sect, which is considered one of the few galleries of wooden images of Vishnu in India. The image of Mahalakshmi has a close resemblance to that of Mahalakshmi at Kolhapur, the

main centre of worship, Her special feature is that she wears a linga on her head and is considered a peaceful or Satvik form of the Devi. The Goddess Mahalakshmi was worshipped by the Shilahara rulers (750-1030 A.D.) and the early Kadamba Kings of Goa.

**Shri Mahalsa:** At Mardol, 1 km from Shri Manguesh temple. The deity worshipped is an attribute of Vishnu (Mohini during the fight between Devas and Asuras) Main festivals: Zatra and Navaratra.

**Shri Mallikarjun:** 40 km from Margao at Canacona, the southernmost Taluka of Goa, is believed to have been constructed during the middle of 16th century by ancestors of the Kshatriya Samaj. It was renovated in the year 1778. The temple has massive wooden pillars with intricate carvings. There are 60 deities around the temple. Rathasaptami has festivals in Feb. where as Shigmotsav has in April, which draw large crowd.

**Shri Manguesh:** 22 km from Panaji (26 km from Margao) at Priol- Ponda Taluka. It is located on a hillock surrounded by lush green hills. Though small, it has an air of distinctive elegance. Its lofty white tower at the entrance is a landmark of the countryside. This is a temple dedicated to Lord Shiva.

**Shri Naguesh:** Dedicated to Lord Shiva, is situated in the village of Bandode, about 4 km to the east of Ponda. The temple Sabhamandap has a gallery on both sides that contains exquisite specimen of intricate woodcarvings of the events of Ramayana on one side and wooden images of Astadikpal and Gandharva on the other.

**Shri Navdurga Saunsthan:** 34 km from Panaji at Borim (12 km from Margao) The deity of Goddess Navdurga was originally brought by Brahmins of Karad to Goa. The deity was later transferred from Benaolim in Salcette to its present site at Borim.

**Shri Navdurga at Madkai:** 28 km from Panaji. The annual zatra is celebrated in November.

**Shri Ramnath:** 33 km from Panaji in Ponda Taluka. Besides the shrine of the main Ramnath deity, it has four small temples of Shri Laxminarayan, Shri Shantadurga (Sateri), Shri Betal and Shri Sidhanath. The five together, constitute Shri Ramnath Panchayatan. The legend in mythology says that Rameshwar is the original abode of Lord Ramnath.

**Shri Saptakoteshwar:** 37 km from Panaji at Narve-Bicholim, was a favored deity of Kadamba Kings. Its original temple was situated in the island of Diwar. The Portuguese destroyed it and the idol was shifted to its present site at Narve (Bicholim), Many years afterwards in 1668 A.D. Chhatrapati Shivaji ordered renovation of this temple at the present site during one of its campaigns to oust the Portuguese. The linga worshipped in this temple is faceted and is known as 'Dharalinga'.

***Sapteshwar-Bhagvati Temple at Mandrem:*** Situated 17 km from Mapusa in Pernem Taluka, the complex has five temples, main temples being of Shri Septeshwar and Bhagavati. Other temples are Narayan, Ravalnath and Satpurush. Dassehra, Zatra, Bhajani Saptah are the main festivals. The temples were renovated some years ago.

### TAPOBHOOMI

Born under the divine inspiration of his Holiness Haturli Mathadhish shrimad Brahmanand Swamiji, the Tapobhoomi Complex at Kundai has now become a centre of pilgrimage to the students of Hindu culture and religion, spread over an area of 10,000 sq mt. This centre of Param Pujya Padmanabh Shishya Sampradaya harbors a number of projects, a unique Datta mandir, Sanskrit Pathshala, Dhyaan Gufa (Chamber for meditation), Ayurveda Centre, Yoga Anusandhan Kendra, Bhajani Vidyalaya, Bhaktoddhar Library, etc.

His Holiness Brahmanand Swamiji, who is the head of Haturli Muth has rendered yeomen service to uplift poor, downtrodden people in the last two decades. While propagating the Bhakti movement in this holy land, he has salvaged poor and middle class from dwelling into the clutches of vices such as drinking, gambling, drug-abuse etc. It is solely because of Swamiji's guidance that thousands of young people have been able to walk in the right direction

Tapobhoomi has been set up to educate mankind about its duties and responsibilities. It has been set up to spread the message of divine love and compassion. It is indeed a temple of humanity, standing firm on the foundation of devotion i.e. Bhakti.

***Shri Shantadurga:*** 33 km. Sumptuously built at Kavlem, is dedicated to Shantadurga, the Goddess who mediates between Vishnu and Shiva. Has a rich and beautiful Garbhakuda or the holy of holies where the deity is kept. The deity was shifted from Kelsi. Agrashalas.

***Shri Shantadurga:*** 14 km from Mapusa at Dhargal, Pernem. When all the temples in Bardez were destroyed by the Portuguese, this Goddess was reestablished at Sanquelim. It was at the time of the notorious Portuguese inquisition in Goa. Therefore, in 1550 A.D. this Goddess was taken to Dhargal in Pernem Taluka that also formed part of Sawantwadi principality. The 'Zatra' of this Goddess is held in the month of December. The temple has beautiful natural surroundings.

***Shri Shantadurga (Kunkolienkarin):*** 18 km from Margao, at Fatorpa (Quepem). Originally from Cuncolim village in Salcete Taluka, the Portuguese removed the Goddess to Fatorpa in 16th Century during religious persecution. The annual zatra, in the month of Pausha Shuddha Navami, attracts devotees from all over Goa.

***Shri Vitthal Mandir:*** 41 km from Panaji situated at Vithalwaddi, Sanquelim. Shri Vitthal is the ancestral God of 'Ranes' who had put up prolonged memorable resistance

to Portuguese rule. The main festival is Chaitri (April), is a lavish affair for the people miles around.

**Shri Devi Sharvani:** Vitthal Maharudra Panchayatan rudra the complex comprise of temples of Jagrut Swayambhu Goddess Sharvani, Mahadev and Vetral with his life size image of stone and other deities. It is situated in scenic surroundings at Advolpal in North Goa, 24 km from Assonora on Pirna main road. Goddess is known for fulfilling the vows of her devotees through Kaul Prasad who also perform Tulbhar to propitiate her. Thousands of devotees throng on vardhapan day, Divja zatra day and annual zatra day in November/December when procession of Goddess is taken out in decorated chariot.

**Saunsthan Gokarn Portugali Jeevotam Math:** Located at Partagali village on the banks of the sacred rivulet Kushavati, this math established by Shreemad Narayanateertha Swamiji in the year 1475 A.D. has an uninterrupted tradition of 23 Swamijis. This is an ancient Math of the Gaud Saraswat Brahmin Vaishnav Community, which maintained contact with the scattered members of the community. The symbol representing the spiritual movement carried on by the Math for over 500 years is one of the few huge ancient Vatavriksha (Banyan tree) which is about 200ft x 225ft and is considered a Tapasya Kshetra for over a thousand years. The people of Partagali and adjoining area worship Vatavriksha and the Ishwar linga, which is situated in front of it. This place is popularly known as Bramhasthan. Portugali is being developed into a centre of culture and learning, without in any way tampering with its glorious traditions.

**Shri Saunsthan Goudpadacharya Kavle Math:** This Math is a brilliant heritage of Goud Saraswat Smarth Community with branches all over India. This Math situated at Kavalem, in Ponda taluka is named after historic seer and exponent of the Advaita system of Vedanta. The Math was shifted from Cortalim in the year 1630 during the inquisition period and re-established by Shrimad Satchidanand Saraswati Swamiji.

## MOSQUES

**Jama Masjid:** (26 km from Margao, at Sanguem). Built in the 1<sup>st</sup> century, the Jama Masjid was completely renovated in 1959. The new structure is remarkable for its harmonious proportions and elegant simplicity. It has four minarets at the entrance facade is flanked by two elegant turrets surmounted by pillared kiosks. A Dom-shaped kiosk rises in the centre of the four minarets. Festivals are celebrated here with due solemnity.

**Safa Masjid at Ponda:** The Safa Shahouri Masjid, the biggest and most famous of the 27 mosques in Ponda taluka was built in 1560 by Ibrahim Adilshah of Bijapur. Adjacent to the mosque is a well-constructed masonry tank with small chambers with 'Meherab' designs. The mosque and the tank were formerly surrounded by an extensive garden with many fountains. They were all



destroyed during the Portuguese rule. The two major festivals Id Ul-Fitr and Il-Ud-Zuha are celebrated at this mosque with great pomp and are attended by a large number of people.

## BEACHES

### *Beach Tourism of Goa*

The most comprehensive beach resort in the country, Goa's coastline provides endless sun drenched crescents of sand. Vagator, Anjuna, Baga, Calangute and Candolim stretch out in an unbroken palm fringed line. Other beaches are at Miramar and Colva. Parasailing, yachting, windsurfing, and deep sea diving are some of the more popular water sports, facilities for which are available. There are 29 beaches in Goa. Among them Candolim Beach, Baga Beach, Sinquerim Beach, Bambolim Beach, Arambol Beach, Vagator Beach, Benaulim Beach, Palolem Beach, Agonda Beach, Mobor and Cavelossim beaches are famous and an increasing number of tourists visit these beaches every year.

- ❑ **Calangute Beach:** 16 km. This is called the Queen of Goa beaches and is the most popular holiday resort in Goa for its scenic splendor. Excellent accommodation facilities are available, particularly at the tourist resort and cottages.
- ❑ **Colva Beach:** About 6 km from Margao, Colva beach is the pride of Salcete and the only rival to Calangute by its scenic splendor. Here sand, sea and sky blend in enchanting natural harmony un-spoilt by men. This place has good accommodation facilities.
- ❑ **Dona Paula:** (7 km) An idyllic picturesque spot. Commands a fine view of the Zuari River and Mormugao Harbour. Water skittering facilities are available here.
- ❑ **Miramar:** (Gaspar Dias), (3 km) A lovely golden beach of soft and girdled with palm trees facing the blue Arabian Sea, is the nearest to Panaji.
- ❑ **Anjuna:** (18 km) A popular beach area adjacent to Chapora Fort. In Anjuna there is magnificent Albuquerque mansion built in 1920, flanked by octagonal towers and attractive Mangalore tiled-roof.
- ❑ **Vagator:** (22 km) It is popular beach dominated by Chapora Fort to the north, on its imposing head land. To the south of vagator is Calangute beach.
- ❑ **Arambol Beach:** (50 km) A unique beach in the North Goa, is both rocky and sandy beach and much sought after. It has a sweet water pond right on the shore.
- ❑ **Agonda:** (about 37 km from Margao). A small, picturesque and secluded beach much sought after for its serenity.

- ❑ **Palolem:** about 37 kms from Margao. Just west of Chaudi, it is one of the most enchanting beaches in Goa relatively deserted, with backdrop of Western Ghats, It is situated in Southern Taluka of Canacona.

## **WILD LIFE SANCTUARIES**

**1. Bhagwan Mahavir Wildlife Sanctuary:** Situated along the North-East border of Goa at Molem, about one and a half hours journey from Panaji along Panaji - Belgaum National Highway, the Bhagwan Mahavir Wildlife Sanctuary covers about 240 sq km of thick forest clad slopes of western ghats and is the biggest of the three sanctuaries of Goa. The sanctuary is rich in wildlife. It is a paradise for bird watchers. Besides flora and fauna there are many important geological and historical feature in this sanctuary. Dudhsagar falls, about an hour's journey from Molem by train, is a feast for the eyes. "Devil's Canyon" is another beautiful geological spot. The famous Tambdi Surta temple is about 13 km from Molem. The Directorate of Tourism has built comfortable cottages and dormitories for tourists. Entry fee is Rs. 10/- per adult, Rs. 5/- per child and Rs. 3/- per student.

**2. Bondla Forest:** (5 km) It is one of the three wildlife sanctuaries of Goa. More than a sanctuary, it is an ideal jungle resort and a major attraction for school going children and nature lovers, its mini zoo, sprawling deer park in natural habitat, botanical and rose garden attract people throughout the year. Comfortable cottages are available here for tourists. The Zoological Park and gardens remain closed on Thursdays. 53 kms., 38 kms. from Margao. It is the smallest of the three wildlife sanctuaries of Goa. More than a sanctuary it is an ideal jungle resort, a major attraction

for school going children and nature lovers. Its mini zoos, sprawling deer park in natural habitat, botanical and rose gardens attract people through the year. Comfortable cottages' are available here for tourists. The Zoological Park and garden at Bondla remain closed on Thursdays. Entry fee Rs. 5/- per adult and Rs. 2/- per child

**3. Cotigao Wildlife Sanctuary:** The second largest of the three wildlife sanctuaries in Goa, with an area of 105 sq km is located at about 60 km from Panaji, in Canacona taluka in South Goa, nearly 3 km off the Panaji - Mangalore National Highway No. -17. It is covered with dense forest and varied wildlife, fauna and reptiles. The ancient Jeevottam Partagal Math, noted for Vedic studies, lies in the vicinity of the sanctuary.

**4. Salim Ali Bird Sanctuary:** Spread over 1.78 sq km and located at the western tip of the island of Chorao along river Mandovi near Panaji, it is fully covered with mangrove species. Varieties of local as well as migratory birds frequently visit this sanctuary. This sanctuary can be visited any time of the year with the permission of the Chief Wild Life Warden. Forest Department, Junta House, Panaji-Goa. The sanctuary is approachable by walk after crossing over by ferry from Ribandar to Chorao. There are some private parties who can take tourists around in their canoes fitted with outboard motors.

## OTHER PLACES OF INTEREST

***Aguada Fort:*** (18 km) Built by the Portuguese in 1609-1612, to command the entry into the river Mandovi, in order to protect Old Goa from potential enemy attacks. A spring within the fort provided water supply to the ships that called there. The fort houses presently the central jail. A lighthouse is situated nearby. The visiting hours of the fort is from 16.00 to 17.00 hrs.

***Dudhsagar Water Falls:*** 60 km (10 km from Colem railway station) (Accessible by train only). Water plummets hundreds of feet in large volume, in cascades, forming one of the most spectacular of all natural phenomena in Goa and a lifeline of our ecosystem in one of our sanctuaries. A popular destination to hikers and trekkers, Goa Tourism Development Corp. Ltd. organizes tours by train to Dudhsagar. 60 kms. (10 kms. from Colem Railway Station) is accessible by train only. Water plummets hundreds of feet in large volume, in cascades, forming one of the most spectacular of all natural phenomena in Goa and a lifeline of our ecosystem in one of our Sanctuaries. A popular destination to hikers and trekkers. It is also accessible by jeep (4 wheel drive) route (14 kms) through the Bhagvan Mahavir Sanctuary. However, one needs to obtain permission in advance from the Department of Forests at Junta House, Panaji.

***Kesarval Springs:*** (22 km) The spring emerges from hard and compact rocks and people bathe in its water with strong belief that it has medicinal properties.

***Mayem Lake:*** (35 km) Surrounded amidst rolling green hills is an ideal picnic spot. Good accommodation facilities are available in Cottages. Boating is done in the lake.

***Natural Harmony:*** (Open: 10 to 18 hrs daily) Located at Loutulim, 10 km from Margao is a monolithic stylized sculpture showing Greco-Roman influence. Completed in September 1994, it is fourteen meters long and five meters wide and is considered the longest sculpture in India. Near the Natural Harmony is "Ancestral Goa" a mock-up Goan village dating back a century ago. Flanking this is the handicrafts fair with rural stalls displaying various local artifacts and folk-arts. Nearby, there is also a spice yard and a "Big Foot" which is a dance floor in the shape of a giant footstep. the longest monolithic sculpture in India measuring 14x5 meters which makes this a must see place for every visitor. Sculpted in Greece-roman style, in a record time, this horizontally etched, Sant Mirabai playing the entire found its way into the Limca Book of Records.

***Ancestral Home:*** With immense Heritage potential for tourists, belongs to Mrs. Sara Fernandes, situated at Cotta in Chandor. Casa Araujo Alvares heritage home at Loutolim belonging to late Adv. Eufermiano Araujo Alvares is 250 years old. Visiting hours : 9.00 a.m. 6.00 p.m.

## CHAPTER-III

# TOURIST SPOTS OF GOA



## TOURIST SPOTS OF GOA

As per the terms and references of this survey our study team has identified Taluka wise tourist spots. These are as under:

### **1. Pernem Taluka**

Querim Beach  
Tiracol fort  
Arambol Beach  
Alarna Fort & Alarna Temple  
Mandrem Beach  
Shri Shantadurga Temple  
Morjim Beach.

### **2. Bardez Taluka**

Vagator Beach  
Chapora Fort  
Anjuna Beach  
Aguads Fort  
Baga Beach  
Carjuem Fort  
Calangute Beach  
Our lady of Miracles Church  
Candolim Beach  
Pomburpa Springs  
Singuerim Beach  
Reis Magas Fort  
Coca Beach.

### **3. Bicholim Taluka**

Kansarpal Temple  
Sirigao Temple  
Bhagwan Math  
Bicholim Masque  
Shri Datta Mandir  
Shri Saptakoteswar Temple  
Arvalem Waterfalls  
Narve Springs.

**4. Satari Taluka**

Brahama Temple  
Nanus Fort

**5. Ponda Taluka**

Marcela Temple  
Bhoma Temple  
Farmogudi Temple,  
Mangueshi Temple  
Safa Masjid  
Mahalsa Temple  
Bondla Wildlife Sanctuary  
Mardol Temple  
Veling Temple  
Marcaim Temple  
Nagueshi Temple  
Ramnath Temple  
Shantadurga Temple  
Shri Kamakshi Temple.

**6. Teswadi Taluka**

Miramar Beach  
Vainguinim Beach  
Lake & Bird Sanctuary  
Siridao Beach  
Cabo Raj Bhawan  
Dona Paulo Old Goa  
Charao Island  
Divar Island  
Pilar Seminary.

**7. Mormugao Taluka**

Marmugao Harbar  
Resarval Springs  
Cambariem Island  
Church at Sancoale  
Dabolim Airport  
Arossim Beach  
Pequeno Island  
Vtarda Beach  
Bogmalo Beach  
Velsao Beach.

### **8. Salcete Taluka**

Majorda Beach  
Lautulim Ancestral Goa Big Foot  
Betalbatim Beach  
Rachal Seminary & Museum  
Colva Beach  
Chandar Fort  
Benaulim Beach  
Chandeshwar Bhutnath Temple  
Varca Beach  
Chandranath Hill & Temple  
Cavelassim Beach  
Temple at Cuncolim  
Mabar Beach.

### **9. Quepem Taluka**

Shantadurga Temple  
Betul Beach  
Canaguinim Beach.

### **10. Canacona Taluka**

Cabo De Rama Fort  
Agondo Beach  
Palolem Beach  
Goandongri Mallikarjun Temple  
Partagal Math  
Cotigao Wildlife Sanctuary.

### **11. Sanguem Taluka**

Tambdi Surla Temple  
Bhagvan Mahavir Wildlife sanctuary  
Dudhsagar Waterfalls  
Masque at Sanguem  
Rivona Fort  
Netravali Lake  
Mamai Devi Temple  
Damodar Temple.

## CHAPTER-IV

# RESEARCH DESIGN & METHODOLOGY





## RESEARCH DESIGN AND METHODOLOGY

The research design and methodology for this survey have been finalized keeping in view the major objectives and scope of the study. The research design consists of an initial desk research followed by an extensive field survey, which is a combination of both census and sample survey. For conducting this survey the Department of Tourism, Government of India has provided the survey instruments i.e. questionnaires. The data were collected from the field and also from different sources.

The information / data gathered by both primary and secondary sources have been analyzed through different statistical packages like STATA, SPSS & SAS. On the basis of that different reports have been generated.

### 4.1 OBJECTIVES OF THE SURVEY

Given the terms of reference, the main aim of the survey is to prepare a statistical database on Goa tourism. It is hoped that this study will help the policy makers and planners to formulate new policies and programs and also to execute a sustainable development scheme by optimizing the manifold physical as well as human available resources of the state.

Besides the main objective of the survey there are some additional specific objectives. Which can be listed as follows:

- To identify the entire major tourist places of Goa.
- To estimate the existing physical facilities/infrastructure in the state, which include,
  - To prepare a list of accommodation units like hotels, guesthouses, dharmasalas etc.
  - To compile information on the number of hotel rooms and beds, employees in these hotels.
  - To estimate the transport facilities available in the state.
  - To estimate and evaluate the availability of other support services and essential services in the state,
- To collect information about the number of tourist (both domestic and foreign), who visited Goa. And also to compile detail information about tourists (both) staying in the existing accommodation units -each month, including their nationality, and other demographic profile.
- To conduct a sample survey of both domestic and foreign tourists to know;
  - Their purpose of visit,
  - Their group structure,
  - Their detail socio-economic profile

- Factors which influenced them to visit the place,
- Their expenditure pattern,
- Their perception and expectation.

The tourist survey will provide a sound basis for future marketing and business development by;

- Identifying the profile and origin of visitors/customers,
- Examining their behavior at the attraction or destination points,
- Evaluating the effectiveness of marketing activity,
- Assessing quality of service and levels of customer satisfaction,
- Testing reaction to new or proposed products, services or promotional materials,
- Measuring awareness and perceptions amongst 'non-visitors',
- Quantifying the economic impact of existing or proposed facilities and major events.

The Survey report will be able;

- To assess the Government of Goa's role in the development of tourism, their total investment in past plans and the rate of return from the tourism industry in Goa.
- Finally to evaluate the impact of tourism on employment generation, other socio-economic and cultural aspects of the state.

## **4.2 SCOPE OF THE SURVEY**

This study intends to provide a clear understanding of tourism in the state of Goa. It will mainly prepare a database on the tourism industry of Goa.

## **4.3 AN INITIAL DESK RESEARCH**

An initial desk research had four jobs to do:

- Checklist Preparation
- Database Preparation
- Sampling
- Preparation of survey instruments-questionnaires (The Ministry has provided)

### **4.3.1. Check-List**

- ❖ Historical data
- ❖ Demographic data
- ❖ Socio-economic & environmental data
- ❖ Transport facilities details
- ❖ Accommodation units inventory—which includes hotels-all types, guest houses, & dharmasalas
- ❖ Local Market database

- ❖ Details related to tourists stay and food
- ❖ Total expenditure incurred in the past by Government of Goa and revenue earned through Tourism.
- ❖ Employment data – related to the tourism sector only.
- ❖ Tourist data— total number, nationality, annual income , expenditure on different headings /pattern during the trip.

#### **4.3.2 Data Source**

In order to develop the Tourism - Database, the data have been collected from the following sources:

1. Department of Tourism Goa.
2. Public Works Department.
3. Census Report from Govt. of India.
4. Survey of India.
5. District Panchayat Office.
6. State Police Department.
7. Department of Land Records and Revenue.
8. NIC.
9. Goa Hotel Association.
10. Goa Travel Association.
11. Bus Transport.
12. Railway.
13. NGOs.
14. Books and Publications.
15. Published literature of different tourism related organizations.  
e.g. Hotel Guide of India/Goa, Indian Hotelier and Caterer Guide, etc
16. Survey Reports of Hotel Review And Survey Committee, Hotel Classification Committee Report.

#### **4.3.3 SAMPLING**

As mentioned earlier, the survey is a combination of both census and sample survey. The survey has covered all the sectors related to Tourism, which includes the tourists (both domestic as well as foreign), all the accommodation units (hotels- guest houses, dharmasalas), restaurants and eateries, transport services, tours and travel agent, souvenir/ handicraft shops and other supportive services.

## Sampling for Tourists

The sampling procedure adopted for the tourists is described below:

For doing sampling for all the tourists, it becomes necessary to know the number of tourists coming to Goa. As it is almost impossible to know the exact figure before conducting the survey, the Government of Goa's tourist figures for the year 2004 have been used for sampling purpose.

As per the Department of Tourism, Government Of Goa, 20.85 lakh domestic and 3.63 lakh foreign tourists (total 25 lakhs approximately) visited the state in the year 2004. The total sample to be surveyed was:

- 2% of domestic tourists i.e around 42, 000 and;
  - 5% of foreign tourists i.e. around 18, 000 of Goa
- (Total approximately 60,000 tourists were targeted for the survey)

The details of the samples survey is given in the following tables:

**Table 4.1 Sample sizes of Tourists**

S.No.	Taluka	Domestic	Foreign	Total
1	Pernam	761	229	990
2	Bardez	8403	5500	13903
3	Bicholim	937	379	1316
4	Satari	759	372	1131
5	Ponda	2138	245	2383
6	Teswadi	11226	4163	15389
7	Mormugao	4998	1233	6231
8	Salcete	10450	4939	15389
9	Quepem	842	209	1051
10	Canacona	922	473	1395
11	Sanguem	564	258	822
	Total	42000	18000	60000

For ensuring coverage of all segments of tourists visiting Goa, the survey of both domestic and foreign tourists was conducted at all the places where they were likely to be present during their visit. Those places are:

- ❑ Arrival/ departure points: airports, railway station, bus terminals, and ports/boat terminals.
- ❑ Places of doing reservation (like rail reservation centre, airport etc.)
- ❑ Accommodation units like hotels, guest houses, dharmasalas
- ❑ At the place of Tour's and travel agencies
- ❑ Tourist information centers
- ❑ Restaurants and eateries
- ❑ Handicraft shops
- ❑ Tourist spots
- ❑ Temples/churches/etc

### **Sampling Methods: -**

The survey team has applied three different types of sampling methods for both domestic as well as foreign tourists.

#### **Case-I---Tourists at the accommodation units**

PPS Methods: -(Probability Proportionate Sampling Method)

This method has been applied for sampling tourists at the accommodation units. As per our plan we have collected data from  $1/5^{\text{th}}$  of the total accommodation units of Goa - which are approximately 100. Those units have been selected by a three stage stratified Random Sampling following the PPS (Probability Proportionate Sampling) Method. This method has ensured us getting a representative sample spread evenly across all the accommodation units of Goa.

In order to do sampling through PPS method –all the accommodation units were arranged in an official order. To get a constant the total no was divided by 100(the proposed sample.) Here it was 5. A random number smaller than 5 was drawn and the unit against whose cumulative total this number occurred first selected. Subsequent accommodation units were selected by adding the constant each time to the random number. And finally a list of sampled accommodation units was prepared for the purpose of the tourist's survey.

The second step was to select the respondents. For that RHR (Right Hand Rule) method was followed at the time of data collection. Each investigator was trained to choose room / tourist in 1:5 ratio i.e. 20% of the total tourists present in that accommodation unit. He was also advised to interview either the 4<sup>th</sup> or the 6<sup>th</sup> room/tourist if he/she would fail to interview the 5<sup>th</sup> one. In each room he/she would be asking only one person preferably the main (the head of the family in case of family and/or the group leader in case of groups). But at the same time he/she would be taking care of other factors also.

The tourist survey was conducted for 12 months from April 2005 to March 2006.

Based on initial desk research (After reviewing the past records of all the accommodation units) a tentative sampling plan was made as under.

Total no of hotels in Goa=500

The average bed capacity per Accommodation Unit is =40

Average tourist per day/ per accommodation unit (60% of the total seats)=25

Sampled tourists per accommodation unit will be(20% of the tourist present)  $20\% \times 25 = 5$

Sampled hotels are (20% of 500)=100

Survey will be 4 times in a month and the survey will be for 12 months

Thus the total sampled tourists of all the accommodation units will be

$$= 100 \times 5 \times 4 \times 12 = \mathbf{24,000}$$

This is around 40% of the total tourist sample.

***Case-II -----Tourists at the Tourist sites (where there will be entry pass system)***

Systematic sampling method was used at the tourist sites (***wherever there was a system of entry pass/ticket -not at the sea beach***)) to conduct the tourist survey. For this purpose, field investigators stood at the entry points or at the ticket counters of each tourist site. They were trained to choose tourists at 20:1 ratio. There was no hard rule in counting the tourists. He could take 21st, 22nd, 23rd or 16th, 17th, 18th, 19th tourist. Interview days were arranged to coincide seasonal peaks. Survey was conducted on one Monday, One Tuesday, One Wednesday, One Thursday, One Friday, One Saturday & One Sunday in a month in each location (not consecutively) and 12 big festivals days (which have been selected randomly from the list of festivals) of Goa. The survey was also conducted on hourly basis in all weekdays, which means surveyor collecting information of number of tourists visiting tourist place starting morning 6 AM – 8.30 AM on Monday, 8.30AM – 10.00 AM on Tuesday, 10 - 11.30 AM on Wednesday, and so on till 11.30 PM in night in a particular tourist place. (Each phase was for 2 & 1/2 hrs)

The total sample is as follows:

Field survey was conducted at around 30 tourist sites of Goa

Survey was conducted for Total 7 weak days +12 festival days=19 days

Each single day per single tourist site approximately 30 persons interviewed

(approx if 600 tourists visit per site/per day then 5% of it will be (20:1))

So total sample size was =  $30 \times 19 \times 30 = 17,000$

***Case-III -----Tourists at the sea beach, arrival departure points, fairs/festivals, restaurants, handicraft shops, etc***

**Quota sampling method:**

As the tourists in places like railway station, airports, fairs/festivals, restaurants, handicraft shops, temples, churches etc are in a movable situation, the **quota sampling method** was adopted. Interview days were arranged to coincide seasonal peaks or with other dates of interest to the client.

In quota sampling, the population was first segmented into mutually exclusive sub-groups, just as in *stratified sampling*. Then judgment was used to select the subjects or units from each segment based on a specified proportion. It is this second step the technique of *non-probability sampling was adopted*.

Through the secondary data base research adopted for all India survey, (as mentioned in the inception report) we came to know that 80% come for vacation/pleasure, 10% are VFR (visiting friends and relatives), 5% come for business and 5% for other purposes. But after conducting the survey in Goa we found that the ratio/percentage was quite different from the previous assumption. And after two three months we came to know the exact ratio of tourists. A total of 19,000 tourists were to be intercepted at major sea beaches and non-tourist spots (Railway station, airports, fairs/festivals, restaurants, handicraft shops, temples, churches etc), as it would be a convenience sample. The number of interviews could therefore be determined on the basis of proportion of the

tourists coming for different purposes, but on the basis of quota sampling method. A total quota of 19,000 was covered.

### Sample survey for Accommodation units:

As per the TOR of the ministry of Tourism a census survey was to be conducted for all the accommodation units of Goa. The accommodation units include all types of hotels, all the Guest houses, dharmasalas of Goa. We had data about 500 accommodation units, which were listed for the survey in all Talukas of Goa in the initial months of survey. But later as the survey proceeded in the field, it was realized that the number of D-category hotels and guesthouses were many. Accordingly the list was updated regularly. The data from all accommodation units were collected on monthly basis.

**Table 4.2 No. of listed Accommodation Units during the survey**

S.No.	Taluka	Starred	Unstarred	Guest House	Others	Total
1	Pernam	2	3	4	--	9
2	Bardez	10	17	28	1	56
3	Bicholim	3	5	7	--	15
4	Satari	3	3	4	--	10
5	Ponda	2	7	15	1	25
6	Teswadi	15	22	39	3	79
7	Mormugao	5	9	18	1	33
8	Salcete	15	20	38	3	76
9	Quepem	2	5	5	--	12
10	Canacona	3	5	7	--	15
11	Sanguem	2	3	3	--	8
	Total	62	99	168	9	338

### Sample survey for Tour and Travel Operators:

PPS method was applied for sampling the Tour and Travel Operators. We have conducted survey at 1/5<sup>th</sup> of the total Tour and Travel Operators of Goa that is approximately 100 (total no of Tour and Travel Operators are around 500). Those units were selected by a three stage stratified Random Sampling following the PPS (Probability Proportionate Sampling) method. This method has ensured of getting a representative sample spread evenly across all the Tour and Travel Operators of Goa.

In order to do sampling through PPS method –all the Tour and Travel Operators were arranged in an official order. To get a constant, the total no was divided by 100 (the proposed sample.) here was 5. A random number smaller than 5 was drawn and the operator against whose cumulative total this number occurred first selected. Subsequent Tour and Travel Operators were selected by adding the constant each time to the random number. And finally a list of sampled Tour and Travel Operators were prepared for this purpose of the survey.

**Table 4.3 No. of listed Travel/ Tour Operator**

S.No.	Taluka	No. of Listed	No. of Survey
1	Pernam	20	18
2	Bardez	252	248
3	Bicholim	23	23
4	Satari	21	21
5	Ponda	35	33
6	Teswadi	260	258
7	Mormugao	85	82
8	Salcete	265	261
9	Quepem	20	19
10	Canacona	24	22
11	Sanguem	16	15
	Total	1021	1000

**Sample survey for Restaurants and Eateries:**

PPS method was applied for sampling the Restaurants and Eateries. We have conducted  $1/5^{\text{th}}$  of the total Restaurants and Eateries of Goa, which were approximately 160(as per our survey data -total no of Restaurants and Eateries are around 800). Those units were selected by a three stage stratified Random Sampling following the PPS (Probability Proportionate Sampling) Method. This method ensured us of getting a representative sample spread evenly across all the Restaurants and Eateries of Goa.

In order to do sampling through PPS method –all the names of Restaurants and Eateries were arranged in an official order. To get a constant the total no was divided by 160(the proposed sample.) here was 5. A random number smaller than 5 was drawn and the Restaurants and Eateries against whose cumulative total this number occurred first selected. Subsequent Restaurants and Eateries were selected by adding the constant each time to the random number. And finally a list of sampled Restaurants and Eateries were prepared for the purpose of the survey.

**Table 4.4 No. of listed Restaurant / Eateries**

S.No.	Taluka	Nos. Listed	Nos. Surveyed
1	Pernam	85	47
2	Bardez	388	282
3	Bicholim	112	65
4	Satari	108	63
5	Ponda	135	116
6	Teswadi	432	370
7	Mormugao	175	142
8	Salcete	436	352
9	Quepem	91	52
10	Canacona	116	66
11	Sanguem	78	45
	Total	2156	1600



**Sample survey for Souvenir & Handicraft Shops:**

PPS method was applied for sampling the Souvenir & Handicraft Shops. We have conducted 1/5<sup>th</sup> of the total Souvenir & Handicraft Shops of Goa that is approximately 160 (as per our survey data -total no of Souvenir & Handicraft Shops are around 800). Those units were selected by a three stage stratified Random Sampling following the PPS (Probability Proportionate Sampling) method. This method ensured us of getting a representative sample spread evenly across all the Souvenir & Handicraft Shops of Goa. In order to do sampling through PPS method –all the names of Souvenir & Handicraft Shops were arranged in an official order. To get a constant the total no was divided by 160(the proposed sample.).Here it was 5. A random number smaller than 5 was drawn and the Souvenir & Handicraft Shops against whose cumulative total this number occurred first selected. Subsequent Souvenir & Handicraft Shops were selected by adding the constant each time to the random number. And finally a list of sampled Souvenir & Handicraft Shops was prepared for the purpose of the survey.

**Table 4.5 No. of listed Handicraft / Souvenir Shops**

S.No.	Taluka	Nos. Listed	Nos. Surveyed
1	Pernam	45	41
2	Bardez	290	287
3	Bicholim	65	62
4	Satari	67	61
5	Ponda	121	117
6	Teswadi	390	382
7	Mormugao	148	144
8	Salcete	372	360
9	Quepem	53	47
10	Canacona	67	60
11	Sanguem	44	39
	Total	1662	1600

**REFERENCE PERIOD AND MONTH WISE SURVEY PLAN:**

The survey was conducted for a period of 12 months from April 2005 to March 2006. Month wise breakup of sample is given below. This breakup is based on the tourist season and tourist flow to Goa.

**Table: 4.6 Survey Sample**

	Tourists		Accommodation Units	Tour & Travel Agents	Restaurants	Souvenir/Handicraft Shops
	Domestic	Foreign				
April	2000	1200	500	--	--	--
May	2500	1200	500	500	800	800
June	2000	1200	500	--	--	--
July	1500	800	500	--	--	--
Aug	1500	600	500	--	--	--
Sept	3500	500	500	--	--	--

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Oct	5000	1500	500	--	--	--
Nov	5000	2500	500	300	500	500
Dec	6000	2500	500	200	300	300
Jan	6000	2000	500	--	--	--
Feb	4000	2000	500	--	--	--
Mar	3000	2000	500	--	--	--
Total	42000	18000	6000	1000	1600	1600

### THE SURVEY INSTRUMENTS / QUESTIONNAIRES:

The survey questionnaires were provided by the Ministry of Tourism, Government of India. These are given at annexure II to VII.

The main contents of the *Questionnaire for Tourists are discussed below:*

The content of the questionnaire was broadly divided into three parts.

The Ist part collected information on the main person's (the head of the family in case of family, group leader in case of group leader,)

- Age,
- Sex,
- Education,
- Principal occupation,
- Annual income,
- Nationality etc.

The part II of the questionnaire was used to collect information on:

- Their time of arrival,
- Their mode of arrival (mode of transport),
- Their purpose of travel/arrival,
- No of days they will stay,
- Their daily expenditure (approx),
- Their pattern of expenditure (approx) - expenditure on different heads, like travel, food, accommodation, site seeing, shopping, and etc.

The final part was covering information on:

- Their attitude and preference,
- Their food and accommodation preference their impression about the visit,
- Their future plan (whether they would like to visit the place again or not)

Beside the above things, there is a special section for the foreign tourists

That section is covering their interest to visit other places of India- like the Buddhist place, northeast etc.

### **Questionnaire for Accommodation Units:**

The questionnaire of the tourist accommodation, covers:

- Types of accommodation,
- Ownership of accommodation,
- Facility available in the accommodation unit,
- No of rooms,
- No of beds,
- Monthly revenue generated,
- Monthly tax paid,
- Types of tourists,
- Citizenship of tourist (in case foreigner) and
- State (in case of Indian citizen) will be done through visiting each accommodation units in the town (e.g. Panaji, Margao, Vasco-da-Gama, Mapusa, Mormugao Harbour, Pilar, Chandor).

The list of accommodation units was prepared using several sources including Department of Tourism, Government of Goa official document, hotel and resorts association of Goa, Chamber of Commerce, Goa, Income and Excise Department, Goa Government, Goa Tourism Development Corporation etc and field survey.

For the private hospitality industry stratified random sampling has been used to access the total number of private houses engaged in the tourist accommodation.

Each month 100% accommodation units were to be covered.

### **Questionnaire for the Restaurants:**

This type of questionnaire covers:

- Year of establishment,
- No of employees it has,
- Monthly revenue it generates,
- Tax it pays to the government and
- Percentage of earning from tourists

Sampled restaurants of each town are to be covered twice in a year.

### **Questionnaire for the Tour and Travel Operators:**

This type of questionnaire covers:

- Year of establishment/starting the business,
- No of employees it has,
- Monthly revenue it generates,
- Tax it pays to the government and
- Percentage of earning from tourists

Sampled tour and travel operators of each town is to be covered twice in a year.

### **Questionnaire for the Souvenir / Handicraft Shops:**

This type of questionnaire covers:

- Year of establishment/starting the business,
- No of employees it has,
- Monthly revenue it generates,
- Tax it pays to the government and
- Percentage of earning from tourists

Sampled Souvenir/Handicraft Shops of each town is to be covered twice in a year.

### **Listing Performa**

Listing Performa was designed to estimate the distribution of numbers of domestic / foreign tourists according to tourists staying in accommodation units and with friends and relatives and the day visitors. At every center the information was elicited from each and every tourists in the course of the survey period (3 - 4 days).

Besides all these questionnaires, a tentative format was used to collect information on the income and expenditure of the government from/on this tourism sector. This format covered.

### **Survey for Estimate of Income & Expenditure for Tourism Development**

**Revenues:** Data on state revenues through tourism were collected on following heads

- Entry Fee
- Entertainment taxes
- Luxury taxes
- Income through sale of tourist brochures / Guide Maps etc.
- Sale of handicrafts etc through Tourism own shops
- Govt. Aids from Central Govt. for Tourism Development

#### **Expenditures**

- Infrastructure development for tourists
- Construction & maintenance of Roads
- Landscaping
- Transport Facilities
- Pollution control
- Sewages system
- Drinking Water
- Bus Stations/shelters
- Development of beaches
- Cleaning of the city
- Salaries of the Employees

## MANAGEMENT OF FIELD SURVEY:

### *Recruitment & training of supervisors and Investigators:*

Before the beginning of the field survey, field supervisors and field investigators were appointed. All the candidates have the required qualification, language proficiency and prior survey experience.

All the field investigators and supervisors recruited for the study were given two days training on the following aspects:

- Art of listening
- Information collection,
- Procedural norms to be followed during the survey
- Instructions in interviewing techniques
- Survey procedures
  
- Detail review of each item in the questionnaire
- Ways of cross checking
- Instructions and practices to be followed on the field
- Issues which might create problems and ways of overcoming them

### *DATA Collection:*

On the basis of these structured questionnaires (as mentioned above) data were collected from the field by trained field staffs of our organization. Based on their data, quantitative and qualitative aspects of this survey have been presented in the report.

## METHODS OF ESTIMATION:

### 1) ESTIMATION OF TOURIST NUMBERS.

Total number of domestic and foreign tourists staying in accommodation units are derived on the basis of the statistics generated from the survey of accommodation units. These are the actual number of tourists since the numbers are based on cent percent coverage of accommodation units.

Let

A= the Percentage of tourists staying in accommodation units

B= the Percentage of tourists staying with friends and relatives

Then,  $A+B=100\%=X$  (the total percentage of tourists).

Here the day visitors have not been considered as tourists.

A and B will be estimated separately for foreign and domestic tourists and the relevant estimates for all tourists would be simultaneously determined by the fact that sum of domestic and foreign tourists is equivalent to all tourists.

## 2) ESTIMATION OF TOURIST EXPENDITURE.

Expenditure has been estimated in the following manner:

Expenditure of tourists is equal in a group in a group, to all the heads of expenditures added together.

Per head tourist expenditure is obtained by dividing the total expenditure (on all heads of expenditure) of all tourists by the total number of tourists.

The per head tourist expenditure (of a tourist or a group of tourists/ tourists with a family) Will be

= Total expenditure of the tourists (of a tourist or a group of tourists/ tourists with a family) / the no of tourists in that group/family

The per head per day tourist expenditure (of a tourist or a group of tourists/ tourists with a family) will be

= The per head tourist expenditure (of a tourist or a group of tourists/ tourists with a family) / the no of days tourist stays in the area.

## 3) ASSIGNMENT OF WEIGHTS:

These estimates are made center wise. Statistics related to income, expenditure, occupation, education, the perceptions on the infrastructure facilities, visits to northeastern region and Buddhist centers have been generated from the tourist survey. These are referred to as un-weighted estimates. In order to get the global estimates, the following identity should be maintained:-

$W = \text{Estimate of the number of tourists (as derived in the preceding section)} / \text{the estimated sample.}$

## DATA COMPILATION, DATA ANALYSIS & REPORT WRITING

After collecting data from the field (from all the sources), verification and coding (converting all data into numeric form) of data was done simultaneously on weekly basis. Then our data entry team was entrusted to enter these data into the computer through Fox Pro / Data Expert packages for the purpose of data analysis. On the basis of analyzed data monthly as well as quarterly reports were compiled.

## CHAPTER-V

# ESTIMATION OF TOURIST ARRIVALS



## ESTIMATION OF TOURIST ARRIVALS

In this chapter, the tourist arrivals to Goa have been discussed. In order to have a clear idea of the tourists, we have tried to present the tourist data Taluka wise. Data of both domestic and foreign tourists have been discussed separately in each and every table.

### 5.1 Estimated Number of Tourists

Name of the Taluka's	Domestic tourists no.	Foreign tourist's no.	All tourists No	Estimated Day Visitors	Total
Column-1	Column-2	Column-3	Column-4 (Column 2+Column3)		
Pernam	21063	4432	25495	2658	28153
Bardez	470351	122912	593263	62742	656005
Bicholim	19734	1512	21246	1265	22511
Satari	2727	425	3152	593	3745
Ponda	96561	4749	101310	6679	107989
Teswadi	552831	80590	633421	82455	715876
Mormugao	225849	23854	249703	23052	272755
Salcete	472367	99461	571828	58086	629914
Quepem	1939	189	2128	575	2703
Canacona	28042	9152	37194	2012	39206
Sanguem	7389	1120	8509	1585	10094
<b>Total</b>	1898853	348396	2247249	241702	2488951

**Table 5.2 Estimated Percentage of Tourists at various tourists' places-Taluka wise:**

Name of the Taluka's	Domestic tourists percentage	Foreign tourist's percentage	All tourists* Percentage	Percentage of Day visitors to number of Domestic visitors
Pernam	1.11	1.27	1.13	12.62
Bardez	24.77	35.28	26.40	13.34
Bicholim	1.04	0.43	0.95	6.41
Satari	0.14	0.12	0.14	21.75
Ponda	5.09	1.36	4.51	6.92
Teswadi	29.11	23.13	28.19	14.92
Mormugao	11.89	6.85	11.11	10.21
Salcete	24.88	28.55	25.45	12.30
Quepem	0.10	0.05	0.09	29.65
Canacona	1.48	2.63	1.66	7.17
Sanguem	0.39	0.32	0.38	21.45
<b>Total %</b>	100.00	100.00	100.00	12.73

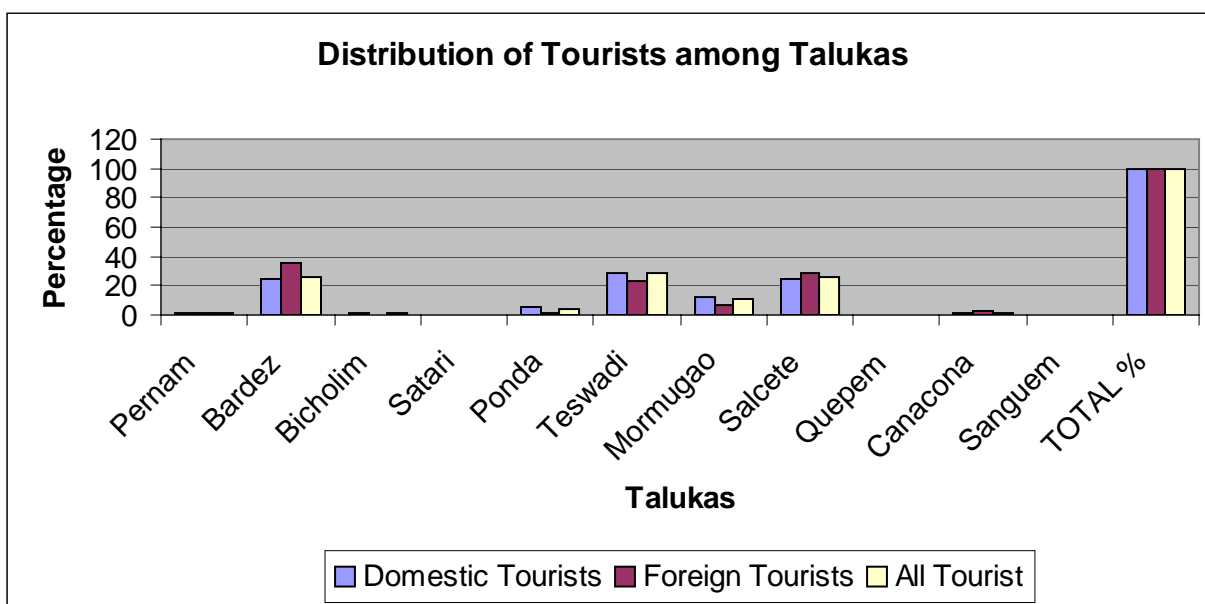
- \*Since the day-visitors are not considered as tourists, the percentage of day-visitors in the above table, have not been included in the total percentage. Their



percentages have been counted to compare this percentage with the total percentage of domestic tourists.

- For the state as a whole, the estimated number of tourists is **22,47,249**. The domestic tourists are **18,98,853** and the number of foreign tourists is **3,48,396**. It is only because of rainy season there is decrease in the number of visitors.
- The percentage of domestic tourists and foreign tourists are 84.5% and 15.5% respectively.

#### Graphical Representation: -



The tables given below present month wise tourists arrivals in each of Talukas

**Table 5.3 Estimated Numbers of Domestic Tourists**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	2175	1940	1348	972	1748	1818	2000	2483	3222	2613	276	468	21063
Bardez	48285	32470	20074	17672	33826	38646	47492	59725	53932	45915	29767	42547	470351
Bicholim	2638	1274	1481	1138	1820	1110	1093	3388	2116	1705	867	1104	19734
Satari	274	188	258	121	158	225	296	316	313	167	210	201	2727
Ponda	8136	7426	4392	4017	7694	7095	7316	10291	12335	8560	7977	11322	96561
Teswadi	50546	42039	22162	19300	41291	49409	58143	61640	69826	52197	39650	46628	552831
Mormugao	19732	16735	10981	9187	18926	20658	19134	23549	27796	21642	17624	19885	225849
Salcete	35028	39520	20199	20642	35173	39884	47585	43500	65642	46527	34314	44353	472367
Quepem	103	174	208	60	72	129	204	189	289	445	66	0	1939
Canacona	3991	2244	1897	2133	1375	1030	1056	4924	3727	4938	342	385	28042
Sanguem	377	753	191	121	1189	885	908	442	1250	593	329	351	7389
Total	171285	144763	83191	75363	143272	160889	185227	210447	240448	185302	131422	167244	1898853

**Collection of Domestic Tourism Statistics For the State of Goa**

**Table 5.4 Estimated Number of Foreign Tourists**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	226	555	301	119	121	96	250	594	1376	383	215	196	4432
Bardez	7315	9025	2909	1234	2322	3182	7914	18224	22367	18682	16416	13322	122912
Bicholim	133	61	167	60	89	39	104	363	151	196	20	129	1512
Satari	30	33	14	5	7	8	52	104	82	51	12	27	425
Ponda	535	282	234	102	110	305	665	1424	698	140	102	152	4749
Teswadi	5847	6589	2277	1079	1603	2652	7202	15227	16330	8329	7322	6133	80590
Mormugao	1724	2019	1300	513	643	766	1951	4460	5003	2043	2003	1429	23854
Salcete	5253	8152	1928	922	1819	2146	6295	13500	20204	15027	13226	10989	99461
Quepem	11	22	19	6	6	4	22	44	55	0	0	0	189
Canacona	228	823	383	156	83	122	242	555	2040	1851	1223	1446	9152
Sanguem	193	55	20	8	7	7	27	495	137	37	93	41	1120
Total	21495	27616	9552	4204	6810	9327	24724	54990	68443	46739	40632	33864	348396

**Table 5.5 Estimated Number of Day Tourists**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	200	371	310	253	261	201	123	183	229	183	142	202	2658
Bardez	5453	6150	634	495	1289	1372	5345	7966	9977	7978	6208	9875	62742
Bicholim	200	182	109	78	102	103	55	82	103	82	64	105	1265
Satari	30	32	35	24	52	62	39	58	73	58	45	85	593
Ponda	663	1051	580	383	359	416	349	535	670	536	417	720	6679
Teswadi	5051	6944	2549	1746	2178	3371	6813	10153	12716	10168	7912	12854	82455
Mormugao	1711	2644	2819	2166	2531	2661	957	1426	1786	1428	1111	1812	23052
Salcete	4009	6919	3112	2169	2416	3401	4068	6062	7592	6071	4724	7543	58086
Quepem	14	27	125	92	141	97	14	11	14	11	9	20	575
Canacona	296	466	231	176	264	198	41	61	76	61	47	95	2012
Sanguem	101	112	412	326	361	241	7	5	6	5	4	5	1585
Total	17728	24898	10916	7908	9954	12123	17811	26542	33242	26581	20683	33316	241702

**Table 5.6 Estimated Number of Total Tourists (Domestic & Foreign-Excluding Day Tourists)**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	2401	2495	1649	1091	1869	1914	2250	3077	4598	2996	491	664	25495
Bardez	55600	41495	22983	18906	36148	41828	55406	77949	76299	64597	46183	55869	593263
Bicholim	2771	1335	1648	1198	1909	1149	1197	3751	2267	1901	887	1233	21246
Satari	304	221	272	126	165	233	348	420	395	218	222	228	3152
Ponda	8671	7708	4626	4119	7804	7400	7981	11715	13033	8700	8079	11474	101310
Teswadi	56393	48628	24439	20379	42894	52061	65345	76867	86156	60526	46972	52761	633421
Mormugao	21456	18754	12281	9700	19569	21424	21085	28009	32799	23685	19627	21314	249703
Salcete	40281	47672	22127	21564	36992	42030	53880	57000	85846	61554	47540	55342	571828
Quepem	114	196	227	66	78	133	226	233	344	445	66	0	2128
Canacona	4219	3067	2280	2289	1458	1152	1298	5479	5767	6789	1565	1831	37194
Sanguem	570	808	211	129	1196	892	935	937	1387	630	422	392	8509
Total	192780	172379	92743	79567	150082	170216	209951	265437	308891	232041	172054	201108	2247249

**Table 5.7 Estimated Number of Total Tourists (All Including Day Tourists)**

Name of the Talukas	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Total
Pernam	2601	2866	1959	1344	2130	2115	2373	3260	4827	3179	633	866	28153
Bardez	61053	47645	23617	19401	37437	43200	60751	85915	86276	72575	52391	65744	656005
Bicholim	2971	1517	1757	1276	2011	1252	1252	3833	2370	1983	951	1338	22511
Satari	334	253	307	150	217	295	387	478	468	276	267	313	3745
Ponda	9334	8759	5206	4502	8163	7816	8330	12250	13703	9236	8496	12194	107989
Teswadi	61444	55572	26988	22125	45072	55432	72158	87020	98872	70694	54884	65615	715876
Mormugao	23167	21398	15100	11866	22100	24085	22042	29435	34585	25113	20738	23126	272755
Salcete	44290	54591	25239	23733	39408	45431	57948	63062	93438	67625	52264	62885	629914
Quepem	128	223	352	158	219	230	240	244	358	456	75	20	2703
Canacona	4515	3533	2511	2465	1722	1350	1339	5540	5843	6850	1612	1926	39206
Sanguem	671	920	623	455	1557	1133	942	942	1393	635	426	397	10094
Total	210508	197277	103659	87475	160036	182339	227762	291979	342133	258622	192737	234424	2488951

**Table 5.8 Month wise Estimated Number of Tourists**

Months	Domestic tourists no.	Foreign tourist's no.	ALL tourists No	Estimated Day Visitors	Total
Column-1	Column-2	Column-3	Column-4 (Column 2+Column3)		
April	171285	21495	192780	17728	210508
May	144763	27616	172379	24898	197277
June	83191	9552	92743	10916	103659
July	75363	4204	79567	7908	87475
August	143272	6810	150082	9954	160036
September	160889	9327	170216	12123	182339
October	185227	24724	209951	17811	227762
November	210447	54990	265437	26542	291979
December	240448	68443	308891	33242	342133
January	185302	46739	232041	26581	258622
February	131422	40632	172054	20683	192737
March	167244	33864	201108	33316	234424
Total	1898853	348396	2247249	241702	2488951

**5.9 Distribution of domestic tourists according to the place of stay**

Name of the Taluka's	Percentage distribution			Estimated Domestic Tourists
	Accommodation units	Friends and relatives	All	
Column-1	Column-2	Column-3	Column-4 (Column2+column3)	
Pernam	93.25	6.76	100	21063
Bardez	93.94	6.12	100	470351
Bicholim	94.39	5.61	100	19734
Satari	94.62	5.76	100	2727
Ponda	92.75	7.25	100	96561
Teswadi	93.73	6.27	100	552831
Mormugao	93.27	6.74	100	225849
Salcete	94.16	5.87	100	472367
Quepem	96.39	3.61	100	1939
Canacona	87.14	12.87	100	28042
Sanguem	91.87	8.13	100	7389
Total	92.84	7.16	100	1898853

In the above table - 5.9 distributions of tourists according to the place of stay (for domestic tourists) have been discussed. A detailed breakup according to the tourists staying in different accommodation units and with friends and relatives has been estimated. As most of the foreign tourists stay in accommodation units we have not tried to categorize them separately.

- The percentage of domestic tourists stayed in accommodation units is 92.84
- Other 7.16 percent domestic tourists preferred to stay with their friends and relatives.

**Distribution of tourist staying in accommodation units according to type of accommodation:**

Table 5.10 presents distribution of domestic tourists staying in accommodation units according to the type of accommodation.

**Table 5.10 Distribution of Domestic Tourists by Type of Accommodation Units**

	Percentage Distribution								
Name of the Taluka's	Starred hotel	Un starred Hotel	Guest house/ rest house	Youth hostel	Dormitory	Dharmasala	Others	All	Domestic tourists
Col.-1	Col-2	Col-3	Col-5	Col-6	Col-7	Col-8	Col-9	Col-10	Col-11
Pernam	3.66	44.84	31.45	2.14	6.11	3.43	8.37	100	21063
Bardez	10.86	39.58	33.07	2.18	5.68	2.53	6.1	100	470351
Bicholim	15.77	31.96	31.79	1.67	8.22	0	10.39	100	19734
Satari	0.86	39.16	37.84	1.81	4.69	3.81	11.84	100	2727
Ponda	0.86	42.08	36.26	0.27	2.41	10.04	8.09	100	96561
Teswadi	16.66	43.33	32.44	0.27	1.53	0.06	5.71	100	552831
Mormugao	10.41	44.48	24.62	1.78	2.78	4.2	11.73	100	225849
Salcete	23.72	39.84	29.82	1.53	0.52	0.01	4.58	100	472367
Quepem	0.86	39.47	35.17	1.67	5.41	4.75	12.68	100	1939
Canacona	9.86	41.9	29.88	1.73	3.3	6.03	7.31	100	28042
Sanguem	2.6	44.47	33.82	1.95	4.31	4.25	8.6	100	7389
Total	11.46	39.58	33.22	1.65	3.08	2.61	8.41	100	1898853

- As per the survey data around 11.46% tourists stayed in starred hotels. Percentage of tourists who stayed in starred hotels is 23.72% in Salcate followed by 16.66% in Teswadi.
- Around 39.58% people stayed in un-starred hotels. Guesthouses were quite popular with almost 33% of the domestic tourists preferring as their choice of accommodation.

**Table 5.11 Distribution of Foreign Tourists by type of Accommodation unit**

Name of the Talukas	Starred hotels	Un starred hotels	Guest house/ Rest house	Others	All	Foreign tourists
Pernam	55.3	25.8	16.6	2.3	100	4432
Bardez	74.3	10.1	13.3	2.3	100	122912
Bicholim	70.8	19.7	8.4	1.1	100	1512
Satari	40.3	38.5	18	3.2	100	425
Ponda	50.3	27.9	16.3	5.5	100	4749
Teswadi	61.2	23.8	10.7	4.3	100	80590
Mormugao	65.3	18.4	13.1	3.2	100	23854
Salcete	62.5	20.5	15.7	1.3	100	99461
Quepem	38.9	32.8	25.2	3.1	100	189
Canacona	43.3	31.6	22.8	2.3	100	9152
Sanguem	37.2	33.9	25.2	3.7	100	1120
TOTAL	65.7	18	13.7	2.6	100	348396

- Majority of the foreign tourists stayed in starred hotels (65.7%) . They also stayed in un-starred hotels and guest / rest houses and their percentage are 18 and 13.7 respectively.

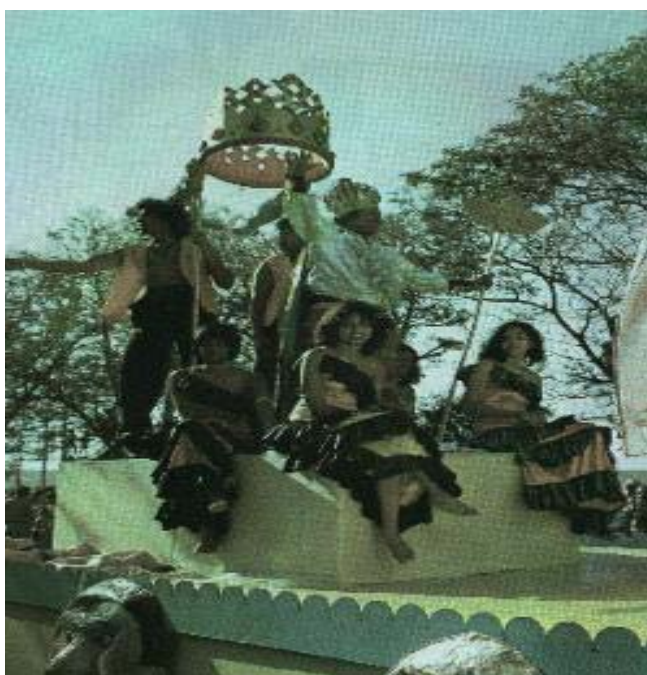
**Table 5.12 Distribution of All Tourists by type of Accommodation unit**

Name of the Talukas	Starred hotel	Un starred hotel	Guest house/ Rest house	Youth hostel	Dormitory	Dharmasala	Others	All	All tourists
Pernam	12.6	41.5	28.9	1.8	5.1	2.8	7.3	100	25495
Bardez	24	33.5	29	1.7	4.5	2	5.3	100	593263
Bicholim	19.7	31.2	30.2	1.6	7.6	0	9.7	100	21246
Satari	6.2	39.1	35.2	1.5	4.1	3.3	10.6	100	3152
Ponda	3.2	41.4	35.3	0.3	2.3	9.6	7.9	100	101310
Teswadi	22.3	40.8	29.7	0.2	1.3	0.2	5.5	100	633421
Mormugao	15.7	42	23.5	1.6	2.5	3.8	10.9	100	249703
Salcete	30.5	36.4	27.4	1.3	0.4	0.01	4	100	571828
Quepem	4.3	38.9	34.3	1.5	4.9	4.3	11.8	100	2128
Canacona	18.1	39.4	28.1	1.3	2.5	4.5	6.1	100	37194
Sanguem	7.2	43.1	32.7	1.7	3.7	3.7	7.9	100	8509
TOTAL	22.9	37.8	28.5	1.1	2.3	1.5	5.9	100	2247249

- 37.8 percent tourists preferred to stay in un-starred hotels followed by guest / rest houses (28.5%) and starred hotels (22.9%)

## CHAPTER –VI

# DEMOGRAPHIC PROFILE OF THE TOURISTS



## DEMOGRAPHIC PROFILE OF THE TOURISTS

In this section, profile of domestic and foreign tourists in terms of their education, gender and annual income have been analyzed.

### 6.1. Classification According to Level of Education:

Table-6.1 shows Percentage distribution of tourists according to the level of education of the head of the group:

**Table 6.1 Distribution of Tourists as per level of Education**

Level of Education	Percentage distribution		
	Domestic	Foreign	All tourists
No Education	0.98	0.24	0.75
Secondary/Upper Secondary	24.15	9.25	19.79
Higher education	42.21	39.23	40.60
Technical Education	14.77	24.97	17.94
Professional education	17.90	26.32	20.92
All	100.00	100.00	100.00

- 42.21 % of the domestic tourists have got higher education in their respective fields where as 26.32 % foreign tourists have professional qualification to their credit.

### 6.2 Classification according to Sex

**Table 6.2: Percentage distribution according to Sex:**

Sex	Domestic	Foreign	All tourists
Male	69.83	65.66	68.45
Female	30.17	34.34	31.55
All	100.00	100.00	100.00

- In case of both domestic as well as foreign, maximum number of tourists is male.



### 6.3 Classification of According to Occupation

**Table 6.3 Percentage distribution according to Occupation of the head of the group:**

Occupation	Percentage distribution		
	Domestic	Foreign	All tourists
Business	23.78	20.54	21.60
Professional	17.65	33.31	24.25
Govt Service	17.20	6.37	10.72
Pvt Service	29.07	28.85	34.69
Agriculture	3.97	0.70	2.58
Student researcher	3.00	2.52	2.00
Housewife	1.08	0.43	0.68
Retired Person	1.11	1.69	1.02
Others	3.14	1.66	2.46

- Around 23.78 % domestic tourists are from business background where as 20.54 % of foreign tourists are from business background.
- Around 17.20 % of domestic tourists are in government service where as only 6.37 % of foreign tourists are in government jobs.

### 6.4 Classification of According to household income

**Table 6.4 Percentage distribution according to the annual income of the household:**

Annual income of the household:	Domestic tourists
	Percentage distribution
Up to 1 Lakh	20.82
1-2 Lakh	33.90
2-5 Lakh	29.94
5-10 Lakh	6.87
10 Lakh +	4.80
NA/DK	3.67
All	100.00

- Around 20.82 % of the domestic tourists belong to the annual household income group of Rs 1 lakh. Another 33.90% belong to the income group of Rs 1 to 2 lakh.
- NA/DK – Not Available / Don't Know

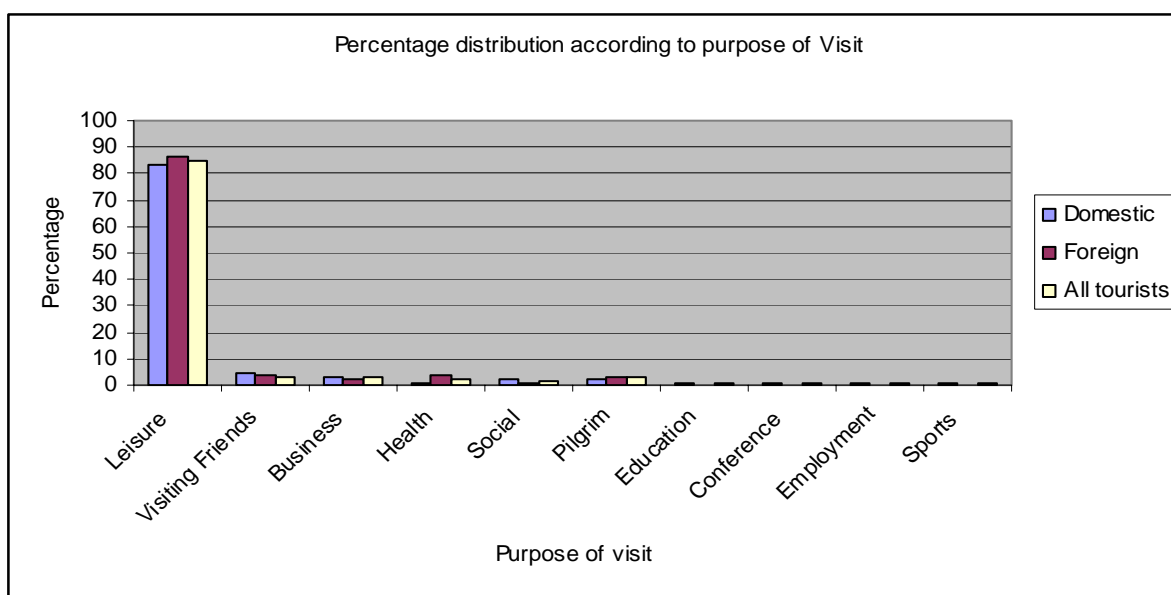
## 6.5 Purpose of Visit

**Table 6.5 Main purposes of visit of tourists:**

Main Purpose of Visit	Percentage distribution		
	Domestic	Foreign	All tourists
Leisure	83.56	86.49	85.00
Visiting Friends & Relatives	4.42	3.89	3.25
Business	3.14	2.49	2.67
Health	0.77	3.68	2.13
Social	2.32	0.73	1.48
Pilgrim	2.59	3.12	3.15
Education	0.95	0.22	0.62
Conference	0.57	0.36	0.57
Employment	1.08	0.07	0.68
Sports	0.60	0.13	0.46

- Maximum percentage of tourists both domestic & foreign visits Goa for the purpose of spending their leisure time.

The above data have been graphically represented below.



## 6.6 Package Tour

**Table 6.6 Percentage of tourist who availed the package tour facility.**

Availed Package Tour	Percentage distribution		
	Domestic	Foreign	All tourists
Package Tour	7.35	32.32	13.10
Estimated No of Tourists	125797	112968	238765

- A very small percentage of Indian tourists have availed the package tour facility, where as a sizable percentage (32.32%) of foreign tourists have availed this facility.

## 6.7 Travel Arrangements

**Table 6.7 Distribution of tourists by different modes of travel arrangements:**

Availed Travel Arrangements	Percentage distribution		
	Domestic	Foreign	All tourists
Self	81.08	43.90	66.84
Office/Employer	1.58	1.78	1.70
Travel Agent	11.07	25.81	16.86
Tour Operator	3.42	26.93	10.17
Others	2.85	1.59	2.43
ALL	100.00	100.00	100.00

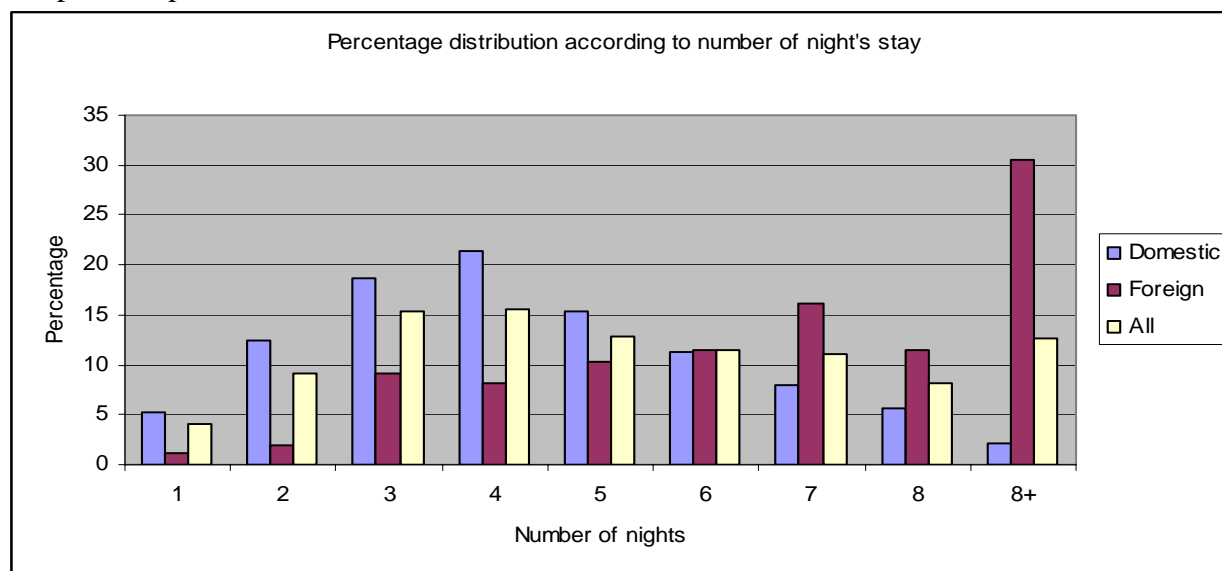
## 6.8 Number of Nights Stay

**Table 6.8 Distribution of tourists according to number of nights staying in accommodation Units:**

Type of tourists	Percentage distribution according to number of nights stay									Estimated no.
	1	2	3	4	5	6	7	8	8+	
Domestic	5.28	12.41	18.67	21.44	15.35	11.24	8.06	5.60	2.13	1862704
Foreign	1.18	1.89	9.17	8.12	10.29	11.40	16.05	11.39	30.51	348370
All	4.10	9.06	15.38	15.53	12.86	11.41	11.12	8.18	12.65	2211074

- Majority of foreign tourists around 30.51% of Goa stayed for more than 8 days. Only 2.13 % domestic tourists stayed for more than 8 days.

Graphical representation: -



### 6.9. Average Length of stay in accommodation Units

**Table 6.9 Average Length (number of nights) of stay in Accommodation Units:**

Statistics Generated	Domestic	Foreign	All Tourists
Average no of nights visitors stay	4.20	9.08	7.41

- Average number of nights a foreign tourist stayed in Goa is quite high in comparison to the domestic tourists.

## CHAPTER-VII

### TRENDS IN TOURISTS ACCOMMODATION UNITS



## TRENDS IN TOURISTS ACCOMODATION UNITS

In this chapter statistics related to tourists staying in accommodation units and employment statistics with reference to accommodation units have been analyzed. In particular the number of tourists and the bed nights they spent in Goa have been presented. The trends among domestic tourists from different states and foreign tourists also have been analyzed. Also employment statistics according to standard classification along with the employment trends for different categories of hotels/ accommodation units have been presented.

### 7.1 TOURISTS BED NIGHTS SPENT

Table 7.1 Guests Checked in and Bed Night Spent:

Name of the Taluka's	No of Guests checked in		Total no of bed/nights spent	
	Domestic	Foreign	Domestic	Foreign
Pernam	25166	6423	103656	44601
Bardez	465802	107495	1933579	848351
Bicholim	37296	4804	147473	35692
Satari	4176	671	19836	5221
Ponda	101835	7044	431253	61038
Teswadi	523835	84394	2135427	625193
Mormugao	193910	29743	784616	220898
Salcete	458213	91450	1919725	699346
Quepem	5760	1073	22342	7107
Canacona	44886	12925	226513	103793
Sanguem	7415	2348	44976	21341
Total	1868294	348370	7769396	2672581

- The number of domestic tourists and foreign tourists checked in accommodation units were 18,68,294 and 3,48,370 respectively.
- The ratio between domestic to foreign tourists is 5:1.
- Teswadi is the main tourist place of Goa, which attracts more than 28% of the domestic tourists followed by Bardez 25%.

## 7.2 NUMBER OF TOURISTS BED NIGHTS SPENT: Trends of domestic tourists from selected states.

**Table 7.2 Statistics of domestic tourists from the states: Andhra Pradesh, Assam, Bihar, Chhattisgarh & Gujarat**

Name of the Taluka's	Andhra Pradesh		Assam		Bihar		Chhattisgarh		Gujarat	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	1368	6042	68	325	1062	4260	23	88	1799	7451
Bardez	18594	80265	1568	7626	20137	83809	770	3216	34360	137504
Bicholim	2215	9223	66	321	1464	5648	21	85	2601	10039
Satari	247	996	4	19	165	668	0	0	258	1100
Ponda	3582	22110	307	1499	4385	20486	163	642	7399	33140
Teswadi	21328	98432	2142	9821	23146	88076	1247	4907	37870	146661
Mormugao	7951	38074	701	3411	8590	36035	474	1871	14715	61648
Salcete	19896	91119	1540	7378	21271	90602	885	3464	33491	141424
Quepem	482	1984	1	5	364	1420	0	225	414	1564
Canacona	1913	9765	120	577	2579	9393	37	146	4078	15085
Sanguem	484	1968	10	49	443	1728	4	13	614	2327
Total	78060	359978	6527	31031	83606	342125	3624	14657	137599	557943

**Table 7.3 Statistics of domestic tourists from the states: Haryana, Karnataka, Kerala, Madhya Pradesh & Maharashtra**

Name of the Taluka's	Haryana		Karnataka		Kerala		Madhya Pradesh		Maharashtra	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	949	3949	2727	9753	1614	5943	356	1612	3809	12758
Bardez	10673	53141	49792	173854	31363	111145	8531	38741	72492	230107
Bicholim	1211	5262	3816	13858	2408	8266	388	1780	5388	18885
Satari	172	609	605	2367	254	928	41	181	748	2591
Ponda	2619	14071	14049	42308	6932	26117	1799	8206	16603	54324
Teswadi	11009	61091	56557	182405	36089	130400	11028	46647	81974	254066
Mormugao	5055	21618	22472	79025	14150	50024	4063	18338	31813	98304
Salcete	9421	56216	51583	177197	33226	121779	9020	39453	71598	227450
Quepem	459	1814	664	2528	538	2073	26	116	929	2890
Canacona	1386	8492	5257	17898	3199	11905	617	2808	7093	20831
Sanguem	494	2009	732	2775	526	1851	72	319	1073	3773
Total	43448	228272	208254	703968	130299	470431	35941	158201	293520	925979

**Table 7.4 Statistics of domestic tourists from the states: Orissa, Punjab, Rajasthan, Tamilnadu & Uttar Pradesh**

Name of the Taluka's	Orissa		Punjab		Rajasthan		Tamilnadu		Uttar Pradesh	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	430	1596	1441	6606	1055	3313	963	3459	958	4273
Bardez	10997	47026	20828	99992	23888	79889	19312	73933	19755	92070
Bicholim	776	2794	2459	9751	2315	8222	2193	7890	935	4272
Satari	46	165	416	2073	69	2855	192	724	114	513
Ponda	2421	10248	4192	20826	5337	18689	4398	19865	4467	17812
Teswadi	12407	50671	22720	109578	26427	90970	22130	80606	21268	97943
Mormugao	4850	20336	9005	44024	11674	36420	7906	31300	8409	39059
Salcete	11038	45667	19791	100301	23947	75413	16805	67126	19285	87674
Quepem	30	115	320	1336	50	227	171	537	94	399
Canacona	712	2555	2766	12437	2067	5814	1272	4964	1300	6006
Sanguem	92	365	280	1215	144	666	158	606	212	947
Total	43799	181538	84218	408139	96973	322478	75500	291010	76797	350968

**Table 7.5 Statistics of domestic tourists from the states: West Bengal, Delhi North Eastern states (which includes: -Assam, Manipur, Goa, Nagaland, Arunachal Pradesh, Sikkim, Mizoram & Meghalaya)& Other States (which includes:- Himachal Pradesh, Jammu & Kashmir, Jharkhand, Uttaranchal and union territories of India)**

Name of the Taluka's	West Bengal		Delhi		North East		Other States	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	2052	8862	3356	14852	203	789	933	7725
Bardez	35223	169767	67630	307668	4871	19477	15018	124349
Bicholim	2479	9949	5372	22258	204	814	985	8156
Satari	302	1253	408	1763	21	87	114	944
Ponda	6522	30348	11501	51911	962	3900	4197	34751
Teswadi	39525	191864	74180	327026	5681	22617	17107	141646
Mormugao	14025	71439	24903	116668	2130	8543	1024	8479
Salcete	34175	166444	61437	278615	5064	20356	14740	122047
Quepem	343	1406	776	2953	16	63	83	687
Canacona	3171	14667	5932	73101	325	1276	1062	8793
Sanguem	597	2582	1209	19769	53	209	218	1805
Total	138414	668581	256704	1216584	19530	78131	55481	459382



**Table 7.6 Trends among domestic tourists**

No of tourists checked in the accommodation units in Goa from various states.

State	No. of Tourists	%
ANDHRA PRADESH	78060	4.18
ASSAM	6527	0.35
BIHAR	83606	4.47
CHHATTISGARH	3624	0.19
GUJARAT	137599	7.36
HARYANA	43448	2.33
KARNATAKA	208254	11.15
KERALA	130299	6.97
MADHYA PRADESH	35941	1.92
MAHARASHTRA	293520	15.71
ORISSA	43799	2.34
PUNJAB	84218	4.51
RAJASTHAN	96973	5.19
TAMIL NADU	75500	4.04
UTTAR PRADESH	76797	4.11
WEST BENGAL	138414	7.41
DELHI	256704	13.74
NORTH EAST	19530	1.05
OTHER STATES	55481	2.97
TOTAL	1868294	100

**Table 7.7 No of bed nights spent: No. of bed nights spent in the accommodation units in Goa from various states.**

State	Bed Nights Spents	%
ANDHRA PRADESH	359978	4.63
ASSAM	31031	0.40
BIHAR	342125	4.40
CHHATTISGARH	14657	0.19
GUJARAT	557943	7.18
HARYANA	228272	2.94
KARNATAKA	703968	9.06
KERALA	470431	6.05
MADHYA PRADESH	158201	2.04
MAHARASHTRA	925979	11.92
ORISSA	181538	2.34
PUNJAB	408139	5.25
RAJASTHAN	322478	4.15
TAMIL NADU	291010	3.75
UTTAR PRADESH	350968	4.52
WEST BENGAL	668581	8.61
DELHI	1216584	15.66
NORTH EAST	78131	1.01
OTHER STATES	459382	5.91
TOTAL	7769396	100

- For the state as a whole, maximum number of domestic tourists checked in was from Maharashtra (15.71%) followed by Delhi (13.74%) and Karnataka (11.15%).

**7.8 Number of Tourists Bed Nights Spent: Trends among foreign tourists from different countries. This table presents the statistics of foreign tourists coming from different nations: USA, UK, Netherlands, Germany & China**

Name of the Taluka's	USA		UK		Netherlands		Germany		China	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	1118	6777	1611	12441	349	2246	240	1880	62	477
Bardez	14625	132584	22806	224748	2334	19642	5634	52005	1410	12038
Bicholim	623	4061	1075	10010	297	2354	489	3637	185	1446
Satari	160	1298	192	1693	59	459	40	405	1	10
Ponda	1055	12029	1634	15750	195	1568	278	2537	60	511
Teswadi	13068	96905	19103	172033	2541	18981	4645	39270	1542	11434
Mormugao	4015	33344	6815	60114	846	6805	1484	12591	598	4340
Salcete	13178	102812	20103	194430	2074	15910	4416	38557	1282	10317
Quepem	326	2141	344	2781	40	229	46	478	1	4
Canacona	1540	12127	2387	20241	347	2067	411	3583	109	889
Sanguem	248	1661	332	2631	37	189	60	562	6	47
Total	49956	405739	76402	716872	9119	70450	17743	155505	5256	41513

**7.9 Number of Tourists Bed Nights Spent: Trends among Foreign tourists from different countries. Statistics of foreign tourists coming from different nations: South Africa, France, Sweden, Italy & Australia**

Name of the Taluka's	South Africa		France		Sweden		Italy		Australia	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	151	1195	305	2297	571	6493	106	877	176	1463
Bardez	3666	30116	7596	59565	3102	25630	2342	21421	5565	54170
Bicholim	129	1219	522	5162	148	863	139	995	57	562
Satari	4	32	9	69	29	333	2	17	18	157
Ponda	246	2164	377	3385	502	5791	132	1228	290	2906
Teswadi	3497	26817	5224	39589	2110	19229	2086	17893	3632	34246
Mormugao	1302	9818	1969	15385	1012	9587	777	5984	1128	10680
Salcete	3372	26447	5754	43885	2418	22349	1891	17010	4726	45878
Quepem	2	14	24	227	2	16	2	8	6	42
Canacona	288	2390	3845	37819	253	2457	176	1595	402	3887
Sanguem	21	178	62	551	16	146	1088	12206	46	408
Total	12678	100390	25687	207934	10163	92894	8741	79234	16046	154399

**7.10 Number of Tourists Bed Nights Spent: Trends among foreign tourists from different countries. Statistics of foreign tourists coming from: Canada, Portugal, Russia, Spain and other countries of the World**

Name of the Taluka's	Canada		Portugal		Russia		Spain		Others	
	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent	No of tourists	Bed/ Nights spent
Pernam	60	514	109	994	61	525	118	836	1386	5586
Bardez	1928	20892	3419	37830	1902	16807	3688	30441	27478	110462
Bicholim	23	258	44	479	27	245	40	357	1006	4044
Satari	4	28	9	67	6	49	12	97	126	507
Ponda	102	1182	196	2276	117	1049	205	2009	1655	6653
Teswadi	1284	13198	2354	24876	1351	11916	2479	20504	19478	78302
Mormugao	395	4129	723	7778	414	3655	771	6562	7494	30126
Salcete	1616	17576	2848	31674	1565	13768	3122	25931	23085	92802
Quepem	2	14	4	33	3	24	5	27	266	1069
Canacona	133	1437	222	2488	114	986	256	2010	2442	9817
Sanguem	18	157	38	343	22	196	34	270	320	1796
Total	5565	59385	9966	108838	5582	49220	10730	89044	84736	341164

**7.10a Trends of foreign tourists**

No of tourists checked in the accommodation units of Goa by Foreign Tourists.

Country	No of Tourists	%
USA	49956	14.34
UK	76402	21.93
Netherlands	9119	2.62
Germany	17743	5.09
China	5256	1.51
South Africa	12678	3.64
France	25687	7.37
Sweden	10163	2.92
Italy	8741	2.51
Australia	16046	4.61
Canada	5565	1.60
Portugal	9966	2.86
Russia	5582	1.60
Spain	10730	3.08
Others	84736	24.32
Total	348370	100.00

### 7.11 Trends of foreign tourists: country wise

No of bed nights spent in the accommodation units in Goa by foreign tourists.

Country	Bed nights spent	%
USA	405739	15.18
UK	716872	26.82
Netherlands	70450	2.64
Germany	155505	5.82
China	41513	1.55
South Africa	100390	3.76
France	207934	7.78
Sweden	92894	3.48
Italy	79234	2.96
Australia	154399	5.78
Canada	59385	2.22
Portugal	108838	4.07
Russia	49220	1.84
Spain	89044	3.33
Others	341164	12.77
Total	2672581	100

### 7.12 Employment Statistics: Starred Accommodation

In this report the employee status of the last month has been presented since this is the latest one. Besides that we have given an average of employees required by the accommodation units.

Departments	Number of Permanent employees No. & %		Number of Causal/temporary employees No. & %		Total Number of Employee No. & %	
Management Team	75	5.07	12	1.50	87	3.82
Front Office	105	7.10	22	2.75	127	5.58
F&B (Service)	265	17.93	230	28.79	495	21.74
F&B (Kitchen)	190	12.86	120	15.02	310	13.61
House Keeping	270	18.27	175	21.90	445	19.54
Accounts	88	5.95	--	0.00	88	3.86
EDP	64	4.33	--	0.00	64	2.81
Security	82	5.55	--	0.00	82	3.60
Sales & Marketing	31	2.10	--	0.00	31	1.36
Purchase & Stores	36	2.44	--	0.00	36	1.58
Human Resource	45	3.04	--	0.00	45	1.98

**Collection of Domestic Tourism Statistics For the State of Goa**

Public Relation	18	1.22	--	0.00	18	0.79
Engineering	25	1.69	--	0.00	25	1.10
Telephone	47	3.18	5	0.63	52	2.28
Health Club	30	2.03	--	0.00	30	1.32
Laundry	45	3.04	--	0.00	45	1.98
Other department	62	4.19	235	29.41	297	13.04
Total	1478	100	799	100	2277	100

- In case of the starred accommodation units the average number of permanent and casual employees were 1478 and 799 respectively. Among the permanent employees the share of house keeping staff is very high i.e. 270 (18.27%)

### 7.13 Employment Statistics: Unstarred Accommodation

Departments	Number of Permanent Employees		Number of Causal/temporary Employees		Total Employees	
	No. & %		No. & %		No. & %	
Management Team	261	15.70	--	0	261	13.26
Front Office	107	6.44	--	0	107	5.44
F&B (Service)	297	17.87	--	0	297	15.09
F&B (Kitchen)	180	10.83	--	0	180	9.15
House Keeping	276	16.61	--	0	276	14.02
Accounts	56	3.37	--	0	56	2.85
EDP	7	0.42	--	0	7	0.36
Security	82	4.93	--	0	82	4.17
Sales & Marketing	47	2.83	--	0	47	2.39
Purchase & Stores	31	1.87	--	0	31	1.58
Human Resource	8	0.48	--	0	8	0.41
Public Relation	17	1.02	--	0	17	0.86
Engineering	9	0.54	--	0	9	0.46
Telephone	49	2.95	--	0	49	2.49
Health Club	0	0.00	--	0	0	0.00
Laundry	107	6.44	--	0	107	5.44
Other department	135	8.12	306	100	441	22.41
Total	1662	100	306	100	1968	100

- In case of the un-starred accommodation units surveyed the number of permanent and causal employees were 1662 and 306 respectively.
- Among the permanent employees the share of F & B (service) staff is very high. That is 297, which is almost 17.87% of the total no of permanent employees.

## 7.14 Employment Statistics: Other Accommodation

Departments	Number of Permanente Employees No. & %		Number of Causal/temporary Employees No. & %		Total Employees  No. & %	
Management Team	513	26.01	102	11.22	615	21.35
Front Office	81	4.11	91	10.01	172	5.97
F&B (Service)	62	3.14	--	0.00	62	2.15
F&B (Kitchen)	67	3.40	--	0.00	67	2.33
House Keeping	912	46.25	427	46.97	1339	46.48
Accounts	69	3.50	--	0.00	69	2.40
EDP	--	0.00	--	0.00	0	0.00
Security	124	6.29	--	0.00	124	4.30
Sales & Marketing	--	0.00	--	0.00	0	0.00
Purchase & Stores	--	0.00	--	0.00	0	0.00
Human Resource	--	0.00	--	0.00	0	0.00
Public Relation	--	0.00	--	0.00	0	0.00
Engineering	--	0.00	--	0.00	0	0.00
Telephone	--	0.00	--	0.00	0	0.00
Health Club	--	0.00	--	0.00	0	0.00
Laundry	61	3.09	--	0.00	61	2.12
Other department	83	4.21	288	31.68	371	12.88
Total	1972	100	909	100	2881	100

- With regard to the guest house /rest houses/ dharmasalas, etc the number of permanent and causal employees are 1972 and 909 respectively. Among the permanent staff maximum of them are engaged in house keeping.

## 7.15 Employment Statistics: (Starred + Unstarred + Others) Accommodation

Departments	Number of Permanente Employees No. & %		Number of Causal/temporary Employees No. & %		Total Employees  No. & %	
Management Team	849	16.59	114	5.66	963	13.50
Front Office	293	5.72	113	5.61	406	5.69
F&B (Service)	624	12.19	230	11.43	854	11.97
F&B (Kitchen)	437	8.54	120	5.96	557	7.81
House Keeping	1458	28.48	602	29.91	2060	28.88
Accounts	213	4.16	0	0.00	213	2.99
EDP	71	1.39	0	0.00	71	1.00

**Collection of Domestic Tourism Statistics For the State of Goa**

Security	288	5.63	0	0.00	288	4.04
Sales & Marketing	78	1.52	0	0.00	78	1.09
Purchase & Stores	67	1.31	0	0.00	67	0.94
Human Resource	53	1.04	0	0.00	53	0.74
Public Relation	35	0.68	0	0.00	35	0.49
Engineering	34	0.66	0	0.00	34	0.48
Telephone	96	1.88	5	0.25	101	1.42
Health Club	30	0.59	0	0.00	30	0.42
Laundry	213	4.16	0	0.00	213	2.99
Other department	280	5.47	829	41.18	1109	15.55
Total	5119	100	2013	100	7132	100

- There are 5119 & 2013 permanent and causal employees, employed in all the accommodation units.
- Majority of the employees are engaged in house keeping i.e. 1458.

#### **7.16 Employment Statistics: Restaurant**

S.No.	Departments	Number. of Permanent Employee		Number of Causal/Temporary Employee		Total Employee	
		No.	%	No.	%	No.	%
1	Management	171	20.96	16	3.31	187	14.40
2	Kitchen	283	34.68	217	44.93	500	38.49
3	Service	257	31.50	195	40.37	452	34.80
4	Accounts	20	2.45	12	2.48	32	2.46
5	Purchase	13	1.59	10	2.07	23	1.77
6	Store	7	0.86	5	1.04	12	0.92
7	Security	15	1.84	7	1.45	22	1.69
8	Maintenance	41	5.02	16	3.31	57	4.39
9	Delivery	9	1.10	5	1.04	14	1.08
	Total	816	100.00	483	100.00	1299	100.00

- There are 816 & 483 permanent and causal employees, employed in restaurant units.
- Majority of the employees are engaged in kitchen i.e. 500

**7.17 Employment Statistics: Tour & Travel Agent/ Tourist Car Operator**

S.No.	Departments	Number of Permanent Employee		Number of Causal/Temporary Employee		Total Employee	
		No.	%	No.	%	No.	%
1	Administration	484	32.61	160	26.10	644	30.71
2	Ticketing	294	19.81	39	6.36	333	15.88
3	Foreign Exchange	105	7.08	15	2.45	120	5.72
4	Accounts	177	11.93	39	6.36	216	10.30
5	Tours	293	19.74	342	55.79	635	30.28
6	Sales & Marketing	131	8.83	18	2.94	149	7.11
	<b>Total</b>	1484	100.00	613	100.00	2097	100.00

- There are 1484 & 613 permanent and causal employees, employed in Tour & Travel Agent / Tourist Car Operator.
- Majority of the employees are engaged in Administration i.e. 1458

**7.18 Employment Statistics: Souvenir / Handicraft Shops**

1. Permanent Employee = 120

2. Number of Causal / Temporary Employee = 8



## CHAPTER-VIII

# TOURISM SUPPORT SERVICES IN GOA



## TOURISM SUPPORT SERVICES IN GOA

In this chapter an attempt has been made to discuss the different support services existing in the state of Goa. The support services include the services provided by the accommodation units, Tour & Travel Operators, Restaurants and the Handicraft shops.

The accommodation survey was conducted during April 2005 - March 2006 in all the listed accommodation units situated across the state of Goa based on a questionnaire prepared and provided by MoT, Government of India. Our investigators personally visited and collected data from the list of hotels provided to us by the Department. The questionnaire is appended. We covered about 80 percent of the establishments. Some hotels did not cooperate with us. In few others, we were unable to reach for various reasons.

Table 8.1 provides details of hotels according to ownership. It reveals that star hotels are owned mainly in partnership or public limited company basis though in the case of two and three stars the former group has upper edge compared to all other groups. Four – five star hotels are owned by corporate houses. The other category is owned by individuals or families.

Table -8.1  
Percentage Classification according to Ownership- Category

S.No.	Star	Government	Pub. Ltd. Co.	Prv. Ltd. Co.	Single	Charitable Trust	Partnership
1	1 star	0	0	5.26	2.27	0.00	2.44
2	2 Star	0	10	12.28	2.27	0.00	9.76
3	3 Star	10	20	17.54	3.18	0.00	2.44
4	4 Star	0	20	3.51	0.45	0.00	2.44
5	5 Star	0	10	3.51	0.45	0.00	0.00
6	Deluxe	0	20	3.51	0.45	0.00	0.00
7	Heritage Hotel	0	0	0.00	0.00	0.00	0.00
8	Unstarred Hotel	40	20	36.84	24.09	0.00	46.34
9	Guest House	30	0	17.54	65.00	0.00	29.27
10	Tourist Bungalows	0	0	0.00	0.00	0.00	4.88
11	Dormitory	10	0	0.00	1.36	0.00	2.44
12	Youth Hostel	10	0	0.00	0.00	0.00	0.00
13	Dharamsala	0	0	0.00	0.45	0.00	0.00
	Total	100	100	100	100.00	0.00	100

## Collection of Domestic Tourism Statistics For the State of Goa

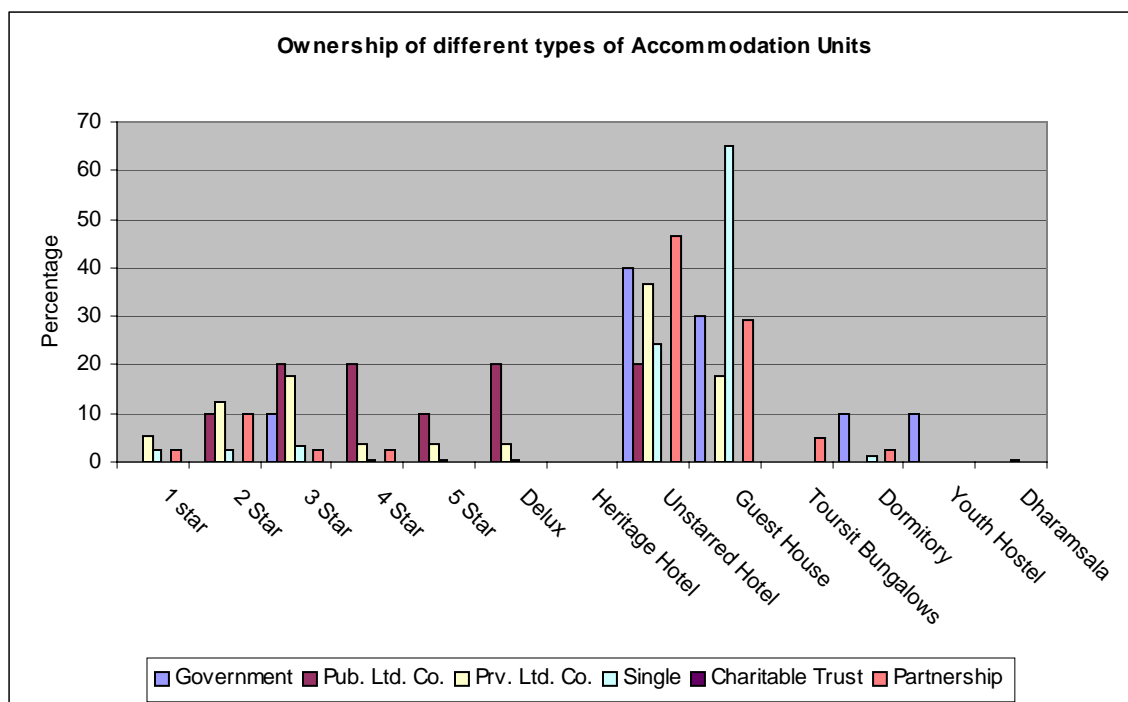
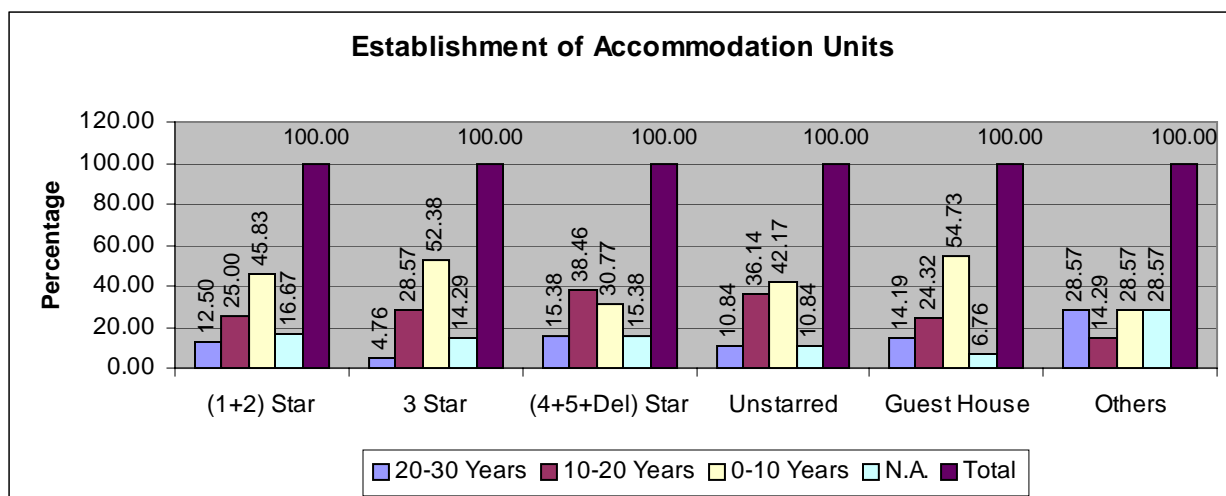


Table no 8.2 and following graph classifies hotels according to the date of establishment. It can be seen that majority of classified hotels are established during the last one decade or so. This is particularly true of star hotels. We also note that the period also marks the professionalisation of tourist operations in Goa. So, the growth of accommodation industry is directly related to the government policy of promoting tourism in the state since the early 1990s.

Table- 8.2  
**Classification according to period of establishment**

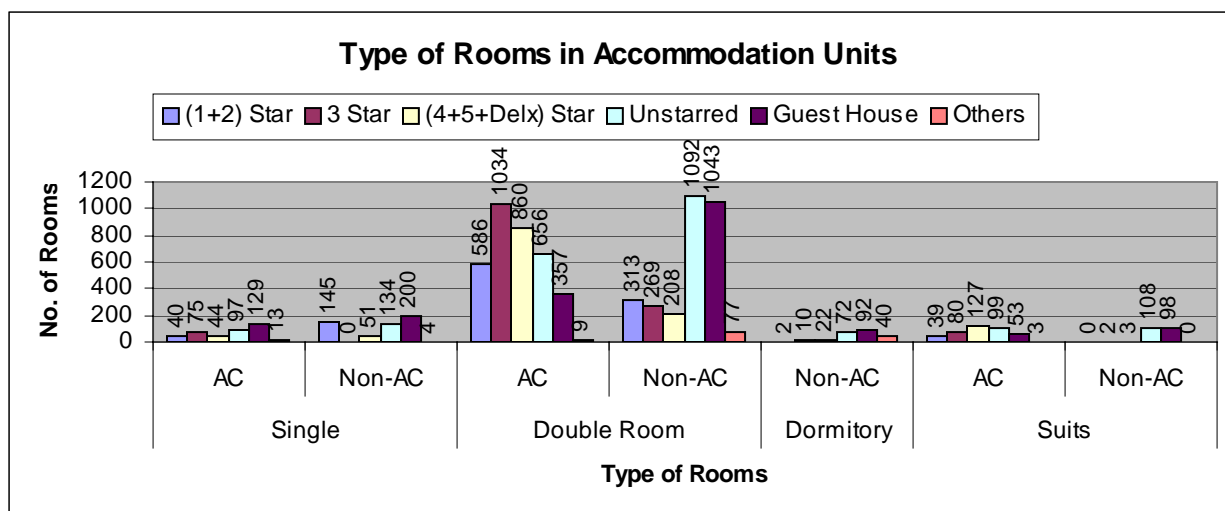
S.No.	Period	(1+2) Star	3 Star	(4+5+Del) Star	Unstarred	Guest House	Others
1	20-30 Years	12.50	4.76	15.38	10.84	14.19	28.57
2	10-20 Years	25.00	28.57	38.46	36.14	24.32	14.29
3	0-10 Years	45.83	52.38	30.77	42.17	54.73	28.57
4	N.A.	16.67	14.29	15.38	10.84	6.76	28.57
	Total	100.00	100.00	100.00	100.00	100.00	100.00



The most important aspect of any study on accommodation units is the room capacity offered to the tourists. Table no 8.3 provides an insight into the matter in the case of single room AC accommodation. Two-three star hotels contribute about one-quarter while the remaining is made available by others, including higher-class star hotels. However, Non-AC single rooms are accounted by the lower hotels. About 1/3 rd of AC three star hotels alone provide double rooms. Dormitories are rather unavailable in the upper star hotels and wherever available they are in the NAC category. Suits and villa too are mainly provided by star hotels.

Table- 8.3 Room Capacity

S.No.	Star	Single		Double Room		Dormitory	Suits		All	
		AC	Non-AC	AC	Non-AC		AC	Non-AC	AC	Non-AC
1	(1+2) Star	40	145	586	313	2	39	0	665	460
2	3 Star	75	0	1034	269	10	80	2	1189	281
3	(4+5+Del) Star	44	51	860	208	22	127	3	1031	284
4	Unstarred	97	134	656	1092	72	99	108	852	1406
5	Guest House	129	200	357	1043	92	53	98	539	1433
6	Others	13	4	9	77	40	3	0	25	121
	Total	398	534	3502	3002	238	401	211	4301	3985



## CHAPTER-IX

# TRENDS IN TOURIST EXPENDITURE



## TRENDS IN TOURIST EXPENDITURE

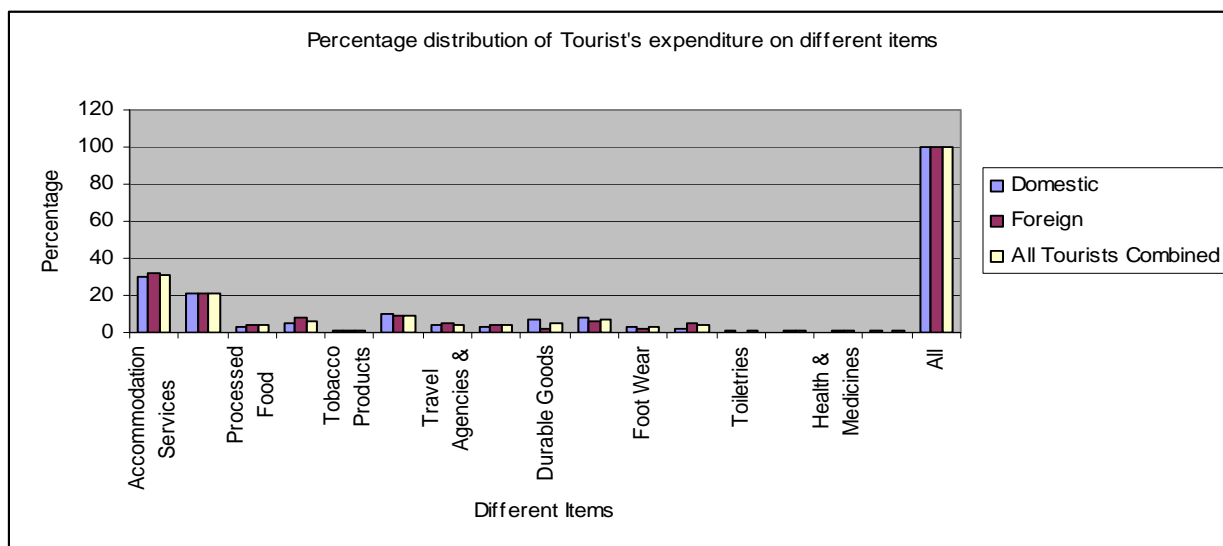
This chapter deals with the expenditure incurred by the tourists in the course of their visit. For the purpose of analysis the items of expenditure have been classified as per the standard norms.

**Table 9.1 Percentage distribution of tourist expenditure on different items by: - domestic, foreign and all tourists.**

Heads of Expenditure	Details of Expenditure	Domestic (% of Expenditure)	Foreign (% of Expenditure)	All Tourists (% of Expenditure)
Accommodation	Accommodation Services	30.47	31.96	31.47
Food & Beverage	Food	20.65	21.12	20.70
	Processed Food	3.45	4.38	3.69
	Alcohol	5.44	7.92	6.09
	Tobacco Products	0.81	0.77	0.76
Transport Services	Transport Services Rental	9.71	8.63	9.13
	Travel Agencies & Similar	3.55	4.82	4.01
Other Recreation	Other Recreational Service	3.45	4.03	3.65
Durable Goods	Durable Goods	6.84	2.02	4.90
Shopping	Clothing & Garments	7.69	5.52	6.69
	Foot Wear	3.18	2.15	2.78
	Gems & Jewelers	2.43	5.06	3.96
	Toiletries	0.76	0.30	0.61
	Books & Magazines	0.40	0.98	0.66
Health	Health & Medicines	0.44	1.08	0.76
Miscellaneous	Miscellaneous	0.73	0.41	0.73
All	All	100.00	100.00	100.00

- Domestic tourist's major item of expenditure accounting 30.47% was on accommodation service. This was followed by expenditure on fooding 30.35% and travel 13.26%.

### Graph



**Table 9.2 Average expenditure per tourist per visit: domestic, foreign and all tourists**

Statistics generated	Domestic	Foreign	All Tourists
Average expenditure per tourist per visit	Rs. 4,707	Rs. 20,401	Rs. 7,069(WA)

- On an average a domestic tourist spent Rs 4,707 per visit where as a foreign tourist spent Rs 20,401 per visit.

**Table 9.3 Average expenditure per tourist per Day: domestic, foreign and all tourists**

Statistics generated	Domestic	Foreign	All Tourists
Average expenditure per tourist per day	Rs. 1,081	Rs. 2,415	Rs 1,285 (WA)

- On an average a domestic tourist spent Rs 1,081 per day where as a foreign tourist spent Rs 2,415 per day.

**Table 9.4 Total annual expenditure: domestic, foreign and all tourists (Rs. in Crore)**

Statistics generated	Domestic	Foreign	All Tourists
Expenditure tourist	893.71	687.7	1581.41

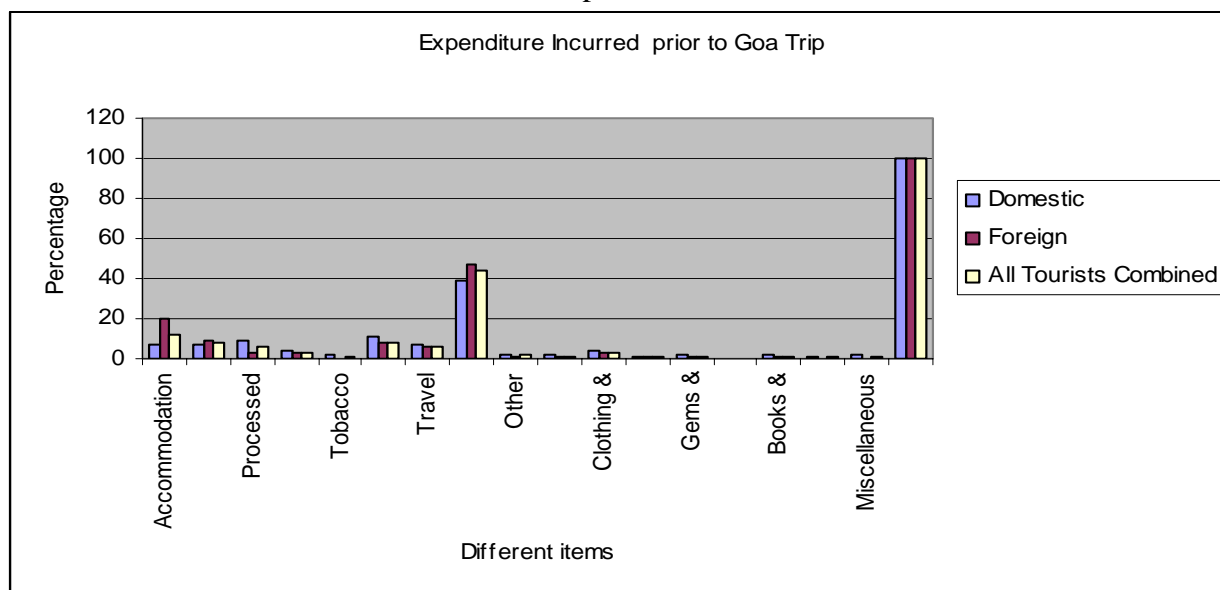
- Total annual expenditure of tourists is estimated as Rs 1581.41 crores.



**Tables 9.5 Expenditure incurred on this trip prior to entering the state: percentage distribution:**

Heads of Expenditure	Details Of Expenditure	Domestic (%)	Foreign (%)	All Tourists (%)
Accommodation	Accommodation Services	7.42	20.12	11.93
Food & Beverage	Food	6.69	8.90	8.17
	Processed Food	8.92	3.08	5.71
	Alcohol	3.53	2.76	2.73
	Tobacco Products	1.75	0.32	1.16
Transport Services	Transport Services Rental	10.89	7.58	8.40
	Travel Agencies & Similar	7.05	5.94	6.02
	Main transport used	39.23	46.67	44.29
Other Recreation	Other Recreational Service	2.07	0.80	1.68
Durable Goods	Durable Goods	1.81	0.52	1.27
Shopping	Clothing & Garments	3.67	2.83	3.18
	Foot Wear	0.73	1.18	0.66
	Gems & Jewelers	1.54	0.73	1.17
	Toiletries	0.11	0.36	0.24
	Books & Magazines	1.67	1.27	1.47
Health	Health & Medicines	1.09	0.38	0.85
Miscellaneous	Miscellaneous	1.83	0.28	1.10
All	All	100.00	100.00	100.00

- The main item for which the tourists spent maximum money was for transport services followed by food.

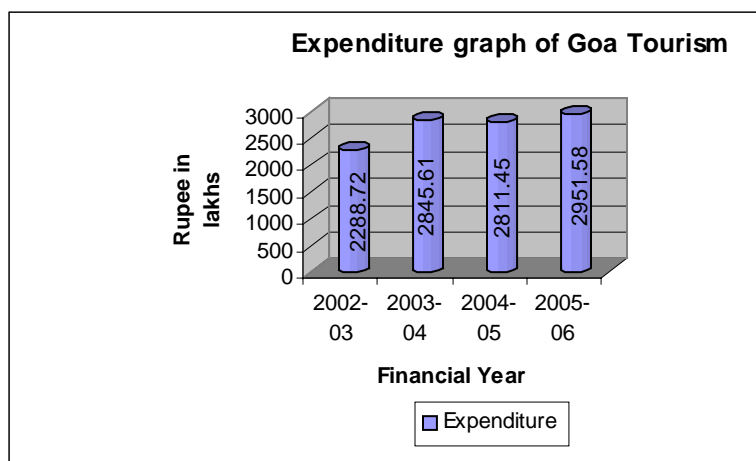
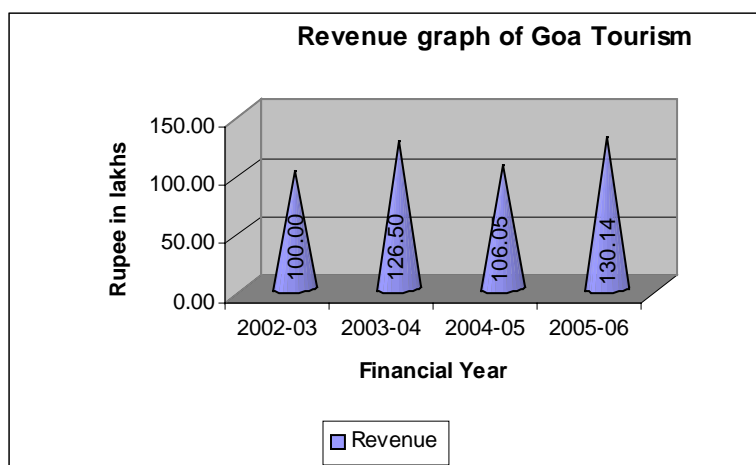
**Graph**

## Revenue and Expenditure

Revenue and expenditure of Goa tourism is presented below:

**Table 9.6 Revenue & Expenditure of Goa Tourism**

S.No.	Financial Year	Rupees in lakhs			
		Revenue	% Change	Expenditure	% Change
1	2002-03	100.00		2288.72	
2	2003-04	126.50	26.50	2845.61	24.33
3	2004-05	106.05	-16.17	2811.45	-1.20
4	2005-06	130.14	22.72	2951.58	4.98



Revenue through tourism of the state government has increased by 26.5% & 22.72% in the financial years 2003-04 and 2005-06 respectively. But dropped by 16.17% in the 2004-05.

Expenditure made by the state government in infrastructure development and other facilities to provide better facilities to the tourists are Rs.2288.72, Rs. 2845.61, Rs. 2811.45 & Rs. 2951.58 lakhs during the 2002-03, 2003-04, 2004-05 and 2005-06 respectively.

## CHAPTER-X

# EVALUATION OF TOURIST FACILITIES



## EVALUATION OF TOURIST FACILITIES

In this chapter various tourist facilities as perceived by the domestic as well as foreign tourists have been analyzed.

### A: Domestic Tourists

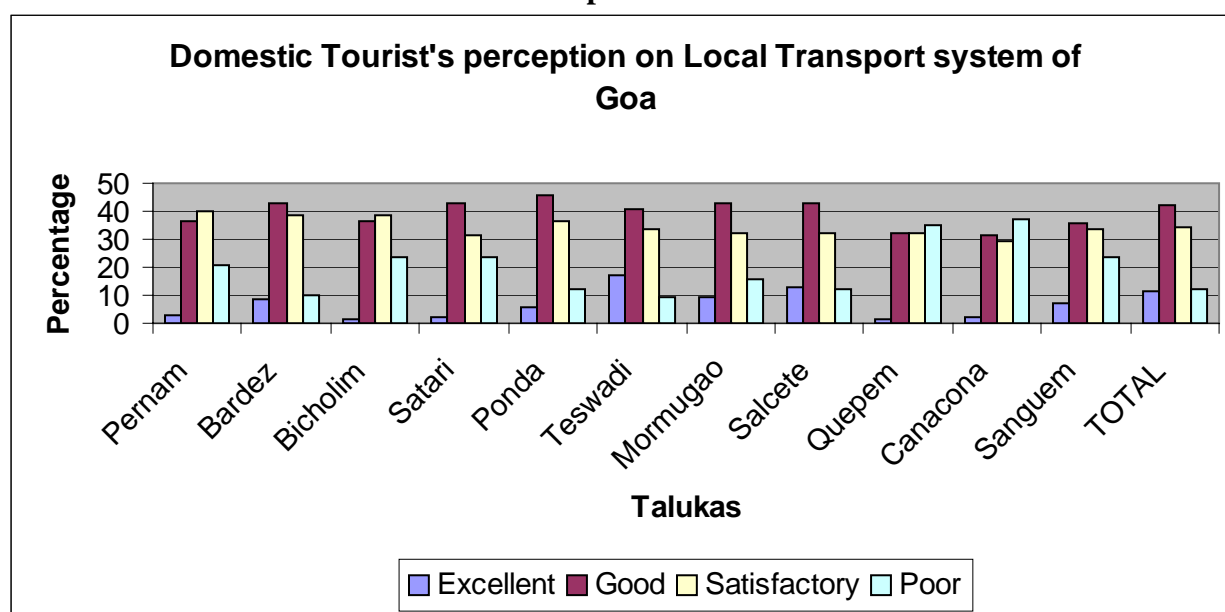
#### 10.1 Local Transport

**Table 10.1 Quality of local transport: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution					Estimated No of Tourists
	Excellent	Good	Satisfactory	Poor	All	
Pernam	3.21	36.45	39.82	20.52	100	21063
Bardez	8.25	43.2	38.35	10.2	100	470351
Bicholim	1.3	36.77	38.61	23.32	100	19734
Satari	2.2	42.99	31.28	23.53	100	2727
Ponda	5.45	46	36.5	12.05	100	96561
Teswadi	16.79	40.63	33.3	9.28	100	552831
Mormugao	9.39	43	31.88	15.73	100	225849
Salcete	13.1	43.16	31.86	11.88	100	472367
Quepem	1.1	32.15	31.82	34.93	100	1939
Canacona	1.9	31.11	29.62	37.37	100	28042
Sanguem	7.3	35.92	33.25	23.53	100	7389
Total	11.41	42.05	34.44	12.1	100	1898853

- More than 12.1 % of the tourists are not satisfied with the local transport system of Goa.

### Graph



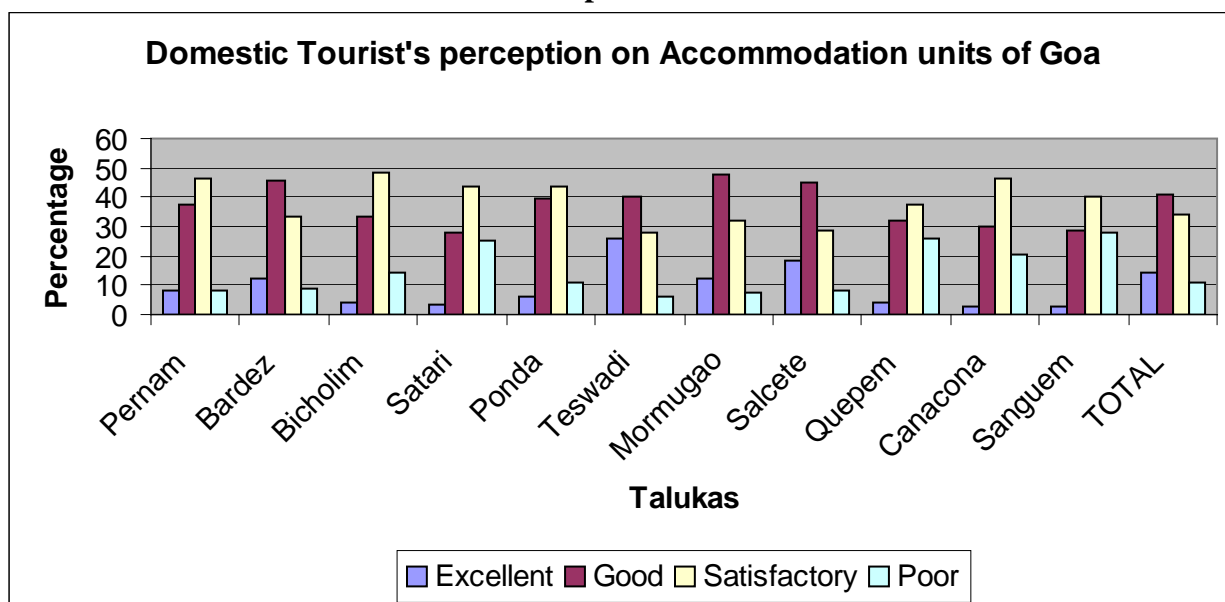
## 10.2 Accommodation

**Table 10.2 Quality of Accommodation: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution					Estimated No of Tourists
	Excellent	Good	Satisfactory	Poor	All	
Pernam	8.14	37.46	46.4	8	100	21063
Bardez	12.17	45.38	33.26	9.19	100	470351
Bicholim	4.04	33.17	48.59	14.2	100	19734
Satari	3.48	27.7	43.66	25.16	100	2727
Ponda	5.84	39.81	43.76	10.59	100	96561
Teswadi	25.85	40.26	27.63	6.26	100	552831
Mormugao	12.46	47.8	31.99	7.75	100	225849
Salcete	18.18	44.8	28.7	8.32	100	472367
Quepem	4.15	32.09	37.55	26.21	100	1939
Canacona	2.85	29.98	46.66	20.51	100	28042
Sanguem	3	28.74	40.45	27.81	100	7389
Total	14.32	41.07	34.04	10.57	100	1898853

- For the state as a whole, around 34.04 percent of domestic tourists have given satisfactory rating for the quality of accommodation units. The percentage of tourists who have given good and poor are 41.07 and 10.57 percent respectively. Around 14.32 percent have given excellent rating.

### Graph



### 10.3 Food

**Table 10.3 Quality of Food: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
	Very Good	Reasonable	Poor	All	
Pernam	25.17	57.35	17.48	100	21063
Bardez	30.78	61.36	7.86	100	470351
Bicholim	24	57.16	18.84	100	19734
Satari	26.67	58.86	14.47	100	2727
Ponda	29.84	62.61	7.55	100	96561
Teswadi	35.61	57.96	6.43	100	552831
Mormugao	31.47	59.07	9.46	100	225849
Salcete	33.98	59.13	6.89	100	472367
Quepem	22.31	51.79	25.9	100	1939
Canacona	22.51	50.39	27.1	100	28042
Sanguem	27.72	54.8	17.48	100	7389
Total	32.5	59.31	8.19	100	1898853

➤ 8.19 percent tourists are not satisfied with the quality of food of Goa.

### 10.4 Tourists Attractions

**Table 10.4 Quality of Tourist Sites: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
	Very Good	Average	Not Interesting	All	
Pernam	33.38	49.79	16.83	100	21063
Bardez	38.99	53.8	7.21	100	470351
Bicholim	32.21	49.6	18.19	100	19734
Satari	34.88	51.31	13.81	100	2727
Ponda	38.05	55.05	6.9	100	96561
Teswadi	43.82	50.41	5.77	100	552831
Mormugao	39.68	51.51	8.81	100	225849
Salcete	42.19	51.58	6.23	100	472367
Quepem	30.52	44.23	25.25	100	1939
Canacona	30.72	42.83	26.45	100	28042
Sanguem	35.93	47.25	16.82	100	7389
Total	40.71	51.75	7.54	100	1898853

➤ 40.71 percentage of tourists said that the tourist's attractions were very good.

## 10.5 Entertainment

**Table 10.5 Quality of Entertainment: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
	Excellent	Satisfactory	Poor	All	
Pernam	29.46	53.5	17.04	100	21063
Bardez	35.07	57.51	7.42	100	470351
Bicholim	28.29	53.31	18.4	100	19734
Satari	30.97	55.01	14.02	100	2727
Ponda	34.14	58.76	7.1	100	96561
Teswadi	39.91	54.11	5.98	100	552831
Mormugao	35.76	55.22	9.02	100	225849
Salcete	38.27	55.29	6.44	100	472367
Quepem	26.61	47.94	25.45	100	1939
Canacona	26.81	46.54	26.65	100	28042
Sanguem	32.01	50.96	17.03	100	7389
Total	36.79	55.46	7.75	100	1898853

- 36.79% of tourists said that the entertainment facility was very nice.

## 10.6 Shopping Facilities

**Table 10.6 Quality of Shopping Facilities: Perceptions of Domestic Tourists**

Name of the Taluka's	Percentage Distribution			Estimated No of Tourists
	Adequate	Inadequate	All	
Pernam	57.6	42.4	100	21063
Bardez	60.47	39.53	100	470351
Bicholim	55.93	44.07	100	19734
Satari	54.08	45.92	100	2727
Ponda	57.99	42.01	100	96561
Teswadi	64.48	35.52	100	552831
Mormugao	59.08	40.92	100	225849
Salcete	61.54	38.46	100	472367
Quepem	53.53	46.47	100	1939
Canacona	53.33	46.67	100	28042
Sanguem	58.14	41.86	100	7389
Total	61.3	38.7	100	1898853

- 38.7% of the tourists said that the shopping facility was inadequate.

Graph

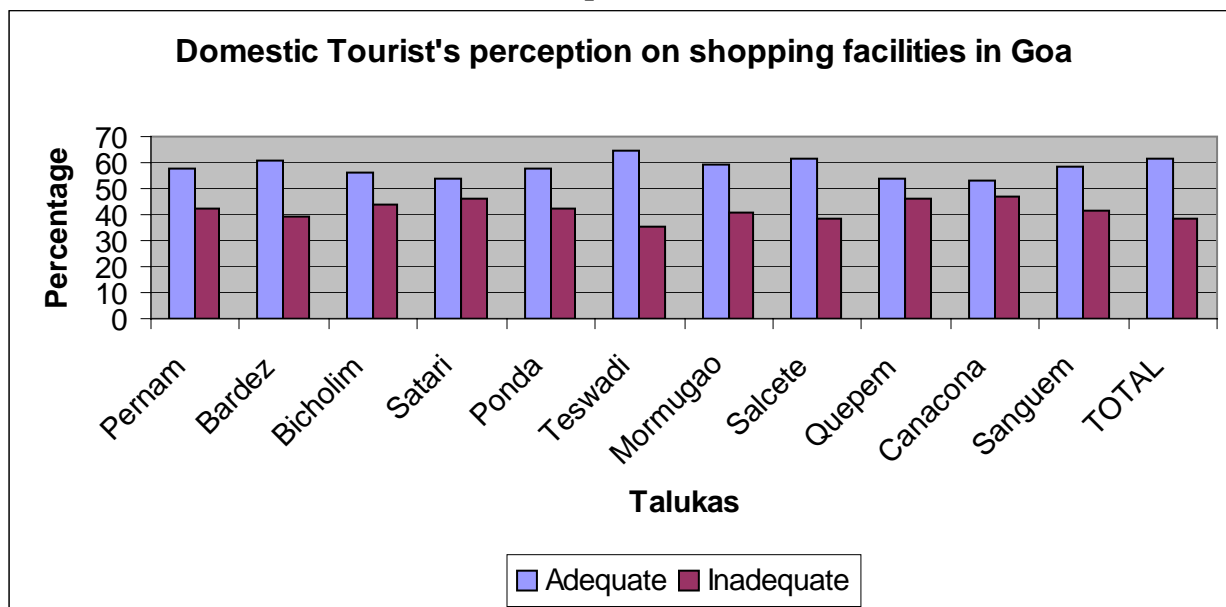
**B : Foreign Tourists****10.7 Local Transport**

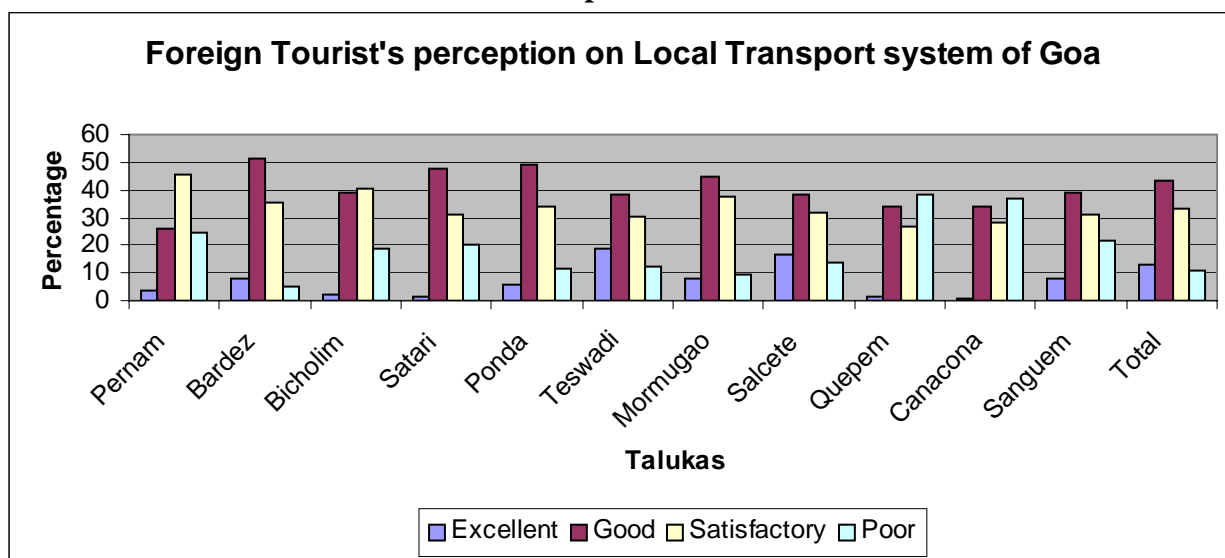
Table 10.7: Quality of local transport: Perception of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution					Estimated No of Tourists
		Excellent	Good	Satisfactory	Poor	All	
1	Pernam	3.4	26.2	45.9	24.5	100	4432
2	Bardez	8.1	51.6	35.4	4.9	100	122912
3	Bicholim	1.9	39	40.3	18.8	100	1512
4	Satari	1.2	47.5	31.3	20	100	425
5	Ponda	5.6	49.2	33.7	11.5	100	4749
6	Teswadi	19.1	38	30.5	12.4	100	80590
7	Mormugao	7.7	45	37.7	9.6	100	23854
8	Salcete	16.4	38.1	31.7	13.8	100	99461
9	Quepem	1.5	33.9	26.5	38.1	100	189
10	Canacona	1	33.8	28.4	36.8	100	9152
11	Sanguem	8.1	38.9	31.3	21.7	100	1120
	Total	12.7	43.2	33.3	10.8	100	348396

- More than 10% of the tourists were not satisfied with the local transport system of Goa.



Graph



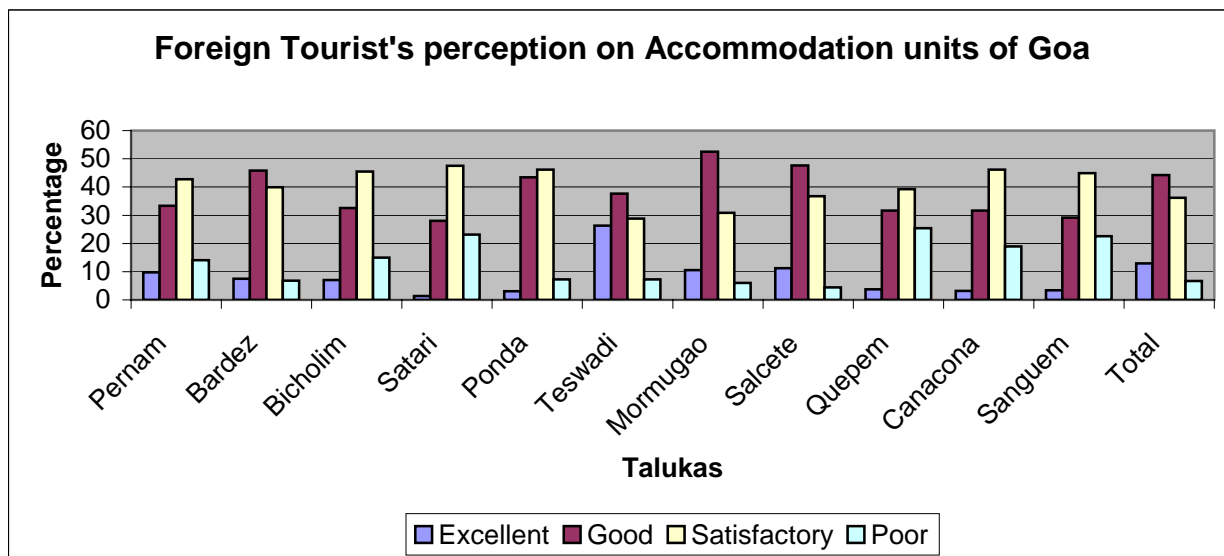
## 10.8 Accommodation

Table 10.8 Quality of Accommodation: Perception of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution					Estimated No of Tourists
		Excellent	Good	Satisfactory	Poor	All	
1	Pernam	9.8	33.3	42.8	14.1	100	4432
2	Bardez	7.5	45.8	39.9	6.8	100	122912
3	Bicholim	7	32.5	45.5	15	100	1512
4	Satari	1.4	28	47.5	23.1	100	425
5	Ponda	3.1	43.4	46.2	7.3	100	4749
6	Teswadi	26.3	37.6	28.8	7.3	100	80590
7	Mormugao	10.6	52.5	30.9	6	100	23854
8	Salcete	11.2	47.6	36.8	4.4	100	99461
9	Quepem	3.7	31.7	39.2	25.4	100	189
10	Canacona	3.2	31.7	46.2	18.9	100	9152
11	Sanguem	3.4	29.1	44.9	22.6	100	1120
	Total	12.9	44.2	36.2	6.7	100	348396

- For the state as a whole, around 36.2 per cent have given satisfactory rating for the quality of accommodation units. The percentage of tourists who have given good and poor are 44.2 and 6.7 percent respectively. Around 12.9 percent have given excellent rating.

Graph



## 10.9 Food

Table 10.9 Quality of Food: Perception of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
		Very Good	Reasonable	Poor	All	
1	Pernam	19.4	64.7	15.9	100	4432
2	Bardez	33.5	58.2	8.3	100	122912
3	Bicholim	23.9	61.5	14.6	100	1512
4	Satari	28.1	59.1	12.8	100	425
5	Ponda	31.2	59.6	9.2	100	4749
6	Teswadi	37.2	59.3	3.5	100	80590
7	Mormugao	33.6	57.9	8.5	100	23854
8	Salcete	35.3	58.8	5.9	100	99461
9	Quepem	20.8	51.9	27.3	100	189
10	Canacona	21.7	49	29.3	100	9152
11	Sanguem	29.3	52.1	18.6	100	1120
	Total	34.3	58.5	7.2	100	348396

➤ 7.2 percent tourists were not satisfied with the food quality of Goa.

### 10.10 Tourist Attractions

Table 10.10 Quality of Tourist Sites: Perception of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
		Very Good	Reasonable	Poor	All	
1	Pernam	31.3	52.6	16.1	100	4432
2	Bardez	40.3	54.5	5.2	100	122912
3	Bicholim	30.7	52.8	16.5	100	1512
4	Satari	36.3	52.8	10.9	100	425
5	Ponda	40.2	52.4	7.4	100	4749
6	Teswadi	45.8	52.7	1.5	100	80590
7	Mormugao	38.2	50.7	11.1	100	23854
8	Salcete	44.1	48.6	7.3	100	99461
9	Quepem	29.3	46.8	23.9	100	189
10	Canacona	32.8	43.6	23.6	100	9152
11	Sanguem	37.6	49.3	13.1	100	1120
	Total	42.1	51.8	6.1	100	348396

- At the state level 42.1% of tourists said that the tourist's attraction was very good.

### 10.11 Entertainment

Table 10.11 Quality of Entertainment: Perception of Foreign Tourists

Name of the Taluka's	Percentage Distribution				Estimated No of Tourists
	Excellent	Satisfactory	Poor	All	
Pernam	28.3	50.4	21.3	100	4432
Bardez	36.4	56.7	6.9	100	122912
Bicholim	28.8	55.9	15.3	100	1512
Satari	31.1	57.3	11.6	100	425
Ponda	32.2	60.9	6.9	100	4749
Teswadi	37.6	57.1	5.3	100	80590
Mormugao	29.3	59.4	10.3	100	23854
Salcete	34.2	60.5	5.3	100	99461
Quepem	28.6	47.8	23.6	100	189
Canacona	25.2	45.3	29.5	100	9152
Sanguem	27.9	54	18.1	100	1120
Total	35.1	57.7	7.2	100	348396

- Majority of the tourists (57.7 percent) said that the entertainment facility was satisfactory.

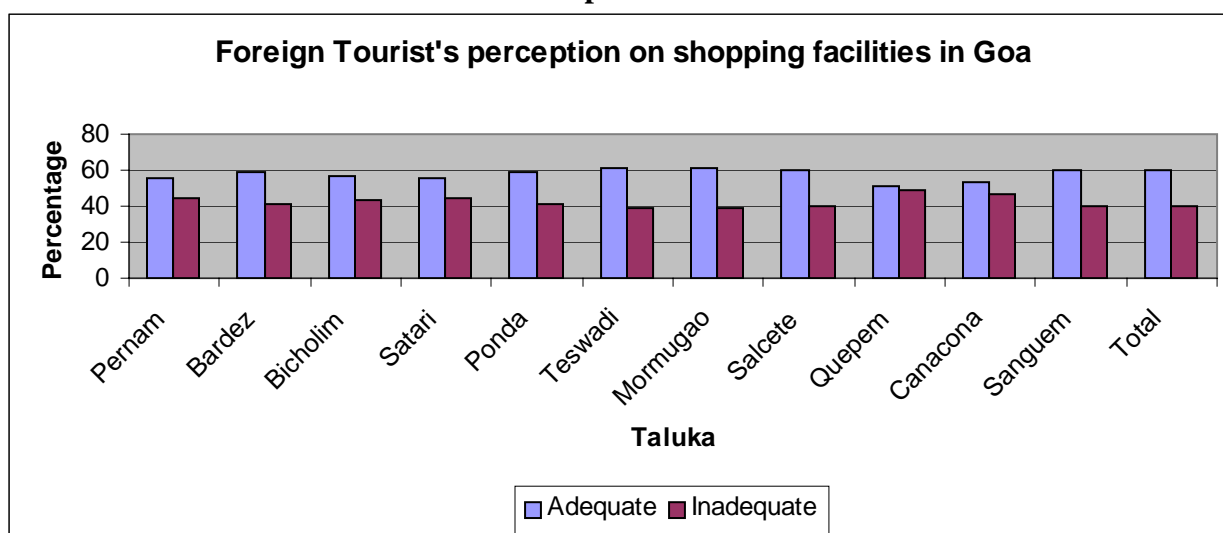
## 10.12 Shopping Facilities

Table 10.12 Quality of Shopping Facilities: Perceptions of Foreign Tourists

S.No.	Name of the Taluka's	Percentage Distribution			Estimated No of Tourists
		Adequate	Inadequate	All	
1	Pernam	55.7	44.3	100	4432
2	Bardez	58.7	41.3	100	122912
3	Bicholim	56.5	43.5	100	1512
4	Satari	55.2	44.8	100	425
5	Ponda	59.1	40.9	100	4749
6	Teswadi	61.3	38.7	100	80590
7	Mormugao	60.8	39.2	100	23854
8	Salcete	60.4	39.6	100	99461
9	Quepem	51.5	48.5	100	189
10	Canacona	53.8	46.2	100	9152
11	Sanguem	59.7	40.3	100	1120
	Total	59.8	40.2	100	348396

- More than 40 percent of the tourists say that the shopping facility was inadequate.

### Graph



## CHAPTER-XI

# AWARENESS OF TOURIST PLACES OF NORTH EAST STATES AND BUDDHIST TRAVEL CENTERS



## AWARENESS OF TOURIST PLACES OF NORTH EAST STATES AND BUDDHIST TRAVEL CENTRES

In this chapter the awareness and visits of the tourist to different tourist places located in Northeastern states and Buddhist centers have been discussed.

### 11.1 VISIT TO NORTHEAST REGION

Table - 11.1 Percentage of tourists who are aware of the listed locations of Northeastern region of India.

S.No.	Regions	Domestic Tourists		Foreign Tourists		All Tourists	
		Percentage Aware	Percentage Visited	Percentage Aware	Percentage Visited	Percentage Aware	Percentage Visited
1	Arunachal Pradesh	43.84	3.98	31.77	3.45	41.97	3.9
2	Assam	53.24	3.21	22.04	2.32	48.4	3.07
3	Manipur	46.94	5.1	15.97	0.95	42.14	4.46
4	Meghalaya	40.83	4.1	26.32	4.47	38.58	4.16
5	Mizoram	36.79	3.48	11.04	0.36	32.8	3
6	Nagaland	21.38	1.81	13.07	0.21	20.09	1.56
7	Tripura	52.44	5.13	17.89	2.42	47.08	4.71
8	Sikkam	21.2	1.3	11.12	0.37	19.64	1.16

- Level of awareness is highest in respect of Assam (48.4%) followed by Tripura (47.08%) and Manipur (42.14%)
- Among those who have visited Assam are 3.07%.

### 11.2 VIEWS ON MAIN ATTRACTIONS

Table - 11.2 Tourists views on main attraction points

Views	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Have great historical significance	72.89	62.94	71.34
Have rich cultural heritage	30.15	42.95	32.13
Have scenic beauty	82.38	57.3	78.49
Are well maintained	18.54	11.95	17.52
Are major tourist attractions	52.57	23.85	48.12
Are famous in India	30.84	30.65	30.81
Are famous in the world	9.28	14.38	10.07
Are worth visiting	18.47	28.28	19.99
Are easily accessible	5.85	11.94	6.79

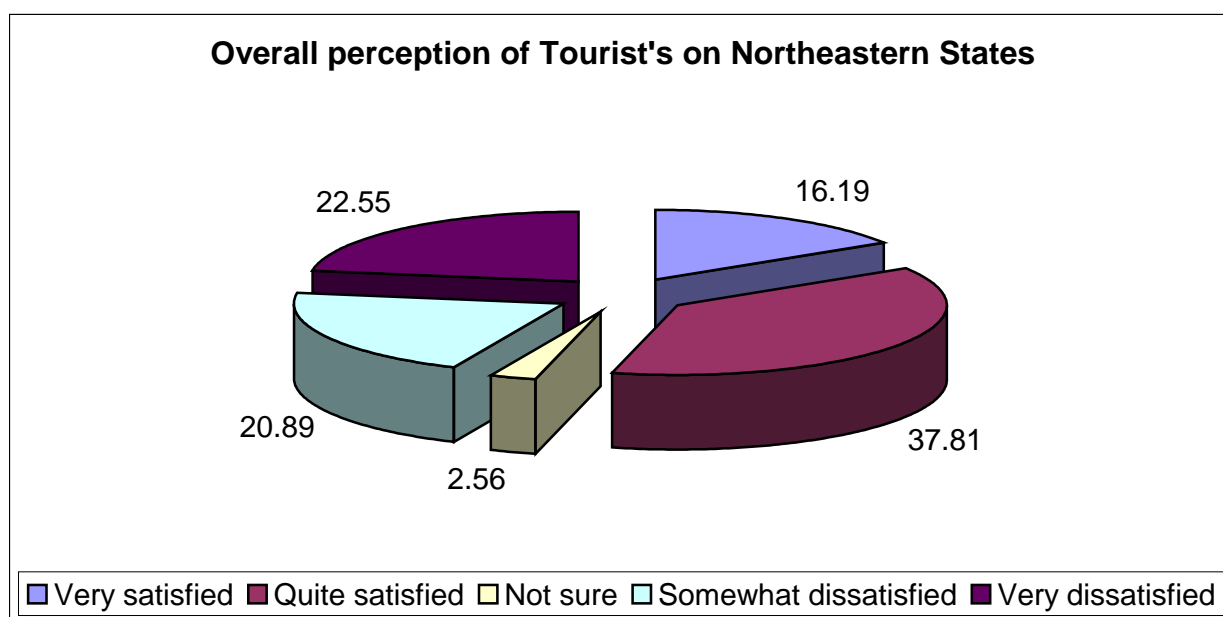
- Majority of the tourists have said that the main attraction was the scenic beauty of the place. Another factor as perceived by 71.34 % of the tourists was their historical significance.

### 11.3 OVERALL PERCEPTION

Table - 11.3 Tourist's overall perception

Perception	Percentage reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Very satisfied	18.07	6.12	16.19
Quite satisfied	40.89	21.02	37.81
Not sure	2.84	1.03	2.56
Somewhat dissatisfied	15.15	52.17	20.89
Very dissatisfied	23.08	19.66	22.55

- Among the tourists who visited the northeastern part of India i.e. 37.81% were quite satisfied and 16.19% were very satisfied. 20.89% of tourists were somewhat dissatisfied.



**11.4 REASONS FOR SATISFACTION/DISSATISFACTION**

Table - 11.4 Tourists reason for satisfaction/dissatisfaction.

Reason for satisfaction / dissatisfaction	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Security Concern	49.58	50.92	49.79
Restricted moment / curves on free moment	32.22	41.93	33.73
Accessibility	28.92	40.35	30.69
Knowledgeable guides at reasonable rates	50.91	35.72	48.56
Swindlers	32.87	22.35	31.24
Internal transport at reasonable rates	51.02	42.02	49.62
Accommodation problems	62.22	54.46	61.02
Food problems	58.35	56.95	58.13
Congestion Crowded	1.14	1.07	1.13
Environment	16.59	23.46	17.66
Toilet Facilities	29.98	20.13	28.45
Discourteous behaviours	32.9	28.35	32.19
Communication	69.85	50.06	66.78
ATM & Credit Card Facilities	75.91	60.02	73.45
Others	48.44	39.13	47

- The major reasons for dissatisfaction were the communication problem (66.78%), ATM credit card facility (73.45%) and food problem (58.13%),

**11.5 REASONS FOR NOT VISITING**

Table - 11.5 Tourists views on not visiting Northeast tourist centers.

Reasons for not Visiting	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Not aware of these locations	49.2	68.16	52.14
Budgetary Constraints	36.75	55.71	39.69
Time Constraints	64.76	83.72	67.7
Not Interested	26.16	45.12	29.1
Transport Bottlenecks	35.47	54.43	38.41
Connectivity	36.75	55.71	39.69
Security Concerns	49.2	68.16	52.14
Availability of Budget Package Circuits	58.99	77.95	61.93
Others	31.2	50.16	34.14

- The major reasons for not visiting the northeastern region were the time constraints (67.7%) and un availability of budget package circuits (61.93%) and then security concern (52.14%).



## 11.6 VISIT TO BUDDHIST CENTERS

Table - 11.6 Tourists views on Buddhist centers.

Buddhist Center	Domestic Tourists		Foreign Tourists		All Tourists	
	Percentage Aware	Percentage Visited	Percentage Aware	Percentage Visited	Percentage Aware	Percentage Visited
Areraj	5.14	2.43	4.9	1.5	5.1	2.29
Aurangabad	33.79	19.06	28.23	15.73	32.93	18.54
Bodhgaya	83.77	43.06	71.92	18.62	81.93	39.27
Guner	6.74	0	4.1	0	6.33	0
Kesaria	6	0	3.65	0	5.64	0
Lauria	4.17	0	3.2	0	4.02	0
Nalanda	63.49	36.32	52.11	16.35	61.73	33.22
Rajgir	45.12	1.09	28.95	5.37	42.61	1.75
Vaishali	33.05	10.99	35.82	14.79	33.48	11.58
Vikramsilla	24.7	4.11	13.18	1.9	22.91	3.77
Ajanta & Ellora	81.79	36.32	82.74	43.36	81.94	37.41
Kalgaon	16.9	0	12.85	0	16.27	0
Khandiri	5.79	0	4.5	2	5.59	0.31
Kaushambi	12.12	0	7.4	0	11.39	0
Kushinagar	8.44	3.63	7.1	2.9	8.23	3.52
Nagarjunakonda	5.44	0	4	0	5.22	0
Ratnagiri	42.08	0	21.56	0	38.9	0
Sanchi	73.15	41.64	65.18	29.06	71.91	39.69
Saravasti	27.66	0.92	13.18	0.09	25.42	0.79
Sarnath	75.43	52.53	57.74	39.61	72.69	50.53
Udaygiri	46.77	1.81	27.29	0	43.75	1.53
Vidhisha	22.93	5.39	19.86	18.82	22.45	7.47
Other	1.76	0.8	1.67	0.52	1.75	0.76

- Level of awareness was the highest in respect of Ajanta & Ellora (81.94%) followed by Bodhgaya (81.93%) and Sarnath (72.69%).
- The percentages of tourists who have visited Ajanta & Ellora were 37.41.

**11.7 VIEWS ON MAIN ATTRACTIONS**

Table - 11.7 Tourists views on main attraction points

Views	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Have great historical significance	90.94	87.39	90.39
Have rich cultural heritage	71.81	69.17	71.4
Have scenic beauty	30.92	28.28	30.51
Are well maintained	41.81	39.17	41.4
Are major tourist attractions	66.85	64.21	66.44
Are famous in India	87.19	84.55	86.78
Are famous in the world	57.7	55.06	57.29
Are worth visiting	59.92	57.28	59.51
Are easily accessible	41.77	39.13	41.36

- 90.39% tourists have said that historical significance was their main significance. Second factor as perceived by more than 86.78% of the tourists said was famous in India.

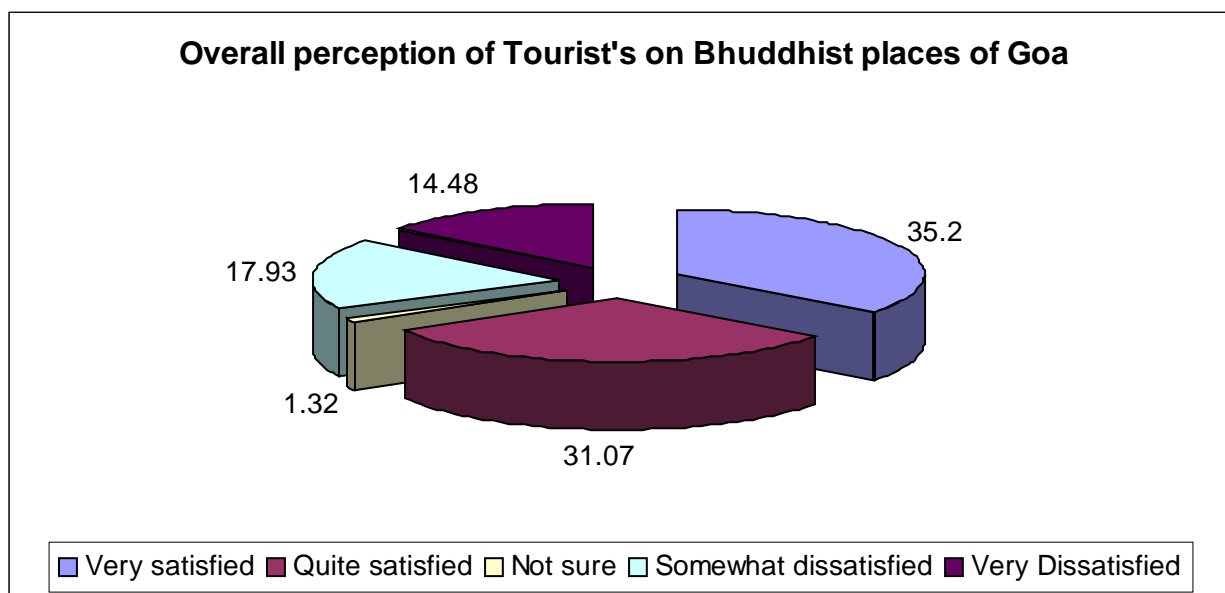
**11.8 OVERALL PERCEPTION**

Table - 11.8 Tourists overall perception

Perception	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Very satisfied	35.52	33.48	35.2
Quite satisfied	31.94	26.36	31.07
Not sure	1.3	1.45	1.32
Somewhat dissatisfied	17.39	20.88	17.93
Very Dissatisfied	13.86	17.83	14.48

- Over all perception of tourists about different Buddhist travel centers of India was very good. Maximum percentage of tourists was satisfied with these sites. A very few have disappointed remarks about these tourist spots.

Graph



### 11.9 REASONS FOR SATISFACTION / DISSATISFACTION

Table - 11.9 Tourists reason for dissatisfaction and satisfaction.

Reasons for Satisfaction / dissatisfaction	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Security Concerned	16.3	11.97	15.63
Restricted moment/ curves on free movement	23.56	18.09	22.71
Accessibility	34.09	28.24	33.18
Knowledgeable guides at reasonable rates	69.73	28.57	63.35
Swindlers	14.39	23.13	15.75
Internal transport at reasonable rates	44.68	18.57	40.63
Accommodation problems	57.12	57.57	57.19
Food Problems	44.68	49.42	45.14
Congestion Crowded	35.32	32.46	34.88
Environment	21.7	13.57	20.44
Toilet Facilities	14.1	9.88	13.45
Discourteous behaviors	26.79	26.86	26.8
Communication	55.36	48.79	54.34
ATM & Credit card facilities	74.91	70.9	74.29
Other	30.3	33.07	30.73

- Major reasons of dissatisfaction were the ATM card facility and knowledgeable guides at reasonable rates.

## 11.10 REASONS FOR NOT VISITING

Table - 11.10 Tourists reason for not visiting the tourist places.

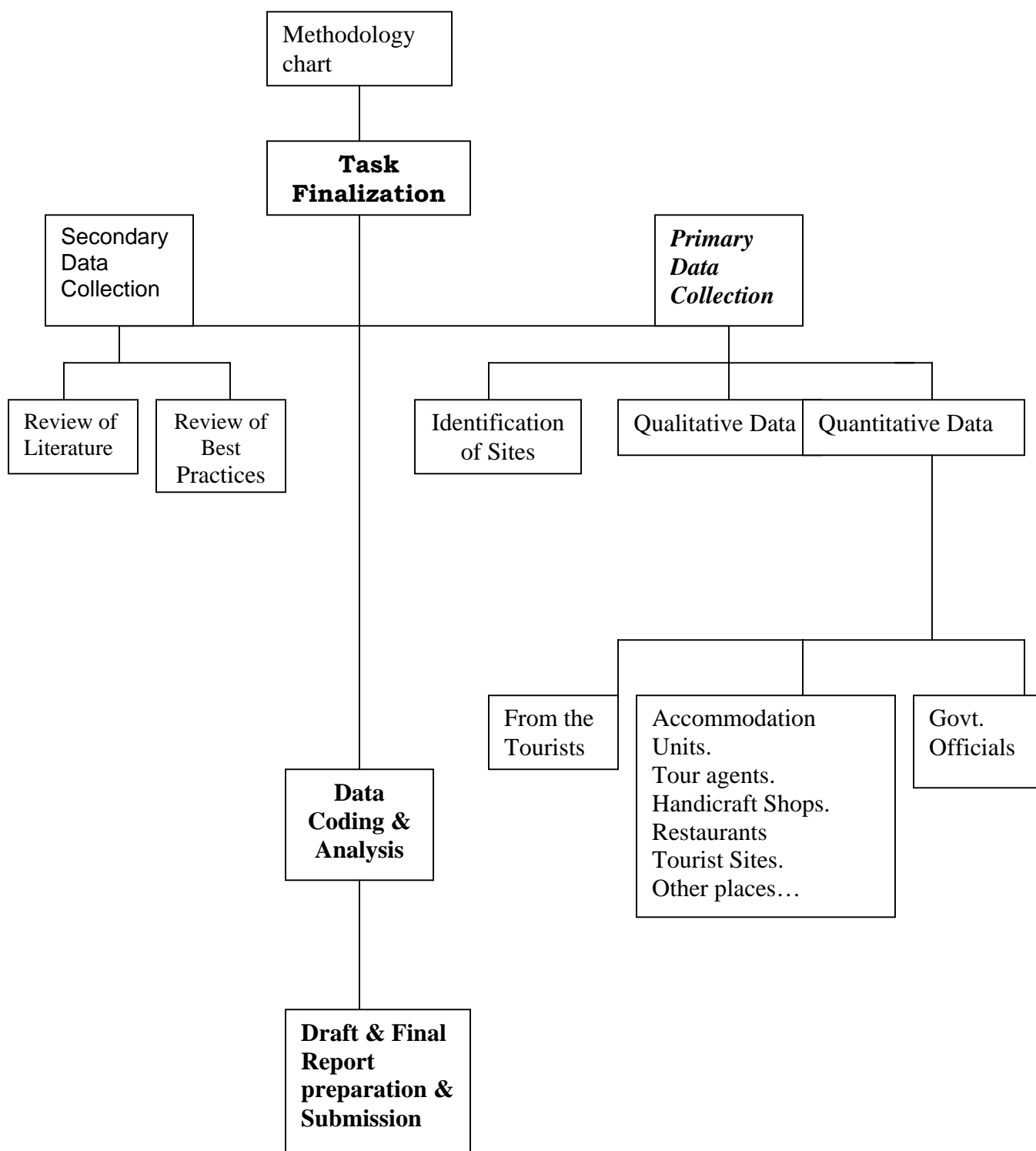
Reasons for not Visiting	Percentage Reporting		
	Domestic Tourists	Foreign Tourists	All Tourists
Not aware of these locations	47.75	56.54	49.11
Budgetary constraints	27.04	25.9	26.86
Time constraints	48.18	60.24	50.05
Not interested	14.49	26.55	16.36
Transport Bottlenecks	49.18	61.24	51.05
Connectivity	14.49	26.55	16.36
Security concerns	16.55	28.61	18.42
Availability of budget package circuits	26.18	38.24	28.05
Others	19.39	31.45	21.26

- Major reasons for not visiting the Buddhist centers were the transport bottleneck (51.05%) and the time constraints (50.05%).



**ANNEXTURE:1.2**

**METHODOLOGY CHART FOR GOA – TOURISM PROJECT.**



# Collection of Domestic Tourism Statistics For the State of Goa

ANNEXURE I.3

## WORK PLAN

3

TOTAL STUDY PERIOD—12 MONTHS											
Sub-stages of the project work											
Stage-I Initiation of Project Work											
Planning Existing Primary Data Collection Task Schedule Preparation Finalization Of Task Schedule Preparation & Submission Of Inception Report Getting Approval Of The Inception Report	1 <sup>st</sup> Month	2nd Month	3rd Month	4th Month	5th Month	6th Month	7th Month	8th Month	9th Month	10th Month	11th Month
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Stage-II Secondary Data Collection											
Secondary Data collection	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Stage-III Initial Desk Research											
Check List Preparation	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Data Base Preparation	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Sampling	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Questionnaire Preparation	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Stage-IV Primary Data Collection											
Survey Team Mobilization	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Data Collection	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Stage-V Data Compilation & Data Analysis											
Data Verification/Back Checking	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Data Coding	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Data Entry	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Data Analysis through Different Packages Like SPSS , SAS & STATA	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Stage-VI Report Writing & Submission											
Submission of Monthly reports	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Submission of Quarterly reports	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Draft Report	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Draft Report Presentation	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Final Report Preparation & submission	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

[illegible]

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		Veers

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[illegible]

1 Star	01	Unstarred Hotel	08
2 Star	02	Guest House	09
3 Star	03	Tourist Bungalows	10
4 Star	04	Dormitory	11
5 Star	05	Youth Hostel	12
Deluxe	06	Dharamsala	13
Heritage Hotel	07		

\_\_\_\_\_

Govt Owned	01
Public Limited Company	02
Private Limited Company	03
Single Owner	04
Charitable Trust	05

--	--



4. Does the hotel belong to a chain/ group YES /NO (Please ✓ and use the following codes)

Yes	01
No	02

5. Year of commencement (example for 1968, post 1968)





6. Please furnish the following.

Type of Accommodation	No. Of Rooms	No. of Beds
Dormitory hall		
Single A/C		
Double A/C		
Suits AC		
Single Non AC		
Double Non AC		
Suits Non AC		

A) Number of Rooms /Beds

b) Facility Available

Type of facility	With A. C		Without A.C	
	Number	Capacity (Specify the unit: sitting / No of persons)	Number	Capacity (Specify unit: sitting / NO of person)
Banquet Hall				
Conference Hall				
Health Club				
Massage Center				
Other specify				

- c) Whether Swimming Pool Facility Available  
(Please ✓ and use the following codes)

Yes	01
No	02

**Collection of Domestic Tourism Statistics For the State of Goa**

7. Average Occupancy Ratio during the month 

--	--	--

8. Employment Statistics

<b>Departments</b>	<b>Number of Permanent employees</b>	<b>Number of casual or temporary employees</b>
Management Team		
Front Office		
F&B (Service)		
F&B (Kitchen)		
House Keeping		
Accounts		
EDP		
Security		
Sales & Marketing		
Purchase & Stores		
Human Resource		
Public Relation		
Engineering		
Telephone		
Health Club		
Laundry		
Other department		
Total		

9. Monthly Revenue



10. Monthly Tax Paid



11. Please generate the following Statistics in respect of tourist Inflow.

S. No,	Type of Tourists (Domestic: 01	Name of the State (in case of domestic tourists) name of the country (in case of foreign tourists) post the relevant state code/ country code as provided in the list	Number of tourists	Bed Night spent

## Collection of Domestic Tourism Statistics For the State of Goa

[illegible]

ANNEXURE-III

Interview No.

## QUESTIONNAIRE FOR TOURISTS

(Respondent is the head of the family in case of family)

(Reference period Month

Month / Code

Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Aug	08	Sep	09	Oct	10	Nov	11	Dec	12

Year: (2005=5)

### PART A: LOCATION PARTICULARS

1. State

(Madhya Pradesh: 01, Chhattisgarh: 02)

2. Name of Tourist place  
(Appear in Annexure)

3. Category

Foreign Tourist	01
Domestic Tourist	02
Domestic Day-visitor	03
Foreign Day visitor	04

4. Place where contacted

Hotel	01	Tourist Spot	02	Other	03
-------	----	--------------	----	-------	----

If other Then Specify.

5. Date of Contact

## PART B: DEMOGRAPHIC PARTICULARS

1. Name:

[illegible]

2. Nationality (For foreigners) (Country codes are provided in Annexure)

[illegible]

Country Code

--	--	--

3. State (For Domestic Tourist)

(List along with the codes appearing Annexure)

[illegible]

State Code

--	--	--

4. Education: (only for the Head of the Group)

No Education	01	
Secondary / Upper Secondary	02	
Higher Education	03	
Technical Education	04	
Professional Education	05	

5. Type of occupation (only for the Head of the Group)

\_\_\_\_\_

Business / Industrialist Trader/ Petty Shopkeeper	
Professional Private Enterprises. Chartered Acct.	
Government Service	
Private Service	
Agriculture	
Student Researcher	
Housewife	
Retired	
Other	

If other then Specify:-

6. Approximate Annual household income Currency\_\_\_\_\_

Income\_\_\_\_\_

## PART C: TRAVEL DETAILS

1. Are you Traveling

Alone	01	Friends	03
With family	02	With family Friends	04

2. Size of Traveling Family

3. Please give the following for the individual members in the Group

S. No	Sex (Male: 01, Female:02)	Age (on last birthday)

4. Is it a package Tour?

YES	01
NO	02

5. Main Purpose of visit:

Leisure recreation holiday	01	Pilgrimage	06
Visiting Friends Relative	02	Education	07
Business and professional	03	Conference	08
Health & treatment	04	Employment	09
Social & Religious function	05	Sports Participating or Witnessing	10

**Collection of Domestic Tourism Statistics For the State of Goa**

If response is 01 then

Cultural activities	01	
Resorts (Beaches Hills Etc)	02	
Wildlife	03	



6. How did you make your travel arrangement? (Multiple responses)

7. Number of night stay

a) Currently Number of night stay

b) Number of Night stay in future

8. Place of Stay

Code/Ticks

a) Type of accommodation

Starred Hotel-

Un Starred Hotel-

Guest House/ rest Houses/Tourist Bungalows

Youth Hostels/ YMCA Etc. –

Dormitory-

Dharamsala.

Friends & relatives-

Day visitors-

Others-

01	
02	
03	
04	
05	
06	
07	
08	
09	



If others then specify-

**PART D: TOUR EXPENDITURE (REFERENCE PERIOD: YESTERDAY/TODAY)**

1. Is it a package tour,

Yes: -

NO: -

It yes then what is the total cost of the package per day (in Rest.)

3. Would you please indicate the details of expenditure incurred by you **yesterday at this place?** (Indicate total expenditure incurred by you and other members of family and friends traveling with you. In case of Day-visitor indicate today's expenditure at the Center. If you have arrived today please write today's expenditure (incurred up to now and expected expenditure till the end of the day)

(Normally we are recording yesterday's expenditure. In exceptional cases when the tourist has arrived today we are asking today's expenditure. Accordingly reference period will differ)

Reference period for the Expenditure.

Yesterday	01	Today	02	
-----------	----	-------	----	--

### A) Accommodation Services

--

#### b) Food and Beverages Serving Services

Services	Amount (Rs.)
Railway Station Bus Stand Train	
Hotels	
Private Guest House	
Tourist Guest House	
Govt. Guest House	
Dharamshala	
Restaurants	
Cafeteria	
Snacks Bars	
Lunch Counters	
Refreshment Stands	
Canteens	
Milk Bars	
Bars & Other Drinking Places	
Others	
Mela. Fair Picnic	

#### c) Transport Equipment Rental (Hired Taxi/Jeep/ Tractor)

--

#### d) Travel agencies and similar (Reference Period: Yesterday / Today)

--

Service	Amount (Rest.)
Travel Agents	
Tour Operators	
Tourist Guides	



## e) Other Recreational And Entertainment Service

Services	Amount (Rest.)
Cinema, Night Clubs, Theatres	
Conferences And Conventions	
Other Amusements	

## Tourism Related Industries

## f) Clothing and Garments

Services	Amount (Rs.)
Clothes (Dhoti, sari, shirt, pajamas, ladies suit, Dupatta, shawl, Lungi ,Towel etc.)	
Readymade Garments	
Knitted Garments sweater Pullover Cardigan, etc	
Bed sheet bed cover blanket pillow quilts Chadar , etc.	
Knitting wool	
Others	

## G) Processed Food-1

Services	Amount (Rs.)
Tea and Coffee	
Cold Beverages And fruit Juice	
Other Beverages	
Biscuits, Salted refreshments, sweets cake pastry	
Pickle, Sauce Jam Jelly etc.	
Other Processed food	

## h)Tobacco products

Services	Amounts (Rest.)
Pan, Supari, Lime Katha	
Bidi Cigarette tobacco	

## I) Alcohol

Services	Amounts (Rs.)
Beer, Toddy, Liquor	
Other Intoxicants	

## J) Durable goods

Services	Amount (Rs.)
Suitcase, trunk hand bag other travel goods	
Spectacles, pen lock umbrella	
Radio, walkman, torch, batteries. Etc	
Camera, cassettes films. Etc	
Photography, Video Cassette	
Sports items And Toys	
Others	

## K) Footwear

Services	Amount (Rs.)
Leather footwear	
Rubber footwear	
Others	

## L) Toiletries

Services	Amount (Rs.)
Toilet soap washing soap washing powder hair oil etc.	
Tooth brush tooth paste tooth powder	
Body talcum powder face cream	
Shaving Blades shaving stick razor shaving cream	
Other toiletries	

## M) Gems and Jewellery

Services	Amount (Rs.)
Gems and jewellery	

## N) Medicines and Health Related Items

Services	Amount (Rs.)
Medicines and Health Related Items	

## O) Printing And Publishing

Services	Amounts (Rs.)
Book, magazine Newspaper Library and other Stationery	

## PART E: -EVALUATION

S NO	Particulars	Excellent 01	Good 02	Satisfactory 03	Poor 04	Yesterday / Today
1	Transport with in the center					
2	Local transport with in the center					
3	Accommodation					

## 4. Accommodation Tariff

High	Reasonable	Cheap
01	02	03

## 5. Food Quality

Very Good	Satisfactory	Poor
01	02	03

## 6. Tourist Attraction at the center

Very interesting	Average	Not interesting
01	02	03

## 7. Entertainment Facility

Excellent	Satisfactory	Poor
01	02	03

## 8. Shopping Facility

Adequate	Inadequate
01	02

## PART F: VISIT TO NORTH EAST REGION LOCATED IN INDIA

The relevant codes appear in the parenthesis by the side of each of the item if new items are there, please write and give additional codes corresponding to each of the new items if any.

1. Which of these north- eastern Indian states are you aware of? READ OUT OPTIONS & TICK (MULTIPLE CODES)

Provisions is made for all the 8 Locations. Post the appropriate location codes in the boxes.

Arunachal pardesh	01		Mizoram	05	
Assam	02		Nagaland	06	
Manipur	03		Tripura	07	
Meghalaya	04		Sikkim	08	

2. Which of these north- eastern Indian State have you visited / READ OUT OPTIONS & TICK (MULTIPLE CODES) Provision is made for 6 locations. If more than 6 draw additional box and post the relevant location code.

Arunachal pardesh	01		Mizoram	05	
Assam	02		Nagaland	06	
Manipur	03		Tripura	07	
Meghalaya	04		Sikkim	08	

3. We want your opinion about the north-eastern Indian states, please tell us whether north-eastern Indian States, READ OUT OPTIONS & TICK (MULTIPLE CODES). Provision is made 3 options. If more than 3 draw additional box and post the relevant option code.

Have great historical significance	01	
Have rich cultural heritage	02	
Have scenic beauty	03	
Are well maintained	04	
Are major tourist attractions	05	
Are famous in India	06	
Are famous in the words	07	
Are worth visiting	08	
Are easily accessible	09	

4. On an overall basis, how satisfied or dissatisfied are you with your visit there?

Very satisfied	05	
Quite satisfied	04	
Not sure	03	
Somewhat dissatisfied	02	
Very Dissatisfied	01	

- a. If somewhat dissatisfied / dissatisfied, give reasons please Tick (✓). The figures in the parenthesis are the codes corresponding to different reasons. Provision is made for 3

regions. If more than 3 draw additional box and post the relevant reason code.

Security Concerned	01	
Restricted moment/ curves on free moment	02	
Accessibility	03	
Knowledgeable guides at reasonable rates	04	
Swindlers	05	
Internal transport at reasonable rates	06	
Accommodation problems	07	
Food Problems	08	
Congestion Crowded	09	
Environment	10	
Toilet Facilities	11	
Discourteous behaviours	12	
Communication	13	
ATM & Credit card facilities	14	
Other	15	

If other than Specify

[illegible]

5. If not visited, give reasons. Provision is made for 3 reasons. If more than 3 draw

Additional box and post the relevant reasons code.

Not aware of these locations	-01	
Budgetary constraints	-02	
Time constraints	-03	
Not interested	-04	
Transport Bottlenecks	-05	
Connectivity	-06	
Security concerns	-07	
Availability of budget package circuits	-08	
Others	-09	

If other than Specify

[illegible]

## PART G: VISIT TO BUDDHIST SITES LOCATED IN INDIA

The relevant codes appear in the parenthesis by the side of each of the item.

1. Which of these Buddhist sites in India are you aware of? Provision is made for 12 locations. If more than 12 draw additional box and post the relevant reasons code.

Post	Post No	Religion	Seasons Code
Areraj	01		
Aurangabad	02		
Bodhgaya	03		
Guneri	04		
Kesaria	05		
Lauria	06		
Nalanda	07		
Rajgir	08		
Vaishali	09		
Vikramsilla	10		
Ajanta & ellora	11		
Kalgaon	12		
Khandiri	13		
Kaushambi	14		
Kushinagar	15		
Nagarjunakonda	16		
Ratnagiri	17		
Sanchi	18		
Saravasti	19		
Sarnath	20		
Udaygiri	21		
Vidhisha	22		
Other	23		

If the Response other than specify

[illegible]

2. Which of these Buddhist sites have you visited? Provision is made for 12 locations. If more than 12 draw additional box and post the relevant reason code.

Areraj	01	
Aurangabad	02	
Bodhgaya	03	
Guner	04	
Kesaria	05	
Lauria	06	
Nalanda	07	
Rajgir	08	
Vaishali	09	
Vikramsilla	10	
Ajanta & ellora	11	
Kalgaon	12	
Khandiri	13	
Kaushambi	14	
Kushinagar	15	
Nagarjunakonda	16	
Ratnagiri	17	
Sanchi	18	
Saravasti	19	
Sarnath	20	
Udaygiri	21	
Vidhisha	22	
Other	23	

If the Responses is than Specify.

[illegible]

3. From where did you get information about these Buddhist places in India? READ OUT OPTIONS & TICK (MULTIPLE CODES), provision is made for 4 sources. If more than 4 draw additional box and post the relevant source code.

Indian embassy in your country	01		Internet	06	
Indian tourism bureau in your country	02		Travel books /Guides Magazines/	07	



			Newspaper		
Indian tourism department in new delhi.	03		Relatives / Friends	08	
Bihar tourism department	04		Other	09	
Travel agents	05				

If the Responses is than Specify.

[illegible]

4. We want Your opinion about the Buddhist Sites. Place tell us whether Buddhist Sites in India\_\_\_\_\_ READ OUT OPTIONS & TICK (MULTIPLE CODES). Provision is made for 9 options. If more than 9, draw additional box and post the relevant option code.

Have great historical significance	01	
Have rich cultural heritage	02	
Have scenic beauty	03	
Are well maintained	04	
Are major tourist attractions	05	
Are famous in india.	06	
Are famous in the world	07	
Are worth visiting	08	
Are easily accessible	09	
Other	10	

If the Response is other than Specify

[illegible]

5. On an overall basis, How satisfied or dissatisfied are you with your visit there?

Very satisfied	05	
Quite Satisfied	04	
Not sure	03	
Somewhat Dissatisfied	02	
Very Dissatisfied	01	

a) If somewhat dissatisfied / dissatisfied give reasons please Tick (✓). The figures in the parenthesis are the codes corresponding to different reasons. Provision is made for 14 options. If more than 14 draw additional box and post the relevant option code.

Security Concerned	01	
Restricted moment/ curves on free moment	02	
Accessibility	03	
Knowledgeable guides at reasonable rates	04	
Swindlers	05	
Internal transport at reasonable rates	06	
Accommodation problems	07	
Food Problems	08	
Congestion Crowded	09	
Environment	10	
Toilet Facilities	11	
Discourteous behaviours	12	
Communication	13	
ATM & Credit card facilities	14	
Other	15	

If the response is other then specify.

[illegible]

6 If not visited, give reasons

Not aware of these locations	-01	
Budgetary constraints	-02	
Time constraints	-03	
Not interested	-04	
Transport Bottlenecks	-05	
Connectivity	-06	
Security concerns	-07	
Availability of budget package circuits	-08	
Others	-09	

If the response is other then specify.

[illegible]

**PART H: EXPENDITURE INCURRED FOR THIS TRIP PRIOR TO ENTERING THIS CENTRE.**

**ONLY EXPENDITURE ATTRIBUTABLE TO THIS TRIP SHOULD BE RECORDED. THE COVERAGE WILL BE: FROM THE STARTING POINT I.e., THE POINT OF ORIGIN (SAY COIMBATORE, MUMBAI, BURDWAN, LUCKNOW ETC.) TO THIS CENTER i.e., THE POINT OF DESTINATION, IN THE CASE OF FOREIGN TOURISTS THE STARTING POINT WILL BE THE POINT WHERE THE FOREIGN TOURISTS HAS SET THE FOOT OF THE INDIAN SOIL.**

a) Accommodation services

(Includes: Hotel, Private Guest House, Tourist Guest House, Dharamshala etc.)

b) Food and Beverages Serving Services.

Includes. Railway Station Bus Stand Train, hotels, Private Guest House, Tourist Guest House, Govt. Guest House, Dharamshala, Restaurants, Cafeteria, Snacks Bars, Lunch Counters, Refreshment Stands, Canteens, Milk Bars, Bars & Other Drinking Places, Mela. Fair Picnic etc.)

C) Transport Equipment Rental /Hired (Taxi / Jeep/ Tractor Etc.)

d) Travel Agencies and similar

(Includes Travel agents, tour operators, Tourist guides)

e) Other recreational and Entertainment services.

(Includes cinema, night clubs, Theatres, Conference and conventions, other amusements)

Tourism Related Industries

f) Clothing And Garments

(Includes Clothes -Dhoti, sari, shirt, pajamas, ladies suit, Pupate, shawl, Lungi, towel Readymade Garments Knitted Garments sweater Pullover Cardigan, Bedsheet bed cover blanket pillow quilts Chadar, Knitting wool Others.

G) Processed Food ( Reference Period: Yesterday / Today).

Services Tea and Coffee Cold Beverages and fruit Juice Other Beverages Biscuits, Salted refreshments, sweets cake pastry Pickle, Sauce Jam Jelly Other Processed food.

**Collection of Domestic Tourism Statistics For the State of Goa**

Yesterday	01	Amount (Rs.)
Today	02	

H) Tobacco products.

(Includes: pan, supari, lime, katha, bidi, cigratte, Tobacco)

I) Alcohol.

(Includes: Beer, Toddy, liquor, other intoxicants)

J) Durable goods

(Includes Suitcase. Trunk, hand bag other travel goods, spectacles, pen, lock, umbrella, radio walkman torch, batteries etc. camera cassettes films etc, photography video cassette sports items and toys, others.)

K) Footwear

(Includes: leather footwear, rubber footwear, others)

L) Toiletries

(Includes: toilet soap, washing soap, washing powder, hair oil etc toothbrush. Tooth paste, tooth powder, body talcum, powder face cream shaving blades, shaving stick shaving cream other toiletries.

M) Gem and jewellery

(includes Gem and Jewellery)

n) Medicines and Health related Items( Reference period: Yesterday/ Today)

Includes: Medicines and Health Related items)

O) Printing and publishing (Reference period: Yesterday/ today)

(Includes: Book, Magazine, Newspaper, Library and Other Stationery)

P) Passenger Transport services (References Period. During the month)

(Includes Railways passenger transport by bus services passenger transport by other motor vehicles, own transport-two wheeler, own transport-auto rickshaw/car/jeep/bus/tractor, others. Passenger or freight transport via hackney carriage bullock carts ekkas etc. transport by animals Transport by man including rickshaw and cart pullers pushcart operators, palki bearers doli carriages, etc, own transport animal driven transport own transport-Rickshaw, ship/boat, air )

### PART I: SUGGESTIONS

lease give your suggestions for improvement of tourist services at the center

Name of the supervisor  
investigator  
Signature  
Date

Name of the  
  
Signature  
Date

\_\_\_\_\_

Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Aug	08	Sep	09	Oct	10	Nov	11	Dec	12

\_\_\_\_\_

\_\_\_\_\_

[illegible]

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--	--	--	--

Department	Number of Permanent Employees	Number of Casual or Temporary employees
Management		
Kitchen		
Service		
Accounts		
Purchase		
Store		
Security		
Maintenance		
Delivery		
Total		

Collection of Domestic Tourism Statistics For the State of Goa

6. Monthly Earnings

--

7. Taxes Paid

--

8. Percentage of Earning from Tourist

--

Name & Signature of Investigator

Place of Contract

--

Name & signature Of Supervisor

Date of Contract

--	--	--	--	--	--	--	--

## ANNEXURE-V

## QUESTIONNAIRE FOR ESTABLISHMENTS: TOUR & TRAVEL AGENTS / TOURIST CAR OPERATOR

## 1. Reference Period

Month

\_\_\_\_\_

Month/ Code

Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Aug	08	Sep	09	Oct	10	Nov	11	Dec	12

Year (code-2005-05)


2. Center (use the codes given in the list)

3. Name of Establishment

[illegible]

4. Year of Start (for example if 1970 post 1970)

--	--	--	--

5. Now please tell us about the number of casual or temporary employees are there in

### ASK FOR EACH DEPT.?

Department	Number of Permanent Employees	Number of Casual or Temporary employees
Administration		
Ticketing		
Foreign Exchange		
Accounts		
Tours		
Sales and Marketing		
Total		

## 6. Monthly Earnings

\_\_\_\_\_

## 7. Taxes Paid

### 8. Percentage of Earning from Tourist

Name & Signature of Investigator

### Place of Contract


\_\_\_\_\_

Name &amp; signature Of Supervisor

Date of Contract

--	--	--	--	--	--	--	--

## ANNEXURE-VI

## QUESTIONNAIRE FOR ESTABLISHMENTS: SOUVENIR/ HANDICRAFT SHOPS

## 1. Reference Period

Month

\_\_\_\_\_

Month/ Code

Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Aug	08	Sep	09	Oct	10	Nov	11	Dec	12

Year (code-2005-05)

\_\_\_\_\_

2. Center (use the codes given in the list)

\_\_\_\_\_

3. Name of Establishment

[illegible]

4. Year of Start ( for example if 1970 post 1970)

--	--	--	--

## 5. Persons Employed (in 2005)

Regular				
Casual/ temporary				

## 6. Monthly Earnings

\_\_\_\_\_

## 7. Taxes Paid

\_\_\_\_\_

### 8. Percentage of Earning from Tourist

\_\_\_\_\_

Name &amp; Signature of Investigator

### Place of Contract

\_\_\_\_\_

Name & signature Of Supervisor

Date of Contract

--	--	--	--	--	--	--	--



## ANNEXURE VII

## LISTING PERFORMA

Reference Period

Month

\_\_\_\_\_

Month/. Code

Jan	01	Feb	02	Mar	03	Apr	04	May	05	June	06
July	07	Augu	08	Sep	09	Oct	10	Nov	11	Dec	12

Year

--	--	--	--

Name of the Center

[illegible]

Code

Code	
------	--

(use the codes given in the list)

State

[illegible]

Code

Code	
------	--

[illegible]

**ANNEXURE-VIII**

**SUMMARY LIST OF ACCOMMODATION UNITS TRAVEL AGENTS  
& TOUR OPERATORS**

Sl . No	Types	Number of units
	<b>HOTELS</b>	
1	5 STAR DELUXE	10
2	5 STAR	2
3	4 STAR	2
4	3 STAR	14
5	2 STAR	27
6	1 STAR	19
7	List of D Grade Accommodation Units	2150
8	List of Paying Guest Houses	1473
	<b>TRAVEL AGENTS &amp; TOUR OPERATORS</b>	
1	Travel Agents	251
2	Tour operators	97

## ANNEXURE – IX

List of Accommodation Units Surveyed - Goa

S.No.	Name of the Accommodation Unit	Address 1	Address 2	City	Pincode	Phone	Accommodation Type	Ownership
1	LA BAMBA	UMTA VADDO	CALANGUTE BEACH	CALANGUTE	0	8322276108	9	4
2	HOTEL CAPS CORNER	COBRA WADO	BAGA ROAD	CALANGUTE	403516	832-2276533	9	4
3	PALM SHADE	SINQUERIM BARDEZ		BARDEZ	0	0832-	9	6
4	KAMAT GUEST HOUSE	NEAR BUS STAND	SINQUERIM	BARDEZ	403519	2479063	9	4
5	NAKITA RESORT	NAKITA RESORT	UMTAWADDO	CALANGUTE	403516	0832-2497369	8	3
6	AN-VIN GUEST HOUSE	UMTA VADDO	BARDEZ	CALANGUTE	0	2497764	9	4
7	GOA TOURISM DEVELOPMENT CORPORATION LTD	TRIONORA APARTMENTS	DR ALVARES COSTA ROAD	PANAJI	403001	2226515	8	1
8	OM SHIV NANDI	HOUSE NO 799/1	ST ANTHONY PRAIS ANJUANA BEACH		0	2274773	9	4
9	PRABHU SMARAN REST HOUSE	NO 294 BHATTWADI	MAYEM LAKE	BICHOLIM	0	2361222	9	4
10	GREEN PARK HOTEL	BY PASS JUNCTION		GUIRIM	403507	2252697	8	6
11	ANGELO'S INN	UMTA VADDO NEAR TORIST HOTEL	CALANGUTE BEACH		403516	2282505	8	4
12	BLUE MARINE BEACH RESORT	UMTA VADDO		CALANGUTE	403516	2276432	8	4
13	SAI PRASAD	ANJUANA BEACH		BARDEZ	0	5611873	9	4
14	HOTEL RAJDHANI	DR ATMARAM BORKAR ROAD		PANAJI	403001	2225362	8	3
15	SAFARI HOTEL	OPP MUNICIPAL GARDEN		PANJIM	0		9	4
16	BEACH RESORT BAR & RESTAURANT	ANJUANA BEACH	NEAR ST ANTHONY CHAPEL	BARDEZ	0	832-2273326	9	4

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17	OMIKAR GUEST HOUSE	NEAR ST ANTHONY CHURCH	ANJUNA BEACH		403509	0832-2274323/	9	4
18	RED CABINN	H NO 693/1	DE MELLO VADDO	ANJUNA BARDEZ	403509		9	4
19	ROYAL RESORT	VAGATOR BARDEZ			0		8	3
20	BETHANY INN	538/6 VAGATOR			403509		9	4
21	BOON'S ARK	5 37/3	ANJUNA VAGATOR	BARDEZ	0	0832-2274045	9	4
22	SEA VIEW APARTMENT	MENDONCA VADO	VAGATOR	BARDEZ	0		8	4
23	RAINBOW COTTAGES	PALOLEM BEACH		CANACONA	0	9823881600	9	6
	GOA TOURISM DEVELOPMEN		DR ALVARES COSTA ROAD					
24	CORPORATION LTD	TRIONORA APARTMENT		PANAJI	403001	2226515	8	1
25	DALMIA RESORT	CAVELOSSIM BEACH	SALCETE		0	287118182	3	3
26	DENA COTTAGES	PALOLEM			0	2643449	9	4
27	VALENTINE'S RETREAT	SEQUEIRA VADDO	CANDOLIM	BARDEZ	403515	0832-2479828	2	4
28	MAGNUM RESORT	NEAR CANDOLIM		BARDEZ	403515	2277970	2	6
29	PAZERS RESORTS	BEYOND RERUC BRIDGE		CANDOLIN	0	2479064	2	4
30	SIRSAT LODGE LODGING HOUSE	2ND FLOOR RAMCHANDRA BLDG		MAPUSA	0	2262419	9	3
31	POPEYE'S GUEST HOUSE	UMTA VADDO		CALANGUTE	403516		9	4
32	HOTEL EMBASSY SUITES	UMTA VADDO		CALANGUTE	0	2282039	8	4
33	LUI BEACH RESORT	CANDOLIM DANDO		BARDEZ	0	2479581	8	4
34	ALDEIA SANTA RITA	AQUADA SINQUERIM		BARDEZ	403515	2479868	3	4
35	SUMMER VILLE BEACH RESORT	DANDO CANDOLIM		GOA	0	2479075	3	3
36	CALANGUTE BEACH RESORTS	UMTA VADDO		GOA	0		8	4
37	CASINO MOTELS	ALTO PORVORIM		BARDEZ	0		8	4
38	AMRUT TOURIST HOME	CASAMARIANA	H NO 782 ALTO BETIM	BARDEZ	0		13	4
39	HOTEL DEVDEEP	NH-17	AITO PORUORIM	BARDEZ	403521	2412476	8	4
40	MONTANA GUEST HOUSE	MRS MARY PEREIRA	H NO 76 SINQUERIM	BARDEZ	0	2479277	9	4

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41	AURITA GUEST HOUSE	FORT AQUADA RD		CANDOLIM	0		9	4
42	THE MAJESTIC	PORVORIM		BARDEZ	403521	2410378	5	3
43	FORT AGUADA BEACH RESORT	SINQUERIM		BARDEZ	403519	5645858	5	2
44	HOTEL SHIRODKARS	OPP CHODANKAR HOSPITAL	NEAR RUCHIRA BAR & RESTAU		403521	9326112408	9	4
45	SHREE SAI KRUPA		BETIM	PANJIM	0		11	4
46	HOLIDAY VILLAGE	VOLANT BETIM		BARDEZ	0	2412903	11	4
47	SILLA GOA RESORT	UMTA WADDO	CALANGUTE	BARDEZ	403516	0832-2276011	3	4
48	L AMOUR	H NO 496/1	MOHEN WADDO NEAR STERLING RESORT	BARDEZ	0	9822496759	9	4
49	SUNITA GUEST HOUSE	H NO 537 (1)	SMALL VAGATOR	BARDEZ	0		9	4
50	SATELLITE GUEST HOUSE	HOUSE NO 586 (1)	SMALL VAGATOR	BARDEZ	403509		9	4
51	MOON DANCE	SMALL VAGATOR		BARDEZ	0		9	4
52	SUN SET GUEST HOUSE	GAUKAR WADO		ANJUNA	0		9	4
53	KAMLA GUEST HOUSE	ANTHONY PARAIS		ANJUNA	0		9	4
54	POONAM GUEST HOUSE	ANJUNA BEACH		BARDEZ	0	2273247	9	4
55	HOTEL SAGAR & SAGAR TOURIST HOME	TEEN BUILDING	ALTO PORVORIM	PANAJI	403521	2413857	8	4
56	ANUP HOLIDAY HOMES	UMTA VADDO		CALANGUTE	403516	2281095	8	4
57	ACANOA HOTEL		CALANGUTE BEACH	CALANGUTE	0		9	4
58	PER AVEL BEACH HOLIDAY HOME	DANDO	CANDOLIM BEACH	BARDEZ	0	2479074	9	4
59	LUDOVICI TOURIST HOME	DANDO CANDOLIM		BARDEZ	0		9	4
60	PARADISE VIEW	OPP TAJ HOLIDAY VILLAGE	SINQUERIM	BARDEZ	0		9	4
61	SEA PRIENCES	ANJUNA		BARDEZ	0	9822196768	9	4
62	GARDEN & VIEW	MUNICIPAL GARDEN		PANJIM	0		8	4
63	MARFRAN GUEST HOUSE	H NO 84A	SINQUERIM		0		9	4
64	TOURIST BAR & REST	JAYAVANT KALANGUTKAR		BICHOLIM	0		9	4

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65	HOTEL SHREKAMAL LAKE RESORT	MAYEM LAKE BICHOLIM	MANGUIKISH	KOLMULE	0		8	6
66	MAYEM LAKE VIEW	SUNITA H PRABHU BICHOLIM			0		9	1
67	KOTESHWAR RESIDENCY	NILKANTH P MARATHE		BICHOLIM	0		9	4
68	HOTEL SAI PASAD REST & LODGING	BICHOLIM		KANEKAR	0		9	6
69	SHREE RAKSHA GUEST HOUSE	PANDURANG S SHETYE		BICHOLIM	0		9	4
70	HOTEL EMBASSEY	RUJA EMIDIO GARCIA		PANJIM	0		8	4
71	HOTEL PETE S HIDEAWAY	13/417 OPP GOA	MARRIOTT, MIRAMAR	PANAJI	0		9	4
72	PANAJI GUEST HOUSE	NEAR MAYFAIR HOTEL	SWAMI VIVEKANAND ROAD		0		9	4
73	HOTEL MANOSHANTI	BEHIND EDC HOUSE	DR DADA VAIDYA RD	PANAJI	0		4	6
74	HOTEL BELO HORIZANTE	NEAR BANK OF INDIA MIRA MAR		PANJIM	0		1	4
75	DELMON HOTEL	CAETANO DE ALBUQUERQUE ROAD		PANJIM	0		2	3
76	GOA MARRIOTT RESORT	POST BOX NO 64	MIRAMAR	PANAJI	403001	91-832-2463333	5	4
77	LA PIAZZA HOLIDAY HOMES	CHAPORA NEAR SIDDHESHWAR TEMPLE		BARDEZ	0		9	4
78	MARVA HOTEL	M G ROAD		PANAJI	0		8	6
79	YOUTH HOSTEL	MIRAMAR		PANAJI	0		12	1
80	HOTEL SOLMAR	MIRAMAR BEACH		PANAJI	0		2	4
81	MIRAMAR RESIDENCY	MIRAMAR		PANAJI	0		8	1
82	HOTEL FIDALGO	18 JUNE ROAD		PANAJI	0		4	3
83	ROSE BUDS COTTAGES & COCO HUTS	PALOLEM BEACH		CANACONA	0	9822454114	9	4
84	THE KARMA PLAZA HOTEL				0		8	4
85	HOTEL MIR PALACE BEACH RESORT	UMTAVADDO, OPP FOOTBALL GROUND	CALANGUTE	BARDEZ	0	0832 2282066	9	4

86	GOAN HOLIDAY RESORT	UMTA WADDO	BAGA ROAD	CALANGUTE	0	0832 227573	6	2
87	JONNIT EGEUST HOUSE			BAGA	0	0832 2277166	9	4
88	SUNSHINE PARK RESORT	CANDOLIM BEHIND	VICTOR EXOTICA		0	0832 3953796	8	6
89	CELJOALES HOUSE			CALANGUTE	0	9890372953	9	4
90	WHISPERING PALMS BEACH RESORT	SINQUERIM	CANDOLIM		0	0832 2479140	3	4
91	FERNADO COTTAGES		CANACONA	GOA	0		9	4
92	TONY COTTAGES	PALOLEM BEACH		CANACONA	0	0832 2643436	9	4
93	BLUE NILE COTTAGES	PALOLEM BEACH		CANACONA	0	2643984	9	6
94	PATNEM BEACH RESORT	PATNEM BEACH		CANOCONA	0	9823478565	4	4
95	PEROLA DO MAR	OPP PRIMARY HEALTH CENTRE	CANDOLIM	BARDEZ	403516	5613106	8	3
96	RESORT DE PALOLEM	PALOLEM BEACH		CANACONA	0	9822059215	9	4
97	MARTHA'S GUEST HOUSE			CANACONA	0		9	4
98	MARY'S COTTAGES			CANACONA	0		9	4
99	MOLLY COTTAGES			CANACONA	0		9	4
100	PREMIER CABANA COTTAGES & CO CO HUTS		PALOLEM BEACH	CANACONA	0		9	4
101	MAJESTIC INN	COBRA VADDO	BAGA ROAD	CALANGUTE	0	2284060	9	4
102	CALANGUTE RESIDENCY			CALANGUTE	0	0832 2276009	11	1
103	SANTIAGO THE 3 STAR HOTEL	COBRAWADDO	CALANGUTE	BARDEZ	403516	0832 2276564	3	2
104	HOTEL PAREES BLOSSOM	COBRA VADDO	BAGA ROAD	CALANGUTE	403516	2276216	3	4
105	RUFFLES BEACH RESORT	FORT AGUADA ROAD	CANDOLIM	BARDEZ	0	832 5641039	8	4
106	ANGELINA BEACH RESORT	NEAR TITO'S SAUNT VADDO	BAGA BEACH	BARDEZ	403516	2279145	4	2
107	ZINHO BEACH RESORT	H NO 7/3 SAUNTA VADDO	BAGA BEACH, CALANGUTE	BARDEZ	0	9890045728	9	4
108	MAGNUM RESORTS	NEAR HEALTH CENTRE	CANDOLIM	BARDEZ	403515	0832	2	6

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131	SEVERA RESIDENCY & RESTAURANT	NR TIRIM RAILWAY STATION		SIRSAIM	0	9822584978	9	4
132	GLORIA ANNE BEACH HEAVEN	SODDER'S GLORIA ANN BEACH	BAMON WADDO CANDOLIM	BARDEZ	0	2479315	3	4
133	PER AVEL	DANDO CANDOLIM		BARDEZ	403516	2479074	8	4
134	MELADIOUS WAVES BEACH	DANDO CANDOLIM		BARDEZ	403515	2417421	9	4
135	HOTEL SEA VIEW COTTAGES	BAGA BEACH		BARDEZ	0	2276371	14	6
136	HOTEL SORELLIS	OPP CALANGUTE RESIDENCY			403516	2279382	8	4
137	FALCON RESORT	CALANGUTE		BARDEZ	0		8	4
138	LOGAN'S INN	GAURA VADDO	CALANGUTE	BARDEZ	403516	9860279299	9	4
139	ARABIAN RETREAT	GAURA VADDO	CALANGUTE	BARDEZ	403516	2279053	8	3
140	SILENT RESORTS	SILENT RESORTS	S/1 PORBA VADDO CALANGUTE	BARDEZ	403516	3093307	2	3
141	VICTOR EXOTICA			CANDOLIM	403515	2479515	3	4
142	HOTEL BONANZA	COBRAWADDO	CALANGUTE	BARDEZ	0	2276010	9	4
143	DELA'S CASA SUHAIL	SAUNTA VADDO CALANGUTE - BAGA ROAD	BEHIND GOVT PRIMARY SCHOOL	BARDEZ	0	277121	9	4
144	HOTEL HACIENDA	CALANGUTE SAUNTA VADDO	BAGA BEACH ROAD	BARDEZ	0	2277348	8	4
145	HOTEL LINDA	BAGA ROAD		CALANGUTE	403516	2276066	8	4
146	HOTEL MC CLAIRE	7/23-B SAUNTA VADDO	BAGA ROAD CALANGUTE	BARDEZ	0	2281037	9	4
147	CABRALS ROOMS	SONESTAWADDO	ANJUNA	BARDEZ	0	9890158404	9	4
148	ALBAZ GUEST ROOMS	ANJUNA SONESTWADDO		BARDEZ	0	9860111737	9	4
149	SALMERIN GUEST HOUSE	ARPORA		BARDEZ	0	9822144505	9	4
150	SANTA MARIA RESORTS	ANJUNA SOHES TAWADDO			0		8	4

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151	JOHNNY ROOMS	ANJUNA SONE STAWADDO		BARDEZ	0	2272202	9	4
152	BEACH CLASSIC	SODDER'S BEACH CLASSIC	XIMER CANDOLIM	BARDEZ	0	2279169	8	3
153	CARLOSE ROOMS	ANJUNA BAGA	SONESTA WADDO	BARDEZ	0	9890187180	9	4
154	NIZMAR RESORT	NAIKAWADDO	CALANGUTE	BARDEZ	403516	2275909	3	3
155	ALOR HOLIDAY RESORT	PORIAT	NAIKA VADDO	CALANGUTE	403516	2277214	2	3
156	SANTA MONICA	PORIAT	TIVAIVADDO	CALANGUTE	0	2275656	2	4
157	EMPIRE BEACH RESORT	LANE FROM ST ANTHONY'S CHAPEL	GAURA WADDO	CALANGUTE	403516	2276586	8	3
158	PENINSULA BEACH RESORT	HOLIDAY STREET GAURA VADDO	CALANGUTE	BARDEZ	403516		8	3
159	ONDAS DO MAR RESORT	HOLIDAY STREET GAURAVADDO	CALANAGUTE	BARDEZ	403516	2275430	8	3
160	HOTEL GOAN HERITAGE	GAURA VADDO	CALANGUTE	BARDEZ	403516	2276761	3	2
161	GABRIEL GUEST HOUSE AND GOAN RESTAURANT	OPP ICE FACTORY	GAURA VADDO	CALANGUTE	0	2279486	9	4
162	COELHO HOUSE	OPP TARCAR ICE FACTORY	GAURA VADO	CALANGUTE	403516	9890213607	9	4
163	RESORT RITCHITA	HOUSE NO 267/A	B GAURAWADDO	CALANGUTE	403516	5566306	8	4
164	HOTEL ASTORIA	ASSAGAO MAPUSA		BARDEZ	403503		8	4
165	CRESSIDA BEACH CAFE	PALOLEM CANACONA			0	2643958	9	4
166	BIG DADDY'S INN	531-B VADDY	CANDOLIM	BARDEZ	0		3	3
167	CAFE DEL MAR	PALOLEM BEACH		CANACONA	0		10	6
168	CONCHA RESORT	MORFERNS ENTERPRISES		COLVA	0	2788705	0	4
169	GOA TOURISM	BEHIND KESARVAL			0		8	4
170	HOEL SUHAS			MAPUSA	0	2262700	8	4
171	CARINA BEACH RESORT	TAMBDIMATI BENAULIN			0	2770413	8	6
172	HOEL GAURAV LODGING	ST PETER BLDG	MAPUSA CLINIC	MAPUSA	0	2251322	8	3
173	GOA TOURISM DEVELOPMENT	TRIONORA APARTMENTS	GENERAL COSTA ALARES ROAD	PANAJI	0		9	1



198	SEAGULL RESORT	POST BETUL		SALCETE	0	2774865	9	4
199	ALISON RIVER SAL HOTEL			BETUL	0		9	4
200	HOTEL MANDARIN	NEAR CINE ALANKAR		MAPUSA	0	2262579	8	4
201	GOA WOODLANDS HOTEL	MIGUEL LOYOLAFURTADO ROAD	OPP CITY BUS STAND	MARGAO	0	2715521	1	3
202	THE SINCRO HOTEL	FATORDA		MARGAO	0	2741408	1	3
203	HOTEL SAAJ			MARGAO	0	2754611	9	4
204	RED ROAD HOTEL	OPP KTC BUS STAND MADEL GRANDE		MARGAO	0	2736668	8	4
205	HOTEL DIVINE	NER FATORDA STATION DON	BOSCOD FATORDA		0		8	6
206	ROYAL HOTEL	GANDHI MARKET		MARGAO	0	732359	8	4
207	SUNAINA HOTEL	FATORDA		MARGAO	0	2741135	8	4
208	HOTEL ANAPURNA	NEAR RAILWAY STATION		MARGAO	0	2863978	9	6
209	CALLAS LODGING & BOARDING	OLD STATION RD		MARGAO	0	9823254382	9	4
210	GOA GUEST HOUSE	NEAR RAILWAY STATION		2734406	0		8	4
211	LESLIE GUEST HOUSE STATION			MARGAO	0	9850473534	9	4
212	HOTEL ANUPAM			MARGAO	0	2736470	8	4
213	HOTEL POONAM	OLD STATION		MARGAO	0	2731642	9	4
214	HOTEL GOA LAND	PO BOX 213	NEAR M GANDHI MARKET	MARGAO	403601	733265	8	6
215	HOTEL RUKRISH	NEAR MUNICIPAL GARDEN		MARGAO	0	2715046	8	4
216	HOTEL HILL VIEW AQUEM	ALTO MARGAO		MARGAO	0		8	6
217	HOTEL GAO PRIDE LODGING & BOARDING			FATORDA	0	2741678	9	4
218	HOTEL RAVIRAJ LODGING & BOARDING	JUST 1/2 KM FROM KONKAN RAILWAY STATION	QUEPEM-KARWAR RD NR RAILWAY GATE	MARGAO	0	2713915	8	6
219	ANMOL LODGING &			MARGAO	0	2756403	9	4



242	VISTA DE COLVA	CONDOMINIUM PVT LTD	WARD 4	COLVA	403708		8	3
243	SKAYLARK RESORT	COLVA BEACH		SALCETE	403708	2288052	8	3
244	RODSON COTTAGE			COLVA	0	780108	9	3
245	COLVA RESIDENCY				0		8	1
246	BOLLYWOOD SEA QUEEN BEACH RESORT	COLVA BEACH		SALCETE	403708	2789040	4	3
247	OCEANIQUE RESORT	BEACH ROAD	4TH WARD	COLVA	403708	2789831	3	3
248	GRACIANO COTTAGES	4TH WARD COVLA BEACH	COLVA SALCETE	COLVA	403708	2788787	8	6
249	HOTEL SEA COIN	COLVA BEACH		MARGAO	403708		2	3
250	VINCY BEACH RESORT	COLVA BEACH		SALCETE	0	2788087	8	3
251	VAILANKANNI COTTAGES & APARTMENTS	4TH WARD	COLVA BEACH	SALCETTE	0	2788584	9	4
252	COLVA HOLIDAY HOME	BEHIND MEETING POINT		COLVA	0		9	4
253	THE WEST ZONE BEACH RESORT	BEACH ROAD	COLVA	SALCETTE	403708	2780868	8	3
254	AMIGO PLAZA	4TH WARD	COLVA BEACH	SALCETE	403708	2789285	8	4
255	SAM'S RESTAURANT BAR & COTTAGES	COLVA BEACH 3RD WARD	SALCETE		0	788753	9	4
256	NAVIN'S INN	290/3 WARD III		COLVA	0	2788550	9	4
257	COLVA BEACH RESORT	COLVA		SALCETE	0	2788131	8	4
258	ELITE LODGE	31ST JANUARY ROAD		PANAJI	0	2422093	9	4
259	ORAVIS GUEST HOUSE	31ST JANUARY ROAD		PANJIM	0		9	4
260	GOA TOURISM DEVELOPMENT CORPORATION LTD	TRIONORA APARTMENTS ROAD	DR ALVARES COSTA ROAD	PANJIM	403001	2226515	8	2
261	COMFORT GUEST HOUSE	31ST JANUARY ROAD		PANAJI	0	5642250	9	3
262	HOTEL BARETON PANJIM				0		9	4
263	MIRA HOTEL	UMTAVADDO	CALANGUTE BEACH	CALANGUTE	0	2276425	8	6
264	UDIPI LODGING & BOARDING	NEAR G P O		PANJIM	403001	2228047	9	4
265	SILLA GOA RESORT	UMTA WADDO	CALANGUTE	BARDEZ	403516	2276437	3	3



287	HOTEL GUIMAKA			PANJIM	0		8	4
288	SAMRAT LODGE & RESTAURANT	NEAR ASHOK THEATRE		PANAJI	0	2227895	9	4
289	HOTEL BELA GOA	MIRAMAR PANAJI		PANAJI	0		9	4
290	SUN HEADS HOTEL & RESTAURANT	BEHIND ESPERENCA CLINIC	ST MARY'S COLONY MIRAMAR	PANJIM	403001	2463767	9	4
291	HOTEL BELO HORIZANTE	NEAR BANK OF INDIA	MIRAMAR	PANJIM	403001	2465428	9	4
292	HOTEL PETES HIDEAWAY	13/417 YOUTH HOSTEL AVN	MIRAMAR	PANJIM	403001	2463144	9	4
293	GOA TOURISM DEVELOPMENT CORPORATION LTD		DR ALVARES COSTA ROAD	PANAJI	403001	2226728	8	2
294	RIOMAR BEACH RESORT	TRIONORA APARTMENTS	MIRAMAR	PANAJI	403001		8	4
295	HOTEL NEPTUNE DELUXE	DAYANAND B MARG		PANJIM	0		8	3
296	NEW GUJRAT LODGE	OPPOSITE NEW MARKET		PANAJI	0	2223767	9	4
297	MANSION GUEST HOUSE	NEW MUNICIPAL MARKET		PANAJI	0	2223767	9	4
298	HOTEL REPUBLICA	M G ROAD NEAR GEETA BAKERY		PANJIM	403001	2220078	9	4
299	FRANK'S INN	18TH JUNE ROAD	FRANK CHAMBERS 2ND FLOOR	PANAJI	0	224630	9	3
300	HOTEL DELMON	BEHIND SHER-E-PUNJAB		PANAJI	0	2226716	9	3
301	HOTEL SUCEGADO	CAETANO DE		PANJIM	403001	2420075	2	3
302	HOTEL ARCADIA	ALBUQUERQUEM ROAD		PANAJI	0	2426081	8	4
303	HOTEL TRIMURTI	BEHIND MUNICIPAL MARKET		PANAJI	403001	2220140	9	4
304	HOTEL PARK PLAZA	M G ROAD	NEAR ASHOK SAMIRAT THEATRES	PANAJI	403001	2221441	9	4
305	HOTEL VENUS	E-219 M G ROAD		PANJIM	403001		2	3
306	HOTEL RAVERA	AZAD MAIDAN		PANAJI	0	2228561	9	4
307	HOTEL SONA			PANJIM	0		9	4
		NEAR PATTO	RUA DE OUREM	PANAJI	0		8	4



308	HOTEL RAJDHANI			PANJIM	0	2225363	8	3
309	HOTEL LA GRANDE	VAGLE VISION	18TH JUNE ROAD	PANAJI	0	2225453	9	3
310	HOTEL MADHAVASHRAM ROOMS & RESTAURANT	M G ROAD		PANAJI	0	2224823	8	3
311	A POUSADA GUEST HOUSE	LUIS DE HENESES ROAD			0	2422618	9	4
312	AMBIKA HOTEL	NEAR CHURCH SQUARE		PANAJI	403001	2435549	9	4
313	HOTEL CHECK IN	18TH JUNE ROAD		PANJIM	403001	2228477	8	4
314	KENI'S HOTEL	18TH JUNE ROAD		PANAJI	403001		8	3
315	HOTEL MANVIN'S	OPP MUNICIPAL GARDEN		PANJIM	0		8	4
316	SAFARI LODGE	OPP MUNICIPAL GARDEN		PANJIM	403001		9	4
317	GARDEN VIEW HOTEL	OPP MUNICIPAL GARDEN		PANAJI	0	2227844	8	4
318	VINCENT RESIDENCY	FACILITY HOSPITALITY		PANJIM	0	2223928	9	4
319	MATRUCHHAYA LODGE	OPP MUNICIPAL GARDEN	NEAR HINDU PHARMACY	PANAJI	0	2224889	9	4
320	DELUXE LODGE			PANJIM	0	3090573	9	4
321	HOTEL SEA CASTEL	ELNLISH HOUSE VILLA XANADU		PORVORIM GOA	0		8	4
322	LILA GUEST HOUSE	DONA PAULA	NEAR SAGAR DARSHAN	DONA PAULA	0		9	4
323	JUST 4U	BAYWATCH 3	JETTY ROAD	PANAJI	0	2456545	9	4
324	HOTEL INDIRA NIWAS	NEXT TO TRONORA APTS	NEAR MUNICIPAL MARKET	PANAJI	403001		9	6
325	HOTEL SAMRAT	NAIK HOTEL DR DADA VAIDYA ROAD		PANAJI	0		8	3
326	HOTEL SOLMAR	MIRAMAR BEACH		PANJIM	403001	2464121	0	0
327	HOTEL ASHOK PLAZA	SAMRAT ASHOK THEATRE COMPLEX	18TH JUNE ROAD	PANJIM	403001	2427875	8	4
328	PANAJI GUEST HOUSE	NEAR OLD PASSPORT OFFICE	SWAMI VIVEKANAND ROAD	PANAJI	0		9	4
329	HOTEL VIRASHREE	OPP MAHALAXMI TEMPLE	DR DADA VAIDYA RD	PANAJI	0	2225318	8	4
330	HOTEL MANOSHANTI	BEHIND E D C HOUSE	DR DADA VAIDYA RD	PANAJI	403001	2224824	8	6

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331	MAYFAIR HOTEL	DR DADA VAIDYA RD	NEAR MAHALAXMI TEMPLE	PANJIM	403001	2223317	8	4
332	HOTEL SUMMIT	MENEZES BRAGANZA ROAD		PANAJI	403001	2426734	8	4
333	BLUE LAGOON COTTAGES			CANOCONA	0		9	4
334	SUNSET BEACH RESORT	FORT AGUADA ROAD	CANDOLIM	BARDEZ	0	2479220	2	6
335	BEIRA MAR ALFRAN RESORTS	BAGA ROAD 'SAUNTA WADDO	CALANGUTE	BARDEZ	0	276246	2	4
336	CLEOPATRA RESORT	PALOLEM BEACH		CANACONA	0	2645906	9	4
337	BEL STEVE REBELLO COCO HUTS	BEHIND PALOLEM YOUTH CLUB	PALOLEM BEACH	CANACONA	0	2643394	9	4
338	ROSE BUDS	PALOLEM BEACH		CANACONA	0	9422454114	9	4
339	WAVES BAR & RESTAURANT COTTAGES & COCO HUTS	PALOLEM BEACH		CANACONA	0	9822150036	9	4
340	CAFE DEL MAR BEACH BUNGALOWS & COCO HUTS	PALOLEM BEACH			0		10	6
341	JOVE COTTAGES	PALOLEM BEACH		CANACONA	0	2646612	9	4
342	ANUP HOLIDAY HOMES	UMTAWADDO	CALANGUTE	BARDEZ	403516		9	4

## **Feedback on Methodological and Operational Issues**

### **Selection of Locations for Survey**

The survey of tourism in Goa is essentially an identification of tourists coming to Goa and the places of accommodation while they stay on the mission of tourism. While conducting the survey, it is assumed that;

- ❖ Goa has several spots like beaches, temples and sanctuaries which are extraordinary attractive to the local and foreign people.
- ❖ A large number of tourists are attracted to have a glance of beautiful places of Goa.
- ❖ The tourists, by and large, stay in the accommodation units located in the center.

The volume of tourists visiting Goa has been estimated from the information gathered through the accommodation units which are available in the important tourists centers through many of them stay away from the central places. The secondary sources have been tapped for the accommodation units away from the central locations. It would be appropriate if an independent survey were conducted for those accommodation units which are in the periphery of central places. In order to estimate tourists visiting Goa for personal and professional reasons, a separate survey would be useful.

### **Correspondence of Data**

There would be two sets of data on tourists in Goa; one, staying in the accommodation units and two, estimated tourist survey. There is a need to check them as to how far correspond to each other. This can be done by selecting a defined number of tourists from the accommodation units. This would help the survey team to ensure whether the samples taken are genuinely representative of the actual number of foreign and domestic tourists.

Our survey design must be prepared in a manner so that proportion between tourists staying in central accommodation units and tourists staying in peripheral centers becomes apparent.

### **Selecting the Survey Day**

A particular day was randomly chosen for surveying the tourist centers. It is a common experience that on religious festival days the number of visitors swell very heavily. There are, thus, three types of tourists flow in Goa; very heavy, very slack and normal. All three periods covered in the survey with proper care that no location is unattended by the survey team.

### **Establishment Survey**

No need was considered to elicit quantitative information from the survey of establishment. In the tourists survey schedule itself provision was made for the purchases, travel plan etc of the tourists. Establishment survey could be opinion based stressing the impact of tourism on the business of Goa in general taking into account the busy, slack and normal periods.

### **Locating Secondary Sources**

On major issues pertaining to tourism of Goa information could be gathered from the Department of State Government, Corporations, Public Sector Undertakings etc. In addition the knowledgeable persons could be contacted gainfully for estimating the future volume of tourists in the state. An attempt could also be made to assess the income generation, employment creation and cost-benefit stream from the tourism sector of Goa.