

**TWENTY YEARS TOURISM PERSPECTIVE PLAN
FOR
THE STATE OF DELHI**

CONTENTS

	PREFACE	I – IV
	EXECUTIVE SUMMARY	V – XXVII
1.	INTRODUCTION	1 – 5
2.	A GEOGRAPHICAL AND INSTITUTIONAL PROFILE OF DELHI	6 – 15
3.	INFRASTRUCTURE PROFILE OF DELHI	16 – 42
4.	SOCIO –ECONOMIC PROFILE OF DELHI	43 – 46
5.	TOURISM RESOURCES OF DELHI	47 – 88
6.	PROFILE OF INTERNATIONAL TOURISTS	89 – 101
7.	PROFILE OF DOMESTIC TOURISTS	102 – 110
8.	PROJECTED DEMAND	111 – 129
9.	THE SUPPLY DEMAND GAP	130 – 137
10.	ENVIRONMENTAL ASPECTS	138 – 156
11.	PLANNING STRATEGY	157 – 191
12.	ACTION PLAN	192 – 240
13.	PHASED IMPLEMENTATION AND ESTIMATED COST	241 – 246
14.	EMPLOYMENT IMPACTS	247 – 252
15.	FINANCING OF TOURISM PROJECTS	253 – 272
	ANNEXURE –I – NATIONAL TOURISM POLICY-2002	273 – 276
	ANNEXURE-II – GUIDELINES FOR PREPARATION OF PERSPECTIVE PLAN	277 – 279

PREFACE

Tourism has become one of the world's major industries, but its emergence since the Second World War has caught many unaware and unprepared. Its revenue and development potential were soon recognised and pursued in the expansionary post war economy, first by individual entrepreneurs and then governments. Consequently, the early emphasis was on growth and promotion rather than management and control. Tourism was viewed as being "natural" renewable resource industry, with visitors portrayed as coming to admire –not consume –landscape, customs, and monuments of destination area. However, as tourism grew in size and scope it became apparent that this industry, like others, competed for scarce resources and capital, and that its non-consumptive attributes did not necessary prevent the erosion or alteration of attractions.

With the advent of mass tourism, has come the reckoning and a belated recognition that to become a renewable industry tourism requires careful planning and management. Mass tourism is more than an increase volume of visitors, it has come to mean a myriad of manufacturing and service businesses which combine to offer a travel experience through scale economies and mass merchandising. The heady days of rapid expansion tended to overshadow growing signs of negative environment and social impacts, but as the competition for scarce resources grew more intense and the pressures of many visitors more evident, the problems of certain destinations and stress within the system could not be denied.

To develop the tourist resources, making them more accessible and comfortable to experience, requires considerable capital investment, in some cases so considerable it is beyond the capability of the individual businessman and private sector. A major expense, and prime area of government support, is in the

provision of water supplies, public utilities, sewage system, and highways. These are the pre-requisites for extensive development and are known as “infrastructure”. These facilities are usually available in urban areas but must be created specifically for the industry in rural or isolated areas. But such assistance is a must in a mega city like Delhi where its existing infrastructure frequently requires adjustment to accommodate new tourism facilities.

To make a destination area more appealing and diversified in the competitive tourism market the industry often creates support facilities and artificial attractions. The objective is to create a more enjoyable and comfortable visit and thereby earn more revenue by inducing visitors to stay longer.

Within such a framework of accountability, numerous instruments are available to guide local tourist development on a sustainable path. These instruments include:

- Programs to exchange land and development rights from non-suitable to suitable development areas;
- Heritage preservation requirements for site developments and building designs;
- Private heritage and green space stewardship programs;
- Tax benefits accruing to property owners exercising sustainable development practices;
- Tourism taxes and development fees to support construction and maintenance of required infrastructure.

However, without true commitment to the sustainable tourism agenda, these instruments are not themselves sufficient to prevent the steady erosion, by legally sanctioned private actions, of local natural wealth and social heritage.

Therefore, support from the international, national, provincial and local levels of industry and government, is essential to the success of this agenda.

Tourist should be regarded as integral part of the overall planning than hitherto. The Government would ensure that all sections of the population and as many regions as possible to benefit from tourism. There is a need for making long term plan for development of tourism at the State and area level to absorb educated unemployed. The development to tourism and travel can no longer be considered as adhoc ventures in economic development. The beginning of 21st century should see that tourism and travel as basic industries and as a result, call for all agencies concerned to unite in facing forthrightly the compelling fact that tourism and travel are permanent and increasingly institutionalized elements in the economy. In this common endeavour the demarcation of responsibilities between the centre, States and Union Territories should be clearly understood and acted upon and to avoid duplication of efforts.

Acknowledgements

The Twenty years Perspective Tourism Plan for the state of Delhi- NCT has been under taken in accordance with the terms of reference and guidelines given by the Market Research Division of the Department of Tourism and Culture, Government of India. J.K. & Associates are grateful to the Government of India, Ministry of Tourism and Culture for commissioning their consultancy services for this Tourism Perspective Plan.

J.K. & Associates acknowledges its indebtedness to Secretary Tourism, Ministry of Tourism and Culture, Government of India, Smt. Rathi Vinay Jha and Director General Tourism, Shri. V.K. Duggal. We owe our gratitude and thanks to Shri. Amitabh Kant, Joint Secretary Tourism and Shri. M.K. Khanna, Additional

Director General, Tourism, Government of India. We are grateful to Shri. J. Dash Joint Director General, Department of Tourism, Market Research Division, Government of India, for extending all co-operation and assistance in this Comprehensive and first ever “Twenty years Tourism Perspective Plan for Delhi State”. Our thanks also due to Shri. D.D. Mathur, Deputy Director, Department of Tourism, Market Research division, Government of India, for his generous support for the project. The officers and staff of Market Research Division, of the Department of Tourism, Government of India, have been very cooperative in the task.

We are indebted to Shri. Rajeev Talwar Managing Director of Delhi Tourism and Transport Development Corporation Limited for assisting us in providing the requisite information for preparation of this plan. We are grateful to Shri. Pradeep Ahluwalia, Chief Manager, Delhi Tourism and Transport Development Corporation who provided us detailed plans of tourism projects in Delhi. We express our thanks to Dr. B. K. Sharma, Joint Director, Planning Department, Government of Delhi, for providing us valuable information and advise. We express our thanks to Shri. J. R. Meena, Assistant Director Department of Tourism, Government of Delhi, who provided us the Tourism Plans and Schemes of Delhi Government for this project. We are also grateful to officials of Archaeological Survey of India, New Delhi for providing valuable suggestions with respect to ancient monuments of Delhi.

New Delhi
March 2003.

Dr. J.Krishnaswamy & Mr. K .Mohan
J.K. and Associates,
Tourism and Hotel Consultants,
A-143 (L.G.) Shivalik Enclave,
Malviya Nagar,
New Delhi- 110017

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

1. The twenty years Tourism Perspective Plan for Delhi State was commissioned by the Ministry of Tourism and Culture, Government of India. The preparation of such a plan would evolve a realistic assessment of tourism resources of Delhi and its potential for adoption of basic infrastructure services. Such an assessment was not possible without the examining the physical carrying capacity of Delhi and its environs in terms of existing natural resources and infrastructural facilities and future development goals of these facilities. Keeping this in view, a detailed multi-dimensional and multi- stage study of the various aspects of tourism development and infrastructure planning in Delhi, foreign and domestic tourist profile, tourists demand and preferences, experiences of suppliers, tourism facilities, future tourism potentials, type of tourism development acceptable, demand-supply gap and potential availability of resources have been examined.

2. Delhi is the capital of India and its third largest city. The city consists of two parts, old Delhi, the capital of Muslim Indian between 17th and 19th centuries and New Delhi, the imperial city created as a capital of India by the British.

The urbanised area of Delhi has also been continuously expanding in a scrolling manner. In the year 2002, the urbanised area has spread over 900 sq. km. Delhi has pronounced summer and winter season. The natural vegetation of the region around Delhi can best be described as thorny scrub. In the western sides runs the Ridge, an extension of the ancient Aravali hills which run through Rajasthan. The Ridge today is an important lung of metropolitan Delhi and has

been developed as Reserve Forest. Lutyens, the architect of New Delhi used the undulating land to great advantage while siting the Viceroy's House, Rashtrapati Bhawan and the North and South Blocks of the Government Administrations.

3. The institutional framework for urban management in Delhi has a multiplicity of central and state agencies viz. Municipal Corporation of Delhi (MCD) and New Delhi Municipal Committee (NDMC) to manage entire services, education, medical and health services, Delhi Development Authority (DDA) for development of land and building including development in Delhi; Central Pollution Control Board (CPCB) and Delhi Pollution Control Committee (DPCC); Delhi Urban Arts Commission (DUAC) for advice and guidance for maintaining the aesthetic quality of urban and environmental design in Delhi, Delhi Transport Corporation for managing Bus transportation in Delhi, Delhi Vidyut Board and Delhi Jal Board to manage Power and Water supply in Delhi. Delhi Tourism and Development Corporation (DTTDC) work is of promotion of domestic and international tourists infrastructure, coordination with agencies involved in tourism, classification of hotels, licensing of tour operators, travel agents, etc., and administration of Delhi Institute of Hotel Management and Catering Technology.

4. During the year 2001, there were 24 five star hotels, 9 four star hotels, 11 three star hotels two star hotels, 9 one star hotels and 1091 hotels in the supplementary category which includes unapproved hotels, guest houses, lodges, inns and paying guest accommodations. Total room supply provided by all these categories was more than 20600.

5. Delhi Airport has handled about 83.14 lakhs. Passenger traffic during 1999-2000 against its capacity 106.00 lakhs passengers. There has been a

gradual increase in the actual passenger traffic handled over the last few years. The Delhi Airport is one of India's major tourist entry point.

6. Delhi had a phenomenal growth motor vehicles and has registered more than 3.3 million motor vehicles so far. In spite of roads occupying 21 per cent of total area of the city, increase in vehicles is resulting in congestion on main roads. To ease the situation, 20 flyovers/ under-passes are being constructed and other 25 are being planned.

7. The existing Ring Railway was a failure. The Delhi Metro Rail Project is under construction different parts of Delhi in a planned manner. Phase-I is likely to start by December, 2003. With the completion of first phase 1.95 million passengers would switch over from the roads. It will reduce the public transport buses on the roads.

8. As per the 1991 census the population of Delhi was 9420644. As per the estimates released by Registrar General of India the present population of Delhi is 139.50 lakhs. There are 827 females per 1000 males. The density of population of Delhi is 12500 per sq. km. By 2010 the population is expected to reach 191 lakhs.

9. The Net Domestic Product and Gross Domestic at Current prices (1999-2000) was Rs. 40,686 crores and Rs. 44,510 crores respectively.

Industrial progress in Delhi has been on the increase since 1993. In 1996, number of industrial units in Delhi were 1,26, 000. There were 30,247 enterprises in the restaurants and hotels sector in 1998 providing employment to 1,15,470 people.

The poverty line in Delhi is 8.23 per cent compared to 23.1 per cent for all India. The literacy rate in Delhi in 1997 was 85 per cent overall compared to 62 per cent overall for India.

10. The National Capital Territory is unique in its rich and ancient cultural heritage and living traditions. The city is studded with parks and gardens like Budha Jayanti Park, etc. Mughal Gardens at Rashtrapati Bhawan is world famous. It has famous markets and bazaars like Chandini Chowk, Pharaganj, Karol Bagh, Connaught Place. Chandni Chowk has Asia's largest market for electrical goods. There are many haats or weekly bazaars spread over the entire city. The Dilli Haat is a unique offering a kaleidoscopic view of the richness and diversity of Indian handicrafts and articles.

11. The main festivals of Delhi are Lohri, Holi marking the outset of colours, Basant Panchami, Id-Ul-Fitr, Ramanavami, Muharram, Jamanashtami, Id-Ul-Zuha, Phoolwalon –ki-sai, Durga Puja, Dussehra, Deepawali, Guru Purab and Christmas interspersed with many other festivals.

12. The Lutyens Delhi has magnificent building the Rashtrapati Bhawan, Parliament House, North and South Blocks, India Gate, Hyderabad House and Baroda House, the National Museum and National Stadium.

Delhi is known as constituting seven cities. There more than 1300 listed monuments in Delhi. It has world famous monuments like Qutab Minar, Red Fort, Purana Quila, Jama Masjid, Tughlakabad Fort, Jantar Mantar and Humayun's Tomb besides the other smaller ancient monuments.

13. Delhi has always been great centre of performing arts and today there are many arts and cultural institutions in Delhi. Delhi has permanent site at Pargati Maidan holding various international trade fairs round the year.

14. FOREIGN TOURISTS PROFILE

Out of total International arrivals to India, about 61 per cent visit Delhi. Starred hotel preferred by about 22 per cent international tourists where as 57.3 per cent stay in unapproved hotels supplementary accommodations. Majority of international tourists (61.80 per cent) come for leisure, recreation and holidaying followed by business (24.60 per cent). About 31.5 per cent foreign tourists stay for 3-5 days followed by 28.5 per cent tourists for 1-2 days. 23.40 per cent tourists stay for 1-2 weeks. Most of the international tourists come from Europe and America. Nearly three-fourth of the tourists are males. Females comprises of only 27 per cent of the total arrivals. 62 per cent of foreign tourists are professional, entrepreneurs and executives. Sight seeing attract most of the tourists to Delhi. Most of the foreign tourists (95 per cent) come by air.

15. PROFILE OF DOMESTIC TOURISTS

The domestic tourist to Delhi has been growing at a rapid pace since 1965. As domestic tourists visiting Delhi do not indicate a marked seasonal pattern of preference, it is the most sustaining factor for tourist facilities of all types in Delhi.

Nearly 92 per cent of domestic tourists visit Red Fort, India Gate and Qutub Minar, Birla Mandir and Lotus Temple attracts about 90 per cent tourists. Nearly 50.8 per cent of domestic tourists stayed with relatives and friends. Only 10.86 per cent of tourists stayed in star-category hotels. More than 54.7 per cent tourists arrived by trains followed by 39.4 per cent tourists by buses. Of the domestic tourists 21.7 per cent visit relatives and 13.1 per cent for business. Most of the domestic tourists are in the age groups of 17 to 30 years. About 44.7 per cent

tourists stayed for one day, 21.3 per cent stayed for two days and 11.9 per cent stayed for 3 days.

16. PROJECTED DEMAND

Forecast of visitor volumes both international and domestic based on the past data serves as a basis for the critical analysis. The international tourists visits to Delhi 2000 was 1274177 tourists visits. It is estimated to touch 1.50 million in 2005 and 1.80 million in 2010 reaching 2.50 million in 2022.

In 2000, there was 1728899 domestic tourists visits to Delhi. Estimated 2.20 million tourists to Delhi in 2005 is forecasted. It will reach to 3.58 million tourists visits in 2010 and 3.76 million domestic tourists visits in 2022. The detailed forecast methodology in Chapter 8.

17. SUPPLY DEMAND GAP

There are about 1161 accommodation units with more than 20600 rooms in various categories of accommodation in Delhi. The average duration of stay of foreign tourists is three days and 80 per cent prefer star categories, ideal occupancy being 60 per cent. The estimated rooms require by foreign tourists would be 8745 rooms in 2005, 10412 rooms in 2010 and 14411 rooms in 2022.

About 11 per cent domestic tourists to Delhi stay in star category hotels. The average duration stay being 2.5 days double occupancy factor of 60 per cent. Ideal occupancy is 70 per cent. The rooms required by domestic tourists in star category will be 1457 rooms in 2005, 2366 rooms in 2010 and 2487 rooms by 2022.

Thus, there would be demand supply gap of 1018 rooms in 2005, 2988 rooms in 2010 which will increase to 7714 rooms by the end of 2022.

18. ENVIRONMENT ASPECTS.

If tourists perception of Delhi to improve, the present environment problems will have to improve.

Today Delhi is one of the world's most polluted city. Major part of Delhi population suffers from respiratory disorder due to air pollution. Automobile exhaust is major source of air pollution.

Another most pervasive problem in Delhi is water pollution. The major source of water, the Yamuna River which is clean while entering the city, turns into major health hazard within the city. Major polluting factor of River is the Najafgarh drain.

Noise has been notified as major environmental concern in Delhi State. The source of noise pollution being vehicular activity, commercial activity, industrial and construction activity and social cultural activity.

Besides Delhi's magnificent built heritage, improvement natural geography / historical landscape features are Yamuna River corridor, Delhi Ridge and the associated protected areas of natural wildlife, i.e. Asola wildlife Sanctuary can be considered for special land management consideration.

Yamuna River Corridor is a special case. Inspite of inter-state water sharing treaty, there is a lack of effective inter state river basin hydro-policy regime. Large volume of untreated sewage solid waste is discharged into the river. The Supreme Court has ordered that industrial waste must be treated to a prescribed

standard before being discharged into the Yamuna. The much tainted Yamuna Action plan has not been success.

The Asola Wildlife Area and the Delhi Ridge, for their sustainability will require the formulation and implementation of special integrated area strategy, the Ridge becoming a buffer zone to the sanctuary.

19. PLANNING STRATEGY

Planning strategy for tourism in Delhi was to take into account the sustainability of tourism infrastructure. Many of Delhi's built heritage are highly ranked world class monuments and the more contemporary architecture and planning of New Delhi Constitute world class attraction.

Delhi needs to develop a conservation strategy that identifies the 'key' heritage zones and then active them through public awareness programme that catalyses the process of bringing people to save the city.

Delhi has other heritage assets.

Thorough effective land management offers latent potential to play role in local community development.

Many heritage-significant area of Delhi are located in poor urban areas. The problems of rehabilitating and contextual townscape of built heritage will better be addressed as part of wider programme of urban upgrading.

In the social, economic, administrative and legislative framework an action plan be formulated to demonstrate the utilization of cultural heritage conservation as a catalyst for comprehensive community environmental upgrading and regeneration.

Delhi has a wide range of accommodation. The top hotels are reliable and offer impeccable service. The middle-level hotels may lack the ambience of five star hotels, but this is offset by personalized service and hassle free attitude.

Most Delhi hotels are well equipped to provide adequate facilities for the disabled.

The hotels of various types which will offer the projected rooms require in future cannot be accommodated in the present NCT centre except some hotels in the outlying areas. In the future hotels will have to be located in the Delhi Metropolitan Area and land allocated keeping in mind provision of basic amenities and also DMRT which would have covered several areas.

The short and medium terms projects schemes recommended are:

1. Development of Mini India Heritage Complex
2. Development of Gardens and theme parks
3. Establishment of wayside amenities
4. Development of Dilli Haat type projects.
5. Setting up coffee Homes
6. Yamuna River front recreational schemes
7. Amusement parks
8. Golf course etc.

In the absence of suitable bypass for the city intermixing of local and regional traffic acts as major deterrence factor for smooth flow of traffic in the city. The peripheral expressway conceptualized by NCRPB and PWD along with Faridabad-Noiad-Ghaziabad (FNG) and Kundli-Ghaziabad(KG) will be able to decongest the roads significantly.

In 2022, we assume , the city has reasonable standards of living, good transport infrastructure, piped water supply to all settlements. All the localities have sewer and all lanes are paved. All the domestic and industrial sewage generated is treated with a bulk of treated effluent recycled. Delhi gets a considerable support of raw water through sustainable sources.

Water campaign is an international movement of local Government and their stakeholders who committed to achieving tangible improvements in the sustainable use of fresh water resources. The three main activity areas of the campaign lay in the foundation of the systematic identification and evaluation of the water resource management challenges facing local governments at the three levels of the:

1. Municipal Corporation
2. Urban area
3. Local watershed area

By 2022, wastewater generation will be about 3500mld.

To meet these water related objectives there is need to:

1. Collect and treat waste water generated
2. Maximise the reuse and recycle treated wastewater

By 2022 there would be about 100 million tones waste disposed. For disposal of the waste 600-800 ha of additional land is required. Suitable sites need to identified for the next 20-25 years.

The present dismal power situation, spells out a strategy for the Government for the reforms and restructuring of the power sector. It will promote competition and create an environment that will be conducive to new investment.

20. ACTION PLAN

The following action plans are suggested for Delhi for Tourism Infrastructure Development in phases from 2002 to 2022.

ACCOMMODATION

The supply-demand gap shows that there is a shortage of hotels of approved categories. The twenty years period has been divided in five year phases. The number of hotels required over the period is shown vide table below:

Number of hotels required

Hotel Categories	2003-2007	2008-2012	2013-2018	2019-2022	Total
1- star	22	23	20	25	90
2 –star	13	14	20	26	73
3 - star	7	8	12	16	43
4- star	3	2	5	4	14
5- star / 5 star deluxe	-	1	2	5	8

TORUIST TRANSPORATION

There have been numerous complaints by domestic and international tourists being fleeced by taxis and auto rickshaws, which leaves a very bad impression in the minds of the tourists.

To avoid such incidents it requires introduction of modern non polluting AC/ Non AC tourist taxis with fare printed out. Such taxis services in Delhi must be available at all major termini, regulated by licensing and tourist traffic police inspectors. As to the number of taxis required it should be enough to cater to peak tourist season traffic.

An important factor is that Delhi airport must be linked with construction of suitable highway/ expressways for faster transfer from airport to railway stations. Hence the role of MRTS can be considered and if implemented tourists can avail of fast uninterrupted movement to rail terminals with least hassles. The proposed expressways planned in outer Delhi areas can consider this important proposal.

All approach roads to tourist attractions / monuments in Delhi should be regularly given priority in relaying and resurfacing and repairing. These roads must be inspected on regular intervals. MCD, NDMC and PWD have to give priority to such roads.

Road signages in Delhi are not upto international standards except in some parts of south Delhi and NDMC areas. Emphasis should be on directional signs.

There must be enough convenient parking for each mass attraction to visited by buses. Basic as it sounds, the field surveys have encountered a number of places in Delhi for e.g. Railway stations, airports and several ancient monuments where inadequate preplanning for bus arrivals has led to inefficiencies and greatly increased out-of-pocket costs for handling this tourism business.

Survey of Inter State Bus Terminus in Delhi shows that it needs trained and efficient manpower for ticket handling etc. regular cleanliness drive, a more pay and use toilets and better signboards. Many domestic tourists and low spending international tourist are using this terminal and our survey has revealed that it requires facilitation centre and air-conditioned waiting rooms.

MONUMENT DEVELOPMENT PLAN

Listing monuments is a relatively simple step; protecting them from deterioration involves many more difficulties. The best ways of preserving a monument is to use it, either by guaranteeing the continuing of its original function (religious) or reassigning it to new contemporary activities, either temporarily (festival, etc) or definitely and permanently eg. museums.

As with natural resources, tourism demands on monuments may be excessive. In the Red Fort and Qutab Minar monuments areas, for example, the quality of the experience is for most visitors at peak holiday times marred by the crowds and noise. For planning purposes these may be supplemented by specific provision.

Important isolated monuments will generally need (apart from eventual restoration) some provision to facilitate visitors: access road, parking area, shelter for the attendants, refreshments stand, toilets. If the monument is a major attraction a small information room (or museum) and some accommodation facilities may be added.

A correct balance of scale and relationship is essential: the monument must not be dominated by its museum, nor isolated from its true surroundings by ornamental gardens, parking places, etc. Improvements should always be very discreet and complementary.

Urban monuments ensembles often meet the high land value or traffic problems and by the dominating presence of tall buildings around if not in the centre of the area considered. Measures for classification, protection and improvement may have to be considered individually, building by building, following an overall comprehensive study. An alternative approach may be to

create a ‘tourist and monuments zone’, especially if the zone considered (as is often the case) relatively derelict and abandoned.

A ‘tourist and monuments zone’ provides a positive framework for developing tourism in a city like Delhi. Ancient buildings and, even more, the historical ‘character’ will be increased in value and appreciation.

Delhi, being a city of monuments consisting historical importance, rich heritage and religious tradition and culture, attracts a large flow of tourists towards it. There is a series of denotified monuments that have remained neglected unknown and unvisited due to absence of proper maintenance, hygienic conditions, publicity and better accessibility. Since 1996, Delhi Tourism has undertaken the restoration of such denotified monuments through INTACH. A study has been conducted by INTACH in the area and identified over 80 monuments. The Corporation has restored 26 denotified monuments in Mehrauli area and the work at 4 more monuments is in full swing.

There is lack of information and awareness amongst the tourists and even amongst the residents of Delhi for the cities with historic past. There are a large number of monuments in the Mehrauli heritage area and other parts of the city that has tremendous historical significance but unveiled. In order to provide more detailed information on the rich architecture of buildings, their historic importance and other aspects, proper and aesthetically designed signages are a must.

A high proportion of tourists are compulsive shoppers and / or cuisine samplers. They visit everything from local fish markets, to flower markets, to supermarkets, to fashionable boulevards or massive regional shopping complexes. Depending on tastes they devour familiar food delicacies, or both.

Even though Delhi is a shoppers paradise there are very few shopping plazza's where everything from basic necessities to Indian handicrafts are available under one roof or complex. These shopping plazza's should provide 24 hours shopping facilities. These can be located near airports, railway stations, Inter State Bus Terminal and near important tourist areas. We have suggested 8 such shopping mall. In phase -I one complex can be constructed. In phase –II, III and phase IV one, three and three such complexes can be earmarked in the master plan to be implemented.

A golf course is a necessity, even in large resorts; it is a space consuming and expensive facility (especially in hot and arid climates), a regulation 18-hole course of 6000 m taking up between 40 and 60 ha (100 and 150 acres).

In countries where interest in golf is limited, like in India it is a game for high spending foreign and domestic tourist it is possible to develop a resort practice golf course extending over about 8 ha (20 acres) for 3 holes. Driving ranges are another means of developing interests in golf with minimum space commitment.

Areas for golf courses (18 holes) can only be identified in DMA. For three hole golf courses requiring less land, DDA earmark areas in the Delhi Master Plan 2001- 2020.

For planning purposes, it is enough to stipulate that the local police force must have qualified people and expertise in these key areas. They must be capable of planning in terms of levels of security and safety, containment of incidents of violence, specifying equipment to implement their programs, and preparing realistic budgets.

DEVELOPMENT OF GARDENS

Apart from landscaping around monuments Delhi has seen presently development of gardens / recreation areas on land which was previously used as a land fill site meant for dumping city garbage.

The park has been renamed as “Indraprastha Park”. About 18 more parks are planned for Delhi. The park is an example of the preservation and the weaving of Delhi’s cultural heritage with the urban fabric.

CULTURAL COMPLEXES

Along with many historical attractions in Delhi, which are primarily heritage monuments of the Mughal period, the tourists also frequent Lutyens’ Delhi, Museums and the City Gardens. There are, however, no major tourists attractions of the post independence era. It is, therefore, proposed to set up a Mini India Heritage Complex in National Capital Territory of Delhi.

Mini India Heritage complex in the Capital will be the first attempt to give a glimpse of India to the visitors and will be one of its own kinds in the country.

PILGRIMAGE TOURISM

Ministry of Tourism, Government of India formulated a scheme for development of existing pilgrimage center. For Delhi, Nizamuddin area has been selected.

The scheme is aimed at improving the physical environment for the benefit of the inhabitants catering to the need of devotees and tourists coming to visit the Dargah.

ADVENTURE / SPORTS TOURISM COMPLEXES

Delhi Tourism has developed facilities for outdoor leisure by undertaking water sports and allied activities in the lake. Such recreational activities have provided various alternatives for citizens and tourists. Recreational activities like boating through pedal boats, hovercraft etc .has already been introduced by the Corporation.

In spite of having more than 30 big ancient lakes, Delhi does not offer sufficient outdoor leisure facilities for tourists and its residents, as most of the lakes have been disappeared due to change in use of land and non-retention of water.

There is an emergent need for development preservation and maintenance of existing water bodies available with Delhi Tourism.

Adventure tourism has come to stay and it is very much a growth industry. The ambitious projects can be developed at the existing water bodies and other suitable places of the capital for organization of adventure sports at national and international level.

HAATS FOR PROMOTION OF HERITAGE AND CULTURAL TOURISM

The Corporation has set up a Dilli Haat at INA, Sri Aurobindo Marg., which is an upgraded version of traditional haat offering a delightful amalgam of craft, food and culture activities.

In view of its wide success and pursuance of Government policy of promoting and preserving our immense heritage of human skills, the Corporation has decided to set up three more Haats in the Capital.

TRANSIT TOURIST

Delhi is a major transit point for both domestic and international tourist in order to make the duration of stay of transit tourist longer various tours and excursions around Delhi are suggested.

WAYSIDE AMENITIES

In the subsequent phases four more way side amenities are proposed at other entry points.

YAMUNA RIVER RECREATION AREA

Development of Yamuna River front for recreation use is long term plan, as the pollution in the river has to come down.

TOURISM PROMOTION AND MARKETING

The travel marketplace is highly structured with establishment sales vehicles and outlets. Sales and media program on behalf of tourism destination must be directed particularly at impressing travel professionals sufficiently for them to commit the considerable selling resources they control. Without sales support from travel professionals, success is questionable at best.

Specific travel- industry segments which must be identified for the development of any major tourism marketing program.

An awareness can be created in the youth of Delhi about the need to preserve and protect the city's rich cultural heritage through various programmes for schools and colleges.

Youth tourism has tremendous potential. It will help to create more responsible and aware future citizens who love their city and contribute in making it more beautiful.

FUTURE ACTIONS FOR OTHER SECTORS

Action in other infrastructure projects like land development, environment management, waste water management, flood control, solid waste management and transportation should be phased out in short, medium and long term periods. Multiplicity of agencies should be removed. Implementation to be given highest priority along with privatization of infrastructure development.

21. PHASES OF IMPLEMENTATION AND COST ESTIMATES

The implementation of tourism projects over the perspective period 2002-2022 AD and estimated cost has been spread over four phases as give below:

Phase- I - 2002- 2007

Phase- II - 2007- 2012

Phase- III - 2012- 2017

Phase- IV - 2017- 2022

Unlike later phases, which will be influenced by subsequent events, in other civic infrastructure developments, the first part provides an opportunity to develop according to the plan. Furthermore, any later development will rely on its success.

PHASE WISE COSTS

Phase –I, 2002- 2007 (Rs. 72958 Lakhs)

Phase –II, 2007- 2012 (Rs. 113278 Lakhs)

Phase –III, 2012- 2017 (Rs. 181805 Lakhs)

Phase –IV, 2017- 2022 (Rs. 304029 Lakhs)

22. EMPLOYMENT IMPACT

An investment outlay of the order of Rs. 672070 lakhs over the twenty years period has been provided for the creation of infrastructure, superstructure and support facilities for the development and promotion of tourism and for a corresponding expansion of the local population's need for utilities and other public services.

All these investment expenditure are likely to generate employment by creating demand for various inputs and outputs of the economy, both directly and indirectly.

Direct Employment in Tourism Projects

Phase wise total **direct employment** is shown as below:

Phases	Employment (In Nos.)
Phase- I, 2002-2007	5777
Phase- I, 2007-2012	5666
Phase- I, 2012-2017	7818
Phase- I, 2017-2022	9975
Total	29236

The estimates of **indirect employment** in various phases is given below:

Phases	Indirect Employment (In Nos.)
Phase- I, 2002-2007	40439
Phase- I, 2007-2012	39662
Phase- I, 2012-2017	54726
Phase- I, 2017-2022	69829
Total	204652

Thus total indirect employment created is 204652 persons.

23. FINANCING OF TOURISM PROJECTS

Financing of Tourism Projects can be from Government and non-Governmental sources. In the present Indian context privatization is the key word and the state usually acts as a catalyst.

State assistance to the private sector in developing revenue-earning facilities like tourism may be twofold.

1. Financial aid (direct or indirect) through
 - Subventions
 - Long term low interest rate loans
 - Participation in capital stock (joint public and private companies)
 - Securing loans obtaining from other sources
 - Preferential interest rates
 - Physical aid (mostly through the offer of the state land)
 - Special guarantees to foreign investors
2. Fiscal aid through:
 - An exemption from direct taxes for limited period

- Relief from specific indirect taxes (such as duties on selling real estates, creating companies, importing goods, etc.) or agreements giving a determined fixed rate of taxation.

In centrally planned economies state financing, in diverse forms, plays an important role in tourism development. For example:

- Direct capital investment by the state to implement revenue earning facilities (through extra –budgetary funds)
- Other direct public capital investments, through municipal or regional funds
- State subsidies for capital investment by municipalities, factories, etc.
- Endowment of funds to regional tourist enterprises (groups of hotels, etc) aimed to provide public services on a more or less autonomous base (even with financial autonomy)
- State capital investment shared with foreign tourist firms bringing appreciable managerial expertise and experience, particularly in operating facilities.
- Grants to the private sector for boarding houses, rooms to let, etc.
- Direct subsidies to tourism.

Main sources of finance

The institutions likely to provide capital for tourism development (either independently or in a supporting role), and the private sources of financing involved, may be categorized as follows:

1. Public institutions financing domestic projects: development banks, companies or funds responsible for redistributing the state's financial assistance to various economic sectors, generally by way of loans with low interest; public institutions investing public saving or

their own resources(according to Government guidelines) in the form of mortgage loans or financial interests in companies. Beneficiaries are usually regional or local public bodies, joint public and private companies. These institutions tend to finance infrastructure. They may sometimes participate in the construction of a tourism project.

2. Semi-public bodies financing domestic projects: joint public and private companies are most common in countries with regional development plans for realization of large tourist resorts. Their activities may be specifically limited to building or extend to both building and operating facilities.
3. Commercial domestic undertakings: commercial banks issuing loans (rarely more than 50 per cent) or making ‘ lease-back’ agreements with the operators of tourists facilities.
4. Foreign governmental sources financing international tourism project: public or semi public institutions entrusted by the Government of relatively rich country with a task granting credits to governments of other, usually developing, countries. Loans, although at favourable interests, are often ‘tied’ to conditions (such as the use of specific goods and technical services).
5. Large hotels chains which usually span many countries, rarely owning the hotels bearing their names but having minority interest in a joint stock company or benefiting from a management contract.
6. Multi-national companies concerned with tourism and large banks setting up, in respect of an individual project, a joint stock company which they acquire a majority interest.
7. Inter-governmental organizations particularly the World Bank or its affiliates including the International Finance Corporation (minority

in joint public and private stock companies, as a catalyst for further investment).

INTRODUCTION

CHAPTER - 1

INTRODUCTION

Tourism is presently one of the significant influences in the development of any region and Delhi is no exception to the same. It is, however, an important issue to be decided whether the development through Tourism is sustainable. Though the concept of sustainability is not an easily measurable phenomenon, the appearance of any adverse impacts on the society and environment is often taken to indicate lack of sustainability. In fact, the core of any sustainable development process is proper planning based on realistic assessment of all the factors directly or indirectly involved and interacting with the existing environment and extraneous monitoring of the planning objectives.

A primary challenge to planning and local governance, both today and in decades ahead, is to steer increasingly external forces on local development so that development achieves the shared vision of the local population. In a mega city like

Delhi, the primary responsibility for this steering process rests with the local government and its diverse local authorities.

As providers of social services, builders of economic infrastructure, regulators of Individuals and institutions and managers of natural environment, local authorities in Delhi have many direct instruments at their disposal to influence development. Yet in addition to their direct roles in the development process, perhaps the most important role that local authorities can play is that of facilitator among the diverse interests seeking to influence the direction of local development. Only with such a facilitator can a community of diverse interests define a shared vision and act consistent with this vision. In fact, the true proof of sustainable tourism is the sustainable development of the local community.

Tourism is a recognised global industry. Like any other industry, tourism business can enforce considerable impact on local environment which are often diverse and unique. No other industry structures itself in such a way that the consumer is brought to the product, rather than the product being delivered to the consumer. This structural difference produces unique social impacts upon the local community, including changes in local demographics, and changes in local housing and labor markets.

The business activity of tourism industry is to promote the “salable” or appealing aspects of the community, transport non-residents into the community, manage the hospitality for and guide the activities of these visitors, and provide them with goods and services to purchase during their stay. If these business activities degrade the community’s heritage and wealth, then the community suffers more directly than the consumer, who can return to his or her own community without responsibility for or awareness of the impacts of his tourist activities.

Solutions to adverse tourism impacts are to be found in the shared interest of local communities, tourism businesses, and tourism consumers in maintaining the natural wealth and social heritage of this region. Dialogue must take place in an open and transparent way. If dialogue among parties is to have a real impact on development, it must generate accountability among the parties with regard to future investments, practices and policies. Consensus or decisions arising from dialogue must be reflected in institutional action.

Travel and Tourism have become the biggest single economic activity in the World, and for a country like ours with abundant tourism resources it is a matter of far more significance. Consciously or otherwise, any talk of tourism today implies attracting the travelers from abroad and his needs and comforts seem to be the concern of those connected with the tourist industry. While we should continue to facilitate development of international tourism for its manifold benefits, we cannot completely neglect the many millions of domestic tourists who travel long distances every year to visit various tourist and pilgrim centres. It is well worth recognising that international tourist facilities in the country cannot be the firm foundation unless a more vigorous effort is made to stimulate domestic tourism.

The Study

In recognition of the above the Ministry of Tourism and Culture, Government of India, has commissioned this study for preparing “A Twenty years Perspective Tourism Plan for the State of Delhi”. Delhi being a megapolis, tourism development in coming years cannot take place in isolation and has to be planned in a phased manner by adopting a holistic approach based on the development of basic infrastructure services. The preparation of such a plan would evolve a realistic assessment of tourism resources of Delhi and its potential for adoption as an important economic activity. Such an assessment is not possible without

examining the physical carrying capacity of Delhi and its environs in terms of existing natural resources and basic infrastructural facilities including land, water supply, drainage, electricity, communication and waste disposal systems and the future development goals of these facilities. The study thus involves an analysis of infrastructure development plans and the directions of economic and social development schemes. These were to be compared with potential of tourism development and assess the demand – supply gap. The investment strategy required for bridging the demand supply gap in the tourism sector has to be then examined in relation to its feasibility and cost – benefit balancing. The study thus involved an analysis of past trends in tourists arrivals and their demand profiles, the existing infrastructure facilities, economic benefits and social cost of tourism and development plans of various developmental agencies.

Methodology

A multi- dimensional and multi stage approach and methodology was adopted for the completion of the study. At **the first instance**, efforts were made to collect all the material available from various sources on all aspects of tourism development and infrastructure planning in Delhi.

In particular information on tourist attractions –natural and man made, existing tourism demand and tourism resources, infrastructure development plans, land use plans, etc. were collected from all concerned agencies including the following:

- a) Ministry of Tourism and Culture, Government of India
- b) Ministry of Urban Development , New Delhi
- c) Department of Tourism, Government of Delhi
- d) Delhi Tourism and Transport Development Corporation (DTTDC)
- e) Department of Planning, Government of Delhi
- f) Department of Environment, Government of Delhi

- g) Delhi Development Authority (DDA)
- h) Delhi Metro Rail Corporation (DMRC)
- i) Archaeological Survey of India (ASI)
- j) New Delhi Municipal Committee (NDMC)
- k) Municipal Corporation of Delhi (MCD)
- l) Delhi Jal Board (DJB)
- m) Delhi Vidyut Board (DVB)
- n) Federation of Hotels and Restaurants Association of India

In the **second phase**, data gaps were identified and direct surveys were organised amongst existing hotels, travel agents and tourists including domestic tourists with a view to assess the demand profiles, experiences of suppliers of tourism facilities and future tourism potentials. The survey results were also used to identify the most important tourist attractions, the type of tourism development acceptable and development strategies required.

In the **third stage**, the tourism demand up to 2022 was forecasted and the demand for tourism infrastructure was estimated to receive the expected tourist arrivals. This way supply- demand gap was also identified from these studies.

The results of the first three stages were integrated and a strategy for the development of tourism till 2022 was formulated. This strategy was compared with the policies and plans of the Government in the development of various infrastructure facilities and a realistic strategy and phasing of development plan was evolved.

In the **final phase** a sequence of action plans and investment schedule was prepared based on the strategy and the potential availability of resources.

The Report Lay out

Chapter One is the Introduction, **Chapter Two**, A Geographical And Institutional Profile of Delhi, **Chapter Three**, Infrastructure Profile of Delhi, **Chapter Four**, Socio-Economic Profile of Delhi, **Chapter Five**, Tourism Resources of Delhi, **Chapter Six**, Profile of International Tourists, **Chapter Seven**, Profile of Domestic Tourists, **Chapter Eight**, Projected Demand, **Chapter Nine**, The Supply Demand Gap, **Chapter Ten**, Environmental Aspects, **Chapter Eleven**, Planning Strategy, **Chapter Twelve**, Action Plan, **Chapter Thirteen**, Phased Implementation and Estimated Costs, **Chapter Fourteen**, Employment Impacts, **Chapter Fifteen**, Financing of Tourism Projects, **Chapter Sixteen**, Executive Summary and Annexures.

A GEOGRAPHICAL AND INSTITUTIONAL PROFILE OF DELHI

CHAPTER – 2

A GEOGRAPHICAL AND INSTITUTIONAL PROFILE OF DELHI

Delhi is the capital of India and its third largest city. The city consists of two parts. Old Delhi was capital of Muslim India between the 17th and 19th centuries. The other Delhi is New Delhi the imperial City created as a capital of India by the British.

The urbanised area of Delhi has also been continuously expanding in a scrolling manner. According to the All India Soil and Land Use Survey, in 1969 the area of Delhi metropolis was 182 sq. km. Delhi's area has substantially increased to 648 sq. km. in 1989. In the year 2001 the urbanised area has spread over 900 sq. km.

AREA AND LOCATION

Delhi is located in North latitude $28^{\circ}53'17''$ to $28^{\circ}53'00''$ and East longitude of $76^{\circ}50'24''$ to $77^{\circ}20'3''$. The extreme greatest length is nearly 52 kms. and greatest width is 48.48 kms. The present area of National Capital Territory (NCT) is 1483 sq.km. of which urban area is 685.34 sq.km. and rural area is 797.66 sq. km. There are 209 villages in Delhi and 9 districts.

CLIMATE

During winter months of December and January the day temperatures are around 18°C and could go down to 4°C at night. The summer months of May and June are hot and temperatures can rise as high as 46°C . July, August and September are hot and humid.

RAINFALL

Monsoons arrive in the first week of July and the rainy season stretches till mid August. From July to September the approximate rain fall 295 mm, 155 mm, 272 mm respectively. This varies from year to year which some rainy months getting more or less than average rain fall.

NATURAL ECOSYSTEM

The natural vegetation of the region around Delhi can best be described as thorny scrub which can still be seen on the outskirts of the city. If one sees the city as a triangle, the western side is a natural divide, an extension of the ancient Aravali hills which run through Rajasthan. The outcrops in Delhi are called the Ridge. The undulating terrain runs through the Cantonment area in west Delhi, and the section in the north includes the Delhi University. From the highest point in the south at Bhatti, 318 metres above sea level, the fall is 100 metres to the river Yamuna which forms a natural boundary of the city on the east. The base of the

triangle is rocky, broken country where small water bodies fill with monsoon run-off and where agricultural land around small villages is cultivated for vegetables and flowers.

The Ridge today is an important lung of metropolitan Delhi. Its evolution from thorny scrub began in the 19th century with the British, who started planting drought resistant indigenous trees. In 1878, the Ridge was declared a Reserved Forest. Lutyens, the architect of New Delhi, used the undulating land to great advantage while siting the Viceroy's House, now Rashtrapati Bhawan, the home of the President of India, on Raisina Hill.

At the southern base of the triangle, the urban sprawl has made inroads with agricultural land being converted into luxurious estates. In planning colonial Delhi, Lutyens and Baker laid out a geometric pattern of roads radiating from roundabouts while keeping the Mughal and pre-Mughal monuments as axis points. They thus achieved an architectural synthesis of history and, at the same time, extended the garden concept integral to the building of the Mughal period to the avenues of New Delhi.

The credit for planting indigenous forest species, a brilliant and practical idea, is shared with Lutyens by William Robertson Mustoe, a gardener from London's Kew Gardens, who came to India in 1919. Together they created a garden city while not tampering with the old parks. The Ridge area in north Delhi, with Flagstaff Tower at the highest point, was a rambling wilderness until the idea of `beautification` came up.

In the 52 years since independence, Delhi's population has grown by leaps and bounds. The garden city has expanded to become an unwieldy megametropolis posing a severe strain on civic amenities and the environment.

The seat of government brought its own changes as the government apparatus grew in size. A certain architectural homogeneity was retained in most of the new government buildings by the use of columns, domes, deep corridors and by continuing the use of the familiar pink sandstone from Rajasthan.

As expansion continued and bylaws changed and property values soared, gardens were sacrificed to greed. Soon the city spilled over across the Yamuna in the east, creating a concrete jungle, and south of the border into Haryana which developed self-contained, suburban style housing complexes.

THE INSTITUTIONAL FRAMEWORK

The institutional framework for urban management in Delhi has a multiplicity of agencies both central and state. They also look after various function relating to urban environment and infrastructure and its management.

Municipal Corporation of Delhi (MCD)

The MCD has been set up under the Delhi Municipal Corporation Act, 1957, covering the entire area of NCT, except the area controlled by the NDMC and Delhi Cantonment Board.

Thus the Corporation had the responsibility, not only of providing the municipal services, but even some of the governmental functions like transportation, water, power supply and sewerage services, education, medical and health services, were also entrusted to the MCD. Recently in pursuance of the recommendations of the Balakrishnan Committee independent undertakings have been set up for water supply and sewerage, and power.

Delhi Development Authority (DDA)

The DDA , a body corporate, has been set up under the Delhi Development Act, 1957. The controlling jurisdiction of the DDA is with the Ministry of Urban Development. However the situation is always changing and in the context of the present problems of Delhi and the setting up GNCTD as well as the increasing role for private sector in development, some fresh thinking is necessary.

Central Pollution Control Board (CPCB) and Delhi Pollution Control Committee (DPCC)

The CPCB has been set up under the Water (Prevention and Control of Pollution) Act, 1974 and also has all the functions under the Air (Prevention and Control of Pollution) Act, 1981. The DPCC has been set up by the CPCB on 15th March, 1991. The DPCC, in effect is the primary agency in the NCT, to carry out regulatory work relating to prevention and control of water and air pollution.

Delhi Urban Arts Commission (DUAC)

The DUAC has been set up in 1974 by the DUAC Act 1973, to advise the Central Government and provide advice and guidance to the local bodies for maintaining the aesthetic quality of urban and environmental design in Delhi. The Balakrishnan Committee had considered the question of the abolition of the DUAC, but advised its continuation and other co-ordination between the Commission and other agencies for preserving for heritage of Delhi and the aesthetic aspect of buildings.

National Capital Region Planning Board (NCRPB)

All discussions on the problems of Delhi invariably being with a reference to the growing pressure of population, and in particular the increasing migration from the neighbouring states. They also express the need for planning of Delhi in its regional context. Attempts for preparation of such a plan, culminated in the setting up of the NCRPB in 1985 with the consent of the states of U.P., Haryana, and Rajasthan. In fact it is a unique legislation in which these three states have voluntarily agreed to surrender some of constitutional rights in favour of the Board, for planning and development of the National Capital Region (NCR), including Delhi, to avoid haphazard development.

New Delhi Municipal Council (NDMC)

The NDMC covers the area, which is the seat of the Central Government, the diplomatic area, the residential areas for Central Ministers and officials, Connaught Place and some other prestigious residential and commercial areas and entrusted with the responsibility of providing civic services, along with the construction of buildings.

Government of National Capital Territory of Delhi (GNCTD)

Agencies Under the GNCTD are:

Delhi Jal Board (DJB)

The DJB has been set up by the Delhi Jal Board Act to provide for the establishment of a Board to discharge the functions of water supply, sewerage disposal and drainage within the NCT and for matters connected therewith.

Delhi Transport Corporation (DTC)

Delhi Transport Corporation was set up under the Road Transport Corporation Act, 1950. However, its control remained with the Central Government. With the reorganization of the political set-up in Delhi, the control and the assets have been transferred to the GNCTD.

Delhi Vidyut Board (DVB)

The Balkrishnan Committee recommended that the DESU should be replaced by a full-fledged utility and the MCD should be divested of its control. In pursuance of these recommendations, separate Electricity Board has been set-up and the powers of the state under the Electricity Supply Act, are now with the GNCTD.

District Set up in NCT

The Balkrishnan Committee has laid considerable stress on devising a full fledged district set up for Delhi, on the lines of revenue districts set up in other states. Nine revenue districts have since been set-up, each with a separate Deputy Commissioner.

Department of Tourism Government of Delhi and Delhi Tourism and Transport Development Corporation (DTTDC)

The following subjects are assigned to the Tourism Department, under Government of National Capital Territory of Delhi.

1. Promotion of domestic and international Tourism
2. Development of Tourism related infrastructure
3. Co-ordination with agencies involved in Tourism Industry.
4. Classification of Hotels and

5. Licensing of tour operator, travel Agents etc.
6. To be Administrative Department for
 - a. Delhi Tourism and Transportation Development Corporation Ltd.
 - b. Delhi Institute of Hotel management & Catering Technology.

Delhi Tourism and Transport Development Corporation, an undertaking of the Government of Delhi, was incorporated in 1975 to promote tourism in Delhi. Delhi Tourism offers a wide-ranging spectrum of services to tourists and the citizens of Delhi. Based on reasonability and reliability these services include:

- Tourist assistance and information counters strategically located all over Delhi and in key metropolitan cities such as Bangalore, Chennai, Kolkata, Mumbai and Secunderabad.
- Guided city sight seeing tours and an evening tour of Delhi.
- Innovative package tours to places of historic, cultural and scenic interest and to places of pilgrimage.
- Value based travel services through the IATA approved travel bureau.
- Adventure activities: parasailing, trekking, rock climbing, water sports etc.
- Transport: a fleet of cars and luxury coaches (air-conditioned and non air-conditioned) for smooth transportation.
- Festivals: these are held throughout the year.
- Dilli Haat: a place for handicrafts, ethnic food and entertainment.
- Coffee homes: wholesome meals at reasonable prices.
- Son et lumiere: a sound and light show at Purana Qila .
- Musical fountain: at Ajmal Khan Park.
- Illumination of monuments
- The Indian Institute of Travel and Tourism and management: a centre of excellence for tourism education
- Country liquor and IMFL retail outlets
- Flyover: to improve connectivity

DTTDC is primarily responsible for development of tourist facilities in Delhi. All tourism infrastructure projects in Delhi are planned in co-ordination with Department of Tourism, Government of Delhi, for subsequent implementation.

The Delhi Tourism and Transport Development Corporation efforts also include the projection of correct images of befitting of this great historic and metropolitan capital city to tourists both domestic and foreign. The position of Delhi as the national capital also imposes certain compelling obligations for maintaining a reasonable level of service.

INFRASTRUCTURE PROFILE OF DELHI

CHAPTER-3

INFRASTRUCTURE PROFILE OF DELHI

The present Infrastructure status in Delhi is covered under the following heads:

- Accommodation
- Entry Points – Airports, Railways, ISBT
- City Transport Facilities
- Power Situation
- Water Supply
- Waste Water Management
- Storm Water And Flood Control
- Solid Waste Management

ACCOMMODATION

Hotels form a vital feature of tourist infrastructure and an important facet of the total image of the country. It is an essential destination facility that a country must provide to build up tourism. It is more so in the case of Delhi as it is the Capital of India.

The International tourist arrivals which have shown upward swing till the year 1999 are expected to continue that positive trend in the coming years. India which is having a thriving middle class of 90 to 150 million (which no other developing nation enjoys) is expected to provide a strong base for a pleasure travel market patronising hotels and restaurants of various categories.

With more than 60% of foreign tourists visiting Delhi and an average duration of stay of 3 to 4 days, Delhi ranks foremost among the itineraries of International tourists visiting to India. It is the pivotal point on the Golden Triangle, Delhi-Agra, Jaipur. Delhi is the base for visiting tourist centres like Varanasi Khajuraho and other northern states. During the off season, it is the domestic tourists who are sustaining the occupancy of economy class hotels in Delhi.

ACCOMMODATION STATUS IN DELHI

The table below gives the accommodation details of various categories of hotels from the year 1997 to 2001. It can be seen that in 2001 there were twenty four 5 - star hotels, nine 4- star hotels, eleven 3-star hotels, seventeen 2- star hotels, nine 1- star hotels and one thousand ninety one hotels in the supplementary category which includes unapproved hotels, guest houses, lodges, inns and paying guest accommodations.

[illegible]

1997	19	5625	9	925	10	720	11	356	7	158	847	11038	903	18822
1998	19	5625	9	925	10	720	11	356	7	158	880	11174	936	18958
1999	12	6449	9	925	10	720	15	459	7	158	926	11290	979	20001
2000	23	6492	9	925	10	720	17	510	8	198	1048	11302	1115	20147
2001	24	6752	9	925	11	781	17	510	9	216	1091	11430	1161	20614

H=Hotels

R=Rooms

* = Star Category

S=Supplementary Accommodation (Unapproved Accommodation)

ENTRY POINTS

AIRPORTS

Statement showing the passenger handling capacity as well as actual number of passenger handled in Delhi Airport during 1997-98, 1998-99 and 1999-2000 is as below:

Passenger Handling Capacity (in lakhs)	Actual Passenger Traffic Handled (in lakhs)		
	1997-98	1998-99	1999-2000
106.00	78.20	78.83	83.14

The share of foreign airlines in India's scheduled international traffic has increased. In 1971, their share was 55.58 % which went up to 65% and declined to 58 % during 1972-75. It fell to 55.72 % in 1976 and further to 55.02 % in 1977. Between 1978 and 1990 it gradually increased and rose to 75.93%. In 1996, the share was nearly 72 %.

The Open-sky policy came in April 1990. The policy allowed air taxi-operators to operate flights from any airport, both on a charter and on a non charter basis and to decide their own flight schedules, cargo and passenger fares.

The Delhi airport is called the Indira Gandhi International Airport (IGI). It has two terminals: Terminal 1 (domestic flights) and Terminal 2 (international). Terminal 2 is new and modern, equipped with all expected facilities, Terminal 1 is the old airport, basic but efficient. The two terminals are 7 km away from each other. The IGI is one of India's busiest tourist entry point. One could arrive at this airport also to go to neighbouring regions north and northwest India.

Terminal 2 (International)

Terminal 2 is located about 19 km from the city centre (Connaught Place). Like most airports Terminal 2 has restaurants, 24 hour snack bars, 24 hours currency exchange counters, one run by Thomas Cook, the other run by the State Bank of India. It has left-luggage facility, infant –care facility and first-aid. There are pay phones for international (ISD), domestic long distance (STD) and local calls.

Major travel agencies have counters in Terminal 2 which deal with inbound and outbound travel arrangements and offer travel packages. Most accredited 5-star hotels also have their counters in Terminal 2 to provide information, accommodation and travel packages.

Terminal 1 (Domestic)

This is located 12 km from the city centre (Connaught Place). It has all basic facilities, 24 hour snack bar, telephones for international, domestic and local

calls, car rentals, among them. Terminal 1 has separate areas for Arrival and Departure.

The Arrival area has an Indian Airlines counter. This state-run airline had a monopoly on flights within India until a few years ago. It provides the largest network of domestic flights. Private airlines do not have their counters within the terminal building, but have their booths just outside.

The departure area, too has an Indian Airlines counter, while the booths of private airlines which provide efficient and courteous service are outside.

RAILWAYS

There are over 450 trains linking over 50 direct destinations all over India. The main trains originating from here are Shatabdi Express, Rajdhani Express, Lucknow Mail, Sher-e- Punjab, Tamil Nadu Express, etc.

INTER STATE BUS TERMINALS

There are at present three ISBT's. Daily bus services both ordinary and deluxe buses ply to Dehradun, Shimla, Jaipur, Chandigarh, Agra and many other destinations in the Northern region and neighbouring states through state transport. There are numerous Private operators of luxury coaches by leading travel agencies, besides others.

TRANSPORT

Growth of vehicles

Delhi had a phenomenal growth both in population and size, and more than 3.3 million motor vehicles have been registered so far which stood at 1.9 million

in 1991 registering a growth rate of 7% per annum. About two-third of the motor vehicles are two-wheelers though a decreasing trend in that share has been observed since 1990. On the other hand, due to arrival of low priced small cars, there is an indication towards a shift from two-wheelers to cars. The share of car has increased from 21.74% in 1990 to 25.5% in 1999. The growth of the motor vehicles in Delhi from 1996 to 1999 is shown in the table below:

Growth of motor vehicles in Delhi

Year	Pvt.car	2-wheeler	Taxi	MCR/TSR	Goods veh./van	Bus	Total
1996	655850	1844471	14593	80208	139300	29183	2793605
1997	765470	1991710	16654	80210	146668	32333	3033045
1998	804814	2076548	16927	85518	148670	34567	3167044
1999	843814	2161548	17202	90718	150670	36867	3302044

The number of total slow moving vehicles is continuously on the increase, the reason for which is mainly attributed to the addition of cycles and cycle rickshaws every year. MCD has fixed the maximum number of rickshaws as 99000, but it is estimated that more than 300000 rickshaws are playing on Delhi roads, many of which without any authorization from MCD.

With such magnitude of growth the vehicle pollution is more than metros like Mumbai, Calcutta and Chennai put together, while the road length has almost remained the same for last four years. The total strength in 1991 was 22163 km, which has increased to 25948 km, in 1999 registering a growth of meager 2% per annum. This situation created a very serious environmental management problem with increasing traffic density and vehicle emission.

Traffic Characteristics

In spite of roads occupying 21 % of the total area of the city, the continuous increase in vehicular traffic on major arterial roads is resulting in lowering of the journey speed, congestion, intersection delays and intolerable pollution level especially during peak hours. Though some of the major intersections have been or are in the process of being provided with grade separated facility still in the absence of any long term/policy perspective, the problem is being shifted elsewhere without much relief in the total traffic environment.

At present construction of flyovers/underpasses at 20 different locations in Delhi are in progress. In order to improve the road system, GNCTD has decided to construct 25 more flyovers/ RUBs / ROBs at various locations in the city. The present aggregate capacity of bridges over Yamuna is 27 lanes and two more bridges are in the planning stage.

Parking problems in the city have assumed alarming proportions mainly due to:

- Growing imbalance between demand and supply of space.
- Haphazard on-street parking
- Commercialization of residential areas
- Misuse of available parking space
- Inadequate enforcement of parking discipline
- Absence of parking policy

According to the studies conducted in 1993, the modal split (excluding walk trips) in favour of public transport was to the tune of 60 % followed by about 30% by personalized modes. Though the average trip length of all trips was 6.8 km, the average length of work trip was as high as 9.74 km, which shows unhealthy relationship in spatial distribution of residence and work place.

Public transport and Paratransit system

In any large city, mass transport facilities play an important role in catering to the travel demand for work, education and social activities. Present mass transport system in Delhi comprising of bus services by Delhi Transport Corporation private operators and contract carriages and rail services through the ring railway and by suburban trains is grossly inadequate in terms of quality, quantity and coverage which could not cope with ever increasing level demand. Better public transport system will help in reducing personalized vehicles on roads and hence the pollution levels.

Bus Service

Delhi is perhaps one of the few cities in the world of its magnitude, which is almost entirely dependant on a road based transport system. The Ring Railway caters less than 1% of the travel demand.

Ring Railway

The ring railway was constructed in the 1930's as the goods avoiding line but its role in intra-urban service is being emphasised for about last 40 years. The existing system, which was expected to cater about 12 % of the total commuter load, has proved a non-starter, carrying less then 1% of load. The reasons for this are:

- Dependence on availability of goods avoiding lines
- Absence of integration with feeder bus operation
- Absence of commuters facilities at stations

- Convenient access of platforms to commuters
- Lack of development along the railway corridor
- Unattractive fare structure
- Competitive and attractive parallel bus service

Delhi Metro Rail Project

The first decisive step to introduce an MRTS was taken after the feasibility study by RITES, which was completed in 1990. It recommended a rail-based system, comprising of a network of underground, elevated and surface corridors aggregating to 198.5 Km to meet the travel demand of 2005 and beyond. The construction work for the first phase is in progress and environmental clearance to the project given with certain mitigation measures to be taken during the construction stage.

It was estimated that after the completion of the first phase about 1.95 million commuter trips would be siphoned off the roads due to MRTS. Besides anticipated benefits like 2600 less buses on roads, reduction in journey time and saving in fuel and man-hours, from the environmental point of view, the major benefits would be reduction of atmospheric pollution and accident rates.

For implementation and subsequent of the Delhi MRTS, a company under the name Delhi Metro Rail Corporation Ltd (DMRC) was registered in May 1995.

Paratransit

The paratransit modes in Delhi mainly comprising of phatphats, auto-rickshaws, taxis and cycle rickshaw, which plays a major role in catering the intra-urban, travel demand of the city. Though the modal share of trips is only 2.8%

with an average trips length of 6.14 km, but considering the advantage it provides at particular situations it will remain to be an integral part of the urban transportation system. The cycle-rickshaws, though a menace on some of the arterial roads of the city, provide a vital low cost pollution free service.

Roads and Road Safety

The total road length in Delhi is 26323 kms. in the year 2000. Out of this 23143 kms. are in MCD areas, 1299 kms. in NDMC areas, 144 kms. in Delhi Cantonment Board, 337 kms. of National highway and other roads contributing to 1400 kms.

Safety is a major component of the traffic environment. The phenomenal increase in the number of motor vehicles in the city coupled with limited road space, inadequate facilities for pedestrians and cyclists, irresponsible driving and violation of traffic rules has resulted in significant number of road accidents. Though the number of accidents has shown a decreasing trend in the last three years due to continuing efforts of Traffic Police, this aspect should get adequate attention in order to improve the traffic environment.

The main causes for the deteriorating transportation scenario in Delhi can be summarised as :

- Lack of appreciation of the impact of land use planning on transportation needs like parking space, road widening, intersection improvement etc.
- Haphazard growth in absence of non-conformity to actual developments with master plan

- Tremendous increase of motor vehicles especially personalized vehicles on roads resulting in congestion, delays, accidents and pollution.
- Ineffective utilisation of road space due to on-street parking, encroachments, intermixing of slow and fast modes, lack of pedestrian facilities etc.
- Failure of satellite towns to decongest city roads
- Inadequate and inefficient public transportation system
- Timely implementation of improvement schemes like bridges, flyovers and ROBs and other improvements at intersection etc.

POWER SITUATION IN DELHI

The power situation in the nation's capital has assumed crisis proportions. Power cuts have become a regular feature. Demand continues to rise sharply but new investments to meet this demand are not on the horizon. Thefts of power are alarmingly high and are at levels unmatched in any other part of the country or even the world. The haphazard pattern of urbanisation is putting enormous pressure on the ability of the DVB to supply power on a reliable basis.

The performance of power sector in Delhi has deteriorated sharply in recent years. There has been no new capacity addition either by the DVB or by the private sector. This is evident from the following facts:

Maintenance has been neglected as reflected in the lack of overhaul of the four gas turbines. Operating losses of the DVB have risen from Rs. 250 to Rs. 713 crores. Money due to the DVB has increased to Rs. 1000 crores.

Demand-Supply Imbalance

The overall power demand-supply position in Delhi in the last five years is shown below

YEAR	1993-94	1994-95	1995-96	1996-97	1997-98
Peak Demand(MW)	1631	1898	1984	2051	2355
Own Capacity (MW)	397	330	183	247	333
Purchased Capacity(MW)	1234	1568	1801	1801	2022

The growth rate in peak demand is almost 10% a year. Per capita consumption in Delhi is around 1000 KWH, which is almost three times the all India averages. By 2003 it is estimated that peak demand of power in Delhi will increase to about 3500 MW and the energy requirement to over 20 billion units.

The power crisis in Delhi is compounded by the manner in which the Northern Region Grid is managed. Other States not only overdraw power beyond their allocation but they have also not installed under-frequency relays for load-shedding and capacitors for maintaining the desired voltage profile. This forces Delhi to resort to load-shedding automatically, resulting in unscheduled power cuts.

All sources of supply have been assessed. The conclusion is that as against a maximum demand of 3500 MW by the year 2002 in Delhi, the total availability under the most optimistic of circumstances will not exceed 2600 MW. Delhi is therefore headed for a major catastrophe, unless remedial measures are taken straightaway. This is what makes new investment in the power sector absolutely imperative.

WATER SUPPLY

This present population Delhi as per estimates released by Registrar General of India is 139.64 lakh (13.96 million). The demand for water is not uniform since the pattern of human settlements in Delhi varies from JJ Clusters to planned bungalows.

A comparison of water demand for Delhi has been calculated taking in consideration various norms to arrive at pragmatic water demand as per table given below:

Demand as per MPD in	Demand as per MUD norms in (MLD)	Demand as per CPHEE norms in (MLD)	Demand as per GOL Norms in MLD
5044	2170	2600	2030

SPATIAL EQUITY OF SUPPLY

A document published by NCR Planning Board gives water supply in liters per capita for different parts of Delhi. This provides interesting information, as follows:

The level of supply in the Cantonment is the highest and is almost 18 times the level of supply in Mehrauli Area. If NDMC and Cantonment are excluded, being bulk supplies, the level of supply in Karol Bagh is highest and 12 times level the supply in Mehrauli and 11 times level of supply of Narela.

The level of supply in South and New Delhi is too low (148 lpcd) considering the high demand expected from a largely medium /high income residential area.

All water production centres –Haiderpur, Wazirabad and Chandarwal are in the North. Thus, trunk mains have to go very long distance resulting in pressure and flow losses. Illegal tapping is also very common. Little attention has been paid in the last three decades to create a production centre (WTP) of adequate size in the South Zone and New Delhi Zone. Thus, supply to the majority of customers is extremely poor.

Although production of treated water is adequate, 10% of Delhi population has no piped water supply and 30% population has grossly inadequate water supply. This demands serious overhaul of supply management. Even planned areas of MCD with house connection have a shortfall of 42%.

WASTEWATER MANAGEMENT

There are a number of agencies, which provide sewerage services for the area covered by NCTD. The Delhi Jal Board (DJB) is responsible for collection, treatment and disposal of all sewage, including all primary, secondary and tertiary level sewers, apart from the areas covered by NDMC, DCB and MES, where it operates the trunk sewers only.

Coverage

The total length of the existing sewers is about 4700 km, including about 130 km of trunk sewers. About 55 % of the total population currently have no sewerage services. In many of these communities, especially the non-conforming ones, waste is disposed of using individual or communal on-site sanitation, or

open defection. Wastewater is disposed of to the ground, direct to the surface water drains or to open channels, which discharge to the drains.

The sewerage system is divided into 5 main zones

Rithala

Coronation Pillar

Keshopur

Trans-Yamuna

Okhla

Condition

Information provided by DJB shows that only about 15 % of the trunk sewers are functioning satisfactorily. Much of the remainder is affected by accumulation of silt. Typical level of silt deposition range from 30-60 % of capacity. At least 10 % of the trunk sewers are affected by settlement and/or structural weakness.

Industrial Sewage and Wastewater

The industrial estates, including their sewerage systems, have been developed by DDA. Most of them i.e., 19 nos. are situated in the north-west sector of the city, 2 are in the city centre, 4 are to the east of the river and 4 are in the extreme south-west, close to the river. The remaining estate is Narela, in the far north of NCTD. Ownership and operation and maintenance of the sewers have now passed to DJB.

The industrial estates have no treatment plants currently in operation. All the city's industrial wastewater is therefore discharged untreated, either to the existing sewers or to surface water drains.

Sewage Treatment Plants (STP)

There are number of STPs around the city, most of which use the activated sludge process. They have the capacity of treat about 1320 mld. However, data from independent studies of the 7 oldest STPs show them operating at about 950 mld, compared to a capacity of 1290 mld.

There are plans to increase the treatment capacity, by upgrading the existing STPs and constructing new ones.

STORM WATER AND FLOOD CONTROL

Drainage

Most of the surface water from the whole of NCT Delhi is discharged to the Yamuna River by a complex network of small drainage channels. These drain to two large channels on the west of the city and one on the east. In the city centre and to the south, along right bank, a number of channels discharge directly to the river. In total there are 17 channels.

There are few major hills in the city, the main exception being Delhi Ridge; which runs south-westwards across the city from the Wazirabad barrage in the north, to Mehrauli in the South. Otherwise the topography is relatively flat making

surface water drainage difficult. However, the city is still divided into several natural drainage basins.

DJB is diverting a number of drains that discharge to the Najafgargh Drain and the Yamuna River into its sewerage system, for subsequent treatment of the water at its STPs.

FLOOD CONTROL

In addition to the drainage channels, there are a number of bunds (embankments), to prevent flooding by the surface watercourses, particularly during the monsoon period. The main bunds are along the Yamuna River, on both banks, excluding the central part of the right bank.

Condition

While the drains are intended to carry only surface water runoff, almost all of them serve as raw sewage carriers from overflowing sewers and unsewered areas of the city, and as places to dump solid waste. Also several of the sewage treatment plants (STP s) discharge their effluent to the drains. Thus even during the monsoon, a great majority of the drains carry highly polluted water, which also includes solid waste.

Flooding

Many areas of the city suffer routine flooding during the monsoon period. This is often attributed to the poorly maintained or non-existent road drainage. However, as the Yamuna River is usually in flood at the same time, storm water is often unable to drain away rapidly. Blockage of the channels by silt and solid waste, small discharge structures, and inadequate pumping arrangements in

several places contribute to the problem. The development of Yamuna water front for tourism will depend upon the improvement of water quality which is a long term plan.

SOLID WASTE MANAGEMENT(SWM)

For management of solid waste in NCT of Delhi, three ULB's viz. NCD, NDMC and Delhi Cantonment Board are responsible in their respective jurisdiction. In addition, DDA, Railway Department and the PWD also manage solid waste in their areas, where they are not being handed over to MCD for maintenance.

Keeping Delhi clean with a population of 22 million in 2022 will be a huge task. The problem of solid waste management becomes more complex with the growth in biomedical and hazardous industrial wastes. There is a need for urgent action.

Municipal Solid Waste (MSW) Generation

The solid waste generation in the NCT of Delhi is around 6500 to 7000 tonnes per day based on 500 gms/capital /day (ref: NEERI study) for a total accessed population of about 14 million.

According to the study carried out by NEERI, the annual increase in per capita solid waste in Delhi is likely to be 4.83%. Thus in the course of next 20 years (2022) the per capita generation of waste is likely to be around one kg per day with a daily waste generation of 20000 tonnes.

Primary Collection

At present the entire city has not been provided with the facilities of SWM and particularly the illegal colonies have not been provided except random group cleaning. In squatter settlements, slums and illegal colonies, which includes around 50% of the urban population in Delhi, very meager arrangements for collection and transportation of solid waste are available. As a result waste is seen in open spaces and drains. Unfortunately, NGO's are practically non-existent in this sector.

For an overall environmental improvement there is a need to provide full service to all the areas of the city.

Community Bins

The community bins are basic masonry enclosures. Smaller bins popularly known as 'Dust Bin' have a storage capacity of one truckload of waste. Whereas large size of bins having a storage capacity of 3 to 4 truckloads are known as 'Dalaos'.

The bins are not considered environmentally friendly and lead to double handling of waste. Overflowing of solid waste from community bins is a common sight in the MCD and NDMC areas. Community bins can be planned to be located away from tourist complexes and zones. A heavy investment is needed on a yearly maintenance of these structures.

Bins should be placed within a maximum travel distance of 500 m from the source of waste generation.

Disposal of Municipal Solid Waste

Present disposal of Waste

Municipal solid waste is disposed of in an uncontrolled and unscientific manner without following the proper accepted methods of sanitary landfill.

From the reports of the MCD 1.8 million tonnes of waste was brought to the disposal site in the year 1997-98. This works out at 4900 tones per day against 3450 tonnes per day as given in the NEERI report commissioned by DDA, and, 3555 tonnes per day given in 11th CPCB report. This goes to show that only about 60% to 70 % of waste is actually brought to the disposal site and the rest remains un-transported and littering the city.

Landfill Disposal Sites

Exhausted Municipal Landfill sites

Disposal of solid waste is presently being carried out at three sites. The sites are almost full and the balance life has reached a critical stage, as indicated in table below:

Table: Balance Life of Landfill Sites

Name of landfill sites	Balance life
Balaswa GT Road	Almost exhausted

Gazipur	2-3 years
Okhla	6 months

Composting

Old compost Plants

For conversation of biodegradable components of solid waste, the MCD set up an aerobic 150 tonnes capacity semi-mechanised compost plant near Okhla in 1980. Presently this plant is not working properly.

New Compost Plants

The MCD recently set up a 500 tonnes capacity compost plant on a BOOM basis at the Bhalswa disposal site. MCD also has plans to set up 8 additional compost plants at various sites on a BOOM basis for which Bid's have been received and are under evaluation. NDMC has also invited Bid's for one compost plant.

SOCIO-ECONOMIC PROFILE OF DELHI

CHAPTER- 4

SOCIO-ECONOMIC PROFILE OF DELHI

This chapter gives the present socio- economic parameters of Delhi. The data is important as it is an indicator of economic growth of Delhi.

In 1991 the population of Delhi was 9420644 which was increase by 4.2 % over the previous census. As per estimates released by Registrar General of India the present population of Delhi is 139.50 lakhs.

The sex ratio is 827 female per 1000 males. The Density of population in urban areas of National Capital Territory of Delhi is 12500 per sq. km. By the year 2010 the population of NCT is expected to reach 191 lakhs.

The Net Domestic Product at current prices (1999-2000) was Rs. 40,686 crores. The per capita Net State Domestic Product, State income, at current prices (1999-2000) was Rs. 29,623 crores. The Gross State Domestic Product (GSDP) at current prices (1999-2000) is estimated at Rs. 44,510 crores. The per capita GSDP at current prices (1999-2000) prices was Rs. 32,407 crores.

Industrial Progress in Delhi has been on the increase since 1993 in term of all parameters as shown in the table below.

Items	1993	1994	1995	1996
No. of industrial Units (in '000)	93	97	101	126
Investment Units (in '000)	1823	1901	1980	2524
Production Units (in '000)	5115	5335	5555	6310
Employment Units (in '000)	837	873	909	1136

Shifting of industries of polluting nature in the subsequent years is offset by investment in non-polluting small scale industries.

Regarding Trade and Finance expenditure on various plans of the National Capital Territory of Delhi is given in the table below:

Sectors	(Rs. in lakhs) Ninth Five year plan Approved outlay
Agriculture & Allied Services	19,879.00
Co-operation	417.00
Rural Development	59,765.00
Irrigation & Food Control	13,303.10
Energy (Power)	2,99,655.00

Industries	11,000.00
Weights & Measures	50.00
Transport	3,13,640.00
Science, Technology & Environment	11,200.00
General Economic Services	588.00
Tourism	3200.00
Survey & Statistics	1000.00
Civil Supplies	3000.00
Education	86,075.00
Technical Education	22,000.00
Art & Culture	4425.00
Sports & Youth Services	7550.00
Health (medical)	1,02,215.00
Public Health	7925.00
Water Supply & Sanitation	2,39,000.00
Housing	15,500.00
Urban Development	2,30,575.00
Information & Publicity	8725.00
Welfare of SC/ST and Other Backward classes	8725.00
Labour & Labour Welfare	3400.00
Social Welfare	10860.00
Nutrition	15000.00
Jail Building	9500.00
Public Works	24000.00
Stationary & printing	--
Other Administrative Services	29430.00
Total	15,54,128.00

It can be observed that out lay for **Tourism** is only Rs. 3200 lakhs which is only 0.20% of the total outlay and has to be substantially increased in the subsequent plans.

Agriculture & Non-Agricultural Economic Activities under Economic census in Delhi -1998.

Major Economic group	No of Enterprises	Employment	Annual growth Rate
Agriculture	7043	21975	--
Rising of Livestock Agricultural Services	90	359	
Sub total	7133	22334	0.97
Secondary Sector			
Mining & Quarrying			
Manufacturing & Repair Services	129363	1440076	15.78
Electricity, Gas & Water	1036	115477	57.94
Construction	8277	22289	13.11
Sub Total	138676	1577842	16.62
Tertiary Sector			
Wholesale Trade	36958	158147	6.31
Retail Trade	231133	535887	7.22
Restaurants and Hotels	30247	115470	5.49
Transport	47360	136719	15.00
Storage and warehousing	6526	27056	(-)2.21
Communication	11091	97498	11.32
Financing Insurance Real estates and Business services	29153	207465	0.86

As per Economic Census in Delhi in 1998 there were **30,247 enterprises** in **Restaurants and Hotels** sector providing **employment to 1,15,470** people with an **annual growth rate 5.49%**.

Poverty line in Delhi and India (1999-2000)

Delhi				India		
	Rural	Urban	Combined	Rural	Urban	Combined
Nos. in lakhs	0.07	11.42	11.49	1932.43	670.07	2602.50
%	0.40	9.42	8.23	27.09	9.42	23.10

As per the Statistics in the Delhi Statistical Handbook 2000 of Delhi Government, the poverty line in Delhi is only 8.23% compared to 23.1% for all India. In rural Delhi it is only 0.40% compared to 27.09% in rural India.

Literacy Rate in Delhi and India

The literacy rate in Delhi in 1997 was 85% overall, with 91 % literate males and 76% literate females compared to 62% overall, with 73% literate males and 50% literate females for all India as published in the Statistical Handbook 2000 of Delhi Government.

TOURISM RESOURCES OF DELHI

CHAPTER- 5

TOURISM RESOURCES OF DELHI

Tourism Resources of Delhi has been classified as under:

- Parks and Gardens
- Trees and Birds

- Yamuna River
- Foods / Cuisine
- Bazaars
- Haats
- Arts and Crafts
- Fairs and Festivals
- Places of Tourist Interest
- Museums
- Music, Dance, Theatre and Cinema
- Sports
- Adventure Activities
- Water Sports
- Monuments of Delhi
- Area wise Spread of Monuments in Delhi

The National Capital Territory is unique in its rich and ancient cultural heritage and living traditions. Delhi is a metropolis of monuments of colour and contrasts. In this great city the medieval and the modern, the hoary past and the youthful present, the old and the new have blended into one to unfold the past grandeur and the present excitement in an even tenor.

PARKS AND GARDENS

Some portions of the Ridge have been landscaped and converted into parks. Buddha Jayanti Park was originally conceived as a Japanese garden. A splendid

image of the Buddha was installed in 1990. Mahavir Jayanti Park, near Maurya Sheraton Hotel, was developed more recently.

The city planners had made some provision for park areas other than Ridge. The necropolis of the Lodi Kings was tastefully landscaped around the monuments in the 1960s and called Lodi Garden. The moat around Purana Qila was expanded into a serpentine lake where paddleboats are available. The grounds south of it became the national Zoological Park. Delhi Golf Club incorporates some old monuments creating a picturesque setting.

In the third week of February, Mughal Garden at Rashtrapati Bhawan is open to the public for about two weeks. Nehru Park, located near Ashok Hotel in Chankyapuri, is another well-landscaped garden.

Delhi Tourism's musical fountain at Ajmal Khan Park is spread over an area of five acres and provides a refreshing getaway from the bustle of city.

TREES

Forest species for avenue tree were selected primarily to provide shade. For instance, Neem is the choice of many of the major roads, including Lodi road, Sher Shah Marg, Rafi Marg and Sansad Marg leading from Parliament House to Connaught Place. The Java plum or Jamun is used extensively. Variety provided chiefly on the roundabout or on subsidiary roads.

Well into summer, Gulmohur, introduced in 1829 from its native Madagascar, comes into its own, its spreading crown a blaze of red shaded with orange. Towards winter, the Rusty Shield bearer stands out with its copper-red oblong seed pods and sprays of yellow touched with rust flowers.

BIRDS

Because of trees, gardens and the river, bird life in and around the city is abundant despite the pollution and the teeming population. Late winter and spring are the best time to wander in the gardens and to look out for birds. The winter migrants are still here and the trees, not yet in leaf, provide good viewing.

The brilliant green of the rose-ringed parakeets perching precariously on the soft grey and muted sandstone walls of the tombs at Lodi Garden, tails fanned out, is an unforgettable sight.

Winter is the ideal time to see migratory waterfowl. At Okhla barrage over the Yamuna in southeast Delhi, one will find herons, barheaded geese and bahmini duck down from their nesting grounds in Ladakh, and from Siberia and central Europe, common pochard, tufted duck, pintails, shoveller, mallard, gadwall, redheaded pochard if one is lucky, besides the comb duck, spot bills and coot. Spoonbills, avocets, painted strokes, open-billed strokes and the occasional black-necked stork can also be seen.

In south Delhi some areas have been demarcated as wildlife preserves, notably the Asola Wildlife Sanctuary near Tughlaqabad Fort. The area immediately south of Qutb is also worth a wander. Sanjay Van, adjoining the Qutb Institutional Area, is a wilderness within the city and retains the indigenous flora and fauna of Ridge. Peacocks abound in these parks.

YAMUNA

The Yamuna is under threat. Much of its water is drawn away at the Wazirabad barrage in north Delhi to supply the needs of the metropolis and the rest is subjected to millions of tons of toxic effluents and untreated sewage. The

meandering river bed is cultivated to grown water melons in summer but during the monsoon, the river rages in its full glory, allowing the accumulated water hyacinth to be cleared.

Unlike other cities with rivers, Delhi does not have a waterfront, perhaps because of seasonal fluctuations. However, the land created between the eastern wall of the old city and the current riverbed has been developed into massive memorial parks beginning with Raj Ghat, dedicated to Mahatma Gandhi, and later the memorials of Jawaharlal Nehru and other prime ministers of India.

FOODS

Delhi is generous city. It has assimilated the cuisines of Banias, Rajputs, Arabs, Afghans, Mughals and English and more recently, the Punjabis. Sometimes it makes one wonder if what unites the country is not language or religion, but food.

What is today termed `Mughlai` food in Delhi has little resemblances to what the emperors ate. It is a blend of Punjabi and Mughlai cuisine, standardized so much it tastes the same all over the city. If anything can be called the original Delhi food, it is probably the vegetarian Bania food which retained it's the original flavour despite the influence of Mughal cuisine.

Nowhere else in India will you find so many types of cuisines –each with its own pedigree –which have evolved over the years. While Delhi's ethnic specialties can be identified as Bania, Mughal and Punjabi, the European and Chinese food available are of a high standard.

Places that offer authentic Muslim food are the areas around Jama Masjid, Bara Hindu Rao near Sadar Bazaar and Nizamuddin . Some restaurants in the exclusive five-star hotels serve excellent Muslim food.

Jama Masjid is today probably the best place for Mughlai cuisine in north India. Every locality in south and west Delhi has one or two good eating places serving here hybrid of Punjabi and Mughlai food.

Interestingly, there are no restaurants in Delhi offering traditional, vegetarian Bania food. Most vegetarian restaurants or *bhojnalayas* offers Marwari food.

In most places the vegetarian food is basically Punjabi. Unfortunately, most restaurants tend to thrive on *dal makhni* and the eternal *paneer* or cottage cheese. These restaurants give any international fast food chain competition when it comes to standardizing the flavour of food!

The mainstay of the restaurants scene is the numerous makeshift eateries or *dhabas*. Within the city these modest eateries have acquired a different dimension, serving reasonably priced food ranging from Punjabi to Chinese.

FOOD TODAY

Satellite TV has made the Dilliwalla familiar with international cuisines. Apart from restaurants in five –star hotels, Delhi now has a large number of restaurants specializing in food ranging from Mexican, Lebanese and Italian to Indonesian, Japanese and Thai. Also, the small restaurants in Paharganj, where young foreign tourists on shoe string budgets gather, serve reasonably good European food. Major international fast food chains find a large clientele in Delhi.

SWEETS

Apart from the original fare associated with Delhi, popular sweets from all parts of the country are available here.

The oldest *mithai*(sweet) shop in the city is *ghantewala* in Chandni Chowk which has been run by the same family since 1790. They make the traditional sweets of Delhi - *habshi halwa*, *sohan halwa*, *pinni*, and all time favourites like *pista* and *kaju burfis* and *motichoor laddoos*.

For those with western tastes, Delhi has a host excellent confectioneries.

BAZAARS

There are countless bazaars in Delhi. But for sheer ambience, few can compare with the ancient bazaar around Jama Masjid and Chandni Chowk – each a world itself – like the romantic old souks of Baghdad and Damascus.

Built on a rocky outcrop, Jama Masjid gives a kaleidoscopic view of the old city.

Eastern end of Jama Masjid facing Lal Qila(Red Fort) leads to Meena Bazaar. The bazaar was built in the late 1970s to cater to the needs of pilgrims and tourists. It has rows of small shops selling readymade garments, local cosmetics, embroidered caps in silk, cotton and nylon. There are also many *dhabas*, makeshift stalls where shopper can get a piping hot meal of meat curry and *roties* for just a few rupees, or *biryani*, a fragrant spicy Muslim rice speciality.

Nai Sarak which specializes in school and college textbooks. Khari Baoli is Asia's largest spice market. Shopkeepers here claim that this is also the biggest market in Asia for edible oils and dry fruits.

The *katras* or wholesale markets are sandwiched between the shops, offices, churches, mosques, temples and gurudwaras. One of the most popular is Katra Neel which deals with fabric and there is nothing in textiles that one cannot find here. It is a fascinating maze of shops, most of which are no more than two feet by five feet. A little ahead is Bhagirath Palace, Asia's largest market for electrical goods.

In Kinari Bazaar everything needed for an Indian wedding is available here. The lane at Dariba Kalan which is still known as the jewellers's street. Those that remain deal largely in silver. It is an interesting place to buy silvery jewellery, old and new.

In Lal Qila, beyond the high arches of Lahore Gate is Chhatta Chowk Bazaar. Its long and chequered history goes back to the 17th century to the days of Shahjahan.

Today Chhatta Chowk Bazaar has about forty glass-fronted shops dealing in artificial and semi –precious jewellery, embroidered bags, hand-printed wall hangings and fake `antiques` from India and Nepal.

BAZAARS AT NIGHT

With sunset the ambience of Shahjahanabad changes. Gradually all activity shifts to the eating places, especially in and around Matia Mahal Bazaar near Jama Masjid. The lanes are filled with aroma of fire and food, and sound of Hindi film

music. It is time to celebrate the flavours of traditional Muslim food as people from all over Delhi and tourist find their way to their favourite restaurants.

HAATS

Traditionally, most villages in India have a *haat* or weekly bazaar where villagers sell grains, vegetables, tools, handicrafts and cattle. With urbanization most villages in and around Delhi have disappeared but the *haats* remain, so much so that even an urban jungle like Delhi has about 50 of them. These sprawling bazaars cater to diverse needs, from pots and pans, to aphrodisiacs, miracle oils and exotic herbs and spices.

Many localities in Delhi have their own weekly *haats*. The biggest is probably the one held in Ajmal Khan Road in Karol Bagh. One can pick up attractive bargains at these weekly *haats*.

An interesting book bazaar is held on the pavements of Daryaganj which is certainly worth a visit.

DILLI HAAT

Situated in the heart of Delhi, the unique Dilli Haat is an upgraded version of the traditional weekly market, offering a delightful amalgam of craft, food and cultural activities. However, while the village haat is a mobile, flexible arrangement, at Dilli Haat, it is a permanent haat. It is the craftsmen who are mobile and ever-changing thereby offering a kaleidoscopic view of the richness and diversity of Indian handicrafts and articles.

Spread over spacious six are area, imaginative landscaping, creative planning, and the traditional village architectural style have combined to provide the perfect ambience for a haat or market place.

The food plaza enables visitors to savour the inimitable flavours of gastronomic delights from the various regions of India. A wide variety of skillfully crafted handicrafts, intrinsic to each part of the country are available in the exotic bazaar.

The handicraft stalls are allotted on rotational basis to craftsmen from all corner of the vast and varied land of India, usually for fifteen days. Thus ensuring that different handicrafts are available to visitors at each visit, and also enabling them to buy authentic wares at prices that have not been inflated by high maintenance cost.

CRAFTS

Delhi prides itself in its rich craft tradition that struck root during the reign of Emperor Shahjahan. It was in his new city of Shahjahanabad that arts and crafts proliferated.

Their inheritors, painstakingly and often against all odds, carried on the secret code of these knowledge systems, with their fingers, their eyes, minds and soul. Today what we see as meticulously beautiful in craft, design and conception is a real testimony to this inheritance.

Despite modernity and its aggressive onslaught, despite urban sharks and middlemen, many traditional crafts have survived and have evolved new parameter of aesthetic and commercial value.

Craft, unlike so- called `fine` art, is an expression of functional necessity, directly affecting peoples' daily lives. Design intervention and adaptations have rejuvenated some crafts which are alive and pulsating in the labyrinthine lanes of Delhi.

DELHI BLUE POTTERY

Behind Asaf Ali Road, is the only practitioner of the Delhi Blue Pottery tradition. A special mix of powdered quartz is used to make the stoneware base which then glazed blue, with ingredients which were used for the blue tiles of pre-Mughal and Mughal domes, a style inherited from Persia.

MINIATURE PAINTING

The tradition of the Delhi School of miniature painting has continued from the time of Emperor Jehangir, father of Shahajahan.

The Delhi school is an offshoot of the Mughal painting tradition. The Delhi school was distinguished for its dynamism and naturalism in treatment, contrast of colours and strong urban influence. The preferred base for the painting was ivory, but today handmade paper is used.

TERRACOTTA POTTERY

Uttam Nagar and Bindapur in west Delhi are where most potters in the city live. Most of them are originally from Rajasthan and Haryana. Quality earthenware is available at the Crafts Museum in Pargati Maidan, Dilli Haat, Lajpat Nagar and along major roads.

OTHER CRAFTS

There are few old shops dealing in musical instruments, most of which are brought to Delhi from various parts of India. Here, assemblage work is done, such as fitting of hide membranes of *tablas*, *dholaks* and other drums.

A variety of paper crafts are prevalent, of which *tazia* making is the most spectacular. *Tazia* are commemorative paper structures, intricately cut and pasted on bamboo frame. Fantastic, colourful images of paper are taken in procession during festival of Muharram.

The same *tazia* –makers also make huge Ravana effigies during the Hindu festival of Dussehra. They are also involved in making *tazias* with flowers for the festival of *Phoolwalon ki Sair* at Mehrauli.

The making of paper kites caters to the famous kite-flying mania of Dilliwalas which reaches its height during the monsoon, especially on 15th August, India's Independence Day, and during the spring festival of Basant Panchmi. The *patang* or kite maker in Lal Kuan Bazaar in Shahjahanabad is then a riot of colours.

FESTIVALS

In India everything is celebrated, from harvests to the changing of seasons, from the triumph of a goddess battling evil to the love between a brother and his sisters. Festivals are what give life its richness and colour. Through the sharing of a celebration, society continues with its traditions and, at times, even creates new ones. Through conquests and calamities India has held on to its culture. And inevitably every new generation falls under the spell of this medley of worship and rejoicing.

JANUARY TO MARCH

Republic Day: On 26 January and people line the streets to watch the Republic Day parade.

On 13 January, a rural festival, **Lohri** marks the end of winter.

Basant Panchami : Hindu festival of Basant Panchmi welcomes spring.

Statesman Vintage Car Rally is held in early February. Classic cars rolls sedately out on to the roads, ambling off on a day trip to Sohna in the bordering state of Haryana.

Holi: On the day of the full moon in the month of Phalguna, Delhi braces itself for a day of uninhibited revelry as Holi is celebrated with great vigour and joy.

Mahashivratri is celebrated on the *amavasya* night of Phalguna.

APRIL TO JUNE

In north India, the Hindu new year is celebrated on Baisakhi in mid – April just as the sun begins to get fierce and the dusty winds herald summer.

Id-ul –Fitr is most often celebrated in this season. It marks the end of Ramzan, the month of fasting for Muslims.

The Urs of Hazrat Nizamuddin is celebrated with favour at his *dargah*.

Ramnavami, the birth of Lord Ram, is celebrated on the ninth day of *Shuklapaksh* (waxing moon)

Buddha Purnima in the month Vaisaka, commemorates not just Lord Buddha's birth , but also enlightenment and Nirvana.

Mahavir Jayanti, the birth of Lord Mahavira who founded Jainism, is celebrated around this time with prayers and processions.

Muharram is observed with processions of emotionally charged devotees.

JULY TO SEPTEMBER

On 15 August, India celebrates Independence Day with the Prime Minister addressing the Nation from Lal Qila's sandstone ramparts.

Janmashtami is the celebration of the birth of Lord Krishna on the eight day of *Krishnapaksh* (waning moon) in Sarvana. Temples across the city are decorated with fairy lights and colourful exhibits on Krishna's life.

Muslim festival of Id-ul-Zuha is popularly known as *bakr* Id, the 'feast of sacrifice' is celebrated in July.

Phoolwallon ki Sair (flowersellers' walk) is a festival unique to Delhi. It is celebrated in September in Mehrauli with much fan fare.

OCTOBER TO DECEMBER

Navaratrey, literally nine nights, commemorates the victory of goddess Durga over the demon Mahishasur. Navaratrey ends with Dussehra, also known as Vijay Dashami, or the tenth day of victory.

On Vijay Dashami, Rama is believed to have defeated Ravana. Huge effigies are made of Ravana, his brother Kumbhakarna and son Meghnath, filled with fire crackers and set on fire in community gathering in open spaces all over the city.

Durga Puja is celebrated by Bengalis on the last four days of Navaratrey. Images of the mother goddess, Durga all fiery power and exquisite beauty, are worshipped with flowers, incense and the beating drums. On Vijay Dashami the idols are taken out in a procession to be immersed in the Yamuna.

Around the same time, the vibrant Balloon Mela at Safdarjang Airport celebrates adventure with huge exotic hot air balloons lazily floating across the sky.

Diwali, the festival of lights, falls on *Amavasya*, the darkest night of Kartika. It is believed that on this day Lord Rama come home to his kingdom after fourteen years in exile and the city of Ayodhya lit oil lamps to welcome him.

Guru Purab is the celebration of the birth of first if ten Sikh gurus, Guru Nanak. *Nagar kirtan* (processions) are taken out through the streets and in gurudwaras, *granthies* recite verses from the Guru Granth Sahib, the holly book of the Sikhs.

Delhi's year festivities end with the Christmas and New Year's Eve when there are special programmes at most hotels and restaurants across the city. In Connaught Place, people step out at midnight to welcome the New Year with noise and revelry.

INDIA GATE

The 42 meter high, free standing arch, popularly known as India Gate, was designed by Luytens and built in 1931. The names of soldiers are inscribed all along the walls of the arch.

THE PRINCES' AREA

In 1931, Lyutens began work on India Gate – at the far end of Kingsway (Rajpath). It had earlier been decided to surround the hexagonal space around the arch with the palaces of the most important Indian princes – all of whom needed to have a residence in New Delhi.

The architectural style of many of these princely houses was influenced by Luytens' and Baker's building. Luytens himself designed Hyderabad House and

Baroda House. Hyderabad house was the biggest and the greatest of all the princely houses.

The SUPREME COURT OF INDIA is one of the most impressive structures built by the Central Public work Department(CPWD).

NATIONAL MUSEUM at the intersection of Rajpath and Janpath are three important – National Archives , National Museum and IGNCA.

RASHTRAPATI BHAWAN

The site choosen for the Viceroy's House, now the Rashtrapati Bhawan, was on Raisina Hill which was seen as an Indian acropolis. The buildings, designed by Luytens, has a large court to its front and a Mughal style garden at the back.

The most significant room in Rashtrapati Bhawan is the Durbar Hall which lies directly under the main dome. This ceremonial hall is the venue for all official functions of the President of India.

From outside, the Rashtrapati Bhawan is proportioned in the classical European manner. Its dominant feature is its dome which is said to have been inspired by the Buddhist stupa at Sanchi

THE SECRETARIAT

Lutyens intended Kingsway to slope right up to the Viceroy's House, but Baker felt it necessary to level the space between the two secretariat buildings, North Block and South Block, and create a plaza, thus ending the slope prematurely and steeply.

The secretariats buildings are raised on plinth so as be level with Rashtrapati Bhawan. The high plinths and use of sandstone relates them to the monuments in the city, though they are basically European in style.

The secretariat buildings are now offices of the Government Of India. The great open space at the base of the slope is Vijay Chowk (victory square). Beating the Retreat Ceremony takes place here on 29th January each year.

SANSAD BHAWAN, on the northwest of Vijay Chowk, is a high circular, colonnaded building. Sansad Bhawan, is where in the Indian Parliament meets. A verandah with 144 columns surrounds the three chambers. The boundary wall has blocks of sandstone patterns that echo the Mughal *jaalis*.

GURUDAWARA RAKAB GANJ was built in 1732 by Lakkhi Banjara, the man who performed the last rites of the martyred Sikh Guru, Teg Bahadurji.

THE ALL INDIA FINE ARTS AND CRAFTS SOCIETY, AIFACS, as the building is popularly known, has galleries for art exhibitions and the society's office. It also has a large auditorium.

TEEN MURTI BHAWAN, built as the residence of the British commander- in-chief in India, became the official residence of Jawahar Lal Nehru, the first Prime Minister of independent India. After he died it was converted into a memorial. The library within the compound is probably the finest resource centre of modern Indian history.

Midway along Willington Crescent, is a sculpture well worth a visit. The sculpture, depicts the famous Dandi March led by Mahatma Gandhi in 1931, against the oppressive salt taxes imposed by the colonial regime.

INDIA INTERNATIONAL CENTRE

India International Centre (I I C) was visualized as an international centre for exchange of ideas among scholars. What is most attractive about the building is the soft quality of light which the architect, J.A. Stein, captured so well. The buildings have a very down-to-earth scale and meticulous detailing, and extensive use of traditional *jaalis*.

CONNAUGHT PLACE (CP)

Connaught Place is like a large doughnut with a garden in centre. The outer and inner faces of the doughnut are the spacious colonnaded verandas, which gave CP its unique identity. The inner, outer and middle circles reach the concentric buildings and eight roads radiate from concentric arrangement.

CP was the most important business and shopping centre of the city for many years after Independence, until newer entrants like South Extension, Ajmal Kahn Road, Rajendra Palace and Nehru Place challenged its pre-eminence. CP, however, remains very popular with Tourists.

The fact is that CP is today cluttered with numerous high-rise structures, with DLF Centre and New Delhi Municipal Corporation's Palika Bhawan, on Sansad Marg, designed by Kuldip Singh, competing for attention with Jeevan Bharati.

BABA KHARAK SINGH MARG

Along a tree-lined path, on the right side of Baba kharak singh Marg, are the state emporia-showcases of handicrafts and handlooms from all corners of India.

Hanuman Mandir was built by Maharaja Jai Singh at about the same times as he built Jantar Mantar. Since then, many additions have made to the original structure.

MANDIR MARG

Mandir Marg gets its name from **Laxmi Narayan Mandir** which is built in 1938 and is among the most popular Hindu temples in Delhi. It is known as Birla Mandir since it was built by the well known industrialist B.D. Birla. The temple is dedicated to Laxmi (goddess of wealth) and Narayan (the preserver). The annual festival of Janmashtami, commemorating the birth of Lord Krishna, is celebrated with great gaiety and attracts thousands of devotees.

JANPATH

Janpath, literally the road of the people was the Queensway of British New Delhi till it got its more down-to-earth name. Janpath is best known for its colourful market.

KASTURBA GANDHI MARG

British Council Division building is designed by Charles Correa. The British Council has an art gallery, an auditorium and an extremely good library, of which one can also become a short member.

Max Muller Bhawan the German culture, is name after the famous 19th century German Indologist. It is housed in one of the British bungalows that has survived the onslaught of property developers who have changed the area into concrete jungle.

MANDI HOUSE AREA

The buildings at Mandi House circle were built in the 1950s to house national cultural institutions. The Mandi house area is the informal cultural hub of Delhi with its array of cultural centres and auditoria built around an extremely busy roundabout.

Rabindra Bhawan , designed by Habib Rahman, houses the Lalit Kala Akademi (Academy of Fine Arts), Sangeet Natak Akademi (Academy of Music and Dance) and Sahitya Akademi(Academy of Literatrure). Rabindra Bhawan has a good library of music and Indian Literature.

The National School of Drama and Kathak Kendra are located in **Bahawalpur House**.

Triveni Kala Sangam is prominent centre. It has exhibition galleries, an open air theater and a bookshop. The café here is very popular with artists and intellectuals who frequent this area.

Shri Ram Centre , is an important cultural venue, is an attractive exposed concrete building designed by Shivnath Prasad in the late 1960s.

Kamani Auditorium, also in the Mandi House area, is a popular auditorium for plays and concerts.

NATIONAL GALLERY OF MODERN ART

The gallery is housed in magnificent building which is belonged to the Maharaja of Jaipur. Its vast rooms with high ceilings are perfect setting for viewing the work of art on display. Some of the last sculptors in India have their works displayed in the gardens flanking the huge gates.

NGMA has preserved works of modern Indian artists dating from 1850. NGMA has a collection of about 15,000 paintings, sculptures and graphics which are exhibited form time to time. NGMA organizes group visits for school children conducted tours, seminars, film shows and study classes on art appreciation, history and conservation.

ART TODAY

Its collection includes top names and its exhibitions are often commercially high profile. Works by Krishen Khanna, Satish Gujral, Rameshwar Broota, have been part of its many exhibitions. It does not restricted itself to big names but also holds shows of beginners.

ART GALLERIES

Delhi has overtaken Mumbai and Calcutta in recent years to become the most vibrant and creative art centre in India. The city has more than twenty five active galleries and many new once open up during the peak winter season. Many of India's leading artists live and work here.

MUSEUMS

NATIONAL MUSEUM

The National Museums has a remarkable collection of Indian art and sculpture which dates from the prehistoric era through the late medieval period.

There is good collection of archeological finds from the Indus Valley sites of Harappa and Mohenjodaro which include beautiful pieces of terracotta pottery from 2700 BC.

CRAFTS MUSEUM

Opposite Purana Qila, is one of the most interesting museums in India. Designed by Charles Correa, there is more to see in this museum than its impressive collection of folk and tribal arts, crafts and textiles. There is a village complex where one can study the architecture of village houses.

There is reference section about 1500 objects which can be used by scholars, designers and craftsperson.

NATIONAL RAIL MUSEUM

Set amidst a sprawling park, this museum is must not just for train buffs but for everyone. A compact but informative indoor museum display a range of interesting objects, but the main attraction are the old steam engines parked outside.

A star attraction is the Fairy Queen, born in 1855 and considered to be one of the best preserved steam locomotive engines of her age.

NATIONAL MUSEUM OF NATURAL HISTORY

The museum has a large collection of stuffed animals and birds. There are regular films shows and illustrated lectures on wildlife and conservation for children.

SHANKAR'S INTERNATIONAL DOLLS MUSEUM

Children finds this museum a dream house. It has a collection of over 6,000 dolls not only from India but from all over the world.

RED FORT ARCHAEOLOGICAL MUSEUM

Housed in Mumtaz Mahal inside Red Fort, a part of the museum is dedicated to Bahadur Shah Zafar. The museum has some beautiful pieces of 19th century embroidered textiles and some unusual decorative blue tiles from the 13th century.

SWATANTRA SANGHRALAYA MUSEUM

Devoted to India's freedom struggle, this museum has life-size plaster casts of famous freedom fighters. Worth seeing is a well preserved copy of the Delhi Gazetteer of 1846-47.

FIELD MUSEUM

The museum has a few articles which are found during archaeological excavations at the site, considered to be the oldest in Delhi. There are pieces of Painted Grey Ware pottery, which has been dated to around 1000 BC, and terracotta figures from the Mauryan period (300 BC), which include beautiful animal forms.

GANDHI NATIONAL MUSEUM

Across the road from Raj Ghat is Gandhi National Museum which has on display a few personal belongings of a man who hardly possessed anything. There is a library and an information centre in the same complex.

GANDHI SMRITI

Birla House is the place where Mahatma Gandhi was assassinated on 30th, January 1948, on his way for his customary evening prayers. The spartan room where he lived during his periodic visits to Delhi is preserved as it was during his lifetime. Gandhiji's last footsteps from this room to the garden have been marked.

NEHRU MEMORIAL MUSEUM

The elegant colonial building, once the official residence of the British Commander-in-Chief of the Indian Army is a memory to Jawaharlal Nehru, India's first prime minister, who lived here for sixteen years. The teak-panelled rooms with high ceilings, spacious verandahs and a well laid out garden speak of the opulence of imperial Delhi.

Nehru memorial Library within Teen Murti House is an excellent library and research centre for Modern Indian History.

INDIRA GANDHI MEMORIAL MUSEUM

The bungalow in which Mrs. Indira Gandhi lived as prime minister of India has been converted into a memorial. Some of the well-furnished rooms and few personal belongings can be seen through large picture windows.

SANSKRITI MUSEUM OF INDIA TERRACOTTA, SANSKRITI MUSEUM OF EVERYDAY ART

Set amidst beautiful landscaped garden on the outskirts of Delhi, Sanskriti Museum of Everyday Art display objects like jars, combs, mirrors, boxes, toys, and kitchen utensils which are functional yet exquisitely crafted.

Next door is the Museum of Indian Terracotta with a large display of mythological figures, playful animals, relief panels, decorative tiles and lovely polished clay pots. Sanskriti Kendra is also a centre for interaction between artists and scholars.

OTHER MUSEUMS ARE

- Air Force Museum
- Bal Bhawan National Children's Museum & Aquarium
- Musical Instrument Gallery
- National Philatelic Museum
- National Science Centre
- Sulabh International Museum of Toilets

MUSIC, DANCE, THEATRE AND CINEMA

Delhi has always been a great centre for the performing arts. As the capital of India for centuries, a flourishing courtly culture attracted the itinerant artist to seek the patronage of kings. In the field of classical Hindustani music, Delhi even boast of its own *gharana* (literally, family tradition) of music. Over time, the patronage and support of emperors have been replaced with the sponsorship of state agencies and corporate houses. Patronage has its own advantage. For the casual visitor, the good news is that many concerts are free.

However, as far as theatre and cinema are concerned, it used to be fashionable to say that Delhi is desert. That is no longer true. Both theatre and cinema are becoming increasingly popular. Music festivals, dance recitals, art exhibitions, theatre and cinema are no longer confined to a few connoisseurs-thousands are involved.

Indian music boasts of centuries old oral traditions. Amir Khusro is said to have fused Persian Music with the existing tradition of *dhrupad* singing, evolving *khayal*, the popular form of classical Hindustani music. Khusro is also credited with crafting the sitar and tabla , two instruments made famous the world over by Ravi Shankar and Zakir Hussain.

Delhi has a small but dedicated audience for **classical western music**. Delhi Music Society, which also run the Delhi School of Music in Chankyapuri, organizes regular concerts at different venues.

Internationally renowned dancers, Yamini Krishnamurty (Bharatnatyam), Raja and Radha Reddy (Kuchipuri), Uma Sharma and Briju Maharaj (Kathak), Sonal Mansingh (odissi) and Singhajit Singh (Manipuri) have their schools in Delhi though programmes centered around dance are not regular. Kathak Kendra in Bahawalpur house is the only calendar of events in which dancers participate.

Delhi does not have kind of deep-rooted tradition of theatre which exists in Calcutta and Mumbai, but there are several successful production companies here, and many amateur groups who very often come up with original performances.

National School of Drama (NSD), founded in 1975, is India 's popular institution for theatre. It has a repertory company which frequently presents plays by Indian and western playwrights.

There are over seventy cinema halls scattered all over Delhi and most of them screen commercial Hindi films.

The newly renovated Satyam cinema in Ranjeet Nagar West Patel Nagar and Anupam PVR multiplexes and other renovated cinema halls screen latest English films.

Every alternate year, the International Film Festival of India is held in January. There is also the annual National Film Festival, in June-July, where Indian films which have won national award are screened.

SPORTS

For the sports lover, Delhi is well equipped with stadia, gymnasium and opportunities for indoors and outdoors sports. Each season brings its own activities. In the hot summer months, there is swimming and boating along the ramparts of Purana Quila in late evenings, riding at dawn, even all-night tennis on the floodlit courts in Delhi Lawn Tennis Association. The season after summer is for kite flying.

The bracing air of a Delhi winter is ideal for all kinds of sports, both for the spectator and the active participant. One can play golf, basketball, tennis, rock climbing- and of course there is cricket.

Delhi offers great opportunity for golfers, with its several golf courses in and around the city . Most offer golf sets on hire. Great stands of old trees, ancient monuments and scattered wildlife make the Delhi Golf Club course one of the most beautiful in the world.

ADVENTURE ACTIVITIES

Form time immemorial Delhi has attracted people with a penchant for adventure providing as it did opportunity as well as patronage. It is this spirit of adventure for which Delhi Tourism now provides avenues.

TREKKING

Delhi tourism's infrastructural network and trained outdoor staff help visitors/tourists choose from the endless trekking options India offers – ranging from some of the world's highest mountains, greatest deserts, rivers, lakes, sea beaches and rain forests.

ROCK CLIMBING

Equipment and training is provided to aspiring rock climbers in and around Delhi from October to March.

WATER SPORTS

A multi-sports and leisure complex has been created by Delhi Tourism at Bhalswa Lake, situated at Delhi's northeastern edge. This offers facilities for boating in pedal boats, kaykas, canoes and water boats. Keen anglers can also indulge in fishing. Hovercraft and water scooters have been introduced for the first time in Delhi at this lake. Pedal boats at reasonable rates are available at the India Gate, Purana Qila, Prasad Nagar and Naini Lakes. Special training programmes in kayaking and canoeing are organized at Prasad Nagar Lake and Naine Lake.

SON ET LUMIERE: IMMORTAL DELHI

For those desirous of delving into Delhi's glorious and tumultuous past. Delhi Tourism puts on a spectacular sound and light show at the Purana Qila which makes the 5,000 years old history of the city come alive.

INDIGENOUS GAMES

Some indigenous games have been refined over the years. *Kabaddi* and *kho kho* which are uniquely Indian team games requiring no sports equipment are now included in national sports tournaments. These games are as popular in distant villages as on Delhi streets and parks.

Delhi can be exciting place for children. There are parks and museums, a planetarium and an amusement park, places which combine learning with pleasure.

PRAGATI MAIDAN

Pragati maidan, India's premier exhibition complex, is located in the very heart of New Delhi, next to Purana Qila. Spread over an area of 149 acres, Pragati Maidan is one of the finest exhibitions ground in Asia until permanent exhibition halls.

Some of the interesting buildings within the complex are the National Science Centre, the Hall of Nations and the unique crafts museum.

The complex is kept alive throughout the year with cultural activities that cater to both the common man and the connoisseur. There are two popular auditoria, Shankuntlam and Falaknuma and several restaurants. Appu Ghar, an amusement park, the first of its kind in Delhi, is within the complex.

LOTUS TEMPLE

The B'ahai Temple is near Nehru Place, with well planned gardens, is very popular among tourists. The building is architecture astounding.

MONUMENTS OF DELHI

Few cities in India could claim the long continuity and status that Delhi has enjoyed. In the dim proto-historic past, at the site of the sixteenth century citadel Purana Qila (Qal'a-i-Kuhna) lay perhaps Indra prastha, capital of the heroes of the epic Mahabharata.

This settlement, known by different names at different times, has been recently excavated by the Archaeological Survey of India on large scale revealing a continuous occupation from the Mauryan to Early Mughal period – from the third century B.C. to the sixteenth century A.D.

A glorious chapter to Delhi's history was added as recently as 1966 with the discovery of an inscription of the Mauryan emperor Asoka (273-36 B.C.) engraved on a rugged rock of an outcrop of the Aravalis, near Srinivaspuri, west of Kalkaji temple.

With such a variegated history, it is not surprising that Delhi should abound in relics and remains of its long chequered past. The remains of its proto-historic and historic periods lie buried below later structures. Some idea of the life of

people during these periods is provided by the antiquities and structural remains exposed at the Purana Qila.

But it is the mosques, tombs and citadels of the Pathans and the Mughals that constitute the most monumental remains of Delhi. They are often spoken of as constituting seven cities. There are more than thirteen hundred listed monuments in Delhi.

The conquest of India by the Muslims made an effective and distinct impact on the indigenous manifestations of life and culture, which gave rise, among others expression of art, also to a new style in architecture. This style incorporated not only certain new modes and principles of construction but reflected also the religious and social needs of the adherents of Islam.

Even if the true arch was familiar to indigenous architects in ancient times, it was introduced by the Muslims and firmly implanted on the soil. Lucidity and simplicity of expression, economic use of material and orderly arrangement of different parts of characterize the Islamic art, as distinct from the exuberance, richness and exaggeration of the Hindu art.

After the initial reaction manifesting itself in the desecration, destruction and spoilage of the earlier Hindu structures the creative monumental activity of the Muslims is marked by two phases. In the first phase, the earlier Hindu temples or other buildings were purposefully demolished and the material used for new improvised buildings. In the later phase, mosques, tombs and other buildings were fully planned and built with appropriate material, which is originally quarried, manufactured or ornamented as necessary. It is in this phase that the Muslim buildings are found at their best.

Indo-Islamic architecture falls under the three broad classes. The monuments erected by or under the patronage of the Sultans belong to the first class. Contemporaneously, at least in part, monuments were also coming up in the different provinces, which were originally ruled by governors appointed by the Sultans, but which soon declared themselves independent. These exhibit a diversified but distinct class. To the third class belong the constructions of the Mughals, who brought India under an almost united suzerainty.

The monuments in Delhi belong to the first and third class.

HISTORY AND ARCHITETURE

The so-called seven cities of Delhi, the earliest of which may be dated to the closing years of the tenth century, are not all that Delhi has to offer as evidence of its past; neither do they cover the entire span of its long and eventful life. For habitation appears to have begun at or around the site of Delhi about three thousand years ago. Underneath, the Purana –Qila, raised in the sixteenth century, trial trenching in 1955 revealed the occurrence of fine grey earthenware, usually painted with simple designs in black. Known among the archaeologists as the Painted Grey Ware, this pottery is often dated to 1000 B.C. The site was systematically excavated during 1969-73, but a regular Painted Grey Ware horizon could not be located, although shreds of that were found in accumulations of later age. A broad pattern can, however, be pieced together from the evidence available from certain other contemporary sites, which have been excavated on a larger scale.

It is significant that the Painted Grey Ware occurs at several places associated with the story of the great epic Mahabharata, and one of these places, Indraprastha, capital of Pandavas, is traditionally identified with Delhi. Significantly enough, a village by the name of Indrapat, which is obviously

derived from the word Indraprastha, lay in the Purana-Qila itself till the beginning of the present century, when it was cleared along with other villages to make a way for the capital of New Delhi to be laid out.

CONTINUATION FROM EARLY HISTORICAL TO MEDIEVAL TIMES

Evidence for habitation around Delhi from early historical to medieval times comes mainly from the excavations at Purana-Qila where the spade has cut through houses, soakwells and streets of Sultanate, Rajput, Post-Gupta, Gupta, Saka-Kushan and Sunga days reaching down to the Maurya Period. Evidence of the Maurya period (300 B.C.) is provided by the occurrence of the Northern Black Polished Ware, a fine earthenware with a glossy surface, and punch-marked coins.

Direct association of emperor Asoka (273-36 B.C.) of Maurya dynasty with Delhi has been brought to light only recently by the discovery of a shorter version of his Minor Rock Edicts engraved on a rock near Srinivaspuri. This discovery also indicates that Delhi lay on the trunk route connecting the main cities of ancient India.

There are also some other relics of historical times in Delhi, but they are not *situ* and were much later imported from outside. Two of these are polished sandstone pillars inscribed with the edicts of Asoka, which were brought here by Firuz Shah Tughluq (1351-88), and the third the well-known iron pillar in Qutb area, manufactured in the Gupta period, but transplanted to Delhi perhaps in the tenth century.

ANCIENT NAMES OF DELHI

The first medieval city of Delhi, believed to have been founded by the Tomars, was called Dhilli or Dhillika, although among the known records the

name Dhillika occurs for the first time in the inscription of 1170 from Bijolia, District Udaipur, which mentions the capture of Delhi by Chahamanas. The Palam *Baoli* inscription of 1276, written in the reign of Ghiyathu'd-Din Balban, also calls the town Dhilli and the country in which it lies as Hariyanaka. Another inscription dated 1328 in the reign of Muhammad Tughlaq (1324-51), now in the Red Fort Museum, also refers to the city of Dhillika in the Hariyanka-country.

The modern name Delhi is derived from Dihli or Dilli, the Hindu equivalent to Dhilli of the inscriptions.

AREA WISE SPREAD OF MONUMENTS IN DELHI

QUTB DISTRICT (MEHRAULI)

Some of Delhi's oldest monuments are in this area. With the exception of the 4th century iron pillar at the Qutb Minar site, the earliest of those described here date from the Slave dynasty, the beginning of the Delhi Sultanate. The new Turkish rulers combined Arabic and Persian architectural ideas with Indian workmanship to create the first Indo- Islamic buildings in Delhi.

The first of these was the Quwwat-ul-Islam Mosque which, rather symbolically, was built over the site of Delhi's largest Hindu temple, using parts of 27 demolished temples. Other monuments built in this area by the rulers of Slave dynasty include the Qutb Minar, Iltutmish's Tomb (Qutb Minar complex), Hauz Shamsi and Gandhak Baoli.

This area is also contains many monuments from subsequent dynasties. Of those included here, the Alai Darwaza and Alai Minar (Qutb Minar complex) were built during Khilji rule; Jahaz Mahal and Sukhi Baoli under Lodis. Madhi Masjid

dates form either late Lodi or early Mughal times: Jamali Kamali's Mosque and Tomb and Adham Khan's Tomb were certainly built during the Mughal Period.

The monuments are:

Qutb minar Complex

Adam Khan's Tomb, sukhi and Gandhak Baolis

Hauz Shamsi and Jahaz Mahal

Modhi Masjid and Jamali Kamali's Mosque and Tomb

WEST OF MEHRAULI

Sultan Ghari's Tomb, dating from the Slave dynasty (1206-90), is the only substantial ancient monument in this area.

TUGHLAQABAD

This is the site of the **third city** of Delhi, founded by the first of the Tughlaq rulers, Ghiyasuddin Tughlaq (1321 –25) after he beheaded Khusrau Khan and seized the throne.

The ruins within the fort and Ghiyasuddin's Tomb beside it are all that remain of the ancient city of Tughlaqabad, which was abandoned soon after it was built.

Monuments are:

Tughlaqabad Fort

Ghiyasuddin Tughlaq's Tomb.

JAHAN PANAHA SITE

Jahanpanah meaning ‘Refuge of the world’, was **the fourth city of Delhi**, created by Mohammed Tughlaq (1325-51) in 1328. He built walls to enclose the inhabited but unprotected area between the **first two cities of Delhi (Qila Rai Pithora and Siri)** and built a palace and mosque in the centre. The Bijay Mandal is part of the palace and Begampur Masjid is probably the mosque, though there is some controversy about this.

The other ancient monuments here were built a little later. Khirki Masjid was built during the rule of Firoz Shah Tughlaq (1351-88), Lal Gumbad (Sheikh Kaliruddin’s Tomb) in about 1397 and Yusuf Qattal’s Tomb was built around 1527.

The monuments are:

Begampur Masjid and Bijay Mandal

Lal Gumbad

Khirki Masjid and Yusuf Qattal’s Tomb.

R.K. PURAM

The tombs in this area are of the Lodi period (1451-1526), but nothing seems to be known about their history. They are not spectacular, but have some unusual features and are certainly of interest to Lodi tomb enthusiasts.

The monuments are:

Tinburjiwala Gumbad

Wazirpur ka Gumbad and others

HAUZ KHAS AND GREEN PARK

This area lies to the west of the walls of Siri, **the second city of Delhi**. Siri was built by Alauddin Khilji in about 1303. A few sections of wall still stand and there are odd ruins inside e.g. Tohfewala Gumbad, but nothing very substantial remains and there is no trace of his famous palace, the ‘Hall of a Thousand Pillars’. Outside the city walls however, Alauddin Khilji’s Chor Minar is fairly well preserved. The Hauz Khas (Royal Tank) that he built for inhabitant of Siri also remains, near Hauz Khas Village.

Of the other monuments in this area, the madarsa (Islamic College) and tomb of Firoz Shah Tughlaq, at the edge of the tank, were built during his reign (1351 – 88), whilst the others all date from the Lodi period (1451-1526).

The monuments are:

Nili Masjid

Bagh-I-Alam ka Gumbad and others in Green Park

Firoz Shah Tughlaq’s Madarsa and Tomb

Chor Minar and Makhdum Sahid’s Tomb

SOUTH EXTENSION

South Extension Part I

The tombs in this area were built in the 15th century, during the Sayyid and Lodi periods. They are all within easy reach of the South Extension Part I market area, though technically Darya Khan Lohani’s Tomb (to the west) is in Kidwai Nagar East and Mubarak Shah’s Tomb (to the east) in Mubarakpur.

The tombs are of various shapes and sizes and form an interesting collection. Mubarak Shah’s Tomb is the oldest and is octagonal, whilst Darya

Khan Lohani's is most recent and is a large three tiered platform with *chhatris* at the corners. The other are square and it is not known whose graves they contain.

South Extension Part II

Moth ki Masjid is a mosque of the Lodi period, tucked away in the streets in behind the South Extension Part II market. It is about ten minutes' walk from the market, in the area called Masjid Moth. It is definitely worth visiting.

The monuments are:

Darya Khan Lohani's Tomb

Kale Khan ka Gumbad, Tin Burj and Mubarak Shah's Tomb

Moth ki Masjid

AROUND JORBAGH

To the north of Jorbagh are the famous Lodi Gardens, containing tombs of the Sayyid (1414-51) and Lodi (1451-1526) periods. To the west and the south are two late 18th century Mughal tombs, Safdarjang's Tomb and Najaf Khan's Tomb

The monuments are:

Mohammed Shah's Tomb and others In Lodi Garden

Safdarjang's Tomb

Najaf Khan's Tomb

NIZAMUDIN

This area is named after the saint Hazrat Nizamuddin Aulia (who lived from 1236-1325 and was the fourth saint of the Chishtia order). Both Alauddin Khilji and Mohammed Tuglaq were supposedly admirers of his, but he fell out with Ghiyasuddin Tuglaq.

The *dargah* (saint's shrine) is in Nizamuddin West, which is crowded and busy, with narrow winding streets. Nizamuddin chose to be buried by Jamat Khana Masjid where he had often preached (built in the Khilji period). The route to the shrine and mosque is lined with people selling religious offerings, caps, flowers and so on.

The area immediately around the *dargah* is particularly lively and buzzing with life. It contains various other tombs as well as Nizamuddin's because the area around his tomb is considered sacred. There is also a *baoli* nearby, built in Nizamuddin's lifetime.

Also in Nizamuddin West, close to the route to Nizamuddin's Dargah, are Kalan Masjid (built in Firoz Shah Tughlaq's time), Chaunsath Khamba and Atgah Khan's Tomb, (both from the Mughal period). In Nizamuddin East is another Mughal Tomb, that of Khan-i-Khanan.

The monuments are:

Chaunsath Khamba, Atgah Khan's Tomb, Nizamuddin's dargah and Kalan Masjid and Khan-i-Khanan's Tomb

NEAR THE YAMUNA

Many of the cities Delhi built close to the banks of the Yamuna River. However, the course of the river has moved eastwards over the years, so the monuments that remain are further from it than they once were. The area contains wide variety of monuments including tombs, forts and mosques. At the northern

end of the area of the remains of the citadel of the **fifth city of Delhi, Firozabad**. These ruins are known as Firoz Shah Kotla. To their south are the remains of the **sixth city of Delhi, Shergarh**. These are in and around Purana Qila. Further south still are some slightly later Mughal monuments: Humayun's Tomb, Isa Khan's Tomb and Mosque and the Asfarwala Mosque and Tomb in the Arab Sarai. In the west of area, at the entrance to the Golf club, are the even later Mughal Tombs known as Lal Bangla.

The monuments are:

Isa Khan's Tomb and Mosque , Arab Sarai and Humayun 's Tomb

Lal Bangla

Purana Qila

Firoz Shah Kotla

The other popular monument well known to tourists are:

Red Fort Complex

The following parts of the complex are tourists delight:

- Naubat or Naqqar –Khana
- Diwan –I-Am
- Mumtaz –Mahal
- Rang –Mahal
- Khas –Mahal
- Muthamman-Burj
- Diwan-I-Khas
- Hammam
- Moti-Masjid
- Hayat Baksh gardens and pavilions

Shahajahanabad (the seventh city)

Worth visiting are :

- Ramparts and gateways
- Kali-or Kalan Masjid

- Sultana Raziya's tomb
- Zinat –Mahal
- Fatehpuri Masjid
- Ghalib's house
- Gurudwara –Sisganj
- Bagam Samru's palace
- Magazine gateways
- Jami-Masjid
- Sunahri –Masjid
- Zinatu'l-Masjid

Jantar Mantar

The Jantar Mantar, an observatory consisting of masonry- built astronomical instruments, lies on the Parliament Street, about 250 mts. south of Connaught Circus. These instruments were erected by Maharaja Jai singh II of Jaipur (1699-1743).

CONCLUSION

There can be no categorisation of city. It does not fit into any one pattern. From the crowded bazaars of Karol Bagh, saris and textiles spilling in brightly coloured profusion on the pavement, to the sophisticated glitter of the markets in South Extension or Greater Kailash, the prodigal display of wares in Lajpat Nagar, to the classically clean lines of Lutyens' New Delhi, and the dense throng of people, vendors, cobblers, hawkers, tailors, silversmiths and sellers of sweets and other eatable in the *galis* of Shahjahanabad, there is a variety that few cities in the world can match. There is something for everyone here – as indeed there ought to be in one of the greatest capitals of the world.

A complex city with many faces, with a gravitas of historical traditional and the brashness of the *arriviste*, sensitive and violent, a vortex of political and economic power, and of academic enquiry and a growing richness in arts. There is

vitality – often a raw vitality – which informs life here. That is what persists through the ages, and it is this which will take it through the century that is coming, and to many others.

Delhi's perspective is not of mere century. It has seen emperors, kings, courtiers, generals, prime ministers and party leaders. It will see so much more, in the years when the present day splendour of the magnificent buildings designed by Lutyens, the modern steel and glass towers and the dreadful new houses with their pastel colours and curlicued balconies crumble and become part of the ruins that are all around, half- destroyed landmarks in an even grater capital city, with new contemporary symbols of its strength and power. For buildings are, for all their splendour, evanescent –what ultimately remains is the vitality and the strength. That is what Delhi hands down from generation to generation.

PROFILE OF INTERNATIONAL TOURIST

CHAPTER –6

PROFILE OF INTERNATIONAL TOURISTS

INTERNATIONAL TOURIST ARRIVALS

The significance of tourism to the economic and social life of industrial countries and the increasing numbers of developing countries is acknowledged all over the world. The expansion of international travel resumed in 1987 and gathered strength in the last decade. All regions of the world shared in this rising tide of trend. In developing countries, tourism represented almost one third of the trade in services.

International tourist arrivals in India increased from 2481928 in 1999 to 2649378 in the year 2000. In the year 2001, 2537282 tourists visited India, a decline of 4.2% over the previous year. International tourist arrivals in winter months is highest. Out of the total international tourists arrivals to India, about 61 % visit Delhi.

SOCIO- ECONOMIC PROFILE OF INTERNATIONAL TOURISTS VISITING DELHI

Accommodation Type

The commercial accommodation available in Delhi has been categorised as Starred Hotels (including luxury), Economy hotels, Guest Houses, Youth Hostels, Private rented , Friends and relatives, and others.

As can be seen from table 6.1, Starred hotel accommodation attracted 22 % of international tourists, followed by 8.40 % tourists preferring economy

class hotels. About 2.30 % tourists preferred to stay in guest houses. Private rented accommodation is used by about 7.20% tourists. A small percentage of 1.70% tourists stay with their friends and relatives. A large percentage, 57.30% tourists stay at unapproved hotels, lodges, inns and paying guest accommodations.

Purpose of visit

The distribution of international tourists by purpose of visit to Delhi is given vide table 6.2. Nearly 61.80% of the international tourists to Delhi come for leisure, recreation and holidaying. About 24.60% tourists come for business and related work, followed by 8.50% visiting their relatives and friends. Employment attracts 0.30% tourists mainly from neighbouring countries. Only 1.80% tourists visit Delhi for religious/ pilgrimage purposes. Table 6.2.1 further categorises business tourists by specific mission. Of the business tourists coming to Delhi constitute 17.20% coming to attend meetings, 6.70% for purchase or sales and 3.70 % for taking part in exhibitions.

Duration of stay

Duration of stay of international tourists is an important yardstick in planning the tourist facilities at a place. The duration of stay of tourists in Delhi is given in the table 6.3.

The estimated average length of stay of 31.50% foreign tourists in Delhi is 3-5 days, followed by 28.50% tourists staying for 1-2 days. As much as 23.40% tourists stay for 1-2 weeks in Delhi and another 10.80% stay for 2-4 weeks. Some 4.30% foreign tourists camp in Delhi for more than 4 weeks.

Region wise Arrivals

The major strategy used for tourist promotion is tourist publicity through different media. For publicity to yield the optimum results, the potential target groups should be first identified. As such, the destination of tourist arrivals by region wise is essential.

Region wise distribution of tourists in numbers and percentage is given in tables 6.4 and 6.4.1 respectively. Most of the tourists coming to Delhi are from the Europe followed by America. A sizeable number of tourists coming to Delhi are the Non-Resident Indians who are attracted due to various reasons like business and meetings.

Maximum number of foreign tourists arrivals are from Northern Europe with 174215 tourists, followed by Western Europe with 118870 tourists, North America accounted for 86816 tourists. The regionwise distribution of NRIs by country of residence in numbers and percentage is indicated in tables 6.5 and 6.5.1. respectively.

In respect of NRIs, maximum number of 17222 tourists came from United Kingdom, 14225 from UAE and 10062 from USA. The United Kingdom still tops this source to Delhi.

Distribution of Tourist by Gender

The gender distribution is an important indicators of tourist perception with regard to safety, cooperation of local population, conducive facilities, general atmosphere among others. Nearly three fourth of the foreign tourists

visiting Delhi are males. Females comprise only about 27% of the total as shown in table 6.6.

Age distribution

Knowledge of age groups of tourists visiting Delhi is important for developing different tourist products. Almost 69% of the foreign tourists are in the age group of 25 to 44 years as shown in table 6.7.

Distribution of Occupation

Distribution of tourist by occupation is presented in table 6.8. Professionals constituted about 21.90 % of tourists arrivals to Delhi, followed by 18.50% entrepreneurs and 15.60 % executives. Technical personnel and sales executives each constitute around 6.00% of the tourists visits to Delhi. A considerable number of tourists comprising 21.70 % are those who are presently not in any occupation. They comprise mostly of students and retired persons.

Motivational Factors

Maximum number of tourists coming for sight-seeing comprises of about 55% of the foreign visitors. Culture and resorts each attract 41%, followed by shopping 29.50% and 6.60% of tourists visit Delhi for sports and related activities, as shown table 6.9.

Mode of transport

Distribution of international tourists by mode of travel is given in the table 6.10. Air continued to be the predominant mode of travel for the foreign tourists to Delhi. More than 95% of tourists came by air, followed by 3.70 % by Road and 1% by rail. Chartered flights constituted only 2.60 %.

Table – 6.1
Percentage Distribution of Tourists using
various Categories of Accommodation

Accommodation type	%
Starred	22.00%
Economy	8.40%
Guest House	2.30%
Youth hostels	0.50%
Tourists camps	0.20%
Conference centre	0.50%
Private Rented	7.20%
Friends /Relatives	1.70%
Others	57.30%
Total	100.00%

Table – 6.2
Percentage Distribution of Tourist
by Purpose of Visit

Purpose of visit	%
Leisure, recreation, holidays	61.80%
Visiting friends & relatives	8.50%
Business & professional	24.60%
Health & treatment	0.20%
Religion & pilgrimage	1.80%
Transit	0.30%
Employment	0.30%
Others	2.50%
Total	100%

Table- 6. 2.1
Distribution of Tourists to Delhi by Specific Mission
of Business Tourists

Specific Mission of Business Tourists	%
Purchase/Sales	6.7
Meetings	17.2
Exhibitions	3.7
Lectures	0.9
Sports	0.2
Government	0.5
UM	0.2
Study/ Research	0.7
Others	1.5
Non- Business	68.4
Total	100.00%

Table – 6.3
Percentage Distribution of Tourist by Duration of Stay

Duration of Stay	%
None	1.50%
1-2 days	28.50%
3-5 days	31.50%
1-2 weeks	23.40%
2-4 weeks	10.80%
Over 4 weeks	4.30%
Total	100%

Table – 6.4
Distribution of Tourists to Delhi by Region of Residence

Region of Residence	Number of Tourists
E. Africa	7466
M. Africa	1180
N. Africa	1563
S. Africa	2538
W. Africa	2679
Caribbean	1296
C. America	816
N. America	86816
S. America	3972
E. Asia	46753
S.E. Asia	83543
S. Asia	115741
W. Asia	53922
E. Europe	115843
N. Europe	174215
S. Europe	27414
W. Europe	118870
ANZ	16243
Micronesia	29325
Total	890195

Table – 6.4.1
Distribution of Tourists to Delhi by Region of Residence (in % age)

Region of Residence	% Tourists
E. Africa	25.30
M. Africa	56.60
N. Africa	28.40
S. Africa	13.10
W. Africa	44.00
Caribbean	31.20
C. America	31.80
N. America	44.00
S. America	52.10
E. Asia	60.20
S.E. Asia	36.80
S. Asia	26.90
W. Asia	19.60
E. Europe	62.90
N. Europe	49.40
S. Europe	36.90
W. Europe	60.50
ANZ	25.80
Micronesia	36.50
% of Total visiting Delhi	39.05

Table- 6.5
Distribution of Tourist in Delhi by Country
of Residence of NRIs for Major Countries

Country of Residence	Numbers
Australia	1453
Bahrain	401
Canada	3609
France	1412
Germany	3224
Hong Kong	728
Italy	233
Kuwait	1203
Malaysia	401
Oman	5614
Pakistan	3531
Qatar	802
Saudi Arabia	2807
Singapore	4488
South Africa	802
Sri Lanka	1371
Thailand	1071
United Arab Emirates	14225
United Kingdom	17222
USA	10062

Table- 6.5.1
Distribution of Tourist in Delhi by Country of Residence
of NRIs – In % for Major Countries

Country of Residence	%
Australia	17.45%
Bahrain	1.70%
Canada	40.90%
France	30.80%
Germany	17.30%
Hong Kong	8.00%
Italy	22.00%
Kuwait	3.80%
Malaysia	11.10%
Oman	13.60%
Pakistan	52.60%
Qatar	8.70%
Saudi Arabia	5.70%
Singapore	11.40%
South Africa	7.10%
Sri Lanka	6.30%
Thailand	15.80%
United Arab Emirates	9.30%
United Kingdom	29.80%
USA	15.80%

Table-6.6
Distribution of Tourist to Delhi by Sex

Sex	%
Male	72.9
Female	27.1
Total	100%

Table- 6.7
Distribution of Tourist to Delhi by Age

Age group	%
1 to 14	0.30
15 to 24	11.10
25 to 44	69.40
45 to 64	18.20
65 +	1.00
Total	100.00

Table –6. 8
Distribution of Tourists to Delhi by Occupation

Occupation	%
Legislation	1
Executives	15.6
Entrepreneurs	18.5
Professional	21.9
Technicians	6.2
Clerical	2.9
Service	6.4
Market Sales	2.9
Agricultural	0.5
Crafts and Trade	1.1
Machine Operators	0.6
Elementary	0.5
Armed Forces	0.2
Not Working	21.7
Total	100.00%

Table – 6.9
Distribution of Tourists to Delhi by Motivational Factors

Motivational Factors	%
Sight Seeing	55.3
Cultural	41.6
Resorts	41.6
Sports	6.6
Shopping	29.5
Others	5.2

Table- 6.10
Distribution of Tourists visits to Delhi by Mode of Transport Used

Mode of Transport	%
Air 1. Scheduled Flight	92.7
2.Charted Flight	2.6
Rail	1
Road	3.7
Total	100.00%

PROFILE OF DOMESTIC TOURIST

CHAPTER – 7

PROFILE OF DOMESTIC TOURISTS

Although the importance of domestic tourism was recognised by the Indian planners as early as during the mid-1950s, the domestic tourism sector by and large remained neglected and was accorded a very low priority in the successive Five Year Plans of most state governments. Resources constraint and pre-occupation with other more urgent development tasks led many a state government to give less priority to the development of domestic tourism.

However, several states have recently been showing keen interest in systematic planning for the development of domestic tourism. The fact that domestic tourism not only generates more employment (especially for unskilled labour) than foreign tourism, but also confers a varied range of benefits (such as facilitating the development of backward areas, promoting cultural and social diffusion, etc.)

One major shortcoming that has repeatedly handicapped domestic tourism planners is the lack of a comprehensive and uniform statistical base. Not only are domestic tourist statistics not compiled by many States, but even where such data are gathered , these are not infrequently far from complete and differ widely in both form and content from State to State, for want of a precise definition of ‘domestic tourist’ and uniform methodology for collection of statistics.

The domestic tourist to Delhi has been growing at a rapid pace since 1965. Increase of domestic tourist visits is reflected by rapid growth of unapproved hotels and inns apart from increase in approved hotels in one and two star categories.

As domestic tourists visiting Delhi do not indicate a marked seasonal pattern of preference, it is the most sustaining factor for tourist facilities of all types in Delhi.

This chapter presents the data from the survey regarding the profile of domestic tourist such as purpose of visit, place of stay, mode of travel, age, sex and duration of stay.

Place visited

Nearly 92 % of domestic tourists visit Red Fort and Qutub Minar. Birla Mandir and Lotus Temple are also attract more than 90% tourists. Though every tourist likes to be around India Gate, they feel disappointed that Rashtrapati Bhawan is inaccessible to them (Table 7.1)

Accommodation

The distribution of domestic tourists to Delhi according to their place of stay is shown in Table 7.2. It is revealed that slightly more than half of these tourists i.e. 50.8% enjoyed the hospitality of their friends and relatives. Domestic tourist using hotel accommodation of approved category formed 10.8 % of the total domestic visitors to Delhi. In addition, 8.1% of the tourists stayed in Dharamshalas while 30.3 % arranged their stay in other places such as guest houses, railway waiting hall, official accommodation etc.

Mode of Transport

The distribution of domestic tourists visiting the centre according to their mode of transport in shown vide Table 7.3. It is found that more than half of the domestic tourist traffic visiting the capital arrived by trains i.e.54.7% followed by

bus by 39.4%. The proportion of domestic tourist using cars and air facility was found to be only 3.6 % and 2.0% respectively. It is further revealed that the proportion of tourists staying in hotels, hired houses and Dharamshalas using rail (57.0%) was slightly higher as compared with those staying with friends and relatives (52.4%)

Purpose of Visit

Distribution of domestic tourists according to their purpose of visit is presented in Table-7.4. As expected, bulk of the domestic tourists visited Delhi for pleasure (31.8%) followed by those visiting relations (21.7%). About 9.2 % of the traffic stopped for changing trains or as transit tourists, while 13.1 % came for business. Pilgrims formed 7.5 % of the total tourist. Percentage of tourists coming for shopping was 6.5%. The analysis of samples has shown that majority of pilgrims are on their way to visit Hardwar, Rishikesh, Badrinath, Kedarnath, Vaishnowdevi and other Himaylayn shrines and pilgrim centres.

In any travel movement there are young and old, rich and poor, active and passive, those who are traveling individually and those who are gregarious and prefer to move in groups. There are first timers with no experience of the visit, more likely to travel on a group tour. There are travelers who have been to the capital before, probably have a strong liking for it and wish to travel on their own, even if they make use of group transport and other package facilities to get to their destination. These characteristics are reflected in the samples analysed for the survey.

Mode of Travel

Distribution of domestic tourists traveling to the centre ‘alone’ and ‘in groups’ is presented in Table 7.5. Domestic tourists prefer to travel in groups and this is evident from the fact that nearly two-thirds (62.7%) of them traveled in this category. The remaining 37.3 % preferred to travel alone.

Age Distribution

Table 7.6 presents the distribution of domestic tourists visit by age groups. The age groups have been presented in such a way as to classify tourists among four board categories, namely, children (upto 16 years), young age groups (17 to 30 years), middle-ages (31 to 50 years) and old (over 50 years). As could be seen from the table, tourists in the young age groups (17 to 30 years) predominated (38.2%) followed by the middle aged (28.3%) and children (26.3%). It was also revealed that only 7.2% of the tourists were over 50 years.

Distribution by Gender

Table 7.7 gives the distribution of domestic tourist to the centre by sex. As may be seen, 62.8 % of the tourists were male while the remaining 37.2 % were female.

Duration of Stay

Table 7.8 summarises the distribution of domestic tourists according to their duriation of stay. It is found that majority of the domestic tourists (44.7%) stayed in Delhi for 1 day followed by 21.3 % staying for 2 days and 11.9% staying for 3 days. It is further revealed that 8.7 % of the tourists stayed from 6 to 10 days.

The average duration of a Domestic Tourist in Delhi has been estimated at 2.5 days on the basis of this survey.

The demand for tourism at any centre is represented, among others, not so much by the volume of tourist arrivals as by the total stay of tourists at the centre. Even a few tourists staying for a long can generate more demand for touristic goods and services than many staying for a short period. The length of stay of tourist is therefore a crucial parameter for tourism planning.

Bulk of the domestic tourists invariably stay with relations and friends and in Dharamshalas. Those who seek approved hotel accommodation constitute only about 11% of the total traffic.

As per our Domestic tourists survey the perception and evaluation of tourist facilities in Delhi by the tourists has indicated a broad picture in terms of good, average, poor in respect of various facilities like accommodation sight seeing, tourist attractions, guide services, shopping, airlines/ airports , road and rail transport. While accommodation find favour with 60.5% tourists road transport in Delhi and the airlines / airport where not upto the required standard as most of the domestic visitors using the airline / airport rate these as average or poor. The railways are rated very good by most of the tourists (47% of tourists). The tourist attractions, sight seeing, guide services, shopping facilities are rated very good by most of the domestic visitors to Delhi.

Table- 7.1
Distribution of Domestic tourists by places visited in Delhi

Places	%
Red Fort	92
Purana Quila	73
Qutab Minar	91
National Museum	80
Birla Temple	97
Lotus Temple	98
India Gate	100
National Museum of natural history	30
Others	35

Table- 7.2
Distribution of Domestic Tourists According to their place of Stay

Place of Stay	%
Hotels Approved	10.80%
Dharmshalas	8.10%
Friends	13.90%
Relatives	36.90%
Others(unapproved)	30.30%
Total	100.00%

Table-7.3
Distribution of Domestic Tourists According to Mode of Transport

Mode of transport	%
Rail	54.70%
Bus	39.40%
Car	3.60%
Air	2.00%
Others	0.30%
Total	100.00%

Table – 7.4
Distribution of Domestic Tourists According to their Purpose of Visit

Purpose of Visit	%
Pleasure	31.8
Visit to Relatives	21.7
For interview / examination	7.6
Business	13.1
Medical Treatment	0.9
Stop over	9.2
Shopping	6.5
Personal Work	1.6
Pilgrimage	7.5
Total	100.00%

Table- 7.5
Distribution Tourists Traveling 'Alone' and 'Groups'

Traveling	%
Alone	37.3
In Groups	62.7

Table -7.6
Distribution of Domestic Tourist by Age of Group

Age Group	%
Upto 16 years	26.3
17-30 years	38.2
31-50 years	28.3
Over 50 years	7.2
	100.00%

Table – 7.7
Distribution of Domestic Tourists by Sex

Sex	%
Male	62.8
Female	37.2
	100.00%

Table – 7.8
Distribution of Domestic Tourists by Duration of Stay

Duration of Stay	Percentage
1 day	44.7
2 days	21.3
3 days	11.9
4 days	6
5 days	2.5
6-10 days	8.7
11-15 days	2.4
16-25 days	1
26 days and above	1.5

Table- 7.9
Evaluation of Tourist Facilities in Delhi

Tourist Facilities	Very Good	Average	Poor	Total
Accommodation % to the total	60.5	34.5	5	100
Sight seeing % to the total	65	27	8	100
Tourist attractions % to the total	68	25	7	100
Guide Service % to the total	57	36	7	100
Shopping facilities % to the total	55	42	3	100
Domestic airlines % to the total	24	58	18	100
Airports % to the total	24.8	43	32.2	100
Road Transport	33.4	39.7	26.9	100
Railways	47	38.9	14.1	100

PROJECTED DEMAND

CHAPTER –8

PROJECTED DEMAND

Forecast of Tourists both International and Domestic is presented as follows:

- International Tourist Projections (2003-2022)
 - Normal, Pessimistic and Optimistic Forecast
- Domestic Tourist Projections (2003-2022)
 - Normal, Pessimistic and Optimistic Forecast
- Forecast Methodology

Forecast of visitor volumes both international and domestic based on past data, for a particular city or region serves as a basis for the critical decision of the planners for future action to be taken in various fields of tourism sector. Forecasting methodology is explained at the end of this chapter.

International Tourist Projections

The year 2000 with worldwide excellent economic situation produced almost 699 million tourist arrivals worldwide representing a 7.4% increase over the previous year generating US \$ 476 billion worldwide. The year 2001, unfortunately saw a steady decline in economic conditions with other unpleasant situations in many parts of the world. Air traffic declined considerably in later part of the year 2001, hitting the tourism industry considerably.

The Indian tourism was also adversely affected after the Kargil war and the 11th September, 2001 events. The international tourist arrivals to India in the

year 2001 was estimated to be 2.5 million as compared to 2.65 million in 2000, a decline of 4.2%. Such a declines in tourist arrivals are short term phenomena and long term perspective requires a more pragmatic approach.

Normal forecast of international tourists visits to Delhi from the year 2003 to 2022 is presented in Table 8.1 and also graphically.

The International tourist visits to Delhi in 1998 and 1999 were 1162400 and 1225170 respectively. It increased to 1274177 tourists visits in the year 2000.

It may be observed from the table that as per normal forecast more than 1.5 million international tourists are expected to visit Delhi in the year 2005 which is estimated to increase to 1.8 million in 2010 and 2.38 million in 2020, and touching 2.50 million international tourists in the year 2022.

The pessimistic estimate of international tourists visits to Delhi in the next 20 years is presented is Table 8.2. While it is estimated to be 1.33 million in 2005, it is likely to increase to 1.41 million in 2010, and 1.53 million in 2020. The year 2022 will see about 1.55 million foreign tourist visits.

Table 8.3 gives the optimistic trend of estimated international tourists visits. More than 1.68 million tourist are expected in 2005 which will increase to 2.29 million in 2010 and as much as 4.26 million foreign tourist visits in 2020. By the end of the year 2022 Delhi may witness 4.82 million international tourist visits.

Domestic Tourist Projections

Delhi witnessed 1496882 domestic tourist visits in 1998 which increased to 1571726 in 1999 and 1728899 in the year 2000. In the year 2001 there was a marked decline in the tourist visits.

The normal linear forecast of domestic tourist visits over the next 20 years from 2003 to 2022 is presented in Table 8.4. The year 2005 will observe an estimated 2.20 million domestic tourists visits in Delhi. It will increase to 2.66 million in 2010 and 3.58 million in 2020. There will almost be 3.76 million domestic tourist visits in the year 2022.

The pessimistic picture of estimated domestic tourists visits to Delhi is shown vide Table 8.5. There will be an estimated 1.91 million domestic tourist visits in 2005 increasing to 2.04 million in 2010 and 2.23 million in 2020. The end of 2022 will witness 2.26 million domestic tourists visits to Delhi.

In the Table 8.6 an optimistic forecast of domestic tourist visit to Delhi is shown. While in 2005 there will be an estimated 2.37 million domestic tourists visits, it will increase to 3.25 million in 2010 and 6.11 million in 2020. Visits will touch a high of 6.93 million in 2022.

Table –8.1**FORECAST OF FOREIGN TOURIST VISITS TO DELHI**

YEAR	VISITS
2003	1402587
2004	1460448
2005	1518309
2006	1576170
2007	1634031
2008	1691892
2009	1749753
2010	1807914
2011	1865475
2012	1923336
2013	1981197
2014	2039058
2015	2096919
2016	2154780
2017	2212641
2018	2270502
2019	2328363
2020	2386224
2021	2444085
2022	2501946

Table –8.2**FOREIGN TOURIST VISITS TO DELHI- PESSIMISTIC FORECAST**

YEAR	VISITS
2003	1290970
2004	1312763
2005	1333051
2006	1352029
2007	1369856
2008	1386664
2009	1402563
2010	1417646
2011	1431993
2012	1445673
2013	1458744
2014	1471259
2015	1483263
2016	1494796
2017	1505894
2018	1516588
2019	1526907
2020	1536876
2021	1546519
2022	1555855

Table –8.3**FOREIGN TOURIST VISITS TO DELHI-OPTIMISTIC FORECAST**

YEAR	VISITS
2003	1485600
2004	1580678
2005	1681842
2006	1789480
2007	1904006
2008	2025863
2009	2155518
2010	2293471
2011	2440253
2012	2596429
2013	2762601
2014	2939407
2015	3127530
2016	3327691
2017	3540664
2018	3767266
2019	4008371
2020	4264907
2021	4537861
2022	4828284

Table –8.4**FORECAST OF DOMESTIC TOURIST VISITS TO DELHI**

YEAR	VISITS
2003	2024563
2004	2116373
2005	2208184
2006	2299994
2007	2391805
2008	2483615
2009	2575426
2010	2667236
2011	2759047
2012	2850857
2013	2942668
2014	3034478
2015	3126289
2016	3218099
2017	3309910
2018	3401720
2019	3493531
2020	3585341
2021	3677151
2022	3768962

Table –8.5**DOMESTIC TOURIST VISITS TO DELHI – PESSIMISTIC FORECAST**

YEAR	VISITS
2003	1843957
2004	1878249
2005	1910175
2006	1940039
2007	1968092
2008	1994541
2009	2019560
2010	2043295
2011	2065872
2012	2087398
2013	2107968
2014	2127661
2015	2146551
2016	2164700
2017	2182164
2018	2198992
2019	2215230
2020	2230918
2021	2246091
2022	2260782

Table –8.6**DOMESTIC TOURIST VISITS TO DELHI – OPTIMISTIC FORECAST**

YEAR	VISITS
2003	2094774
2004	2230934
2005	2375945
2006	2530381
2007	2694856
2008	2870022
2009	3056573
2010	3255250
2011	3466842
2012	3692186
2013	3932179
2014	4187770
2015	4459975
2016	4749874
2017	5058615
2018	5387425
2019	5737608
2020	6110552
2021	6507738
2022	6930741

FORECAST METHODOLOGY

Forecasting of foreign and domestic tourist arrivals have been projected by normal, pessimistic and optimistic trends. These projections are based on past authentic data. For these projections different regression models are fitted to the data based on the principle of Least squares. Normal forecast is done on the basis of Linear Regression Model whereas Optimistic and Pessimistic forecast is made on the basis of Exponential and Logarithmic Regression Model. All calculations are made upto four decimal points , hence a high precision is expected.

A linear regression model is $Y_x = a + bx$ where Y_x = No. of Tourist, X is name of years, Y is dependent variable whereas X is independent variable. Normal forecast is undertaken by linear regression model as data is explained by more than 95% by this model. Detailed analysis (value of R^2 , Residual mean sum of square, value of F, Standard error of estimate etc) is shown for linear regression model. Value of constant i.e. form of equation in is given for exponential and logarithmic regression model.

For normal forecast of foreign tourist visits to Delhi, the linear regression model is found as

$$Y_x = a + bx.$$

$$Y_u = 997560 + 57861u$$

Where $a = 997560$, $b = 57861$ and $u = x - 1996$.

For normal forecast of domestic tourist visit to Delhi is found to be as

$$Y_x = a + bx$$

$$Y_u = 1381889 + 91810u$$

Where $a = 1381889$, $b = 91810$ and $u = x - 1996$.

One percent error may be there in normal forecast due to the averaging and taking in to account different decimal points.

FOREIGN TOURISTS

TABLE -1

Model	R	R ²	Adjusted R ²	Std. Error of the estimation
Linear	0.875	0.766	0.742	121003.520

ANALYSIS OF VARIANCE

(ANNOVA, TABLE – 2)

	Sum of squares	d.f.	Mean Square of Sum (M.S.S.)	F	Sig.
Regression (linear)	478748799459	1	478748799.459	32.69	.000
Residual	146418519231	10	14641851923.1		
Total	625167318691	11			

DOMESTIC TOURIST

TABLE -1

Model	R	R ²	Adjusted R ²	Std. Error of the estimate
Linear	0.987	0.974	0.971	57107.25

ANALYSIS OF VARIANCE

(ANNOVA, TABLE –2)

	Sum of squares	d.f.	Mean Square of Sum (M.S.S.)	F	Sig.
Regression (linear)	1205370735734	1	1205370735734	369.605	.000
Residual	32612379567	10	3261237956.7		
Total	1237983115302	11			

For optimistic forecast Exponential Regression model $Y_x = ab^x$ is applied.

Where Y_x is no. of visitors in x year, x is name of years.

Independent variable=years

Dependent variable= Number of tourists

a and b are constants which are to be determined on the basis of data by applying Least Squares.

Number of years x is converted to new variable $u=(x-1996)$. Value of constant $a=9.623$ and $b= 1.064$. Figures are expressed in lakhs. So final equation for foreign tourist visits to Delhi is found to be

$$A: Y_u = 9.623 \times (1.064)^u$$

Where $u = x-1996$

The above equation in (A) is used for optimistic forecast for foreign tourist visits to Delhi.

Similarly Exponential regression model $Y=ab^x$ is applied to have optimistic forecast for domestic tourist visits to Delhi. The final equation is

$$Y_u = 13.48 \times (1.065)^u$$

where $a= 13.48$, $b= 1.065$, $u= x-1996$ and $y=$ no. of visits.

Domestic tourist visit to Delhi, $x=$ name of years.

For pessimistic forecast, logarithmic Regression model is applied. The model can be expressed as $Y_x = a + b \log x$. where $Y_x =$ No. of tourists visits in x years where x is name of years. No. of year 1991 is taken as $x=1$ and gradually value of x increases with the number of years. As for example for year 2003 we put $x=13$.

For foreign tourist visit to Delhi, we determined the value of a and b and finally we get the form of equation.

$$Y_x = a + b \log x$$

Where $a=536725$, $b=677095$, for 1991 x is taken as 1.

For pessimistic forecast of domestic tourist visit to Delhi logarithmic model is applied as stated above. The equation is found to be

$$Y_x = a + b \log x$$

Where $a=657067$, $b=1065485$ and value of x is taken as usual.

SUPPLY DEMAND GAP

CHAPTER- 9

SUPPLY DEMAND GAP

There are about 1161 accommodation visits with than 20600 rooms comprising of 5- star hotels, 4 -star hotels, 3 -star hotels, 2- star hotels, 1- star hotels and supplementary type of accommodatio in Delhi. Out of these about 70 units consists of star category accommodation with 9184 rooms. Supplementary accommodation consists of unapproved hotels, lodges, inns, youth hostels tourist camps, private rented or the paying guest, etc.

In the year 2000, there were 1274177 international tourist visits and about 1728899 domestic tourist visits to Delhi. Table -9.1 indicates the projected visits of foreign and domestic tourists to Delhi during 2003-2022 AD.

It was observed during the course of the study, that of the total foreign tourist visiting to Delhi 80% prefer to stay in star category hotels. The average duration of stay of foreign tourists in Delhi is 3 days. The double occupancy was observed as being 60% and the ideal occupancy is assumed at 70%.

It will be seen from Table –9.2 that the rooms required by foreign tourists visiting Delhi would be 8745 rooms in 2005 AD. Which is likely to increase to 10412 rooms in 2010 and 13744 in 2020 AD. The rooms required by foreign tourists in 2022 in star category accommodation will be 14411 rooms.

It is seen that out of the total domestic tourists visiting Delhi, about 11% stay in star category hotels. The average duration of stay of domestic tourists is 2.5 days in Delhi with a double occupancy of 60 %. The ideal occupancy is assumed at 70 %.

The rooms required by domestic tourists visiting Delhi in the star category accommodation is given in Table-9.3. It shows that in the year 2005, about 1457 rooms will be required by domestic tourists in star category accommodation. The rooms required in 2010 will be 1760, which will increase to 2366 rooms in 2020. By the year 2022 domestic tourists will require 2487 rooms in star category accommodation.

The total number of rooms required in star category hotels during 2003-2022 by foreign and domestic tourists is given in Table –9.4. As may be seen total rooms required by foreign and domestic tourists in Delhi will be 10202 in 2005 which is likely to go upto 12172 in 2010 and 16110 rooms in 2020. At the end of year 2022, a total of 16898 rooms will be required in star category by the foreign and domestic tourist visiting the National Capital Territory.

THE DEMND SUPPLY GAP

Table-9.5 presents the demand supply gap or shortage/excess of rooms in star category accommodation in Delhi during the period 2003-2022 AD. It may be seen that against the existing 9184 rooms in 2003 in star category accommodation in Delhi, the total rooms required will be 9415 with a shortage of 231. In the year 2005 the shortage will increase to 1018 rooms. The shortage is likely to increase to 2988 in 2010 and 6926 in the year 2020. At the end of 2022 AD the shortage of rooms in star category hotels in Delhi is likely to be 7714 rooms.

The above shortage of rooms, will require accommodation of various categories in the approved sector. The additional rooms will involve construction of hotels, all of which can not be accommodated in the N.C.T. DDA which is preparing the master plan 2002- 2020 has to earmark land for hotels in various zones not only in N.C.T. but also in D.M.A. and N.C.R. taking into account the

development and progress of other infrastructure facilities over the period 2002-2022. The spread of hotels in outlying areas of N.C.T. and D.M.A., will ease the burden on existing civic amenities in N.C.T. and also bring about regional spread of accommodation facilities which will be in balance with the carrying capacity of the infrastructure facilities planned.

Table - 9.1
Foreign Tourist and Domestic Tourists Visiting Delhi

Year	Foreign tourists visits to Delhi	Domestic tourist visit to Delhi
2003	1402587	2024563
2004	1460448	2116373
2005	1518309	2208184
2006	1576710	2299994
2007	1634031	23991805
2008	1691892	2483615
2009	1749753	2575426
2010	1807614	2667236
2011	1865475	2759047
2012	1923336	2850857
2013	1981197	2942668
2014	2039058	3034478
2015	2096919	3126289
2016	2154780	3218099
2017	2212641	3309910
2018	2270502	3401720
2019	2328363	3493531
2020	2386224	3585341
2021	2444085	3677151
2022	2501946	3768962

Table- 9. 2
Foreign Tourists Preferring Star Category Hotel Accommodation and
Room Required

Year	Foreign tourists visits to Delhi	Foreign tourist preferring star category	Rooms required
2003	1402587	1122069	8079
2004	1460448	1168368	8412
2005	1518309	1214647	8745
2006	1576710	1260936	9078
2007	1634031	1307224	8411
2008	1691892	1353513	9745
2009	1749753	1399802	10078
2010	1807614	1446091	10412
2011	1865475	1492380	10745
2012	1923336	1538668	11078
2013	1981197	1584957	11411
2014	2039058	1631246	11744
2015	2096919	1677535	12077
2016	2154780	1723824	12410
2017	2212641	1770112	12745
2018	2270502	1816401	13078
2019	2328363	1862690	13411
2020	2386224	1908979	13744
2021	2444085	1955268	14077
2022	2501946	2001556	14411

Table-9. 3
Domestic Tourist Preferring Star Category Hotel Accommodation and
Rooms Required

Year	Domestic tourist visit to Delhi	Domestic tourist preferring star hotels	Rooms required
2003	2024563	222702	1336
2004	2116373	232802	1397
2005	2208184	242900	1457
2006	2299994	252999	1518
2007	23991805	263098	1578
2008	2483615	273197	1639
2009	2575426	293297	1700
2010	2667236	293396	1760
2011	2759047	303495	1821
2012	2850857	313594	1881
2013	2942668	323693	1942
2014	3034478	333792	2003
2015	3126289	343891	2063
2016	3218099	353990	2124
2017	3309910	364089	2184
2018	3401720	374188	2245
2019	3493531	384287	2306
2020	3585341	394387	2366
2021	3677151	404486	2427
2022	3768962	414585	2487

Table- 9. 4
Total Rooms Required by Foreign and Domestic Tourist in Star
Category Accommodation

Year	Rooms required		
	By Foreign tourist	Domestic tourist	Total
2003	8079	1336	9415
2004	8412	1397	9809
2005	8745	1457	10202
2006	9078	1518	10596
2007	8411	1578	10989
2008	9745	1639	11384
2009	10078	1700	11778
2010	10412	1760	12172
2011	10745	1821	12556
2012	11078	1881	12959
2013	11411	1942	13353
2014	11744	2003	13747
2015	12077	2063	14140
2016	12410	2124	14534
2017	12745	2184	14929
2018	13078	2245	15323
2019	13411	2306	15717
2020	13744	2366	16110
2021	14077	2427	16504
2022	14411	2487	16898

Table- 9. 5
Projection of Demand, Supply and shortage in Star Category
Accommodation in Delhi

Year	Demand for rooms	Supply	Shortage
2003	9415	9184	231
2004	9809	9184	625
2005	10202	9184	1018
2006	10596	9184	1412
2007	10989	9184	1805
2008	11384	9184	2200
2009	11778	9184	2594
2010	12172	9184	2988
2011	12556	9184	3382
2012	12959	9184	3775
2013	13353	9184	4169
2014	13747	9184	4563
2015	14140	9184	4956
2016	14534	9184	5350
2017	14929	9184	5745
2018	15323	9184	6140
2019	15717	9184	6533
2020	16110	9184	6926
2021	16504	9184	7320
2022	16898	9184	7714

ENVIRONMENTAL ASPECTS

CHAPTER- 10

ENVIRONMENTAL ASPECTS

The National Capital Territory's (NCT) environmental situation is quite grim and the topics covered under this chapter are as follows:

- Current Environmental Situation
 - Air , Water and Noise Environment
- Environment Goals for Delhi by 2022
 - Future scenarios for air, water and noise
- Environment Management
- Ecologically Sensitive Areas
- Yamuna River Corridor
- Asola Wildlife Area and The Ridge
- Key Issues about Ecological Sensitive Areas
- Environment Issues in Hotels

CURRENT ENVIRONMENTAL SITUATION

Environment situation at any destination of vital importance not only for residents but also for tourists. If tourists perception of Delhi is to improve, the present environmental problem will have to be improved so that by 2022, Delhi as tourist destination is one of the itinerary of every visitor and duration of stay will increase – with all improvement in environmental standards.

Delhi has emerged today as one of the worlds fastest growing metropolitan centre and manifest the symptom of uncontrolled growth and short falls in the environmental infrastructure provision like sewage and water supply, public transport facilities, uncontrolled land use, social compartmentalisation, very high pollution levels for all the environmental components.

The statuses of environment for three major environmental components are highlighted below:

Air Environment

Statistics reveals that historical city of Delhi with many Gardens, forts and green spaces has turned into one of the world's most polluted city. The incidence of respiratory disease in Delhi is 12 times the national average and 30% of Delhi's population suffers form respiratory disorders due to air pollution.

The ambient air quality measurement taken from 1989 to 1999 reflect that SPM is the most critical pollutant of Delhi air environment and World Bank estimated health damage cost exceeding billions of US \$ due to SPM pollution alone. The important considerations emerging from secondary data analysis are:

- Pollution load estimates of 1998 showed that about 3000mt of air pollution were being injected everyday in Delhi's atmosphere and the trend over the past years reflected a gradual and fast increase of total pollution load being added in Delhi from 1450 mt. in 1991to 2400mt in 1994 and 2890 mt in 1995.
- The percentage contribution analysis of four major sources reflected that automobile exhaust is the major source (67%) followed by thermal plant (13%). Industrial activity contributes only 12 % and among industries, SSI

is the major industrial sources and remaining pollution load comes from domestic combustion (8%).

- The percentage contribution of vehicular exhaust has been steadily increasing at a fast rate because of fast growth of registered vehicles in Delhi. With present trend, it is expected that by the end of next two decades this percentage shall be anywhere between 90-25%.

Water Environment

Probably the most pervasive environmental problem in Delhi is water pollution. Water pollution is responsible for substantial mortality particularly among the children as indicated by much water born epidemics occurring year after year. The statues of water pollution in Delhi can summarised as :

- The river Yamuna is the major surface body of Delhi serves as source of water supply as well as receives all the domestic and industrial effluent, treated or/ and untreated.
- The river Yamuna while entering Delhi (up stream of Wazirabad) is relatively clean.
- After Okhla industrial zone the river water quality deteriorates excessively with DO level dropping to 103 and BOD (Bio Oxygen Demand) rising to 16 mg/l. the coliform count also increases to 339312/100 ml as against the required standard of 500/100 ml.
- Major contribution of pollution load to the river Yamuna is Najafgarh drain (60 % of total waste and 45 % of BOD in 1998). During dry season when there is no release from Wazirabad the flow in the river is waste water from Delhi partially treated.
- On the basis of various degrees of pollution , the most critical stretches of Yamuna river across Delhi have been identified as : Wazirabad to Okhla.

- To restore water quality of Yamuna, an action plan called “Yamuna Action Plan” has been launched in 15 districts of UP, Haryana and NCT –Delhi with total wastewater treatment capacity of 2713 MLD(Million Litre Per Day) upstream of Delhi.
- Solid waste dump sites at Ghazipur, Bhalaswa Tughlaqabad, Hasthi & Mandawli are excessively polluting ground water.
- At many places, the existing sewerage lines are not able to carry the increasing load of sewage and are in a state of virtual collapse.
- Industrial effluents on a whole contribute a small percent of the total waste that are discharged into Yamuna river but the industrial effluents, should be potentially more hazardous than domestic sewage warranting segregation and treatment.
- **Discussion with DPCC also reflected one manor wastewater-generating source as Hotel industries contributing more than 50 MLD.**
- Waste minimisation (waste segregation) and cleaner technology option for SSI or even other medium scale industries are not at all seriously tried and awareness for such options is also manual.

Noise Environment

Noise has been notified as a major environmental concern in Delhi State.

The source of noise pollution in Delhi can categorized as:

- Vehicular activity.
- Commercial Activities.
- Industrial activities (including all construction activity).
- Social and Cultural Activity.

The most important source of noise pollution having continued nature of impact is traffic movement in Delhi. The current situation of noise pollution in Delhi can summarised as:

- Only 30 % of the residential colonies of Delhi have noise level within the prescribed limits. Almost 25 % of residential colonies are having excessive day as well as night noise pollution exposure.
- In most of the commercial zones of the city, the noise level are higher than permissible levels and the cause again is near by traffic movements.
- The road side or traffic junction noise levels can not be taken linearly proportional to traffic volume because of various other factors associated with sound pressure wave propagation and source receptor configuration.
- Noise levels during cultural/religious festivals are highly annoying and exceed all the prescribed limits but these are of temporary in nature and need to be adequately controlled through awareness programmes and persuasion.
- Another important mitigation measure to control noise exposure is adopting strict land use norms or evolving laws pertaining to public nuisance or maintenance of law and order issues.

Environment Goals for Delhi by 2022 Future Scenarios

Before evolving a framework for environmental management or action plan (tasks ahead) to be implemented during 2000-2022, it is essential to know:-

What can be achieved through existing policy instruments if implemented in right earnest also what do we want to achieve as goals for Delhi 2022.

It is assumed that the following automobile emission control measure shall be fully operational by 2022.

Because these control measures have already been announced are expected that these control measure will be fully operational by 2022.

The control measure assumed under this scenario are:

- Catalytic convert fitness in gasoline powered vehicles.
- Fuel specification with respect to Sulphor +Cretone and Pb emission.
- Implementation of inspection and maintenance schedule.
- Phasing out of all 15 years old vehicles.

Estimates reflects that the all above mentioned mitigation measure if implemented fully can only meet the requirement of vehicle growth till 2005.

Air Pollution from Industries

As per Supreme Court order more than 990 hazardous units were closed down till 1996 and all industries in non conforming areas are required to be shifted in new industrial estates in conforming area.

But still the situation is grave as many such industries burn inferior fuel (any where between 2 to 10 mt of coal) and also have low stack height with no provision for air pollution control equipment at this stage.

Scenarios for Industrial Pollution BAU (Business As Usual) Scenario

During 2022, the expected percentage contribution of industries shall be less than 10 % with the present scenario of various air pollution sources.

SO₂ concentration has been decreasing since 1995 and the reduction being of the order of 4 to 40 % over 1996-99.

Therefore even under BAU scenario: Delhi: 2022, the ambient air levels of SO₂ are not expected to rise because even if pollution load of SO₂ is increasing then the mitigation measure (though these are only partially implemented at this

stage) may not allow SO₂ levels to exceed permissible level of 60-80 ug/m³, because of Low(s) content of fuels.

Water Environment

The scenario assumes that:

- All CETP are installed and fully operational for all the different industrial estates and each industrial unit is also having pre-treatment facility and are discharging effluent as per standard meant for CETP channel.
- STP plants capacities are upgraded and meet the demand for 3150 MLD in 2022

Even under these assumptions the following condition shall still be prevailing:

For the critical section (between Najafgarh and Okhla) the assimilative capacity of river Yamuna is only 19130 kg/day (NEERI study) which is too small for desired assimilative capacity.

Above projected conditions for Delhi –2022 demand that the effluent being discharged by different drains (at least at river out falls in the Yamuna) should have waste water characteristics same as that required for class B river characteristic and this can not be met with the CETP and STP treatment level of 30 mg/l required under current rules.

Other wise there should be additional dilution capacity available in the river with higher water from Wazirabad to enhance the assimilative capacity of the river.

Such a requirement is difficult to meet unless there is complete rethinking and approach to water management planning for the river basin for entire water

and wastewater available. Hence, the management approach has to shift to Yamuna River Basin management instead of wastewater pollution management approach being adopted in isolation at present.

Noise Environment

It is assumed that the vehicles on the roads meet the manufacturing stage specifications with respect to noise standard and are also having control system (effective silencers). Besides major traffic junction shall be having the fly over arrangements, to meet the rise in traffic volume and road side plantation (green barriers). Other noise barrier can also be erected to attenuate noise.

After such mitigation measures, one can expect that the noise levels (even after growth in traffic up 2.4 time) in the road side environment shall remain same as to today but the current levels are also higher than permissible levels. The raising of traffic lanes (flyover) and plantation of effective green barrier and or other noise alternating basis can reduce the noise levels by more than 6dBA.

Air, Water, Noise Environment Scenarios

For these components of environment namely air, water and noise environment, these are number of control measures/strategies being implemented.

The addition control measure which shall be required to meet the desired scenario should be delineated after looking into the cost benefit aspects and the urgent need for the institutional capacity built up for effective implementation are the tasks ahead.

Delhi suffers from severe and increasing environmental degradation. The deterioration in urban environmental condition is a result of a wide variety of factors including the widening gap between demand and supply of infrastructural services, lack of basic housing and sanitation, limited financial and organizational capacity of urban institutions. There is not much experience of cross-sectoral and inter-governmental collaboration in environmental planning or management in Delhi, and limited consideration of the inter-relationship between the projects. The need for more effective environmental planning and management is therefore fundamental to environment improvement.

Although infrastructural development programme has been going on in Delhi for the last four decades, the extent of environmental degradation has increased, according to all available reports, to a higher level than before. This is mainly because no environmental improvement programme per se to attack directly the specific environmental hazards, has been launched which could have helped decrease the urban vulnerability. Urban services and infrastructure are a vital component to determine the quality of urban environment, but infrastructure is a necessary but not sufficient condition to ensure a good urban environment.

The complexity of planning, project formulation, implementation, enforcement and monitoring in Delhi are many and multidimensional. The multiplicity of authorities crossing the areas of each other is well recognised. There are different levels and dimensions to these problems. The major qualitative difference in Delhi is that so long as (a) it does not enjoy full statehood, and (b) the more important agencies are not brought under a single line of command, which enjoys the qualities of stability, transparency, effectiveness and accountability the existing uncoordinated situation will continue. It is understood that at present the issue of granting full statehood to Delhi is under active consideration by the Government of India. If such a situation does come into

being, much will depend on what shape and form it takes, to see whether it will lead to any improvement in the situation.

Beyond Infrastructure

Environmentally, therefore it is being increasingly realized that the significance of the Delhi urban phenomenon is beyond the issue of water supply, sanitation, housing, transport, slum etc. i.e. the infrastructure planning and delivery issues that have traditionally dominated the thinking and practice in urban development Management of Delhi's environment with an understanding of the linkages among infrastructure, environmental health and ecosystem, capacity of the key institutions – an overall resource management is fundamental to improving Delhi's environment. This cannot be achieved as an event at given times. But has to be gained through a continuous process over time. DUIIEP should facilitate Delhi towards that process.

In Delhi's case the underlying causes of environment degradation can be traced to inadequate investment in pollution control, lack of inter- agency co-ordination, neglect of the environmental outcomes of infrastructure investments, inadequate or little cost recovery, insufficient political will and public awareness. Partnership, stakeholder ship and ownership in their myriad ways are the key to remedy these deficiencies. There is growing awareness not followed by adequate action, of the need to improve their interaction among governmental organization, NGOs, CBOs (Community Based Organisation) and the rest of the society.

ENVIRONMENTAL MANAGEMENT

Environmental management is a process that entitles:

- Recognition of environmental problems;

- Emergence of public awareness and political commitment to address these problems;
- Formulation of an environmental policy;
- Expression of policies in regulation and legislation; and
- Implementation and enforcement of policies.

In Delhi the process approach has yet to take root. This approach involves understanding and acting on environmental issues, not only through allocation of institutional responsibilities (however clearly done), but also create and built around shared values and assumptions. This in turn implies that environment as a cross-sectoral management issue becomes the remit of not one department (DOE) or one agency (DPCC) but of many other departments and agencies like, Industry, Transport, Power, Health, Heritage, DDA, MCD, etc.

Of the elements mentioned above, Delhi does not have at present an environment policy in specific terms. It has a bundle of reactive approaches. Nevertheless, there are strong pressures, which could eventually lead to the formulation of such a policy. These pressures are:

- Supreme Court Orders;
- Individuals Communities and NGOs that have brought those Public Interests Litigations;
- Media Exposure;
- Rise in public health issues;
- Risks and hazards increasingly from traffic, congestion, unplanned mixed land-use, industrial accidents; etc.

ECOLOGICALLY SENSITIVE AREAS

Besides Delhi's magnificent built heritage there are important natural geography/ historical landscape features (Yamuna River Corridor, Delhi Ridge) and the associated protected areas of natural wildlife (Asola Wildlife Sanctuary) that characterize the urban form of Delhi and contribute to its national and international identity and liveability. All to varying degrees, can be considered to be worthy of special land management consideration.

YAMUNA RIVER CORRIDOR

The Yamuna River Corridor constitutes a special case. Perhaps foremost amongst these are

- Though an inter-state Water Sharing Treaty exists, there is a lack of an effective inter-state river basin hydro-policy regime. This results in upstream pollution from agricultural pesticides and sub-optimal water extraction practices.
- The presence of extensive, high density areas of informal sector low income housing generating large volume of untreated sewage and solid waste that is discharged into the river.
- A recent Supreme Court Order stipulates that Industrial effluent must be treated to a prescribed standard before being discharged into the Yamuna. Making this Order operational, through effective implementation, enforcement and monitoring, will be critical to environmental sustainability of the Yamuna.
- Within the context of the Yamuna Action Plan, the DDA has launched ambitious and controversial proposals. These includes a change of use for a 260-hectare central tranche to be classified for 'public use'. A vague definition that seems to offer wide interpretation since 45 hectare

are proposed for a major temple complex and ‘Manhattan style’ CBD project has been slated and pending. In essence, such proposals without rigorous public examination constitute public encroachment by stealth.

Many other specific detailed land management considerations could be cited but suffice it to say, that the river has all but lost its potential cultural heritage, religious (bathing ghats), public amenity and recreational value. The task of reversing the environmental degradation that has been taken place, and sustaining it in a good state, will involve the targeting of large functional resources together with the concerted and enduring commitment of many institutions.

ASOLA WILDLIFE AREA AND THE RIDGE

Similarly support for the sustainability of the sensitive ecological habitat of the Asola Wildlife area will also require the formulation and implementation of special case integrated area strategy that would likely include Delhi Ridge as the environmental context and ‘buffer zone’ to the sanctuary.

The Delhi Ridge has strong historical associates being the site of the old Presidential Palace and the backbone feature of the original seven cities of Delhi. Today, both its form and function have all about vanished. The key issues that continue to pose this threat area.

- Temporary incompatible use permissible granted for storage, assembly, temporary accommodation (e.g. exhibition related activities), have left behind a tyranny of ‘junkyard’ residual material. This despoils the area and renders it environmentally unsound and unsightly.
- Incremental quarry extraction activities have scarred the Ridge.

Today, giving the rapid and continuing growth of Delhi and associated environmental problems created, there is persuasive reason to support the creation of the Delhi Ridge and Yamuna City Regional Park System – “the Lungs of Delhi” – to breath life back into the City. Such a theme could form another key strand of a new and challenging 2022 future “vision” of Delhi.

KEY ISSUES ABOUT ECOLOGICAL SENSITIVE AREAS

- A comprehensive Regional Yamuna River Basin Environmental Strategy that provides a common inter-state hydro policy to compliment the Water Sharing Treaty is required.
- Within the context of Delhi city and DDA’s Yamuna Action Plan there is a need for Yamuna River Comprehensive Environment strategy that addresses the competing socio- economic demands and needs for the optimal utilization and management of this potentially valuable resource.
- An integrated Delhi Ridge and Asola Buffer Zone Environmental Strategy is needed to harness the further degradation of the area and reclaim it as a sustainable major open space system of Capital City scale and order.

Large markets lend themselves to segmentation, creating opportunities for service providers to cater for those seeking eco-tourism or other nature based tourism experiences. This group includes a segment whose choice is influenced by the extent to which products and services are environmentally responsible.

Various strengths are shaping the relationship between tourism and the natural environment, including:

- Growth in awareness of environmental issues in developed and developing nations;
- Growth in the proportion of relatively well educated people with significant disposable income and propensity to travel;
- New demographic groups, such as, two income households and ‘baby boomers’ reaching the peak of their earning capacities;
- Increased exposure to new and remote places through the media;
- Increased attention to indigenous cultures and cultural tourism;
- Major political and other events to seek out safe destinations;
- Improved scientific knowledge associated with ecological interest and combined with a belief that many natural environments are being permanently altered or destroyed;
- Increased desire for experiences that are authentic and incorporate learning, rather than contrived entertainment; and
- Increased concern about crowding at existing destinations.

These trends indicate that community values are changing in such a way as to increase the demand for eco-friendly experiences and the desire for a sustainable approach to tourism development. Increased availability and wider promotion of eco-tourism opportunities have increased community interest in eco-tourism.

In the light of above serious thought have to be given to the environmentally sensitive areas of Delhi as mentioned above.

ENIRONMENT ISSUES IN HOTELS

Table 10.1 shows that only high category approved hotels are able to control and manage the environment within their suprestructure. Hotels in

unapproved categories are unable to do so, because of haphazard growth, financial constraints and inability of existing civic authorities in providing sustainable basic infrastructure. The environmental parameters for hotels are as per international norms prescribed for such hotels. Federation of Hotels and Restaurants Association of India is currently preparing environmental guidelines for hotels. These guidelines should be strictly enforced by approving authorities for tourism and hotel projects.

Table 10.1

**ENVIRONMENTAL ISSUES –PERCENTAGE OF HOTELS MONITORING
QUANTITATIVE PERFORMANCE**

(FIGURES IN %)

COMPOSITION	NEW DELHI			
	Five Star Deluxe & Five Star	Four Star & Three Star	Two Star & One Star	Others
Air (External Emission)	85.7%	20.0%	20.0%	10%
Air (Indoor Air Quality)	85.7	20.0	20.0	5
Community interaction	85.7	20.0	40.0	35
Energy Consumption (Electricity)	100.0	100.0	80.0	45
Energy Consumption (Gas)	100.0	80.0	40.0	50
Energy Consumption (oil)	100.0	80.0	20.0	30
Fresh Water Quality	85.7	70.0	60.0	35
Noise (External)	85.7	75.0	40.0	10
Noise (In House)	85.7	80.0	40.0	15
Solid Waste Disposal	85.7	80.0	40.0	25
Solid Waste Production (Quality)	85.7	50.0	10.0	0
Solid Waste Production (Segregation)	85.7	30.0	20.0	0
Solid Waste Production (Volume)	100.0	40.0	20.0	10
Staff training in environment issue	100.0	50.0	40.0	5
Use of Chemicals (house keeping)	100.0	80.0	20.0	5
Use of Chemicals (Maintenance)	100.0	40.0	20.0	--
Use of Pesticides & Herbicides (Dry Rations)	85.7	30.0	20.0	--
Use of Pesticides & Herbicides (Green Groceries)	85.7	80.0	20.0	15
Use of Pesticides & Herbicides (Pest Control)	100.0	80.0	50.0	10
Use of Pesticides & Herbicides (Public Area)	100.0	40.0	20.0	--
Waste Water Quality	100.0	40.0	20.0	10
Waste Water Volume	85.7	20.0	20.0	25
Water Consumption	85.7	74.0	60.0	50

PLANNING STRATEGY

CHAPTER- 11

PLANNING STRATEGY

The planning strategy described in this chapter covers the following areas:

- Cultural Heritage of Delhi
- Master Plan of Delhi with special reference to archaeological monuments as tourist attractions and tourism infrastructure
- Accommodation Facilities
- Tourism Infrastructure and superstructure development and promotion schemes
- Tourism manpower Training Facilities
- Infrastructure Projects in other sector vital for sustaining Tourism Projects like Transport sector, Water Supply, Solid Waste Management and Power situation.

Planning strategy for Tourism in Delhi will have to take into account the sustainability of tourism infrastructure which again depends on existing and future developments of other civic infrastructure facilities in coming years

CULTURAL HERITAGE OF DELHI

Many of Delhi's built heritage assets are highly ranked world class monuments and the more contemporary architecture and planning of New Delhi constitute, in their own right, world class attractions. For these special assets, sites and areas appropriate land-use, townscape and environmental management plans, complimented by building restoration, conservation and visitor interpretative schemes and measures are advocated. In total this comprehensive approach, conforming to the performance standards of international organization such as UNESCO could contribute to an overall strategic development 'vision' for Delhi. This cultural heritage sector 'vision' (e.g. "The Seven Cities of Delhi") could constitute a major theme in defining the future role and function for **Delhi 2022 – The Cultural Heritage Capital of Central Asia**.

Pragmatically it is necessary to differentiate between those assets that are of major global, national and capital wide importance from those of a lesser sector. By definition, the primary cultural heritage assets will be the responsibility of the central Government's Archaeological Survey of India (ASI) and the Archaeological Department of the GNCTD. And should be considered within an overarching likely to be taken up project on city development strategy.

Delhi needs to ratify the Heritage Regulation Act, develop a conservation strategy that identifies a few 'key' heritage zones and then activities them through a public awareness programme that catalyses the process of bringing together to save the city.

In areas where other activities and encroachment inhibit effective restoration and rehabilitation rather than removing vital activities, methods should be adopted that integrate them with positive effect. An example of this is the Ballard Estate Welfare Association programme in Mumbai, where citizens participate in the restoration of the area. Approaches that includes, amongst other, the floating of bonds, conducting walking tours, launching clean-up days involving in-bound tourist operators to create new and attractive products etc. etc. could be investigated. The hallmark of the cultural heritage initiative should be multi-layering, dovetailing cultural regeneration with employment generation. A multi layering approach should ensure that the economically and socially excluded are given a place and ownership in the programme.

Whatever the modalities employed , it should be supported and promoted through a well thought out ‘Remaining of the City’ supported by multi-media promotion campaign to raise the public awareness of their valuable cultural heritage.

Besides the more macro, city-wide cultural heritage and land management issues, Delhi has other considerable heritage assets. These offer a major opportunity for city managers to secure their value and benefit for today citizen’s and as an inheritance for future generation through more locally based community development programmes.

Through effective land management measures many of Delhi’s built heritage assets, though of a lesser order, offer considerable latent potential to play a role in local community development. In this respect, land management and development control policies can contribute greatly. To do so, it is necessary

firstly to have a clear perspective of their cultural intrinsic value endowed on scarce and finite resources.

- Societal value derived from uniqueness, spiritual, ancestry or folklore, plus identity and civic value derived from a community and individual sense of place and belonging.
- Monetary value derived directly from visitor entrance fees, voluntary contributions or indirectly from sale of related commodities, and other multiplier effects, plus induced value to adjacent and surrounding commercial activities creating enhanced property values and improvement to the local tax base.

Relative values in respect of the above factors, plus their spatial distribution, scale and inter sector development potentials will together determine the priority for action.

Many heritage-significant areas of Delhi are located in poor urban areas. Damage and deterioration due to natural weathering processes are reinforced by the demands of the poor and their survival mechanisms. In this situation the pressures and potentials for conservation and poverty alleviation directly converge.

Often within such an historical urban context, the poor are unable to improve their habitat incrementally owing to the substantial scale of buildings and the consequential costs of improvement. In such cases, since considerations will extend beyond the material concerns of heritage assets alone, the problems of rehabilitating the contextual townscape of built heritage will better be addressed as part of a wider programme of urban upgrading.

The opportunity that this convergence presents, amongst others, include:

- By virtue community benefits being more apparent and tangible; participation and custodianship of cultural heritage component of the programme will be more robust and sustainable;
- Through demonstration effects to replicate the programmes success in other candidate localities;
- To secure for the community a fair proportion of the 'gain' benefits accruing from increased real estate and land values;
- Potential to link environmental benefits of urban upgrading with the employment and income generating benefits to be derived from the increased attraction of the locality;
- Ultimately the generation of real sense of achievement and community pride and confidence in the outcome of the project will empower the beneficiaries to aspire to new economic opportunities, be more competitive in the market place and self-sustaining.

The precondition characteristics that will condition the successful realisation of these include:

- Demonstrable community homogeneity and leadership qualities that are likely to champion the project.
- Indicators that heritage assets have a perceived value to the community.
- Physical clustering of cultural heritage assets that will increase the potential aggregate visitor attraction of the area and facilitate the 'rolling forward' of the programme –stepwise- through the wider, contiguous community area.

In this social, economic, administrative and legislative framework, it is recommended a specific Technical Assistance programme be prepared for the formulation of an action plan separately to demonstrate the utilisation of cultural heritage conservation as catalyst for comprehensive community environmental

upgrading and regeneration. The executive agency for the project would be the Department of Archaeology of the GNCTD in association with the DDA, MCD and NGO's. It is foreseen that one of the primary objective of that project should be through cultural heritage area conservation and rehabilitation, to trigger off a process of community self-regeneration. The project should aim to expand and accelerate conservation efforts, build and consolidate public-private partnerships **(including the tourism industry)**, and use the rehabilitation process to alleviate poverty and mitigate negative environment impacts.

Key issues

- A formal legislative framework for cultural heritage needs to be established. To this end the Heritage Regulation Act should be ratified and Heritage Building Bill (GNCTD- Draft stage) promulgated and adopted.
- Formulation of City-wide Cultural Heritage Strategy – A Delhi 2022 Cultural Heritage Strategy should be formulated as a key theme of an overall Delhi 2022 Development 'Vision'. In its formulation, wide public support should be secured through the early launch of multi-media promotion campaign and actions focused around key heritage zones. To ensure it addresses social inclusion considerations, the modality of implementation should be through a 'multi-layered', dovetailing cultural heritage with local economic regeneration.
- Under the auspices of the DUEII project purposes that a specific TA programme is included to prepare an action plan to demonstrate the utilization of cultural heritage conservation as the catalyst for comprehensive community environmental upgrading and regeneration. It is foreseen that the executive agency for the project would be the Department of Archaeology of the GNCTD in association with the MCD, DDA and NGO's.

MASTER PLAN OF DELHI WITH SPECIAL REFERENCE TO ARCHAEOLOGICAL MONUMENTS AS TOURIST ATTRACTIONS AND TOURISM INFRASTRUCTURE

Under legislation governing historical buildings and sites, a building must be at least 100 years old to qualify for protection both under the Central Government and the State Government Acts. However, of a total of 1377 monuments and sites which have been listed and found worthy of preservation only 151 of them are now protected. From the point of view of the tourists these protected sites include all the monuments which they can be reasonably expected to see during their stay in the Capital and the Delhi Plan being conscious of conservation and the historical significance of Delhi has catered to the enhancement of the areas around these monuments and sites complementary to the efforts made by Archaeological survey not only for tourists but also for the enjoyment of the citizens of the Capital.

The Aravelli which tapers to meet the river Yamuna and a spur of this range to the south constitutes the historical triangle of some 50000 acres which offered the best means of defence against invaders from the north. Thus at least seven major kingdoms and a number of minor ones grew within this protected area. Each of these kingdoms left their own impact and thus Delhi had a remarkable quality of absorbing varieties of cultures. The British built their capital also within this historic core and it was only the 9th Delhi namely the Delhi Master Plan which took developments outside the protected ridge and the Yamuna to fan out in all directions for new growth. Thus what exist today is a historic core of some high density living like Shahajhanabad, low density segregated arcadia like Lutyens New Delhi and areas like Tughlakabad, Mehrauli, Jahanpanna and Siri which were at one time on the outskirts and now interwoven into metropolitan fabric through a system of inter-linking green spaces which is shrinking day by

day . Today Delhi is multi-functional city where government offices, public sector undertakings, multinational companies and industries – mainly small and household, and wholesale trade and commerce vie with each other for employment generation and thereby add to unprecedented population growth. On the other hand, a sense of historic and archaeological demands conservation within the historic core. The New Master Plan 2001-2002 has to accentuate a sense of consciousness and historicity that makes the citizens of Delhi very proud of their heritage. It is in this context that a combination of archaeological, historic and culture as a package has to be viewed.

One of the main objective of Delhi Master Plan, on which adequate emphasis was given, was the preservation of the historical and cultural heritage and also to give Delhi a garden character, as an extension to the New Delhi, which was planned as a garden city. Accordingly while casting the 20 years plan (1961-1981) special care was taken to infuse most of the monuments and historical remains of the ancient city in a system of open spaces with a view to beautify their surroundings by creating big open spaces around them, so as to provide the people, big recreational area around their monuments for better appreciation of the historical remains and to bring them into focus once again, which was not achieved due to multiplicity of agencies and lack of political will and low priority to such development.

From the point of view of the urban planners interest has been focused on Shahajahanabad and later on the imperial capital known as ‘New Delhi’ or Lutyens’s Delhi. The ‘spectrum’, which is represented on the one end, is the capital of the modern democratic Republic of India and the earliest remains of the fortification of the city from 10th century or still earlier, Delhi has a period of variegated glory.

The planned development of Delhi has tried to project the importance of these great land-marks in history of our civilization. By its strategy of developing 'open spaces' in a systematic manner around the important monuments, it has tried to 'recreate' the environment and the interest of the people in these historical vestiges. Some of the works which represents the application of the strategy of land use and open spaces development, are QutubComplex, Tughlakabad, Siri Fort, Jama Masjid, Purana Quilla, etc. The development of 'open spaces' around Qutub Complex is one of single example of how systematic land use planning and open spaces development can allow the entire complex of monuments and archaeological remains to become "entities" for preservation and recreation. Open spaces development around these several small and other monuments in Qutub Complex has been carried out on a comprehensive manner which has integrated and inter-connected various buildings in this complex so as to attract the tourists and to sustain their interest in these monuments. This model has to be judiciously applied in the development of open spaces around other monuments. Presently Tughlakabad fort area is under such development model in progress.

DDA has created large number of open spaces around the important monuments and similarly around some lesser known monuments and enlivened their entities and has offered recreational facilities not only for all the citizens, for domestic tourists and tourists coming from abroad. These open spaces have been developed into parks, wood-land, and wild life preserves which are catering to the different interests of the tourists. Some of the examples of such areas are Hauz-Khas, Purana Quila, Tughlakabad, Jahanpanah etc. but the sustainability of these spaces is being destroyed by encroachment and tardy implementation.

In the course of development of the system of parks and forests the DDA bisected the cross section of the historical past of Delhi by linking all 7 capitals cities of Delhi like Lal Kot, Tughlakabad, Kotla Feroz Shah, Purana Quila and

Shahajahanabad through the continues green link taking also into folds, the Yamuna River front and southern and northern ridges, thus forming a green triangle around New Delhi area enclosing all the historical cities. The Purana Quilla, the oldest capital city of Pandavas, located in the city of Hastinapur is prime example of how a total ruin can be brought into focus by the gardens and lakes that are developed around it. Similarly other historical sites like Jahapanah, Kotla Feroz Shah and the entire length of the Yamuna River front has been developed by creating rose gardens along the historical walls of the Kotla Feroz Shah and a city forest at the site of Jahapanah which also has a beautiful 7 km. drive right through. Unfortunately only some of these projects are maintained properly and encroachments taken over and the new master plan being drafted has to restore other lesser known monuments for restoration and beautification in a phased manner. The latest venture in the direction is the development of Mehrauli Complex in which Qutub Minar is being interlinked through the ruins of Lal Kot to Phoolwalon ki Sair.

Similarly New Delhi Municipal Committee (NDMC) has developed Lodi Gardens and the Talkatora Gardens preserving the historical remains in a befitting manner.

The new master plan has to earmarked spaces for hotel accommodation of all categories mainly in outer areas of Delhi keeping in view the plans of new express ways and MRTS corridors, and other civic amenities. This will lead to sustained and even development of tourism infrastructure in Delhi and Delhi metropolitan Area in the coming years, and thus reduce the already burdened NCT.

In the process of preparing the Master Plan for Delhi (2001-2020), special emphasis has to be given to the historical sites and monuments so that each of this could be given the desired environmental improvement so as to bring them back to

life, for the present, as well as the future generations. Under this programme not only the protected and prominent monuments will be given the proper emphasis but the major number of monuments and sites which are not legally protected by archaeological department would also be treated in the similar manner. With these efforts, substantial number of monuments which are hidden from the public view will again come to light and will be visited not only by the local population but the tourists as well. When one goes into the details of these lesser monuments, the history of each monument is as fascinating as of other prominent monuments. Presently many of these monuments are being used for various uses or else they are hidden from the public eyes. Their very existence is not even known to the surrounding population, what to say of Delhi citizens and tourists. Since they are not protected by the law, the buildings are crumbling and are being put to other unlawful activities and the structure are altered and disfigured. In many cases, monuments, which are isolated and away from inhabited areas, are mutilated and are subjected to vandalism, with the result that their very existence is being wiped out.

Conservation and Preservation of Heritage and Upgradation of Monuments:

There is a series of monuments that have remained neglected unknown and unvisited due to absence of proper maintenance, hygienic conditions, identification, awareness and better accessibility which requires restoration and refurbishment.

The monument development plan should include:

1. Restoration of denotified monuments and Refurbishment of monuments: to provide basic facilities in and around places of tourist importance like drinking water, electricity, sanitation and signages, visitors interpretation centre and adequate parking areas.
2. Construction of Souvenir shops, Public Convenience complexes, cafeterias at monuments.

3. Accessibility to monuments and historical through construction of eco friendly trails .
4. Illumination of Monuments wherever necessary.

Monument development and maintenance can be handed over to private sector through public private partnership. This will lead to speedy implementation thus avoiding the multiplicity of agencies if left with Government departments. Private sector will manage the monuments with professional approach leading to better visitor experience and appreciation.

The famous Jamali-Kamali Park in Mehrauli will take in its fold the various unattended and scattered monuments in the vicinity and will be known as Mehrauli Archaeological Park.

Spread over 170 acres, the park will have nearly 70 relics, properly conserved and maintained. If every thing goes according to the plans of The Indian National Trust for Arts and Culture (INTACH), the entire area will be divided into trails for a better view.

INTACH has been working in the area for five years under Jamali Kamali Conservation Initiative. It has already conserved some 26 monuments. And thanks to initiative, the dirty drain flowing through the area has also been closed. Mehrauli is the one place in entire Delhi where we have over 1000 year old buildings. Almost every dynasty that ruled Delhi has left its mark in the form of monument here.

ACCOMMODATION FACILITIES

Delhi has a wide range of accommodation –from deluxe five star hotels that are as good as the best in the world and come expensive, to middle – range hotels and guest houses that are often well –appointed and offer good service and comfortable stay, to down –market tourist lodges in crowded localities which are really inexpensive but offer minimal amenities.

The top end hotels are reliable and offer impeccable service. What makes them special is the Indian brand of hospitality.

There are number of middle-level hotels and guest houses in the Connaught Place area, central and south Delhi. This range of accommodation may lack the ambience of five star hotels, but this is often compensated by personalized service and hassle free attitude.

The budget hotels and down-market tourist lodges, are mostly located in Connaught Place, Paharganj and old city area of Shahjahanabad. These offer inexpensive rooms (some within Rupees 500 for a night) or dormitory accommodation at a lesser rate. What lacking in amenities here is perhaps compensated for young foreign tourists-who often patronize the lodges in Paharganj and Connaught Place – with a sense of adventure. Promise made at the front desk in such hotels often prove to be inaccurate as revealed by our surveys.

Most Delhi hotels are not well-equipped to provide adequate facilities for the disabled. Only top-end five star hotels have facilities like wheelchairs, special lifts at ground level and expert help.

Paharganj is a congested area in the heart of the city, next to New Delhi Railway Station. It has a large number of cheap lodges which are rather popular with young budget tourists. The bustle of the area, the chaos on the roads and the high noise level probably adds to the romance of the orient for some. The accommodation is rudimentary and service not necessarily reliable.

Hotels located in South Delhi – in areas such as Lajpat Nagar and Nehru Place – are ideal for those who have business in that part of the city. They are close to a number of historical sites in south Delhi.

The area between Delhi Gate and Kashmere Gate, Shahjahanabad, is crowded with winding lanes and bylanes with tempt exploration. Small businessmen find it useful to stay in this area because of most wholesale markets are located here.

Hotels around Chanakyapuri and Vasant Vihar are in the top and middle – level categories. The area is close to the airport and diplomatic missions. Visitors with related work in the city or with quick business might find it useful to be located in this area.

Besides Paying Guest Residential Accommodation Scheme has also been taken up to provide a affordable & hygienic accommodation to both foreign and domestic tourists and to provide opportunities to foreign tourists to stay with an Indian family, experience Indian way of life, discover rich culture etc.

The total rooms required in approved hotels by all tourists in the year 2006 is 10596 rooms. By 2010 it is expected to be 12172 rooms. By 2022 the number of rooms required will increase to 16898.

The hotels of various types which will offer these rooms in future cannot be accommodated in the present NCT centre except some hotels in the outlying areas. In the future all hotels of various categories will have to be located in the Delhi Metropolitan Area and land allocated keeping in mind the provision of basic civic amenities and also DMRT which would have covered several areas.

Thus a regional spread of hotels is suggested over the medium and long term period i.e. say from 2008 to 2022.

In the short term facilities provided by unapproved hotels can be improved to some extent by levying penalties. The criteria for improvement of unapproved hotels can be tackled by constituting a committee of experts to suggest ways and means of improving the present situation. There have been considerable complaints both by foreign and domestic tourists being cheated by touts and unscrupulous people. Local authorities have to understand the importance and psychology of tourists. Delhi police will have to introduce “tourist police” at all tourist centers and every police station have a separate number for tourists complaints.

TOURISM INFRASTRUCTURE AND SUPERSTRUCTURE DEVELOPMENT AND PROMOTION SCHEME

Delhi, the National Capital Territory and the most important point of entry for foreign tourists on an average receive about 62% of foreign travelers and NRIs visiting India. **Domestic tourists visits to Delhi which shows no seasonal variation will be the sustaining factor for tourism facilities of all categories.** To attract people for tourism purpose and increase the duration of stay there is an urgent need to develop Delhi as tourist destination in the coming years and to increase the duration of stay. The strategy could be as follows:

1. Delhi, as a historic city
2. Delhi, through ages.
3. Delhi, a cultural destination
4. Delhi, as a city of gardens
5. Delhi, as a environmental and eco friendly destination
6. Delhi as shoppers paradise
7. Delhi as modern vibrant city
8. Delhi as transit centre

The following projects from (2003 –2010)can be implemented keeping in view the above objectives.

1. One and two star hotels for domestic and foreign tourists
2. Development of Mini India Heritage Complex
3. Development of Gardens and theme gardens like Garden of Five senses
4. Development of Dilli Haat type project in different part of Delhi
5. Setting up 24 hours shopping plazas
6. Establishment of wayside Amenities
7. Setting up of Coffee Homes in Delhi
8. Developments of lakes and water sports
9. Monument development plan
10. Development of Asola wildlife areas and Ridge areas

Other tourism projects that can be taken up in the medium and long term are:

- a. Yamuna river front recreational schemes
- b. Amusement park preferably beyond the high density areas of Delhi
- c. Development of golf courses
- d. Convention Centers with rural ambience and architecture
- e. Rural and village tourism in and around Delhi

- f. Health Resorts and Yoga centers in rural ambience
- g. For special interest tourist a focused approach

The cost benefit analysis of these projects can only be done at a micro level plan once land has been suitably allocated by DDA.

TOURISM MANPOWER TRAINING FACILITIES

The Indian Institute of Tourism and travel Management of Delhi Tourism, was set up by the Ministry of Tourism, Govt. of India on 1st, January, 1993 under the agency of DTTDC is the first institute of its kind in the Northern part of India. Its objective is to serve for total professionalisation of Human Resources engaged in the business of tourism through Diploma in Tourism after graduation, specially designed with practical training and field visits, foreign language training programmes, short term management Development Programmes , Executive Development Programmes for retiring and retired Defence services personnel , Workshops, Seminars and conferences , Tourism orientation talks at school and college levels and Tourism promotion competitions among younger generation.

Department of Tourism through DTTDC proposes to acquire a suitable piece of land and construct its own building – which will be fully equipped with its Library , computer Lab facilities for students supported by regular, trained, experienced Faculty members. In addition to this Delhi Tourism is also training children and other professionals through organized activities like parasailing, rock climbing , kayaking canoeing and river rafting.

TOURISM PROMOTION

The following promotion strategies should be undertaken in a focused manner

1. Multi –media campaign to create public awareness of Delhi’s valuable cultural assets
2. Production of tourism literature-folders, leaflets, brochures, guide maps, tourist map by artist, guide books and CDs, coffee table books by major photographers .
3. Publicity through print and electronic media
4. Publicity through internet and website
5. Information and facilitation of tourists by using latest information technology.
6. Participation in national and international fairs conferences/ marts/ conventions/ exhibitions.
7. Public relation campaigns by organising and participation in trade workshops, seminars and conferences .
8. Production and distribution of films on different themes of Delhi and Delhi Tourism such as places of tourist attraction, Shahajhanabad , Lutyen’s Delhi, Monuments, shopper’s paradise, conference and convention center etc. by a major film makers of repute.
9. A television serial portraying emphasis on Delhi from the first city of Delhi to present modern conditions.

INFRASTRUCTURE PROJECTS IN OTHER SECTORS VITAL FOR SUSTAINING TOURISM PROJECTS

Transport Sector

In the absence of any suitable bypass for the city the intermixing of local and regional traffic acts as a major deterrence factor for smooth flow of traffic in the city. The peripheral expressway as conceptualized by NCRPB (National

Capital Region Planning Board) and PWD along with Faridabad-Nodia – Ghaziabad (FNG) Expressway and Kundli-Ghaziabad (KG) expressway will be able to decongest the roads significantly.

Besides DTC, intracity bus service is also provided by nearly 2600 individually owned private buses. The existing system suffers from:

- Lengthy zigzag and overlapping destination oriented routes
- Maldistribution, low frequency of buses along different routes
- Absence of published information
- Disorganized private bus operation
- Fierce competition over speeding and non-observance of traffic rules by private operators.
- Inadequate enforcement and irregularity machinery

These factors also have their impact on the environmental situation. The use of CNG in public transport made mandatory by Supreme Court will reduce the pollution level in coming years.

The ring railway services could be significantly improved by incurring an expenditure of about 9000 million rupees and integrating it with radial lines and MRTS system.

In land water Transport

The inland Waterways Authority of India (IWAI) conducted studies for navigational potential of river Yamuna for passenger and cargo service, development of water sports, recreational activities and for the improvement of the environment in Yamuna. In 1989 the survey was carried out from Wazirabad barrage to ITO barrage and from ITO barrage to Okhla barrage. It was proposed

that through improvement of water channel, ferry service for summer traffic between NOIDA and OKHLA, NOIDA and ITO and NOIDA and ISBT could be introduced. No action seems to have been taken so far and the water level going down almost nil in summer makes it difficult for introduction of this kind of facility at present. This is a very long term project.

Rational Planning, Development, Operation and Management of urban transport system in Delhi calls for institutional reforms and restructuring covering major areas of provision, financing, development and regulation. The restructuring should cover the monetary, legal and organisational frameworks.

One of the most important means to raise resources has been identified as attracting private capital. But unfortunately, the potential of **Public-Private Partnership (PPP)** which is first step toward privatization, is being limited by,

- Multiplicity of agencies
- Lack of co-ordination inter sectoral and intra sectoral
- Inadequate and ill equipped manpower
- Limited availability of funds
- Inappropriate lending policies
- Improper pricing policies
- Obsolete codes, laws, bye –laws and regulations.

In the organizational context, reforms and restructuring are urgent and critical for evolving rational policies, pooling of resources, integrated development, co-ordination of operation and efficient management of the transport system. The need for Delhi Unified Metropolitan Transport Authority (DUMTA) has already been established. In a study assigned by transport department, GNCTD in 1997, the duties of the authority (DUMTA) have been specified as:

- Preparation of transport system Plan of NCTD
- Preparation of transport system management plans for critical areas
- Resource mobilization
- Approval of corporate plans and transport service plan by other agencies
- Formulation of private enterprise and private resources for development
- Formulation of integrated fare policy
- Co-ordination of provision of transport facilities and services
- Protection of interest of users
- Monitoring the quality and standards
- Design and maintenance of Delhi Transport Information system
- Prescribing norms and standards for facilities and services

Until such an authority is established it is necessary that a policy level committee may be set up through an administrative order involving various agencies.

Perspective for Future needs: Travel Demand by 2022

Based on the existing situation and trends scenario for 2022 appears to be quite alarming. The various indicators for assessment of travel demand are shown as under:

Population:	9.3 million in 1991		
	22 million in 2022		
Vehicles:	3.3 million in 1991		
	Over 8 million in 2022		
Per capita trip rate:	0.79 in 1993		
(mechanical modes)	1.2 in 2022		
Avg. trip length(km)	car	11.28 in 1993	17.74 in 2022
	Bus	10.66 in 1993	14.58 in 2022

Goals for Transport Sector by 2022

Delhi should be free from environmental problems from this sector. From this angle the following goals can be set for traffic and transportation sector.

- Traffic levels on roads within environmental capacity (with respect to physical, noise and air pollution)
- Efficient handling of traffic through traffic engineering and management schemes
- About 80% patronage for public transport (both road based and rail based)
- Adequate facilities for pedestrian and cyclists
- Use of cleaner fuel
- Segregation of local and regional traffic
- Transport sector management –unified transport authority (DUMTA)
- Improvement of connectivity to DMA & NCR towns
- Private investments in transport facilities infrastructure
- Decongestion of metropolitan city centre

WATER SUPPLY

Water supply in 2022

Delhi in 2022 will be a forward looking city. We are assuming there are no slums (all existing slums are up-graded by 2022). The city has a reasonable standards of living, good transport infrastructure, piped water supply to all settlements. All the localities have sewers and all lanes are paved. All the domestic and industrial sewage generated in the city is treated with a bulk of the treated effluent recycled. Delhi gets a considerable source of raw water through sustainable sources.

This may be hard to imagine, but it is essential to have long term goals. Based on this goal a demand for Water Supply for Delhi 2022 can be calculated.

Basic assumption of water supply in 2022

All areas have sewage and therefore a minimum level of supply (150 lpcd) is assumed for all area

Delhi 2022 will utilise tertiary treated sewage wastewater in the irrigation of public parks.

Major industrial units utilizing bulk supply will also use recycled treated effluent. Therefore industrial demand is frozen at present supply level.

Delhi 2022 water demand

Based on the above assumption Water Demand for Delhi in 2022 is projected to be about 4700 MLD.

Water Resources

Existing status of raw water

Present production of water is almost 2700 MLD and in theory sufficient to adequately serve the present population, not including losses and un-accounted for water.

New Raw Water Sources for the future

Water demand for Delhi is increasing and thus alternative raw water sources are needed from other states.

All other schemes are in planning stage and it is not expected to be possible to get raw water from them, for Delhi, in near future.

Alternative sources

In view of the fact that most of the identified sources, except raw water from the Tehri Dam, require a long planning stage, the water needs to be

conserved and other raw water sources need to be identified. Some alternatives are:

Feasibility studies should be carried out to supply treated water

Industries should be conserving water by re-cycling their effluents within their sites.

Re-excavating and regenerating major lakes and water bodies such as the Najafgarh Jheel. It can create 90 MLD additional raw water that may be supplied to respective small communities in the surrounding areas.

Off channel storage of flood water run off and Yamuna water can provide additional raw water to extent of 340 MLD.

All the above additional sources need detailed examination since they could provide sustainable solutions to the increasing demand for water.

Existing Losses – Future Supply

Much of the future demand would be satisfied if the water losses in raw water transmission and treated supply can be drastically reduced. There needs to be a water audit of the whole water supply system, from source to customer. Bulk water meters in distribution districts need to be installed and the system properly analysed and controlled to provide more equity in supply.

Tube wells

However, concern is expressed regarding the over exploitation of the ground water. Over pumping could draw down contaminants from the Yamuna river which is dry season is heavily polluted.

Also, there are areas with high and nitrate concentrations in the ground water.

World Bank assisted project (Technical Assistance to the DJB)

The World Bank intends to engage consulting services to improve DJB into an effective commercial oriented water utility and to prepare a program of immediate actions, works, supply of equipment etc. The various components which can be considered under this project are those which can improve the water supply and sewerage system.

Water issues

Lack of provision for rain water harvesting, for recycling of treated industrial effluent, for recycling of treated domestic sewage, for comprehensive water auditing are major concerns in water conservation and sustainability. Over exploration of groundwater is another major issue on which legal provision needs to be strengthened and streamlined.

DJB has started implementing rain water harvesting in Delhi. DJB should foresee the progress and implementation area wise.

Water Based recreational Area

It was very common practice both for rural and urban areas in India to have water ponds and tanks. These tanks and ponds served the dual purpose of rainwater harvesting and for groundwater re-charge. This practice was abandoned in urban planning. Most of old tanks have been filled due to urban expansion. DDA prepares Master Plan which are formally approved by the Government of India and notified through the gazette. Its provision are legal and binding. The revised Master plan being prepared by DDA for Delhi 2002-2020 should include a minimum of 10% to 20% area designated as Water Recreational Area. Such area should be developed in scientific manner in such a way that the area provides water storage and as a means of ground re-charge. The Master Plan and Development Code should make it a statutory provision.

The water campaign

The water campaign is an international movement of local Government and their stakeholders who are committed to achieving tangible improvements in the sustainable use of fresh water resources. The three main activity areas of the campaign lay in the foundation of the systematic identification and evaluation of the water resource management challenges facing local governments at the three levels of the:

Municipal Corporation

Urban area

Local watershed area

The water campaign provides the local government with a framework for addressing their unique local water management while contributing to an international effort to mitigate the current water crisis. This was developed under the mandate of the International Council for Local Environment Initiatives (ICLEI).

The Water Campaign places freshwater management in the context of long terms transformation of urban society from one that exploits freshwater resources, to one that respects these resources and works with the natural cycles and limitations. This transformation will require a series of iterative changes to current management practices that extend over the long term.

Urban water issues do not operate in a vacuum. In order to identify long-term solutions to water management problems, water issues are most effectively confronted at the watershed , or catchment, level. Municipalities are dependent on the local watershed area to supply their water and sanitation needs. To protect their access to high quality water in perpetuity is to be involved in regional watershed planning initiatives.

The ultimate solution to local water resource problems require coordinated efforts across a watershed or catchment area, which may extend beyond the municipal jurisdiction. To participate in this agenda's activities, the municipality will therefore be required to join together with other jurisdiction in a watershed planning forum.

The involvement of other municipality within the watershed area is a key aspect of this agenda's activities. In area where larger scale regional watershed planning activities are already underway, an inter municipal forum is one way in which the city can provide value- added support to this process.

WASTE WATER MANAGEMENT

Wastewater Scenario for Delhi in 2022

Objectives

It is anticipated that by 2022 the total population in the study area will be about 22 million, and that everyone will have access to a piped water supply, which will provide a minimum of 150-lpcd. Wastewater generation will therefore be about 3500 mld.

To meet these water related objectives there is a need to:

Collect and treat all the wastewater generated;

Maximise the reuse and recycling of treated wastewater.

These activities may take place either at the local level, i.e. individually or at a neighbourhood or colony level, or at a centralised level, as at present, or through a combination of both.

Measures that may be taken to mitigate the costs of water collection – treatment;

Public-private partnership, both at the macro-and the micro-level, for both implementation and operation and maintenance.

At the macro level various forms of privatisation might be considered, with companies offered build, own, operate and transfer (BOOT) type contracts to develop and maintains services for a number of years before passing them into the hands of the responsible agency.

Developing local level treatment systems, based on smaller sewer networks and locally appropriate technologies will reduce the scale of the quality of the infrastructure required. This should at least result in saving on capital costs, allowing budgets to stretch further.

Achieving and objectives

Short term(2002-2007)

- b) Repair and clean all trunk sewers and collection networks
- c) Maximise di-charge to existing and new STPs and maximise performance.
- d) Review treatment capacity and processes for planned STP 's and CETP's particularly to take account of the objectives of maximum collection and effluent reuse.
- e) Commence planning for services to unserved areas, including non-conforming areas, requiring:
 - I. Surveys and mapping of existing systems, preferably using digital and GIS method
 - II. Determination of treatment requirement, location and disposal methods, including methods for recovery, reuse, return to water resource etc.
- f) Introduce water supply and wastewater disposal charges to encourage maximum wastewater reclamation, recycling and reuse by major users,

based on the volume supplied from the mains. **Large hotels and amusement parks will also be included.**

Long term(2012- 2022)

- a) Implementing the policies, strategies, management methods and infrastructure required to maximise sewerage coverage and wastewater treatment determined through the various studies.
- b) Continue development of the new STP 's and CETP 's required to meet future needs, according to the findings of regular reviews.
- c) Develop and implement improved sewer maintenance systems.
- d) Continue mapping of existing sewer system, adding new systems.
- e) Develop and implement water balance models based on ground and surface water resources, wastewater reuse, etc.

STORM WATER AND FLOOD CONTROL

IFDC has identified weak points in the flood bunds and other protecting structures in many places along the right bank of the Yamuna River, and also along parts of the left bank. They will be attended to as part of its routine maintenance and repair programmes for the next few years. A number of new projects are also planned or are underway, including new drains and drain improvements.

Objectives

The impermeable area of the Delhi in 2022 will have increased by more than 50% from the year 2002 also, as more intense water patterns contribute to develop as a result of global warming, it is quite reasonable to expect substantially greater increase in the quantities of storm water generated.

Achieving objectives

Short term

- a) Repair and refurbish existing flood control infrastructure, including flood defences. Recommission any non-functioning items.
- b) Investigate hard and soft ways of reducing storm water run-off, e.g. paving materials, peak storm retention devices, silt traps, planting of trees or grass, rainwater harvesting, etc. plan methods and programmes in consultation with communities.
- c) Review current land development policies, to prevent development in flood plains, alongside drainage channels etc.
- d) Review current construction practices for structure in and over channels.

Long term

- a) To commence studies of methods to improve storm water management. This should include development and use of one or more calibrated computer models to stimulate various storm conditions and optimize the management options. The studies include investigation for better management and use of storm water coming from Haryana and UP.
- b) Commence any work required to improve the hydraulic characteristic of existing structures in the over channels, according to the priorities.
- c) Implementing plans for reduced surface run-off, preferably in conjunction with communities, as private or community based initiatives where appropriate.
- d) Review improved solid waste practices, implementing any changes required including sector responsibility.
- e) Continue programme for control flood plain development, resettlement.

SOLID WASTE MANAGEMENT

Assessment of Land for Waste Disposal

It is projected that by the year 2022 the total waste required to be disposed would be about 100 million tones. For disposal of this waste about 600-800 ha of additional land is required. Suitable disposal sites need to be identified and acquired to cover the requirement for the next 20-25 years. Ideally, there should be 3 or 4 new properly developed and managed sanitary landfill sites (SLF) equally spaced to serve the north, south, east and west areas of the NCTD in order to minimize waste transportation distances.

The MCD have floated tenders for the development of new SLF at Jaitpur in south-east Delhi.

Gas generation from the Landfill sites

The organic material in the municipal solid waste initially undergoes aerobic decomposition. Generation of gaseous mixture comprising mainly of methane and carbon dioxide commences about one year after deposition of the waste. However, since the gas in the case will escape all along the premier the nuisance will continue. Recovery of gas is therefore recommended.

A project for extraction of gas from the landfill sites at Okhla, Bhalswa and Gazipur is under implementation and about 80% of the work has been completed. It is thus proposed to employ a system of gas wells. However, if sufficient quantities of gas are produced, the gas could be used for generating electrical power.

Identification of New Sites for Solid Waste Disposal

The NEERI report (1996) identified 7 new sites. However, it has not been possible due to local objection and location problems to obtain agreement on their use.

Acquiring the required large area of land for solid waste disposal in Delhi will be an extremely difficult task. As such land may need to be identified and acquired in NCR and agreements made for the joint development and management with the DMA towns. For this a study for identification and survey of land needs to be commissioned and completed as soon as possible. The work could be undertaken on a BOOM basis in using the private sector.

Possibly the only option in the NCTD would be through the rehabilitation of the Bhati Mine area in the south Delhi which covers an area of 1000 Ha. The site could solve waste disposal in Delhi for the next 20-25 years.

Present industrial waste problem

There are around 137000 industries in 28 authorised industrial estates and several in non-conforming area. According to a NEERI report 24000 tonnes per year of sludge will be generated. Presently there is no separate collection and disposal arrangement and the waste often finds way into the municipal landfill sites.

Future procedure for Hazardous Waste

Recently a disposal site has been developed for hazardous industrial waste in Ankleswar, Gujrat on a BOT basis. Similar work should be undertaken in Delhi on an urgent basis.

A suggested option, especially for the new CEPTs being constructed for the existing industrial areas is that each area should also include a site for the

disposal of the waste sludge produced. A further option could be the use of disused pits at Bhati Mines.

Privatisation – the Way Forward

Efficiency could be improved, at a reduced cost and increase worker productivity involving the private sector by contracting out services or by giving a management contract. However, consideration be given to the contracting out the whole process –not just pieces of it.

Role of NGO' s

There is a dynamic program for enhanced house to house collection of solid waste and segregation at source of recyclable and other wastes to achieve the objective of the 3 R's i.e. Reduce Recycle and Reuse in the MCD area. To achieve this NGO's can play a very active role as facilitators as well as implementing agencies by creating awareness for community participation.

A Policy for Solid Waste Management

There is an urgent need for framing a policy document covering all activities of solid waste management for better accountability and transparency. There is also a need to frame bylaws on the subject which will have the legal sanctity for enforcement. The bylaws should inter-alia provide for segregation of waste at source, responsibility of the citizens, provide for composting and privatisation and NGOs participation. The bylaws should also cover collection and disposal of construction waste, biomedical waste and hazardous industrial waste.

Power Situation

The work culture and management practices of the DVB have been responsible for the present dismal state of affairs in the current power situation in Delhi and spells out a strategy for the Government on the reforms and

restructuring of the power sector. It is meant to generate wide debate and provoke discussion. The reforms programme will create new corporate entities that will operate in a commercial and consumer-friendly manner. It will promote competition and create an economic environment that will be conducive to new investments in the power industry. It will also depoliticise the process of power tariff adjustments.

While demand is galloping, capacity additions have remained relatively stagnant. DVB's own generation installed capacity is 694 MW but availability is no more than 300-350 MW.

Over 80% of Delhi's power needs are met by purchases and sharing of power from outside. The net cost of power generation from owned power plants is high due to the relatively low level of capacity utilisation and high specific consumption of fuel brought about by the age of the plants.

New capacity dedicated to the growing need of Delhi is essential. In the last five years, three new generation projects with private sector participation have been identified. But for various reasons, little progress has been made in implementing these projects. These are Bawana Phase-I (421 MW), Bawana Phase-II (650 MW) and Apollo Power Project (300 MW). The bulk of these capacity additions will deliver benefits only after five years. The DVB's Pragati Power Project with capacity of 360 MW is expected to be commissioned in three years time. Another project of the DVB to replace the I. P. Station is under planning but this will take another decade for full completion.

It is necessary to initiate discussions with the NTPC and the NHPC, as well as with States having surplus hydel power like Himachal Pradesh either to put up plants exclusively for Delhi or to enter into agreements for getting peak power. Efforts must also be made to get additional power on a sustained basis from the Eastern Region, which is surplus in power.

Transmission and Distribution Losses

A second unique feature of Delhi's power system is the extraordinarily high levels of transmission and distribution (T&D) losses as shown below:

Transmission & Distribution Losses

Year	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
T&D losses (in%)	22.56	22.46	30.32	32.18	42.55	42.11	42.72

Between April 1998 and June 1998, these losses have risen to an unprecedented 50%. T&D losses in Mumbai are around 11%, while in Calcutta they are around 19%.

In 1993, the Government of India initiated the process of power sector reforms. Since then it has been highlighting the need to restructure the power sector in Delhi.

A vertically integrated organisation catering to the diverse needs of a consumer population of 23 lakh and growing significantly every year has inherent limitation. While Management and Technical deficiencies have come in the way of DVB's effective functioning, it is the very structure of DVB that has prevented it from emerging as a dynamic, consumer friendly organisation able to generate funds and to sustain and expand its operations.

In view of Delhi's distribution problems, DVB has finally decided to hand over the distribution of electricity to TATA'S and BSES.

By this process of privatisation the existing problem in distribution and transmission can be mitigated and it will be managed on a totally professional basis, ultimately benefiting the citizens and tourists in Delhi.

ACTION PLAN

CHAPTER –12

ACTION PLAN

TOURISM INFRASTRUCTURE AND SUPERSTRUCTURE PROJECTS IN DELHI – FROM THE PERIOD 2002 TO 2022.

This chapter on Tourism Projects Action Plan for twenty years for Delhi State covers the following areas:

- Accommodation
- Tourist Transportation
- Monument Development plan
- Shopping
- Golf Tourism
- Security
- Development of Gardens
- Cultural Complexes and Pilgrimage Tourism
- Adventure / Sports Tourism complexes
- Haats for Promotion of Heritage and Cultural tourism
- Transit tourists
- Fair and Festivals
- Wayside Amenities
- Yamuna River Recreation area
- Tourism Promotion and Marketing
- Future Action for Infrastructure Sectors

A successful tourism destination is composed of a series of accommodation and attraction (along with weather) which draw predictable volumes of visitors traffic. To realize the payrolls and revenues which comprise tourism success, it is essential to provide certain necessities of functional subsistence.

Possibly one of the classic errors or shortcomings in tourism development programs lies in insufficient planning or provision for infrastructure components. Somehow, the costs of public works programs always seem to exceed initial estimates. Failure to look deeply enough at costs and other implications can leave an area without sufficient capacity to support both tourists and its own citizens. In the worst case, tourism attractions and accommodations can stand unused or underutilised if the area does not provide the necessary life support services.

Inspite of this rich and diverse cultural heritage, Delhi is used by a large number of domestic and foreign tourists only a gateway for traveling to Jaipur, Agra and other cities of tourist interest. Though, Delhi has the highest number of tourist arrivals, it is only used as an entry point to the country. There has been no concerted effort to project Delhi as a Tourism Destination, with attractions to provide the visitors 2-3 nights stay or longer.

The following action plans are suggested for Delhi for Tourism Infrastructure Development in phases from 2002 to 2022. Details of phased implementation program is given in the subsequent chapter.

ACCOMMODATIONS

The supply-demand gap shows that there is a shortage of hotels of approved categories. The twenty years period has been divided in five year phases. The number of hotels required over the period is shown vide table below:

Number of hotels required

Hotel Categories	2003-2007	2007-2012	2012-2018	2017-2022	Total
1- star	22	23	20	25	90
2 –star	13	14	20	26	73
3 - star	7	8	12	16	43
4- star	3	2	5	4	14
5- star / 5 star deluxe	-	1	2	5	8

During the first phase no luxury hotel of 5- star category is required in National Capital Territory. During the subsequent phases the demand for 2- star and above categories increases assuming that civic infrastructure in outlying areas of Delhi meets or exceeds the projected demand. In the final phase (2018-2022) five luxury hotels are expected to come up more so in the Delhi metropolitan area. By then the MRTS and outer expressways planned would have been implemented and this regional spread of hotels will have more forward and backward linkages with support industries in the surrounding States of Delhi.

More important is the fact that Delhi does not have an Airport Hotel. Given tourist distaste for extensive ground travel immediately after long flight, it has become standard to locate accommodation facilities and some attractions in the vicinity of most gateway airports. Existing hotels are not part of the airport complex and tourists have to travel 3 to 7 kms. to the nearest so called “Airport Hotels”. It is therefore suggested that in the first phase (2003-2007) itself a 4- star hotel complex can be integrated with the international airport. Rooms for transit passengers can be rented on hourly basis. This will considerably reduce inconvenience to tourists, prevent fleecing by touts and taxi drivers. We suggest a 4-star hotel of 200 rooms.

TOURIST TRANSPORTATION

As tourism spans greater distances travel time (often to greater degree than money) generally becomes the controlling factor determining whether tourist from prime market can spend their vacations at a given destination. People go on vacation to enjoy themselves. They don't have fun while they are sitting on airplanes – on trains or buses. So, the idea is to bring tourists to the activities which attract them as quickly and directly as possible.

To illustrate, travelers do not enjoy completing a flight of several hours only to find themselves faced with a bus or train ride several more hours to reach their ultimate destination. So, it is important to think of all the traveling a tourist will do as part of a single experience. Travel within an area is an extension of the trip from home and the return trip home is an extension of the travel within the destination area.

Thus, the transportation of tourism visit - the journey – is element which lends itself to separate, direct planning and control. This is done primarily through positioning of gateways used for arrival and departure and routing of ground - transportation network.

There have been numerous complaints by domestic and international tourists being fleeced by taxis and auto rickshaws, which leaves a very bad impression in the minds of the tourists.

To avoid such incidents it requires introduction of modern non polluting AC/ Non AC tourist taxis with fare printed out. Such taxi services in Delhi must

be available at all major termini, regulated by licensing and tourist traffic police inspectors. As to the number of taxis required it should be enough to cater to peak tourist season traffic.

An important factor is that Delhi airport must be linked with construction of suitable highway/ expressways for faster transfer from airport to railway stations. Hence the role of MRTS can be considered and if implemented tourists can avail of fast uninterrupted movement to rail terminals with least hassles. The proposed expressways planned in outer Delhi areas can consider this important proposal.

The basic characteristics and prerequisites for attracting and profiting from automotive travel within any given tourism area present some common denominators which should be considered and evaluated as part of master planning. These include:

- Roads
- Signing
- Visibility
- Parking
- Aesthetics

For an area to attract auto tourists, it must have road/ approach roads which are capable of handling existing and anticipated traffic volumes comfortably and safely.

Roads in Delhi have not kept pace with increase in automobiles. But last few last years have seen completion of flyovers and number of new ones are under construction. This will definitely ease the traffic flow.

All approach roads to tourist attractions / monuments in Delhi should be regularly given priority in relaying and resurfacing and repairing. These roads

must be inspected on regular intervals. MCD, NDMC and PWD have to give priority to such roads.

Road signages in Delhi are not upto international standards except in some parts of south Delhi and NDMC areas. Emphasis should be on directional signs. They should be clear large enough for ready visibility and placed to give drivers and passengers enough notice so that they can react. In addition international universal picture type signs should be used.

In terms of traffic capacity, taxis are, part of the automotive volume. Tourists need taxis for the convenience involved – and also for the security they present in being able to get about in strange places. Partly because taxis involve close personal interaction between passenger and driver, this mode of transportation makes a profound impression on tourists. Taxi service tends to be one of the topics which come up whenever tourists discuss their travels with friends back home. Good taxi service helps the host area; bad taxi service can be harmful.

Master planning for taxi service is relatively straightforward. There should be enough taxis. They should be modern. Drivers should have enough vocabulary in the language of prime tourism markets to understand key words or directions. There should be regulations covering fares and these should be enforced. In many parts of the world, especially in Delhi, taxi drivers have gained unsavory reputations. Tourists, therefore, tend to be wary. Anything planners and managers can do to protect and reassure visitors will draw high returns.

Taxi service, when provided at reasonable rates and with high quality, can be a positive force. Many jobs are created for drivers and maintenance personnel.

Confidence in taxis also builds confidence for tourists that they can move about. This, in turn, builds traffic to commercial or entertainment attractions.

As Delhi is a major transit point not only from the point of international tourists but also domestic tourism buses bespeak volumes of tourism business. Buses are used because they offer economies of scale and convenience. (It is more efficient to move 40 people in one bus than to tie up a fleet of 10 automobiles.)

In general, an area which is gearing up for a volume-oriented tourism industry must have or be planning for adequate bus-transportation equipment and facilities.

Buses are expedient methods to handle such necessary functions as ground transfer between airports and hotels, local tours to activity centers or attractions, or intermediate-range tours originating from returning to an area which serves basically as tourism destination or staging point.

Concerns for bus transportation fall broadly into three categories:

- Facilities
- Logistics
- Equipment

Everybody has heard about, and most tourism managers dread, the experience of busload of people arriving and attempting to use eating and sanitary facilities which are inadequate. At very least, tourists are exposed to situations which reflect badly upon their total vacation experience. The host area inevitably suffers. Survey of existing ISBT's in Delhi reveals that conditions prevailing there are far below tourists expectations.

There must be enough convenient parking for each mass attraction in Delhi to be visited by buses. Basic as it sounds, the field surveys have encountered a number of places in Delhi for e.g. Railway stations, airports and several ancient monuments where inadequate preplanning for bus arrivals has led to inefficiencies and greatly increased out-of-pocket costs for handling this tourism business.

In other situations, buses occupy so much parking area that travelers using private automobiles are annoyed and /or inconvenienced. It is important, therefore, to recognize that buses are large. They occupy a lot of room. They need special services. These should be provided for or negative consequences will result.

The same, in general, applies to serving and providing for the comparatively large workload surges associated with bus travel. Such functions as ticketing, checkout, baggage handling, seating, feeding and others can be severely taxed – sometimes to the point of overburden or failures – if staffing, supply, and service requirements are not anticipated. Planning should recognise that bus arrivals and departures represent special workloads. Provisions should be made to handle them.

An area should have enough buses to handle its anticipated traffic. Further, there should be the right kind of buses for the traffic involved.

“Enough” buses implies that a fleet will be large enough to accommodate service requirements, that there will be spare units in case of breakdown, and so on.

It is highly important to have the right kind of equipment for specific tourism service requirements. Each is designed to do a specific job. These types of equipment include:

- Tourist coaches are designed for longer trips, increased passenger comfort, volume baggage capacity, and some special amenities (frequently including lavatories).
- Buses for city tours – AC buses equipped with increased passenger comfort. Facility for handicapped and clear audio equipments and guides with basic knowledge of one or more foreign language.

For example, members of a packaged tour group may require a tourist coach to transport all of the people and their baggage from the airport to a hotel. However, for a one-day outing which occurs as part of a longer stay, the second type of coach may be adequate.

The desirability of first-class bus equipment becomes quite apparent after traveling in tropical area which has no air-conditioned buses. Such an experience led to a high priority, in a study in India, on the acquisition of air-conditioned buses.

The caliber of bus equipment should, in general, be comparable with living accommodations. If hotels are economy class, buses can be less lavish. However, if an area is featuring international-class or deluxe-class hotels, buses should be of equal quality.

Survey of Inter State Bus Terminus in Delhi shows that it needs trained and efficient manpower for ticket handling etc. regular cleanliness drive, more pay and use toilets and better signboards. Many domestic tourists and low spending international tourist are using this terminal and our survey has revealed that it requires facilitation centre and air-conditioned waiting rooms.

Thus ISBT can be improved and more bus terminals of smaller capacity can be constructed keeping in view the proposed route of MRTS network. This will avoid road transport and decrease travel time from accommodation units to bus terminals. It is suggested that there should be four smaller terminals to be constructed in each phase. The two ISBT's that are at Anand Vihar and Sarai Kale Khan in East and South East Delhi were developed during last seven years. These terminals need to be provided with more bus base and also passenger facilities like public restaurants and public telephones, etc.

In spite of numerous trains and latest coaches railway stations in Delhi require more professionally managed tourists facilitation centres air-conditioned waiting rooms and more ticket counters for foreign tourists. The stations / platforms must have more ATM's. Toilet facilities are inadequate and signages not properly designed. All these basic necessities have to be attended to in the first phase i.e. (2003-2007). In addition it requires modern multi-cuisine restaurants preferably two in each of the railway stations in Delhi.

MONUMENT DEVELOPMENT PLAN

The average tourist is neither an art historian nor an archaeologist: his interest in monuments, archaeological sites or tourist towns may be far removed from the specialist's point of view. Historical and scientific data are less appealing for tourists than the general impression created by the monumentality of the scene, the precious material found in the natural setting, and interesting access, routines and activities still practised, the uniqueness of the site or the fact that its visit takes time ('there is much to be seen'). Hence the list of monuments of tourist interest may be quite different from the list of monuments of archaeological interest, the latter usually being already established. The ranking will be different and some features which do not appear on the classical list of monuments (such as Red Fort and Qutab Minar) will be mentioned on the list of tourist interests.

Listing monuments is a relatively simple step; protecting them from deterioration involves many more difficulties. The best ways of preserving a monument is to use it, either by guaranteeing the continuing of its original function (religious) or reassigning it to new contemporary activities, either temporarily (festival, etc) or definitely and permanently eg. museums.

As with natural resources, tourism demands on monuments may be excessive. In the Red Fort and Qutab Minar monuments areas, for example, the quality of the experience is for most visitors at peak holiday times marred by the crowds and noise. For planning purposes these may be supplemented by specific provision:

- Diversification of the itineraries and of the items visited by the different groups.(as at Versailles)
- Multiplication of the point of interest or drawing specific attention to lesser known features or as being done in Mehrauli by INTACH.
- Replacing a part of the actual visit by a detailed briefing, ‘processing’ of the visitors in separate structure, with maps, brochures, models, slides, even films, etc., at a centre near the monument complex.
- Diversification of the point of interest by the creation of a separate museum, shopping areas, exhibitions, special cultural events.
- Limiting access (restricting on group tours) or totally, when the risk of irreversible damage occurs.

ISOLATED MONUMENTS

The master plan of tourist development must list all the monuments classified under appropriate legislation. Besides protecting valuable sites and monuments from destruction, the classification is intended:

- To draw attention to their value (didactic aim)
- To entrust an authority with the responsibility of protection.
- To give a legal basis for attribution of funds for maintenance or restoration.
- To define the limits of the monuments: the protection should extend to the surrounding area from which the monuments is viewed or which is viewed from the monument itself.
- To allow control (with intervention where necessary) over monuments, balancing the restrictions imposed by classification with possibilities of financial participation.

Important isolated monuments will generally need (apart from eventual restoration) some provision to facilitate visitors: access road, parking area, shelter for the attendants, refreshments stand, toilets. If the monuments is a major attraction a small information room (or museum) and some accommodation facilities may be added.

A correct balance of scale and relationship is essential: the monument must not be dominated by its museum, nor isolated from its true surroundings by ornamental gardens, parking places, etc. Improvements should always be very discreet and complementary:

- Keep the access as narrow as possible and, unless part of the original design, avoid a rectilinear approach straight to the monuments (an element of surprise and discovery is important).
- Hide as far as possible the necessary facilities (parking places in particular) which should not be visible from the monuments.
- Modify the natural scenery and character as little as possible.

- Protect the surroundings, which from part of composite image, from major changes and especially from buildings.
- Organise individual and group visits.

Urban isolated monuments, which are not part of monumental ensemble may be of two main categories:

- Originating as an urban monument, i.e. always surrounded by the fabric of the town. The approach through the traditional network of narrow streets and squares should be preserved as far as possible, as well as the size and proportion of surrounding buildings (if not buildings themselves).
- Built outside the town but surrounded since by the town's extension: where possible, the original character should be retained by including such monuments in a small clearing, garden or larger park.

MONUMENTS ENSEMBLES

This notion, underlined by UNESCO, recognizes that monument loses its significance when detached from its surroundings, small buildings and features which in themselves are of secondary importance or little value, but which have always been there. A well conserved ensemble is much more attractive than individually isolated monuments (even if these are highly interesting) and has enormous value in creating a tourist image.

Urban monuments ensembles often meet the high land value or traffic problems and by the dominating presence of tall buildings around if not in the centre of the area considered. Measures for classification, protection and improvement may have to be considered individually, building by building, following an overall comprehensive study. An alternative approach may be to

create a ‘tourist and monuments zone’, as described below, especially if the zone considered (as is often the case) relatively derelict and abandoned.

The notion of a ‘tourist and monuments zone’ stems from two observations:

- It is usually in its historical centre that the character and original features of a town are most evident. Such localities are often in a state of neglect and dilapidation as a result of commercial activities moving to new, more fashionable, parts of the town. The historically valuable centre may be rescued by introducing a new economic activity.
- It will be necessary to define a perimeter of tourist interest where the main tourist facilities and main expenditure on programmes of conservation and improvement will be concentrated.

A ‘tourist and monuments zone’ provide a positive framework for developing tourism in a town centre. Ancient buildings and, even more, the historical ‘character’ will be increased in value and appreciation.

A comprehensive scheme for the development of historical centers will usually necessitate the introduction of compulsory purchase, joint private/ public projects and inducements for improvement of individual properties.

Restoration of Denotified Monuments

Delhi, being a city of monuments of valuable historical importance, rich heritage and religious tradition and culture, attracts a large flow of tourists towards it. There is a series of denotified monuments that have remained neglected unknown and not visited by tourist due to absence of proper maintenance,

hygienic conditions, publicity and better accessibility. Since 1996, Delhi Tourism has undertaken the restoration of such denotified monuments through INTACH. A study has been conducted by INTACH in the area and identified over 80 monuments. The Corporation has restored 26 denotified monuments in Mehrauli area and the work at 4 more monuments is in full swing.

Improvement of Tourists Facilities at Monument Complexes – like drinking water, electricity, sanitation and signage and tourist facilitation centre etc.

Public conveniences of international standards are coming up at Qutab Parking, and Qutab Premises. The public convenience can be run by private organisations and thus properly maintained and managed. Such facilities should extend to all monuments which are lacking these facilities.

Signage at Monuments and other Historical Important Places for Identification and Awareness

There is lack of information and awareness amongst the tourists and even amongst the residents of Delhi about its historic past. There are a large number of monuments in the Mehrauli heritage area and other parts of the city that has tremendous historical significance but unveiled. In order to provide more detailed information on the rich architecture of buildings, their historical importance and other aspects, proper and aesthetically designed signages are a must.

Monument Accessibility through Eco Friendly Trails and Paths

Integrated conservation and landscape development of Mehrauli is a project that attempts to consolidate the scattered ruins of the settlement into a comprehensive scheme to preserve the monuments and potential archaeological sites and provide the city populace with a meaningful, multifaceted recreation space following the image of an ideal 'City Forest'. The management of the natural and historic environment being the prime objectives, the proposal aims at

developing a series of pathways for access and maintenance, suitably treated to uphold historic authenticity and serving to heighten the perception of the complexes natural setting for enhanced interpretation of the site. With the stretch around the Jamali Kamali being the present focus and scope of the project, the process once initiated would go a long way to reintegrate the historic area through positive intervention with the socio-cultural and economic process of the city so as to make it an active part of the system, imparting it a new relevance within the contemporary scenario.

Illumination of Monuments

To enhance the beauty of the Delhi during evenings, it is proposed to illuminate the ancient monuments, which are visible from the roads while driving.

Monuments that can be illuminated in the short term i.e. within three years are Rahim Khan-e-Khanan Tomb and Shershah Suri Gate at Mathura Road.

Redevelopment of Surrounding of Red Fort / Other Historical Monuments / Tourist Spots- implemented by Urban Development Department

Due to scarcity and high prices of land migratory population is encroaching the surroundings areas of these historical monuments. The sanitation service is and their carrying capacity is far less than required and hence the increase in the quantity of garbage etc., resulting in the spread of insanitation conditions. The surrounding areas of the historical monuments are affected severely. Apart from this, it is also observed that surrounding areas of Red Fort and other monuments are left uncared for long time. The local bodies have no resource to invest in beautifying such areas and treat these as low priority projects.

The age –old Shahjahanabad with numerous monuments is being given a facelift. New parks, new look for old havelis, and much more is being done to restore Delhi to its old glory.

Over the years, Chandni Chowk has been a picture of neglect. But it's a place where every brick is a historical plaque. Not long ago, the havelis of Chandni Chowk were dying a dusty death, the 2-km road from Red Fort to Fatehpuri Masjid was a cauldron of traffic confusion. A spate of unauthorized constructions was going on and there were no facilities of potable water and continuous electricity. Chandni Chowk was defiled more than the English did in their 200 –odd year of the Raj.

Old Delhi is beset with myriad problems and it is on the verge of bursting out as far as problems like haphazard traffic, pollution, frequent electricity breakdowns and potable water are concerned.

The Government has already implemented plans to fully rejuvenate the dying Old Delhi. Some programmes are already under way like extension of Chaudhvi ka Chand and Chandni Chowk Utsav. The first step is to overhaul the historic Ajmeri Gate.

Encroachments have affected the graves of Emperor Bahadur Shah Zafar's poetry guide Ustad Sheikh Mohammed Ibrahim Zauq and Ghalib's haveli changed umpteen hands in the claws of colonizers before it was restored. There is no sign of Ustad Dehlvi's grave. Kamla Nehru's Kaksar ki haveli is abysmally ruined where Pandit Nehru married her. Same is the story of the famous Hindustani Dawkhana that was erected by Hakeem Ajmal Khan.

Work being implemented in Chandni Chowk includes the improved traffic conditions, stopping unauthorized constructions, giving a new façade to the forgotten havelis, reshaping the railing and the transformers in tune with ambience of Red Fort and surroundings.

A green park along with an artistic fountain has been created at Ajmeri Gate at a cost of Rs. 55 lakh. The park, right under the shadow of the 300-year-old Anglo- Arabic School, matches the historicity of the area. There are massive lights that illuminate the whole Ajmeri Gate. Even the boundaries of the seminary have been created in perfect Mughal ambience.

The entire Old Delhi is being renovated keeping in view the tourist interest. The grounds in front of the Red Fort will be turned into visitor's delight –much like India Gate. There will be water in the trench surrounding Red Fort.

An open-air theatre has been planned at Pahar Ganj. Old and traditional activities like patangbaazi, pateybaazi, meenakari, warqsaazi and zardozi will be provided protection and patronage.

For Shahjahanabad area development implementation will be done in the first three phases.

Restoration of 80 monuments and monument trails over 20 years period is shown vide table 13.1. In phase-I, thirty monuments, phase –II, fifteen monuments; phase- III, twenty monuments and phase-IV, fifteen monuments will be restored.

In the next master plan the emphasis should be on proper development of these monuments , so as to create natural entitles which would require a minimum significance financial outlay for their maintenance. Big picnic area and playgrounds have to be set up around various sites as part of the policy to

rejuvenate zones around the monuments. This comprehensive land-use policy, in which the wild life preserved archaeological monuments and recreational facilities are to be linked in continuous green belts. The system of open spaces and other policies of the land and green development around the important historical and tourist spots can be important and significant model.

SHOPPING

A high proportion of tourists are compulsive shoppers and / or cuisine samplers. They visit everything from local fish markets, to flower markets, to supermarkets, to fashionable boulevards or massive regional shopping complexes. Depending on tastes they devour familiar food delicacies, or both.

Specially areas in the other countries such as Ghairadelli Square or The Cannery in San Francisco or Canery Row in Monterey, California, have built popularity by combining opportunities for shopping and dining. Such complexes can be planned for Delhi and DMA over the twenty years period.

In some instances, demands for unique art and handicraft styles of an area have led to development of substantial industries for manufacturing and marketing speciality items. An example can be seen in the substantial numbers of replicas of historical monuments sculptures and decorative items made and sold in shops in Delhi. But the tourists have complained of over charging and selling sub standard items at exorbitant prices. The setting up of Dilli Haats will bring the artists / sculptures directly in touch with tourists. This will avoid the middlemen and provide quality products at reasonable prices.

The point to note is that tourists regularly budget substantial amounts of their vacation money for shopping and dining. Providing facilities to

accommodate these interests serves both to build the attraction potential of an area and also to enhance revenues.

Even though Delhi is a shoppers paradise there are very few shopping plaza's where everything from basic necessities to Indian handicrafts are available under one roof or complex. These shopping plaza's should provide 24 hours shopping facilities. These can be located near airports, railway stations, Inter State Bus Terminal and near important tourist areas. Surveys have suggested 8 such shopping mall over a phased period. In phase -I one complex can be constructed. In phase -II, III and phase IV one, three and three such complexes can be earmarked in the master plan to be implemented.

GOLF TOURISM

A golf course is a necessity, even more so in mega cities, like Delhi. It is a space consuming and expensive facility (especially in hot and arid climates), a regulation 18-hole course of 6000 m taking up between 40 and 60 ha (100 and 150 acres). On the other hand, many resorts have successfully developed around a golf course in countries where this sport is well established. This model can also be followed in DMA. The visual and leisure attraction of the golf course enhance the value of building plots surrounding it and, as a resort facility, golf tends to extend the off season use for tournaments and weekend recreation, etc.

In countries where interest in golf is limited, like in India as it is a game for high spending foreign and domestic tourist it is possible to develop a resort practice golf course extending over about 8 ha (20 acres) for 3 holes. Driving ranges are another means of developing interests in golf with minimum space commitment. The area required for driving range is about 200 to 300 m long X 100 to 200 m wide (700 to 800 X 350 to 700 ft). An 8 holes pitch and putt green may extend over 3 ha (7.7 acres).

Lawn bowls can also be considered for foreign tourists and can also be played in parks and gardens to provide relatively quiet relaxation and interest for wide span of age groups. Bowling greens are generally flat- although crowned green is also used – and the overall area occupied by a six-rink green with observation bank surround is about 50 m square (60 ft square).

Areas for golf courses (18 holes) can only be identified in DMA. For three hole golf courses requiring less land, DDA earmark areas in the Delhi Master Plan 2001- 2020.

Golf courses (18 holes) are suggested in phase-II, and phase –IV.

Golf courses (9 holes) are suggested in phase-I, one unit; phase –III, one unit.

Mini Golf courses (3 holes) - phase-I, two units ; phase –III, two units and phase –IV one unit.

SECURITY

Security requirements, as in any area, fall into some basic, broad categories: physical, patrol, safety, and surveillance. These topics alone could fill a book.

For planning purposes, it is enough to stipulate that the local police force must have qualified people and expertise in these key areas. They must be capable of planning in terms of levels of security and safety, containment of incidents of violence, specifying equipment to implement their programs, and preparing realistic budgets.

There should be enough tourist police to themselves visible in all tourist centers, both in the peak and lean seasons. Tourists police should have basic

knowledge of English especially those positioned in Airports, Railway stations and Inter State Bus Terminals.

DEVELOPMENT OF GARDENS

Apart from landscaping around monuments Delhi has seen presently development of gardens / recreation areas on land which was previously used as a land fill site meant for dumping city garbage. One such park is the Millennium Park developed on a 2.75 km stretch along the Ring Road near ISBT Sarai Kale Khan. The park comprising of a fragrant garden, a bougainvillea garden, a foliage garden and a topiary garden has been developed on a land, which previously used to be a sanitary landfill site. The park has been renamed as “Indraprastha Park”. About 18 more parks are planned for Delhi. The park is an example of the preservation and the weaving of Delhi’s cultural heritage with the urban fabric.

Till very recently this sanitary landfill area was an ungainly site for passers-by. Today it is an urban park sprawling across 34 hectares. Such parks provides tourist and citizens of Delhi the breath taking splendour of greenery on one side and the monumental heritage (Humayun ‘s Tomb and Purana Quila) on the other side. The park is ensconced with the vibrance of five thematic areas of enchantment, beauty and relaxation for the urban populace and tourists. The subsequent 18 more such parks will be developed in phases as follows:

Phase –I, two parks, phase-II, three parks, phase- III, seven parks and phase – IV, six parks.

OTHER CULTURAL COMPLEXES

Development of Mini India Heritage Complex

Apart from many historical attractions in Delhi, which are primarily heritage monuments of the Mughal period, the tourists also frequent Lutyen’s Delhi, Museums and the City Gardens. There is, however, no major tourists

attraction of the post independence era. It is, therefore, proposed to set up a Mini India Heritage Complex in National Capital Territory of Delhi.

Mini India Heritage complex in the Capital is first attempt to give a glimpse of India to the visitors and will be one of its own kinds in the country. It will be a show window of India where clusters of each State/Union Territory will be presented including the representative miniature of monuments along with their culture traditions, life styles etc.

Ambience of the place will suitably and tastefully developed to make it a center of attraction for the tourists coming from all over the world. There will be open area, parks, fountains, food plazas and amusement facilities to meet the requirement of each age group.

The State Government has identified a suitable site measuring 72 acres at Jaunapur village near Mehrauli in South Delhi for this purpose. Delhi Tourism is in process of acquiring the land from Development Department GNCTD. The development of this complex is spread over three phases.

PILGRIMAGE TOURISM

Integrated Development of Nizamuddin as a Pilgrimage Centre

Ministry of Tourism, Government of India formulated a scheme for development of existing pilgrimage centers. For Delhi, Nizamuddin area has been selected.

The proposal has been comprehensively drawn up by DTTDC in consultation with INTACH, Delhi Chapter and various facilities are proposed to be provided are:

1. Construction of subway on Mathura Road, connecting Humayun's Tomb with Hazrat Nizamuddin Dargah.
2. Provision of public conveniences with the help of M/s Sulabh International
3. Landscaping around the neglected monuments of Chausathkhamba Trijunction adjacent to the Mosque etc.

The scheme is aimed at improving the physical environment for the benefit of the inhabitants catering to the need of devotees and tourists coming to visit the Dargah with a trouble free access to the shrine and providing infrastructure to cater to heritage tourism while maintaining the essential spiritual character. Specifically subway has been proposed of providing smooth passage to the visitors connecting Humayun 's Tomb and Dargah.

The concept plan is ready and final decision on the issue is likely to be taken soon. It has been decided that Delhi Tourism will act as catalyst in the implementation of the project.

Development of pilgrimage centre and other will be phased out in the time frame as shown in table 13.1.

ADVENTURE / SPORTS TOURISM COMPLEXES

Water Sports Tourism Complex at Bhalswa

Delhi Tourism is in possession of Bhalswa Lake and 12 hectare of adjoining land. Over the past decade, Delhi Tourism has developed facilities for outdoor leisure by undertaking water sports and allied activities in the lake. Such recreational activities have provided various alternatives for citizens and tourists. Recreational activities like boating through pedal boats, hovercraft etc .has already been introduced by the Corporation. However, the water level at the lake has, remarkably, decreased during last few years. Being a prime water body of Delhi

Tourism there is an emergent need to retain water in the lake so that the water sports event at national and international levels could be organized in future. Efforts are being made through constructing an earthen embankment around the lake and fixing a sluice gate between the lake and supplementary drain.

Beside, the Government of NCT of Delhi has a plan to develop this area as an integrated tourist complex by creating infrastructure facilities like water sports, golf course, amusement rides and various other adventure activities. It is an ambitious project and could be developed as a center-point for sports lovers from all over India and world.

Development of Lakes

In spite of having more than 30 big ancient lakes, Delhi does not offer sufficient outdoor leisure facilities for tourists and its residents, as most of the lakes have been disappeared due to change in use of land and non-retention of water. Now, the water level has drastically gone down upto 200 feet deep, which is not only disastrous from agriculture point of view but also from tourism potential. Water bodies with recreational facilities provide ample attraction to the tourists. For the purpose, infrastructure for various types of amusement could also be developed on the embankment of the lakes. There is an emergent need for development preservation and maintenance of existing water bodies available with Delhi Tourism (Bhalswa Lake, Old Fort Lake, India Gate Water Channel, Hari Nagar Lake, Naini Lake and Prasad Nagar Lake) to beautify the city and to keep it at par with the other major cities of the world and to cater to the widening demand for water based activities.

Adventure tourism has come to stay and it is very much a growth industry. The ambitious projects can be developed at the existing water bodies and other

suitable places of the capital for organization of adventure sports at national and international levels.

Lakes identified for development: Tourism Department will take development, preservation and maintenance of ancient lakes viz. Naini Lake; Prasad Nagar Lake; Bhalaswa Lake; Sanjay Jheel; Tihar Lake; Roshnanara Bagh Lake; Sant Nagar, Nehru Place, Purana Qila Lake, Sat Pulla Lake near Malviya Nagar, Khirki Village, Bhatti Mines; Dhoola Kuan Kitchner Lake, Jonti Village; Karala Village; Alipur Village; Lake near Ladpur Temple; Munkdka Takiya pond; Mehrauli Lake (Slave Dynasty era) .

HAATS FOR PROMOTION OF HERITAGE AND CULTURAL TOURISM

Development of Dilli Haat type projects in different parts of Delhi

The Corporation has set up a Dilli Haat at INA, Sri Aurobindo Marg., which is an upgraded version of traditional haat offering a delightful amalgam of craft, food and cultural activities.

In view of its wide success and pursuance of Government policy of promoting and preserving our immense heritage of human skills, it is proposed to set up four more Haats in the Capital. The Corporation is in the process of identifying the site for the purpose. Recently, three sites at Janak Puri, CBD Shahadara and Rohini have been identified by DDA for the purpose. In phase-I, two haats, and phase –II and III will have one haats respectively.

Dilli Haat Designed for Physically Handicapped Visitors

At present, Delhi Tourism is operating Dilli Haat opposite INA market, which has become a prestigious project of the Corporation as it is being visited

daily by approximately 7000 Indian and foreign visitors. The ethnic food and Arts Crafts of various States are being provided under one roof.

To update and facilitate physically challenged/ handicapped visitors, the Corporation proposes to alter various existing infrastructures to make Delhi Haat barrier free for disabled people by providing access through ramps made of cement concrete, stones, supported with railing.

TRANSIT TOURISTS

Delhi is a major transit point for both domestic and international tourist. In order to make the duration of stay of transit tourist longer the following tours and excursions around Delhi are suggested.

➤ City sightseeing daily tours

Morning Tour:

Places of visit: Jantar Mantar, Lakshmi Narayan Temple, Qutab Minar, Bahai's House of worship/ Safdarjung Tomb.

Drive Past: Embassies, India Gate, Gurudwara Bangla Sahib, Akashwani Bhawan, Parliament, President House, National Museum, National Gallery of Modern Art, National Zoological Garden, Nizamuddin Tomb.

Afternoon Tour:

Places of Visit: Red Fort, Raj Ghat, Humayun 's Tomb

Drive Past: Jama Masjid, Firozshah Kotla, Delhi Gate, Gandhi Museum, Shanti van, Vijay Ghat, Exhibition Ground, I.P. Indoor Stadium.

Delhi by Evening Tour:

Places of visit: Arti at Lakshmi Naryan Temple, Sound and Light show at Old Fort.

Drive Past: Parliament House, Secretariat, India Gate, Old Fort, Exhibition Grounds.

Short Outstation Trips

➤ **Same day Agra: Departure every day**

Sikandra (Akbar's Tomb) Taj Mahal, Agra Fort.

➤ **Golden Triangle Tour (3 days)**

Sikandra , Agra Fort, Taj Mahal, Fatehpuri Sikri, Bharatpur Bird Sanctuary (only in winters) , Hawa Mahal, Ajmer Fort, City Palace, Jantar Mantar.

➤ **Haridwar – Rishikesh (2 days)**

Har Ki Pauri, Mansa Devi Temple (optional by ropeway at extra cost), Arti at Ganga Temple, Ashrams in Rishikesh.

➤ **Wild Life Tour (2-3 days)**

Alwar, Jaisamand lake, Sariska wildlife sanctuary, siliserh lake (Rajasthan)

FAIRS AND FESTIVALS

India is a land of fairs and festivals. The following festivals can be organized on seasonal basis i.e. Mango Chrysanthemum, Winter Carnival, Roshanara, Shalimar, Qutub Festival, Chandni Chowk Festival, Deep Utsav, Baisakhi, Holi Milan, Basant, Teej, Nav-Samvatsar, Ganesh Utsav, Amir-Khusaru Utsav, Urs of Nizamuddin Auliya, Phool Walon ki Sair and other festivals of tourism importance representing communal harmony.

WAYSIDE AMENITIES

No wayside amenities are available at the national highways around the city. The nearest wayside amenities provided by the adjoining states are at a distance of 40 km or more from the entry point of Delhi. The Corporation is in possession of land measuring 2.08 acre at Delhi-Jaipur Road, National Highway

No. 8. The Corporation has a plan to provide these amenities to the tourists and commuters through developing this site into a unique project. The concept / design of the project is in final stage. In the subsequent phases four more way side amenities are proposed at other entry points.

YAMUNA RIVER RECREATION AREA

Development of Yamuna River front for recreation use is a long term plan, as the pollution in the river has to come down. As such 500 acres of land has been earmarked and development spread over the four phases for recreation use like parks and gardens, open air cultural theatre, water sports, etc.

TOURISM PROMOTION AND MARKETING

The travel marketplace is highly structured with establishment sales vehicles and outlets. Sales and media program on behalf of tourism destination must be directed particularly at impressing travel professionals sufficiently for them to commit the considerable selling resources they control. Without sales support from travel professionals, success is questionable at best.

Specific travel- industry segments which must be identified for the development of any major tourism marketing program can include any or all of the following:

- Governmental tourism offices.
- Regional travel-promotion organisations.
- Airlines or other services
- Tour wholesalers
- Travel clubs
- Travel agents
- Convention or meeting managers.

One of the big challenges, particularly in building an identification for tourism for a tourism area strange to residents of its major market, lies in combatting and overcoming a natural fear of the unknown. By definition, new tourists are strangers. Strangeness, in turn, can breed apprehension. Many tourist tend to have concerns about food, infection, disease, discomfort, inconvenience, language barriers, and simply putting themselves at the mercy of strangers. Advertising and promotion campaigns frequently must overcome these natural concern and fears before people start visiting an area.

Advertising and promotional programs requires specifically qualified, experienced managers. Arrangements should be made to secure services of people who are familiar with the media in the major markets as well as with the travel industry. This can be done by engaging an advertising agency, by hiring a qualified specialist, or a combination of both. Media, outlets, or programs in which a tourism destination may find itself involved include:

- Informative literature
- Direct mail
- Space advertising (print media)
- Broadcast time advertising
- Public relations and publicity
- Advertising signs
- Through latest communication technology –Internet, etc.

Delhi Tourism has been running Tourist Information Centers at all the main disembarkation points in Delhi. Delhi Tourism disseminates information to the tourists from these offices and a large number of foreign and domestic tourists avail these facilities.

These information offices have become very old and the equipment being used is obsolete. DTTDC proposes to upgrade / renovate these information offices, which are being run on behalf of GNCTD.

Facilitation is a service available to the tourists to be provided by DTTDC to facilitate their related information on various tourists products and facilities being offered by the Corporation. This is a very important part of the tourism promotion. The following may be included for tourist's facilitation: -

1. Tourist information Counters at all Airports, Railway Stations, ISBTs , Monument and Main Markets in different part of Delhi and provide funds for reservation for tours within Delhi and out of Delhi and on the spot booking and availability of transport fleet, accommodation, availability of Hotel Guide etc.
2. Tourist police force/ Tourist Warden / Ushering System at Airport
3. Help line/ Call Center (Control Room for help / complaints functioning round the clock)
4. Handy audio Reach Kit (H.A.R.K) facilities for visitors at important monuments in Delhi.
5. Guide maps on tourist places and all Bus Stands.
6. PICs (Photo Identity Card) for tourists to be issued at Airport.
7. Computer Kiosk with wireless local loop phones.

An awareness can be created in the youth of Delhi about the need to preserve and protect the city's rich cultural heritage through various programmes for schools and colleges. This can be include:

- a) Involving youth in conservation program
- b) Heritage walks and visits to historical monuments
- c) Theatre and cultural programmes

- d) Workshops
- e) Youth festivals celebrating different facets of the city past and present
- f) Ecological and environment awareness programmes e.g. keeping the city clean, “ save the Yamuna campaigns”, protecting and planting trees.

Youth tourism has tremendous potential. It will help to create more responsible and aware future citizens who love their city and contribute in making it more beautiful.

FUTURE ACTIONS FOR OTHER INFRASTRUCTURE SECTORS RECOMMENDATIONS

LAND DEVELOPMENT

Issues : Population distribution for the growth during 2000-2021

Short term, 5-10 years

NCT: Through a mixed policy of redensification (of low density areas), renewal (of congested areas) and limited expansion of the urbanisable area.

NCR : DMA towns, other towns as per NCR recommendations.

Long term, 10-20 years

Monitoring of growth trends and suitable steps for influencing the development if trends are otherwise.

Issues : Scope of actions for NCR, DDA and Local Governments

Short term, 5-10 years

Before the approval of the MPD 2021 of DDA, should consult NCRPB and GNCTD on the major proposals of need to be made.

Approval to major development projects in NCT area having regional implications should be in consultations with NCRPB and GNCTD.

Primary role of DDA should be to prepare the perspective physical plan for Delhi and act as the supervising and monitoring agency for overseeing the implementation of MPD. All Tourism Projects to be priority by DDA.

Long term, 10-20 years

GNCTD should take a lead role in identifying and facilitating development of key projects in the region, which would cater to the future requirements of NCT as practiced in other cities in the world.

Regional and metropolitan level perspective planning including tourism should be carried out more integrated manner and under a suitably evolved set up for the purpose. The local governments should be entrusted with the preparation of second level plans (Zonal, action area). The institutional capacity building for this purpose should be taken up under a TA Programme.

Issues : Some policy instruments for locational and other decisions for influencing the development pattern

Short term, 5-10 years

It is necessary that GNCTD formulate certain policies on very important pressing issues which have long term, short and immediate implications. Support of GOI and public commitment can be obtained by drafting and adopting some policies, which could be suitably modified as progress is made when situation so demands. The land-use plans and economic development plans and programmes as also annual plans (such as those of DDA, NCRPB and those of GNCTD) can be suitably drawn up in the context of future tourism projects.

Long term, 10-20 years

Continued action.

Issues : Decentralisation and decongestion

Short term, 5-10 years

The level of infrastructure in other towns especially the DMA towns should as far as possible be comparable to Delhi and similarly in other NCR towns should also be of a high order, to be attractive for development inputs as per the express policy of the NCR plan. Tourism Projects can then come up in these areas.

Long term, 10-20 years

City Level investments have to be made in such a way that those help in solving Delhi's problems and accommodate growth as planned but should not become an incentive for migration at a still higher rate.

Issues : Lack of enforcement of prevention of encroachments

Short term, 5-10 years

Various suggestions have been made from time to time for this purpose. The package should cover (i) clarity of responsibility (ii) delegation of provisions and powers and (iii) building suitable organisational capacity through training etc.

Stricter monitoring and action against defaulters and those responsible for implementation in the field.

Long term, 10-20 years

Continued action

Issues : Neglect of Cultural Heritage & Monuments as also of Sensitive Ecological Sites.

Short term, 5-10 years

Steps should be taken for (i) Listing and Recording (ii) Strategy for Conservation & Development (iii) Enforcement of Legal Provisions and (iv) Community Participation.

Long term, 10-20 years

Comprehensive strategy for making Delhi a cultural heritage city should be evolved and implemented.

Issues : Lack of effective Community Involvement / Participation In Planning and implementation Process especially in the tourism sector

Short term, 5-10 years

Various recommendations under different items also cover this aspect. However, some special measures are called for community involvement/participation in the following areas :-

Perspective or Long term Plan formulation: The consultative procedures with agencies, professionals, Institutions and decision-makers etc. as adopted by DDA, NCRPB at overall perspective plan level may be sufficient but at Zonal, ward and community levels much more interactions are necessary. Tourism to be given priority.

Long term, 10-20 years

Continued action

Issues : Project implementation prioritisation and MPD/NCR Plan link up

Short term, 5-10 years

However, more attention is needed to projectisation and prioritisation than just leaving the development to take place according to land-use plans and phasing suggested therein. **The Master Plan and large shelves of projects for long and medium terms are formulated mostly without detailed prioritisation and funding requirements and phase wise implementation details. It is necessary that the concerned agencies are consulted while formulating their plans or immediately after the formulation of the same, do have more detailed discussions are made to work out phase-wise programme and funding mechanisms. This will help in monitoring as well as finding alternative sources of funds for the implementation especially in Tourism sector.**

Long term, 10-20 years

Continued action.

ENVIRONMENTAL MANAGEMENT

Issues : Pollution of Air, Water & Noise.

Short term, 5-10 years

The current level of controls/measures is not adequate and it is recommended that additional measures will be necessary. The cost and other implications need to be examined and further actions initiated.

Long term, 10-20 years

Continued action.

Issues : Organisational & procedure problem

Short term, 5-10 years

Specific target groups of serious polluters be identified and environmental agencies should regulate effectively with existing resources;

Political and community support for the actions should be mobilised

All major Tourism Projects to have environmental impact assessment studies.

Long term, 10-20 years

Continued action.

Issues : Absence of suitable Environmental Policies.

Short term, 5-10 years

Policy should be adopted, the basis for formulation of the policy should be: Supreme Court Orders; Rise in public health issues; Risks and hazards

increasingly arising from traffic, congestion, unplanned mixed land-use, industrial accidents;

Essential accessibility to basic environmental Infrastructure and services ensured, Pollution from urban wastes and emissions brought within safe limits; Resource losses such as ground water depletion and land and ecosystem degradation are avoided.

Long term, 10-20 years

Continued action

Issues : Multiplicity of Agency

Short term, 5-10 years

A central or committed line of action under the umbrella of GNCTD has to be evolved with the partnership of all concerned & a suitable information system accessible to all has also to be evolved.

Long term, 10-20 years

Continued action.

Issues : Role of other Departments

Short term, 5-10 years

Partnership with other relevant Departments and agencies (MCD, DDA, DTC, DSIDC etc.) needs to be developed; those Departments and Agencies also need their own environment cells.

Long term, 10-20 years

Continued action.

Issues : PPP and PSP

Short term, 5-10 years

Environment responsibility is for all; private sector role needs to be defined in consultation with them; technology upgradation, internal pollution control measures needs to be installed with incentives if necessary.

Long term, 10-20 years

Continued action.

Issues : Community awareness and participation

Short term, 5-10 years

These need to be encouraged continuously to raise public trust and confidence.

Long term, 10-20 years

Continued action.

WATER SUPPLY**Issues : Institutional**

Short term, 5-10 years

The Delhi Jal Board to have autonomy to raise water supply tariffs to become financially self sufficient.

Expansion of Private Sector Participation (PSP) to increase efficiency through incentive and performance management.

Monitoring and controlling the extraction of ground water.

Groundwater extraction licence fees and water cess to reflect cost to the environment.

Promotion of water harvesting and re-use at household and institutional level.

All Tourism related Projects to implement rain harvesting technology

Long term, 10-20 years

Water supply tariffs to cover the cost of treatment, distribution and operations.

Urban development to be planned in conjunction with water availability.

Consumer involvement at all levels from planning to implementation.

Issues : Water Distribution

Short term, 5-10 years

Analysis of unaccounted for water and preparation of an action plan for reduction of water losses.

Preparation of an Action Plan for digital mapping and use of GIS and SCADA and tele-transmission of data.

Progressive network analyses of the water supply system.

Long term, 10-20 years

Construction of feeder mains, distribution reservoirs and booster pumping station.

Issues : Water Equity

Short term, 5-10 years

Provision of piped water supply of JJ clusters through standposts presently being served by water tankers.

Long term, 10-20 years

Water supply improvements to slums.

Issues : Water Conservation

Short term, 5-10 years

Carryout a comprehensive water audit from Raw Water Intake to consumer point.

Recycling of treated domestic and industrial effluent for industrial or irrigation uses.

Long term, 10-20 years

Development of Najafgarh Jheel and other lakes and depressions as recharge structures and to serve as sources of community water supply.

WASTE WATER MANAGEMENT

Issues: Improvement of wastewater collection and coverage.

Short term, 5-10 years

Repair and clean all trunk sewers and collection networks.

Commence planning for services to unserved areas, including non-conforming areas, requiring :

- Surveys and mapping of existing systems, preferably using digital and GIS methods;

Determination of treatment requirements, locations and disposal methods, including methods for recovery, reuse, return to water resource etc.

Long term, 10-20 years

Develop and implement improved sewer maintenance systems.

Implement the policies, strategies, management methods and infrastructure required to maximise sewerage coverage and wastewater treatment.

Continue mapping of existing sewer system, and adding new systems.

Issues: Maximisation and improvement of wastewater treatment facilities.

Short term, 5-10 years

Maximise discharge to existing and new STPs and maximise performance to required standards.

Long term, 10-20 years

Continue development of the new STP's and CETP's required to meet future needs.

Issues: Water Conservation through re-use and re-cycling

Short term, 5-10 years

Introduce water supply and wastewater disposal charges to encourage maximum wastewater reclamation, recycling and reuse by major users, based on the volume supplied from the mains, if any, and the volume and quality of the wastewater discharged to the sewer. This can also include differential charges to discourage groundwater abstraction. Large hotels to follow this strictly.

Long term, 10-20 years

Increase charges for high volume water use and wastewater discharges in line with inflation, plus a percentage, to create greater incentives for on-site treatment and reuse, etc.

Develop and implement water balance models based on ground and surface water resources, wastewater reuse, etc., to optimise raw water demand.

STORM WATER AND FLOOD CONTROL

Issues : Manage storm water discharge more effectively.

Short term, 5-10 years

Repair and refurbish existing flood control infrastructure, including flood defences. Re-commission any non-functioning items (continuous activity).

Review current flood management practices, resources, development/implementation programmes, etc. Implement any changes required.

Investigate hard and soft ways of reducing storm water run-off, such as, rainwater harvesting, porous road construction materials, open lattice concrete for car parking areas, etc. Plan methods and programmes in consultation with communities, Tourism departments, etc.

Long term, 10-20 years

Commence studies to improve storm water management, including storm water from Haryana and UP. Develop calibrated computer model to simulate storm conditions. Optimise and develop most appropriate and cost-effective options.

Cost, plan and commence implementation output of storm water management studies.

Implement storm water run-off reduction plans, in conjunction with communities.

Issues :Improve management and control of activities which impact on storm water management.

Short term, 5-10 years

Review current construction practices for structures in and over channels, etc.

Survey structures associated with flooding on a priority basis. Plan and cost any reconstruction or improvements required.

Review current land development policies relevant to flood control. Ensure zero development / construction in Yamuna flood plain. Implement changes required and enforce – including any resettlement required. **Tourism Projects in Yamuna corridor to take serious view of this before implementing micro and macro plans.**

Long term, 10-20 years

Commence improvements to the hydraulic characteristic of existing structures in and over channels according to priorities, etc.

Continue enforcement.

SOLID WASTE MANAGEMENT

Issues: Refuse Collection

Short term, 5- 10 years

Mass publicity campaign to be launched to educate people for collection of biodegradable and non-biodegradable wastes in different containers in their premise. Recyclable waste can be an additional source of income to waste collectors, and local bodies will save on transportation and disposal cost.

Long term, 10 to 20 years

Existing masonry bins to be replaced with 4.5 cum. Capacity portable containers, the distance of each bin not to be more than 500 m from any waste generation source.

All market places, public places to be provided with pole mounted litter bins.

Issues: Transportation

Short term, 5- 10 years

Identification and development of waste transfer stations. Existing land fill sites no more in use can be ideal location.

Long term, 10 to 20 years

Optimisation of the routes of the vehicles used for carrying waste from collection sites to transfer station and disposal site.

Issues: Municipal Sanitary Landfill Sites

Short term, 5- 10 years

1. Development of engineered Sanitary landfill at Jaitpur with proper infrastructure and procurement of equipment.
2. Acquisition of land for 20-25 years disposal of waste. Disused pits of Bhati mines can serve the whole city for next 20 to 25 years.

Long term, 10 to 20 years

Study for identification and survey of disposal sites in NCR if adequate land is not available in Delhi.

Issues: Bio-medical Waste

Short term, 5- 10 years

1. DPCC to be responsible for regulating the treatment and disposal of Bio-medical waste.
2. Segregation of biomedical waste at source.
3. Acquire land and development of treatment and disposal facilities on BOOT basis.

Existing incinerator plant at Timarpur can be put to use for disposal of biomedical waste by using auxiliary fuel.

Long term, 10 to 20 years

Construct Bio-medical waste treatment and disposal facilities.

Issues: Hazardous / Industrial Waste

Short term, 5- 10 years

1. DPCC to be responsible for regulating the treatment and disposal of hazardous waste.
2. Prepare an inventory of hazardous waste.

Acquire land and development of treatment and disposal facilities on BOOT basis.

Long term, 10 to 20 years

Construct hazardous waste treatment and disposal facilities.

TRANSPORTATION**Issues: Public transport**

Components: Radial rail system to DMA/NCR towns

Short term, 5- 10 years

Dependable shuttle service

Long term, 10 to 20 years

Augmentation of line capability.

Components: Ring rail

Short term, 5- 10 years

Introduction of feeder buses Improvement of commuter facilities Dependable service.

Long term, 10 to 20 years

Integration with other rail based and road based systems.

Components: MRTS

Short term, 5- 10 years

Completion of work as per schedule Integration with other mass transport system.

Long term, 10 to 20 years

Extension of network

Components : Bus

Short term, 5- 10 years

Augmentation of bus service

More use of CNG or other environmental friendly fuel.

Long term, 10 to 20 years

More efficient and environment friendly buses to attract modal shift from personalised vehicles.

Issues: Increase in personalised vehicle in road

Components: Car, van and two wheelers.

Short term, 5- 10 years

‘Peak hour taxation’ on specific corridors.

‘No car day’ in specific areas.

Encouragement to high occupancy vehicles

Stricter driving license procedure

Strict parking regulation

Long term, 10 to 20 years

Staggering of office hours

Efficient and attractive bus service.

Issues: Pollution

Components: Motor vehicles, construction activities

Short term, 5- 10 years

Use of cleaner fuels Strict enforcement of pollution control norms.

Long term, 10 to 20 years

Continued efforts as a regular activity.

Issues: Sector management and funding

Components: DUMTA, transport infrastructure

Short term, 5- 10 years

Formation of DUMTA to take care of all components.

Delhi transport information system. Attracting participation of private entrepreneurs for corporate funding.

Long term, 10 to 20 years

Institutional restructuring

Public Private Partnership (PPP).

Issues: Traffic management

Short term, 5- 10 years

Evolving low cost traffic engineering and management schemes on priority basis

Removal of hindrance on roads and capacity augmentation.

Improvement of road surface.

Long term, 10 to 20 years

Electronic monitoring and surveillance system.

Components: Segregation of regional and local traffic

Short term, 5-10 years

Long term, 10 to 20 years

Construction of peripheral expressway along with FNG and KG expressway.

Components: Safety

Short term, 5-10 years

Provision of adequate pedestrian facilities.

Removal of encroachments from footpaths.

Provision of slow vehicle tracks for cycles and cycle rickshaws.

Improvement in accident handling and reporting.

Long term, 10 to 20 years

Continued action.

Components: Central area problems (metropolitan city centre)

Short term, 5-10 years

Delineation of restricted zone.

Provision of central areas bypass.

Long term, 10 to 20 years

Introduction of schemes with policy back-up.

**PHASES IMPLEMENTATION AND
ESTIMATED COST**

CHAPTER- 13

PHASES OF TOURISM PROJECTS IMPLEMENTATION AND COST ESTIMATES

The implementation of tourism projects over the perspective period 2002-2022 AD and estimated cost has been spread over four phases as give below:

- Phase- I - 2002- 2007
- Phase- II - 2007- 2012
- Phase- III - 2012- 2017
- Phase- IV - 2017- 2022

Details of four phases is shown in Table – 13.1.

The first phase of the development plan is most critical:

- It has to create really attractive projects/ schemes which will generate awareness and response from tourists.
- It has to achieve this within the stipulated time period.
- It has to be as economic and feasible as possible.

Unlike later phases, which will be influenced by subsequent events, in other civic infrastructure developments, the first part provides an opportunity to develop according to the plan. Furthermore, any later development will rely on its success.

The balance between attractiveness and costs is generally more difficult to achieve in the first phase than over a longer term: many investments are obligatory from beginning even when the tourists are not numerous and occupancies are lower than those obtained when the facilities are well established.

As guidelines, the main aims of the plan should be:

1. Image: establishing original, attractive and competitive tourist products.
2. Diversification: developing, at a small scale, other potentially suitable and competitive tourist products in order to gauge the market response.
3. Flexibility : providing scope for re-orientation in subsequent stages to accommodate changes in market and circumstances.
4. Protection and improvement of the resources on which the tourism development is based, removing risks of speculation and exploitation.
5. Control of land required for the initial and future stages of development.
6. Feasibility of the proposed development, or at least of most of the proposed facilities.
7. Concentration of the first tourist product in one or few sites of highest quality.

To meet these aims it may be sometimes expedient to sacrifice some of the long term proposals in order to encourage immediate development of following projects such as one and two star category hotels, heritage India projects, water sports facilities and Dilli Haats.

Phase –I, 2002- 2007 (Rs. 72958 Lakhs)

The total cost of all suggested projects including contingencies @10% during this phase amounts to Rs. 72958 lakhs. The cost estimates of accommodation units of all categories amounts to Rs. 34075 lakhs. Other major items of expenditure is Mini India Heritage Complex which is under initial Development and hence cost in this phase is estimated at Rs. 3500 lakhs. Two

Dilli Haats are expected to cost Rs. 5000 lakhs. For publicity and promotion Rs. 7000 lakhs has been earmarked.

Phase –II, 2007- 2012 (Rs. 113278 Lakhs)

During this period the cost estimates are Rs. 113278 lakhs. As other civic infrastructure improves, tourism projects planned can take roots. Accommodation units costing Rs. 61300 lakhs and approach roads estimated Rs. 11700 lakhs are major items of expenditure.

Phase –III, 2012- 2017 (Rs. 181805 Lakhs)

The total expenditure has increased to Rs. 181805 lakhs an increase of Rs. 68257 lakhs over the previous phase. Inflationary factors more tourist inflow and other infrastructure development leads to more investment in the tourism sector.

Phase –IV, 2017- 2022 (Rs. 304029 Lakhs)

Assuming that civic infrastructure development have taken place without delays in implementations, the tourism projects and facilities planned for this phase will incur a cost of Rs. 304029 lakhs. By the end of this phase citizens and tourists from all over the world will see “ Delhi as the cultural destination of Asia”.

Table – 13.1
TOURISM PROJECTS 2002-2022
PHASES OF IMPLEMENTATION AND COST ESTIMATES

(COST FIGURED IN RS. LAKHS)

TOURISM PROJECTS	2002-2007		2007-2012		2012-2017		2017-2022	
	UNITS	COST	UNITS	COST	UNITS	COST	UNITS	COST
ACCOMMODATION								
1 *	22	5500	23	8625	20	10000	25	15625
2 *	13	6825	14	9800	20	17500	26	27300
3 *	7	10500	8	14000	12	24000	16	36000
4 *	3	11250	2	8250	5	22500	4	19500
5 */ 5 * DELUXE	-	-	1	20625	2	44000	5	116875
MONUMENT PLAN								
RESTORATION OF DENOTIFIED MONUMENTS / SIGNAGES	30	1700	15	900	20	950	15	1000
MONUMENT TRAILS	30	1200	15	650	20	700	15	700
SHAHJAHJAHNABAD DEVELEOPMENT		200		350		450		-
RED FORT /OTHERS		200		250		300		350
SHOPPING COMPLEX	1	700	1	800	3	2500	3	3000
GOLF COURSES								
18 HOLES	-	-	1	2250	-	-	1	2800
9 HOLES	1	1000	-	-	1	1200	-	-
3 HOLES	2	700	-	-	2	900	1	400
PARKS AND GARDENS	2	350	3	450	7	900	6	950
MINI INDIA HERITAGE	1	3500	1	8000	1	7000	-	-
PILGRIMAGE CENTRES		110		120		130		150
ADVENTURE / WATER SPORTS COMPLEX	1	40	1	20	-	-	-	-
DEVELOPMENT OF LAKES	5	150	8	240	7	245	10	400
HAATS	2	5000	1	3000	1	3500	-	-
COFFEE HOMES	2	800	1	400	1	600	-	-
FAIRS & FESTIVALS		450		500		600		700
WAY SIDE AMENITIES	1	450	1	500	1	550	1	600
APPROACH ROADS TO TOURISTCENTRES (In Km)	75	5400	125	11700	150	18252	250	39540
YAMUNA RIVER RECREATION AREA	75	450	100	700	125	1000	200	2000
TOURISM PUBLICITY		07000		7000		8000		8000
TOURISM INFORMATION CENTERS	1	300	1	350	1	400	1	500
INSTITUTE OF TOURISM & TRAVEL MANAGEMENT	1	3000	-	3500				
CONTINGENCIES @ 10%		6633		10298		16528		27639
TOTAL COST		72958		113278		181805		304029

BASIS OF COST ESTIMATES

Accommodation units

Norms adopted by financial institution and standard accepted norms are taken into account as follows:

- 1- star hotel, cost per room – Rs. 10 lakhs
- 2- star hotel, cost per room – Rs. 15 lakhs
- 3- star hotel, cost per room – Rs. 30 lakhs
- 4- star hotel, cost per room – Rs. 50 lakhs
- 5- star / 5 * Deluxe hotel, cost per room – Rs. 70 lakhs

The cost per room has been increased over the phases taking into account inflationary factors. The average number of rooms per hotel has been assumed as under:

	Rooms
1- star hotel,	25
2- star hotel,	35
3- star hotel,	50
4- star hotel	75
5- star / 5* Deluxe hotel,	275

The number of hotels required over the phased period is based on the number of rooms projected and the percentage of tourist staying in various categories of hotels.

Monument Development Plans

Costing of these is based on cost per acre for development of gardens i.e. @ Rs. 3 to 5 lakhs per acre. Restoration of monuments and cost of signages have been worked out after discussions with civil engineers, architects etc.

Shopping Complexes

Cost are based on current cost of land and construction. Cost of land can vary depending on the location. Cost of land has been assumed @ Rs 10000/- per square yard in outer areas of Delhi and DMA. Land cost of later phases has been increased by 20% every five years. Construction cost is assumed @ Rs 1200-1500 per square ft.at present and increased by 15-20 % in each subsequent phases.

Golf Courses

Cost per acre for development of land has been taken @ Rs. 15 lakhs per acre and increased by 15-20% in subsequent phases. Cost of land in DMA is Rs 25 lakhs per acre. This cost increases by 30 % per phase.

Gardens and Parks

Cost for development has been assumed @ Rs 4-5 lakhs per acre and increasing by 8-10 % per year.

Approach Roads to tourist centers

For resurfacing, repairing and construction of new roads the cost has been calculated as under:

Rs 1200 per running mt.for 6 mt. wide road.

EMPLOYMENT IMPACT

CHAPTER – 14

EMPLOYMENT IMPACT

The chapter deals with the following aspects of employment generation through Tourism development:

- Employment and Income effect
- Secondary Employment
- Ancillary Benefits
- Direct Employment in Tourism Projects
- Indirect Employment

An investment outlay of the order of Rs. 672070 lakhs over the twenty years period has been provided for+ the creation of infrastructure, superstructure and support facilities for the development and promotion of tourism and for a corresponding expansion of the local population's need for utilities and other public services. For the purpose of economic justification, therefore, the overall investment programme is taken to include both infrastructure construction cost and costs of developing hotel accommodation and related commercial and recreational activities.

The investment outlay plans aims to use tourism as one of the leading sector to promote the economic development of Delhi by utilising its tourism resources. The economic consequences of the financial outlay envisaged in the Plan will spill over the entire State and country as well. The investment to be

undertaken will create physical assets which will generate a stream of goods and services, employment and income, foreign exchange and tax revenue over a long period of years. Ultimately the benefits will permeate to the various sectors and segments of the State and National economy.

The justification for investment as estimated over a period of 20 years (2002-2022 AD) is that it will generate a demand for several goods and services during the construction phase and create a new demand for various skills, factors of production , consumer goods and services on a sustained basis that will have a lasting benefit for the economy as a whole. The pattern of demand from the tourism sector will be such that it will expand the market for many existing goods and services and open out fresh opportunities for various skills and inputs to service the tourists. The basis for this reasoning is that the exploitation of the tourism potential in the State will make the visiting tourist lengthen their duration of stay in Delhi and increase their spending which will produce a chain reaction of multiple spending and earning and in the process draw many unemployed resources into productive employment and create new job opportunities.

Employment and Income Effect

All these investment expenditure are likely to generate employment by creating demand for various inputs and outputs of the economy, both directly and indirectly. In the construction of accommodation facilities, roads, bus depots, bus stands, cultural centre, public convenience, picnic spots, etc., there will be employment for artisans/ craftsmen, skilled and unskilled workers of the area and the State, besides increased income for the suppliers of inputs that go into construction activity. Once the construction phase is over new job opportunities will be increased to service the tourists in hotels, etc., in the private sector. The effect on employment will be both direct and indirect.

The larger flow of tourists, foreign and domestic, traffic by their spending on various goods and services like restaurants, temples, curio shops, retailers, local transporters, etc., will provide larger incomes to owner of the goods and services. The Government can give encouragement to self employment to the local population by making their own small service units like auto workshops on highways, tourist –guides, petty shops, etc. The skilled , the semi- skilled and the educated unemployed, will be drawn into productive employment which will go to reduce the level of unemployment. The overall benefit will go for the particular region i.e. Delhi first and foremost, and the surrounding states subsequently. The direct employment in various tourism projects is shown in vide table 14.1.

Secondary Employment

Besides providing direct employment in the accommodation units and others as a result of ‘multiplier effect’ the secondary employment would be created in sectors supplying the tourism sector or in activities benefiting from expenditure generated by it. These are the construction, agriculture, manufacturing and processing. The volume of secondary employment generated can exceed the number of direct tourism jobs. The size of the indirect employment as result of implementation of the project depends upon not only the total tourists expenditure but also its multiplier.

The Receipts

The total tourist expenditure on various goods and services are subject to State taxes and the State is entitled to a share in the excise duties leviable on many of them by the Centre. It is difficult to estimate the total tax receipt as the volume of consumption of several individual items of goods and services cannot be found out.

Ancillary Benefits

The feeder sectors in the State will get activated as a result of the demand created by tourism sector giving rise to supplementary activities. Farming, animal husbandry and other industries will get boost on account of tourism industry's demand for food provisions. Agro-based industries like canning, beverage manufacturers, breweries and light engineering industries will also help. Handicrafts, furniture industry and entertainment oriented industries will register a growth with concomitant expansion of occupation in tertiary spheres.

The opening of the roads and other infrastructure envisaged, public utilities, parks, bus depots, sports complexes, bus transport, etc., are not meant exclusively for the tourists, but will also be utilized by local population.

Direct Employment in Tourism Projects (Table-14.1)

Phase wise total direct employment is shown as below:

Phases	Employment (In Nos.)
Phase- I, 2002-2007	5777
Phase- I, 2007-2012	5666
Phase- I, 2012-2017	7818
Phase- I, 2017-2022	9975
Total	29236

Thus total direct employment created in all four phases is estimated at 29236 persons.

Indirect Employment

Indirect employment extends to the sectors indirectly influenced by tourism, in building and maintaining tourists facilities, supplying consumables (food, drink, etc) and durable (furniture, equipment), the associated retail, catering,

agricultural and transportation employment; supporting public utility service and local services.

A measurement of this impact can be obtained by using input –output table and employment/ output ratios. The overall employment multiplier for Delhi is estimated at seven. This means that indirect employment generated is seven times the direct employment. The estimates of indirect employment in various phases is given below:

Phases	Indirect Employment (In Nos.)
Phase- I, 2002-2007	40439
Phase- I, 2007-2012	39662
Phase- I, 2012-2017	54726
Phase- I, 2017-2022	69829
Total	204652

Thus total indirect employment created is **204652** persons.

Table -14.1**DIRECT EMPLOYMENT IN TOURISM PROJECTS 2002-2022****(NO OF PERSONS EMPLOYED)**

TOURISM PROJECTS	2002-2007		2007-2012		2012-2017		2017-2022	
	UNITS	EMP.	UNITS	EMP.	UNITS	EMP.	UNITS	EMP.
HOTEL (ROOMS)								
1 *	550	385	575	403	500	350	625	438
2 *	455	319	490	343	700	490	910	637
3 *	350	735	400	840	600	1260	800	1680
4 *	225	473	150	315	375	788	300	3025
5 */ 5 * DELUXE	-	-	275	605	550	1210	1375	1050
MONUMENT PLAN	30	2100	15	1050	20	1400	15	1050
SHOPPING COMPLEX	1	40	1	40	3	120	3	120
GOLF COURSES (ALL CATEGORIES)		200		250		200		300
PARKS AND GARDENS		80		125		210		350
MINI INDIA HERITAGE		200		350		500	-	-
PILGRIMAGE CENTRES		60		125		210		350
ADVENTURE / WATER SPORTS COMPLEX		75		150	-	-	-	-
DEVELOPMENT OF LAKES	5	150	8	250	7	200	10	300
HAATS	2	500	1	300	1	350	-	-
COFFEE HOMES	2	60	1	30	1	30	-	-
FAIRS & FESTIVALS		120		130		140		150
WAY SIDE AMENITIES	1	25	1	30	1	35	1	40
YAMUNA RIVER RECREATION AREA		200		250		300		450
TOURISM INFORMATION CENTERS	1	15	1	20	1	25	1	35
INSTITUTE OF TOURISM & TRAVEL MANAGEMENT	1	40	-	60				
TOTAL EMPLOYMENT		5777		5666		7818		9975

FINANCING OF TOURISM PROJECTS

CHAPTER -15

FINANCING OF TOURISM PROJECTS

Financing of Tourism projects is very vital for Tourism development. The summary of various options given in this chapter are as below:

- State assistance
- Institutions and private sources of finance
- International organizations
- Regional financial institutions and intergovernmental and non-Governmental organisations
- Private sector participation
- Fiscal policies for infrastructure
- Promoting foreign portfolio investment
- Suggestions to attract private sector investment
- Incentives for tourism projects

Financing of Tourism Projects can be from Government and non-Governmental sources. In the present Indian context privatization is the key word and the state usually acts as a catalyst.

State assistance to the private sector in developing revenue-earning facilities like tourism may be twofold.

1. Financial aid (direct or indirect) through:
 - Subventions
 - Long term low interest rate loans
 - Participation in capital stock (joint public and private companies)
 - Securing loans obtaining from other sources
 - Preferential interest rates
 - Physical aid (mostly through the offer of the state land)
 - Special guarantees to foreign investors
2. Fiscal aid through:
 - An exemption from direct taxes for limited period
 - Relief from specific indirect taxes (such as duties on selling real estates, creating companies, importing goods, etc.) or agreements giving a determined fixed rate of taxation.

In centrally planned economies state financing, in diverse forms, plays an important role in tourism development. For example:

- Direct capital investment by the state to implement revenue earning facilities (through extra –budgetary funds)
- Other direct public capital investments, through municipal or regional funds
- State subsidies for capital investment by municipalities, factories, etc.

- Endowment of funds to regional tourist enterprises (groups of hotels, etc) aimed to provide public services on a more or less autonomous base (even with financial autonomy)
- State capital investment shared with foreign tourist firms bringing appreciable managerial expertise and experience, particularly in operating facilities.
- Grants to the private sector for boarding houses, rooms to let, etc.
- Direct subsidies to tourism.

Main sources of finance

The institutions likely to provide capital for tourism development (either independently or in a supporting role), and the private sources of financing involved, may be categorized as follows:

1. Public institutions financing domestic projects: development banks, companies or funds responsible for redistributing the state's financial assistance to various economic sectors, generally by way of loans with low interest; public institutions investing public saving or their own resources (according to Government guidelines) in the form of mortgage loans or financial interests in companies. Beneficiaries are usually regional or local public bodies, joint public and private companies. These institutions tend to finance infrastructure. They may sometimes participate in the construction of a tourist project.
2. Semi-public bodies financing domestic projects: joint public and private companies are most common in countries with regional development plans for realization of large tourist resorts. Their activities may be specifically limited to building or extend to both building and operating facilities.

3. Commercial domestic undertakings: commercial banks issuing loans (rarely more than 50 per cent) or making ‘ lease-back’ agreements with the operators of tourists facilities.
4. Foreign governmental sources financing international tourism project: public or semi public institutions entrusted by the Government of relatively rich country with a task granting credits to governments of other, usually developing, countries. Loans, although at favourable interests, are often ‘tied’ to conditions (such as the use of specific goods and technical services).
5. Large hotels chains which usually span many countries, rarely owning the hotels bearing their names but having minority interest in a joint stock company or benefiting from a management contract.
6. Multi-national companies concerned with tourism and large banks setting up, in respect of an individual project, a joint stock company which they acquire a majority interest.
7. Inter-governmental organizations particularly the World Bank or its affiliates including the International Finance Corporation (minority in joint public and private stock companies, as a catalyst for further investment).

International Organisations

International organizations that have funded, or have potential to provide financial support to, projects relating to tourism projects, are United Nations Organisations, International Financial Institutions/organisations. International inter- governmental and non-governmental organizations.

United Nations Organisations and Specific Agencies

GEP

Global Environment Facility

UNEP

UN Environment Program

UNESCO

UN Educational of Scientific and Cultural Organisation

WTO

World Tourism Organisation

International Financial Institutions/Organisations

BIS: Bank for International Settlements

CFTC: Commonwealth Fund for Technical Co-operation

IMF: International Monetary Fund

The World Bank Group:

IBRD: International Bank for Reconstruction and Development

IDA: International Development Agency

IFC: International Finance Corporation

MIGA: Multilateral Investment Guarantee Agency

Regional Organisations

Regional financing institutions, UN agencies, intergovernmental and non-governmental organizations that have funded, or have potential to provide financial support to, projects relating to tourism, eco tourism projects are:

APEC

Asia-Pacific Economic Co-operation

ADB

Asian Development Bank

Secretariat for the Pacific community

ESCAP

The UN Economic and Social Commission for Asia and the Pacific

SPREP

South Pacific Regional Environment Programme

South Pacific Forum

SPTO

South Pacific Tourism Organisation

National Organisations

Financial institutions, non-governmental organisations and grant-making foundations – on an national level – that have funded projects in India or have potential to provide financial support to, project developing countries are given below:

Australia

AusAID: Australian Agency for International Development

Community Aid Abroad (Oxfam in Australia)

World Vision of Australia

Canada

CIDA: Canadian International Development Agency

IDRC: International Development Research Centre

Germany

BMZ: Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung

GTZ: Deutsche Gesellschaft für Technische Zusammenarbeit

Japan

OECD: Overseas Economic Co-operation Fund

JICA: Japanese International Co-operation Agency

United Kingdom of Great Britain and Northern Ireland

DFID: Department for International Development

DARWIN Initiative: International Environment funding

Oxfam

CDC: Commonwealth Development Co-operation

United States

USAID: U.S. Agency for International Development

The private sector can have a large stake in cultural preservation activities and offer a sustainable source of funding. The most successful urban revitalization **projects** are those that bring together public and private interests and abilities. The Main Street Program of the U.S. National Trust for Historic Preservation, for example aims to improve aspects of downtown business districts by bringing together business and property owners , city government, bankers, civic clubs, chambers of commerce, historic preservationists, and other civic-minded groups. These diverse groups develop and implement a long-term, incremental strategy that encourages new investment for development and rehabilitation while preserving the available cultural resources.

Tools often employed in other areas of development can be effective in implementing revitalization activities, including special development districts, transferable development rights, fees for special development, and accessing capital **financing**. For example, a plan was developed for the city of Ahmedabad, **India** which combined regulation, incentives, asset management of municipal property and other **financing** strategies. A public investment of \$38 million has

stimulated \$72 million in revenue above debt servicing. Local heritage regulations were developed to stimulate positive development and replace the existing dysfunctional national heritage regulations which hindered development.

While few of the major donors are preparing programs centered around cultural heritage preservation, the issue is gaining increased attention. Two years ago, the World Bank started a Cultural and Sustainable Development Initiative, focusing on caretaking of both physical and living culture to promote social and economic development, employment and poverty reduction. This is good start, but much can still be done between donors and other partners. USAID promotes a new look at conservation through its efforts to:

- Coordination with other donors. While bilateral and multilateral initiatives represent opportunities to mainstream cultural conservation into looking at urban problems, development banks do not have resources for project development. USAID funding may be used to complement resources from multilateral donors to help fill this gap.
- USAID missions represent a consistent local presence to provide on-site supervision of preservation projects and offer a location for outreach and dissemination of knowledge, preservation techniques and best practices.
- Build positive activity. USAID brings expertise from its staff and US domestic organisations such as the National Trust for Historic Preservation to other countries for training and technical assistance. By generating a sequence of **projects** and products, USAID can keep momentum going and demonstrates that conservation is important to development.

Tourism projects in Delhi having considerable employment potential and community development and heritage projects, such as Mehrauli Monument areas

and other historical sites, are some of the projects which can be considered for aid from National organizations.

PRIVATE SECTOR PARTICIPATION

Under the PPP model, projects are developed in the build, own, operate and transfer (BOOT); build, operate and transfer (BOT) ; or build, own and operate (BOO) business models.

For example in Andhra Pradesh primary objective is to create an environment for the PPP model in the state, since it has earned the distinction of being the only state in the country to have an Infrastructure Development Act in place and the APDTC would leverage it to attract the private sector to invest in tourism infrastructure.

The APDTC recently acquired the ‘Taramati’s Baradari’, a heritage building, to develop a dance village. Further, property at popular picnic spots such as Shamirpet on the outskirts of the city and Nagarujuna Sagar would be offered to private entrepreneurs in the near future. Such type of models can be considered by Delhi Government.

In order to boost the PPP model in the implementation of tourism infrastructure development projects, the state government of Delhi should announce a set of incentives for the benefit of private entrepreneurs. These incentives can be in the form of waiver of various taxes, including luxury tax for a period of five years, sales tax for five years in identified special tourism areas, road tax for luxury coaches and entertainment tax for upcoming modern theatres. Further, all tourism projects with capital outlay of over Rs. 50 lakhs are made eligible for a 20 per cent investment subsidy, not exceeding Rs 30 lakhs.

The latest deal on offer to private investors from Delhi Government is Build Operate and Transfer (BOT) , as it has already gained ground in states like Kerala, Andhra Pradesh and now Delhi, is following suit for its tourism projects.

The recent project aiming to facilitate highway tourists taken up by the DTTDC, is a BOT project. National Highway No 8 has been identified as BOT project for developing tourist amenities. DTTDC is planning to develop tourist infrastructure on a 2.08 acres of land.

The private sector involvement in BOT will depend on time period involved and total project cost. Private sector will only be attracted if the time period is long enough i.e. say 15-20 years.

State Government will remain facilitators and involve business people and experts to carry on the projects. BOT is actually a new term for Delhi Tourism

Fiscal policies for infrastructure including tourism

Time has come for the government to outline bold and visionary fiscal initiatives, as there is critical need for significantly greater infrastructure expenditure. Some of the schemes below may not be acceptable to taxation departments. But it is important for them to appreciate two simple tenets.

- If the tenure of a zero tax break is inadequate to induce investments, then it never generate positive tax revenue after the period of the break.
- Infrastructure has huge positive externalities and generates significant growth potential. Therefore, even if an infrastructure project is shielded by a seemingly long tax break, it can still generate sizeable tax revenue through its myriad multiplier effects.

15- year tax holiday on certain infrastructure projects

The tax shield is wholly inadequate to jump-start investment in critical areas of infrastructure.

Recommendations:

Change the present section 80IA to a more liberal tax shield mad up of three components

- 100 per cent tax holiday for 15-year on infrastructure projects related to power generation, transmission and distribution, roads, railways, telecom, low cost housing , etc.
- 100 per cent tax holiday for the first 10-years on civil aviation, tourism and middle income housing, and 30 per cent holiday for the next five years.
- 100 per cent tax holiday for 20-years on social infrastructure especially projects involving rural tourism projects, rural and urban sanitation, supply of drinking water to rural and urban areas, primary education, primary health care etc.

IMD funds for infrastructure

The government has succeeded in moping up \$5.5 billion through the India Millennium Deposit (IMD) scheme. This is a highly credible achievement. Little over a third of the IMD proceed is ‘united’ i.e. up to \$2 billion can be invested in any activity. It is critical this amount be allocated to infrastructure finance including tourism.

Recommendation:

\$2 billion of the proceeds from IMD (or Rs. 9,300 crore at the current exchange rate) should be directed to financing infrastructure. This can be done by creating five-year bonds at 12.5 per cent, with a call option on the third and fourth

year. Given exchange rate risks, the spread will be about 150 basis points, which can be widened by the State Bank of India putting in place suitable securitisation options. The combination of a longer tax shield and 12.5 per cent bonds can kick-start several dormant infrastructure projects.

Infrastructure Status to Tourism

The government has neglected the tourism sector in India in general and fiscal policies. Consequently, the share of revenue from business and pleasure tourism has steadily declined. The tourism sector is an area that can do with considerably higher private sector participation. To achieve a much higher growth in tourism revenue, it is necessary to accord this sector infrastructure status.

Recommendation

Tourism should get the status of being an infrastructure industry.

Promoting Foreign Portfolio Investment

Promoting foreign direct investment, especially in infrastructure, require a gamut of measure. One single measure will go a long way in promoting foreign portfolio investment in equity. It has to do with the present 40 per cent ceiling on the amount of equity that foreign institutional investors (FIIs) in the aggregate can hold in any Indian listed company. At present, SEBI is considering raising this to 50 per cent. Recommendation : the present 40 per cent ceiling for FIIs as a whole in the shareholding of any listed company should be removed. Instead of raising this ceiling to 50 per cent as is being contemplated by SEBI the ceiling itself should be got rid of.

India is likely to witness a spurt in eco projects as hotel companies are likely to be encouraged by a slew of tax incentives and sops on offer by the various new eco-tourism policies of the Centre and state governments.

The new projects could take advantage of announcements by states like Madhya Pradesh, Chhattisgarh, Jharkhand and Goa, who have recommended lucrative incentives such as tax holidays to eco- tourism projects for a period of 5-15 years and allotment of government land on 30 per cent concession among various others. Ministry sources reveal that seven more states i.e. Kerala, Delhi, Karnataka, Maharashtra, Bihar, Rajasthan, Andhra Pradesh and Tamil Nadu, are also in the process of formulating new eco-tourism policies along the same lines.

The tourism and related infrastructure industry is looking forward to a rational tax regime as India still remains one of the costliest destinations. The tax burden would surely act as a deterrent particularly when domestic tourism is to be an economic driver for tourism in India and an engine of sustainable growth.

The tourism is looking forward to the setting up of an autonomous Tourism Board. Also a single-window mechanism for clearance of tourism projects would go a long way in attracting investment and triggering growth for this sector.

OTHER SUGGESTIONS TO ATTRACT PRIVATE SECTOR INVESTMENT

- a. All competitive and commercial activities of Tourism Corporation can be privatised except where no entrepreneur is coming forward to meet the existing need. This privatisation would help to strengthen the financial position of the corporation and also help provide qualitative service to the tourists.

- b. Tourism Corporation should assume a catalytic role focused on acting as clearing house of information, production and distribution of promotional literature, policy advice etc.
- c. The Tourism Corporation can assist entrepreneurs and agencies in tourism sector and will try to help alleviate difficulties particularly vis a vis the Government and its agencies.
- d. A Computersied Information Centre should be set up at the State level to make available necessary information to the agencies / entrepreneurs who wish to set up tourism projects.
- e. The State Government will make efforts to tap all the sources of national and international funding for development of these areas and provide special encouragement to tourism projects being established therein.
- f. Creation of special fund to finance state-of-the-art. tourist infrastructural facilities to Delhi.
- g. Co- operation of private sector and NRIs for financing projects at various tourist places.
- h. Heritage hotels subsidy scheme with a subsidy of 20 % and ceiling of Rs 10 lakhs can be introduced to encourage the conversion of private building into attractive accommodation facilities.
- i. A special “ Research Cell” and a “ Festival Cell” can be set –up in the directorate of Tourism to facilitate collection of data, analytical research and better conduct of festivals.

TOURISM FINANCE CORPORATION OF INDIA

TFCI provides financial assistance to enterprises, for setting up and /or development of tourism related activities, facilities and services, which inter- alia includes hotels, restaurants, holiday resorts, motels, highway facilities, amusement parks and complexes for entertainment, education and sports, safari parks, rope – way, cultural centre, convention halls, all forms of transport industry, air taxis, travel and tour operating agencies, tourist emporia, sports facilities etc. Besides, TFCI also coordinates and formulates guidelines and policies related to financing of such project. TFCI also plays a development role within the overall policies of Government.

CURRENT INCENTIVES FOR TOURISM PROJECTS

INTEREST SUBSIDY:- 3% interest subsidy is available to hotels projects up to 3 star categories on loans sanctioned by the Tourism Finance Corporation of India, Industrial Finance Corporation of India, other financial organizations such as ICICI, IDBI, SIDBI etc. and the State Financial and Industrial Corporations provided the projects are outside the metropolitan cities of Delhi. But this aspect should include DMA.

A 5 % interest subsidy is available for hotels constructed in the travel circuits-cum-destination identified for intensive development in the NAPT (National Action Plan for Tourism) as well as for the category of heritage hotels.

INCOME TAX

- a) SECTION 80 HHD: There are also fiscal incentives. 50% of profits derived by hotels, travel agents and tour operators in foreign exchange are exempt from the income tax. The balance amount of profits in foreign exchange is also exempt provided it is reinvested in tourism projects.
- b) SECTION 80 IA: Section 80 IA of Income Tax Act 1961 has been introduced. Consequently all hotels which start operating between 1.4.1997 and 31.3.2002 will be eligible for income tax deductions as under:-
 - a. Hotels in the hilly areas, rural areas, places of pilgrimage or a specified place of tourist importance will be eligible to 50 % deductions from the profits/gains.
 - b. In respect of hotels located in other places, the deductions allowed is to be 30% only.

The above benefits have been extended to the hotels for a period of 10 years and these benefits are not available for the hotels located in the metropolis like Delhi. A committee of tourism experts and concerned officials have to see the implications of extending this to Delhi.

EXPENDITURE TAX: The Expenditure Tax has been waived off in respect of the hotels located in hilly areas or rural areas or place of pilgrimage or a specified place of tourist importance w.e.f. 1-4-1999.

LERMS: Hotels, travel agents, tour operators and other organisations connected with tourist trade are now covered under the Liberalised Exchange Rates Management System (LERMS). Authorized dealers release foreign exchange for business visits, participation in conferences, seminars, training, etc. prior approval of government is not necessary.

EFFC: Facility to open and operate Exchange Earners Foreign Currency (EFFC) Account stands extended to hotels, travel agents, tour operators etc. Under the scheme, 25% on inward remittances in foreign exchange can be credited to this account and utilized for specified purpose.

IMPORTS

INCENTIVE QUOTA: Hotels approved by the Department of Tourism Government of India re-entitled to import essential goods related to the hotel and tourism industry up to a value of 25 % of foreign exchange earned by them during the preceding licencing year. In the case of approved travel agents, tour operators and restaurants, the imports are 10% of the foreign exchange earned.

Recreational bodies can import goods considered to be essential for their own use upto 10% of foreign exchange earned during the preceding licencing year.

Capital goods, raw material, components, etc. can be imported without any restriction except to the extent such imports are regulated by the Negative List of import. Import of special items required by the hotels, restaurants, travel agents and tour operators are permitted against a licence.

IMPORT OF SPECIALITY FOOD ITEMS: The import duty on specific speciality food items used by the foreign tourists have been reduced from 50 % to 25 %.

EXPORT PROMOTION CAPITAL GOODS SCHEME: Capital goods including jigs, fixtures, dies, modules and spare upto 20% of the CIF value of the capital goods may be imported at 5% Custom duty subject to an export obligation equivalent to 5 times the CIF value of capital goods on FOB basis or 4 times the CIF value of capital goods on NEF basis to be fulfilled over a period of 8 years reckoned from the date of issuance of licence.

CONCESSIONAL CUSTOM DUTY: Custom Duty on specified items has been reduced to the level of 25 % for project import provided the goods imported are required for initial setting up of the hotel or for substantial expansion of the hotel. Equipment for Adventure Sports can also be imported on concessional rate of duty.

EXPORT HOUSE STATUS: The Government of India has accorded Export House Status to Tourism. The Hotels, Travel Agents, Tour Operators, Tourist Transport Operators shall be entitled for recognition as Export House/ Trading House/ Star Trading House/ Super Star Trading House and will be entitled to such benefits as specified in the chapter 12 of the Handbook of procedures (Vol. 1) of Ministry of Commerce.

FOREIGN INVESTMENT: The economic reforms introduced by Government of India are integrating India into the global economy and making Indian industry internationally competitive. Foreign direct investment and technical collaborations form major platform of the economic reforms. With a view to attracting investment in this sector the Hotel and Tourism related industry has been declared as a high priority industry for foreign investment. It is now eligible for approval of direct investment upto 100%.

FOREIGN COLLABORATION: In the fast changing world of technology, the relationship between the suppliers and users of technology agreements has to be recognized. To promote technology upgradation in the hotel Industry, approvals for technology agreements are available automatically subject to the fulfilment of the following parameters:

Technical and Consultancy Services including fees for Architecture, design, supervision etc.

Upto 3% of the capital cost of the project (less cost of land and finance)

Franchising and Marketing/Publicity support fee upto 3 % of net Turn over

Management Fees (including incentive fees) Upto 10% of gross operating profits.

The above norms are applicable provided the collaborations proposed with companies running/managing hotel(s) with at least 500 rooms. No permission is now required for hiring technicians.

Applications for automatic approval for foreign investment of technology agreements and/or management contracts can be made to the Reserve Bank of India who will accord automatic approval and the entrepreneurs can approach authorised dealers for release of foreign exchange. Agreements which involve a variation in the parameters will be considered on merits by the Foreign Investment Promotion Board.

According to a study undertaken by the World Travel and Tourism Council for India, for every Rs. 10 lacs invested in tourism, 47.5 jobs are created directly and 89 jobs are created in the tourism sub sector of hotels and restaurants as against 12.6 in manufacturing and 44.6 in agriculture.

The tourism industry has received a boost in the Union budget 2002-03 with the sector being upped 50% to Rs 225 crores from Rs. 150 crores in 2001-02.

Also, the expenditure tax of hotels will now apply only to room charges and be payable only where such charges are Rs. 3000 or more per day (against the existing threshold of Rs. 2000)

The changes to expenditure tax will improve the fortunes of the mid market segment of hotels, making them less expensive and flexibility in pricing to hoteliers.

There is also the need to kick-start the tourism sector as a whole. According to an industry spokesperson, one option would be to reintroduce LTA (leave travel allowance) as this would push domestic travel.

The domestic segment is really beginning to boom and that is where the focus should be.

Private funding is foreseen in tourism accommodation sector and tourism related activities, financed up to 70 per cent by financial institutions. Publicity, training and attraction development are primarily to be funded by the Government. Multilateral funds may be directed for general infrastructure development with partial Government funding. The funding pattern that can emerge is as below:

Government institutions	-20%
Financial institutions	-37%
Multilateral agencies	-13%
Private sector	-30%

ANNEXURES– I AND II

ANNEXURE –I**NATIONAL TOURISM POLICY –2002**

Department of Tourism, Government of India has announced a National Tourism Policy –2002 which, apart from others, attempts to position India as a global brand to take advantage of burgeoning global travel and trade and the vast untapped potential of India as destination. The National Tourism Policy broadly aims at the following:

- a) Position tourism as a major engine of economic growth;
- b) Harness the direct and multiplier effects of tourism for employment generation, economic development and providing impetus to rural tourism;
- c) Focus on domestic tourism as major driver of tourism growth;
- d) Acknowledges the critical role of private sector with government working as a proactive facilitator and catalyst;
- e) Create and develop integrated tourism circuits based on India's unique civilization, heritage and culture in partnership with States, private sector and other agencies;
- f) Ensure that the tourist to India gets physically invigorated, mentally rejuvenated, culturally enriched, spiritually elevated and “feel India from within”.

The basic principles for the New Tourism Policy are as below:

- (i). Account should be taken of the fact that for the last four decades or so, a tourism revolution has been sweeping the world. In 1964, the number of tourists leaving their homes, worldwide, was 100 million. This number increased to 200 million in 1974, 500 million in 1992

and 700 million 2001. And this number is likely to swell to 1.5 billion by 2020 and receipts from it are estimated to cross \$ 2000 billion.

If India has to partake in this revolution in a meaning full way, it must change its strategies as well as the techniques and tools of its manchinery of implementation. In this connection, it has to be noted with concern that during the last decade or so, India's share of world tourist traffic has remain static at 0.38 per cent.

- (ii). At the institutional level, a framework would have to be evolved which Government-led, private –sector driven and community-welfare oriented. Government has to provide a legislative framework to regulate tourism trade and industry, ensure safety and security of the tourists and create basic infrastructure and health-care facilities. The private sector has to act as a main spring of the activities and impart dynamism and speed to the process of development as well as conservation. Both Government and private sector would be required to safeguard the stability and also the social and economic advancement of the local community and the communities in the neighbourhood.
- (iii). The deep-rooted relationship of tourism and our cultural assets should be fully recognized and provided for. Improvements and environmental upgration of the protected monuments and areas around them should be considered as a linchpin of the tourism industry.
- (iv). Effective linkages and close coordination should be established with such Departments as Civil Aviaton, Environment,Forest, Railways, Home, etc.
- (v). Sustainability should serve as a guiding star for the new Policy. The development and management strategies should be so worked out as

to ensure that tourism largely acts as a smokeless industry and its ecological footprints remain as soft as possible. No one engaged, directly or indirectly, in the tourism industry, should be allowed to secure short-term gains by resorting to what has been called the darker side of tourism. Neither over-exploitation of natural resources should be permitted nor the carrying capacity of the tourist-sites ignored.

- (vi). Greater emphasis should be laid on eco-tourism whose parameters should be broader than those of nature tourism alone. It must help in eliminating poverty, in ending unemployment, creating new skills, enhancing the status of woman, in preserving cultural heritage, in encouraging tribal and local crafts and in improving overall environment and facilitating growth of a more just and fair social order.
- (vii). Special thrust should be imparted to rural tourism and tourism in small settlements, where sizeable assets of our cultural and natural wealth exists.
- (viii). Due importance should be given to domestic tourism, particularly tourism connected with pilgrimage, and it should be so designed that infrastructure created under it serves as backbone of international tourism in times to come.
- (ix). A new class of young tourists, with marked preference for adventure and distant destinations, in hills, caves and forests, is emerging. This class is not looking for 5-star accommodation but only for simple and clean places to stay. The requirements of this class of tourists should be met and guest tourism encouraged through Panchayats and local bodies and associations.
- (x). Special attractions of tourism for Yoga, Siddha, etc., as well as for Indian cuisine should made and effectively encouraged.

- (xi). The tourist industry and travel agents should be persuaded to evolve and adopt voluntarily a Code of Ethics and its infringement should be firmly dealt with by Tour and Travel Associations.
- (xii). A section of the State police should be earmarked to act as tourist police and special training should be imparted to it.
- (xiii). At the international level, India should play a dynamic role and make its presence felt at the World Tourism Organisation, World Tourism and Travel Council and Earth Council. Its unique cultural values and spiritual heritage should be projected with dignity and elevation befitting a great nation, whenever suitable opportunity comes our way.
- (xiv). The civilization issues as well as issues pertaining to civic administration and good governance must be attended to and made an effective part of tourism policy. It should be ensured that good policies are not shipwrecked in the sea of the half hearted implementation.

The new Tourism Policy envisages improvement and expansion of product development in the following areas:

- (i). Cultural Tourism
- (ii). Beach and Coastal Tourism
- (iii). Cruise /River Tourism
- (iv). Rural /Village Tourism
- (v). Adventure Tourism
- (vi). Eco Tourism
- (vii). Cuisine Tourism
- (viii). MICE Tourism
- (ix). Health Tourism
- (x). Festival / Shopping Tourism

ANNEXURE –II**GUIDELINES FOR PREPARATION OF PERSPECTIVE PLAN**

The study was undertaken as per the guidelines issued by Ministry of Tourism, Government of India which are on the following aspects

- i. A perspective plan with a time frame of 20 years will be developed for developing sustainable tourism giving year-wise phasing of investment having regard to the resources available for State of Delhi.
- ii. The Plan will indicate short-term and long term plans, targets and ground realities.
- iii. The Plan will be able to assess the existing tourism scenario with respect to existing traffic level and inventory of:
 - a. Natural resources.
 - b. Heritage and other socio-cultural assets.
 - c. Quantitative / demographic factors like population, employment, occupation, income levels, etc.
 - d. Services and infrastructure already available.
- iv. The Plan will list evaluate existing potential tourist destinations and centres and categories them on the basis of inventory of attractions, infrastructure availability, degree of popularity, volume of traffic flow, etc.
- v. The Plan will assess the existing infrastructure levels at identified destinations/centre.

- vi. The plan will be able to broadly assess flow to identified destinations and centers for assessment of infrastructure requirements taking into account past growth trends, suggested linkages and integration.
- vii. The plan will attempt and arrive at an indicative cost configuration of likely investment on infrastructure development under different heads and to prioritise investment needs by drawing up a phased investment plan covering the next 20 years.
- viii. The plan should undertake product conceptualisation cum feasibility exercise inter-alia for identified projects covering aspects like locational evaluation, schematic product planning and conceptualisation including quantification of individual project parameters, assessment of overall investment levels and of project viability cum feasibility study exercises etc.
- ix. The plan should prepare an action plan for implementation of identified potential development schemes/products and for development of infrastructure in conformity with the policy objectives and guidelines provided by the concerned state/central agencies/ departments.
- x. The plan should include project wise potential for employment generation; a reasonable percentage of potential employment is to be reserved for women.
- xi. An inventory of existing infrastructural facilities(including paying guest facility) is to be made; after which, the proposed infrastructure needs to be split up into various segments concerning different State Governments, such as PWD, Forest, Culture, Handicrafts etc., and dovetailed with the Tourism Plans.
- xii. Since the perspective plan would be used for external assistance, it would be desirable to suggest State tourism projects to foreign

funding agencies for financial assistance; besides loans from Financial Institutions.

- xiii. Further the available institutional machinery in the State to oversee/ coordinate the development of tourism infrastructure has to be specifically suggested.
- xiv. Facilities for performance by local artists; cultural troupes should be built into the perspective plan.
- xv. Handicrafts shops should be suggested at various tourist places; these could be run by women.
- xvi. Perspective Plan should include potential developing health resorts at/near the tourist places. Yoga classes, nature care facilities, ayurvedic system of medicines should be available at these places to attract tourists.
- xvii. Consultant preparing the perspective plan should be asked to give an executive summary of the plan along with the report.
- xviii. The perspective plans should incorporate attractive packages/ schemes to attract private sector investment.
- xix. It is necessary that the environmental issues are dealt with in sufficient details.
- xx. The perspective plans should include carrying capacity studies, instruments of spatial and land use planning, instruments of architectural controls for restoration of old properties and construction of new ones in old towns and cities, strategy for local community participation and protection of cultural identity, awareness programmes for local participation and local commitment to the project.
- xxi. The perspective plan should include strategy for privatization of the tourism related properties by the State and State Tourism Corporations.

FORECAST OF DOMESTIC TOURIST VISITS TO DELHI

