

**AN APPRAISAL OF TOURISM INFRASTRUCTURE AND
ANALYSIS OF TOURIST INFLUX IN HARIDWAR CITY,
UTTARAKHAND**

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Abstract

Tourism is one of the most important economic activities in the world today because it directly generates services, products, foreign currency, employment and investments. It is fastest growing industry and fashion of the modern world. Haridwar-‘The Gateway to the abode of Gods’ is one of the such holy place situated at the base of Siwalik ranges, as well as on the flow path of the river Ganga. Not only domestic but also foreign tourists are also come here throughout the year. So To have a better enjoyable and comfortable living and traveling experiences for tourists the provision of adequate tourism infrastructure which supports the peak tourist influx is become essential. This paper focuses on availability of fundamental facilities and services at tourist centers and patterns, trends of tourism in Haridwar city.

KEY WORDS - Tourism infrastructure, Patterns and trends, Tourist influx.

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Introduction- Tourism is not only a growth engine but also an employment generator. Tourism is a collection of activities, services and industries that delivers a travel experience, including transportation, accommodations, eating and drinking establishments, entertainment business, activity facilities and other hospitality services provided for individuals or groups traveling away from home. The World Tourism Organization defines tourists as people, “traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purpose.” The importance of tourism as a creator of job opportunities can be understood from the fact that in India every one million invested in tourism creates 47.5 jobs directly and around 85-90 jobs indirectly. Tourism is the third largest foreign exchange earner after gems and jewelry and readymade garment. Tourism is well developed in Uttarakhand state but tourists are facing a lot of problems due to which the tourism industry is not developing at par with the other regions of India.

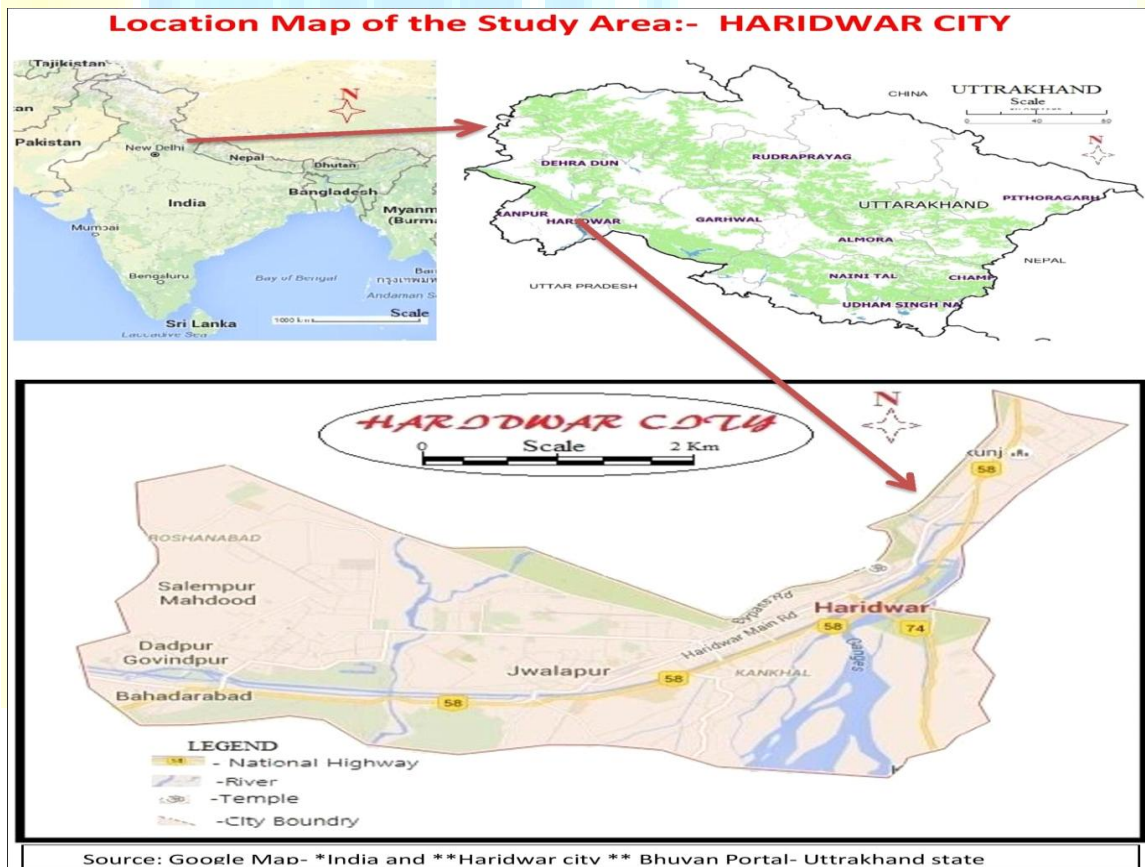


Figure No. 01

STUDY AREA-

The state Uttarakhand is frequently denoted as the Dev Bhumi or Land of God. District Haridwar, situated in the southern western part of state Uttarakhand, accommodating 18.90 lakh populations as per census 2011. In the age of puranas, it was named as Mayapuri, it was also known as Gangadwar and Tapovan. The Haridwar urban centre is a part of district Haridwar, is located at 29⁰ 58'N and 78⁰ 10'E latitude and longitude respectively. The total geographical area of the Haridwar Township is about 42.01km is situated at the height of 249m. Above mean sea level. Haridwar is the most prominent religious and spiritual center of the state Uttar hand. On an annual average 8 million tourists visit Haridwar. Some of the important places in and around Haridwar are 'Har-ki-pauri', Mata Mansa Devi Mandir, Chandi Devi Mandir, Dakshparjapati Mandir, Piran Kaliyar, Bhimgoda Tank, Bharat Mata Mandir etc. Haridwar is also famous for the Kumbh and Ardh Kumbh fairs.

OBJECTIVES-

1. To analyze the patterns and trends of tourism in Haridwar.
2. To evaluate the existing tourism infrastructure (hotels, transport and communication etc.).
3. To suggest plans for sustainable tourism development in study area.

METHODOLOGY-

Mainly used on the secondary data for the study. The secondary data collected from tourism department of Haridwar and other relevant data have been collected from various books, thesis, governmental published data, scholarly articles etc.

Tourism Infrastructure

Tourism infrastructure includes various facilities that are required for the comfort and convenience of tourists at a place. It include goods and services for tourists, the establishments which provide such services as well as establishments whose product are sold to visitors majorly. The description of these services and facilities in Haridwar are given below.

TRANSPORTATION SERVICES-

Transportation is the most effective aspect of tourism development. The well-developed infrastructure facilities in forms of transport have promoted the development of tourism activities. Haridwar is accessible through air, road & rail from the other major Indian cities and states. Tourist place in India can arrange for you all types of transport for a comfortable journey to and in Haridwar and throughout the Indian state Uttarakhand.

By Air- The nearest airport is the Jolly Grant in Dehradun, but it is preferable to use the roads or rail to Delhi and then take flights to the destination of one's choice. The nearest airport Jollygrant, Bhaniawala, Dehradun (41km.), Vayudoot service from Delhi, Indira Gandhi International Airport Delhi (220km.)

By Rail- The major tourist center of Haridwar is well connected by trains to almost major cities in India. In fact trains are the major source of tourist inflow, connected with all important cities of India viz. Bombay, Delhi, Agra, Varanasi, Allahabad, Ujjain, Amritsar, Dehradun, Lucknow etc. The far regions tourists prefer railway services that to till Delhi.

Road Services- The National Highway no. 45 crosses the city of Haridwar, so it is connected to other cities of the state as well as those in the other states too. The excellent road network links Haridwar with Delhi for a smooth & comfortable travel journey. The highways network of Haridwar is well developed but the roads are not well maintained which is the major problem at present. Even though they connect one place to another perfectly but the tourists should be alert about irritating experiences like a jump in bus or car while traveling to roads in Haridwar. The roads in Haridwar require improvement when compared to other states which are actively working to promote tourism in their regions. The national and state highways are maintained by the central and state government to improve the status of the roads but still lack of consistency hinders the task. In the future if further steps are not taken for improving the road conditions it will lead to chaotic condition and will directly affect the tourist's traffic in Haridwar mainly in the time of huge tourist's traffic in Haridwar.

(Table No.1)

Road Distance of Haridwar from Major Cities

Major Cities	Distance of Haridwar from Major Cities (in km.)
Dehradun	52
Kedarnath	250
Delhi	214
Ambala	168
Nainital	286
Badrinath	325
Agra	368
Saharanpur	81

Local Transport Services- The local transport is not very comfortable but one can easily find a mode of local transport in Haridwar, local transport in Haridwar is in the form of Private Bus Services, Tempo (Vikram), Auto Rickshaw, Tonga, Cycle-Rickshaw & Taxi.

(Table No.2)

Detail list of registered local Transport units in Haridwar

Transportation Unit	No. of Units registered transport in Haridwar
Two Wheeler	29976
Three Wheeler	111
Car	5682
Taxi	111
Bus	114
Truck	205
Cab,Ambulance,etc.	686

Source- Statistical Diary of Haridwar district

Though the table no.2 presents the no. of registered local transportation units but there are also available a good no. of unregistered units mainly in the form of cycle-rickshaw. No data is available for these types of unregistered units.

HOTELS AND RESTUARANTS

Hotels and Restaurants are considered to be the backbone of tourism industry as one cannot survive and enjoy without proper food and nourishment. In many tour programmes, accommodation for stay and food particularly, the breakfast and the dinner of the tourists is included in the tour package along with the travel cost. Moreover, hotels could earn more income than travel services as travelers can't just travel, but also need to take rest and stay at a place. Hotel industry in Hridwar is a booming trade with as many as 425 registered hotels & paying guest house of various categories (Star& Non-star) and 275 registered Dharmsala and 2 tourist rest house. The maximum number of employees getting their livelihood from these hotels.

COMMUNICATION SERVICE-

Post, telegraphs and telephones services are important services in the tourism activities. There are 124 Post offices, 1008P.C.O. and 18756 telephones and 135740 mobile connections available in Haridwar district as well as in haridwar city communication services are satisfactory working. The television, cinema slides, radio, newspapers, periodicals and posters also other means of communication for the tourism.

MEDICAL FACILITY SERVICES-

There are 6 Community health centers, 28 Primary health centers and 13 family and maternity welfare centers and 25 Ayurvedic hospitals in which 103 doctors, 4 Hellenic hospitals in which 4 doctors and 14 homeopathic hospitals in which 13 doctors serving at Haridwar district. Modern and well equipped hospitals are located at Haridwar city. Some hospitals which provide medical facilities at marginal rate are- Harmilap District Hospital, Chenray Women Hospital and Ramakrishna Mission Hospital etc.

POLICE PROTECTION SERVICE-

At the time of crowd and fair/ festival in case of mischief and theft, the police department must provide proper services to the tourists at the tourist palaces. Theft or pickpocket is a common phenomenon at all the tourist centers especially at Har-ki-pauri. In such cases the police service is very essential for the good maintenance and development of tourism activities. There are 17 Police station in which 7 for rural and 10 for urban areas and 31 Police chowkies serving at

Haridwar district. Traffic is also one of the most facing problems to visitors; because of good police service it can be easy. At the time of fairs and festivals police force is provided to all tourist centers.

RECREATION FACILITIES (YOGA AND MEDITATION CENTERS)

Some important yoga and meditation centers are as Gurukul Kangri University, Mahaprabhu, Yoga and Natural Therapy Centre, Shri Ram Mulakh Darbar, Yogdham, Shantikunj and Divya Yoga Centre.

INFORMATION CENTERS

Main tourist information centers in Haridwar are State Tourism Office, Tourist Information Centre, (Haridwar), District Information Centre, (Haridwar), and Tourist Information Centre, Laltari Pul (Haridwar).

BANKING FACILITIES

Banks are properly serving at Haridwar. There are 18 Nationalized Bank, 10 Regional Rural Bank and 12 Non-Commercial Nationalized Bank in Haridwar district. All banks have their branches at haridwar city. Some of the main banks providing ATM facilities are State Bank of India, Bank of Baroda, Canara Bank, Indian Overseas Bank, Central Bank of India and Punjab National Bank.

Tourist Flow in Haridwar

Haridwar is the important tourist center; attract tourists far from the country and also from outside the country in the form of religious, spiritual, recreational, and leisure tourism. Tourist comes in millions to Haridwar from all over India and the world throughout the year.

(Table No.4)

Domestic and Foreign Tourist Influx in Haridwar, 2002-2015

Year	Indian	Foreign	Total	% Growth in total tourist
2002	5518270	6029	5524299	

2003	5524432	7532	5531964	0.11
2004	6283726	11012	6294738	13.74
2005	7527020	13624	7540644	19.79
2006	9800770	11774	9812544	30.21
2007	11204275	15609	11219884	14.32
2008	11356250	17854	11374104	1.36
2009	12049450	19967	12069417	6.10
2010	18837125	29555	18866680	56.33
2011	13454650	26722	13481372	-28.57
2012	15231875	26875	15258750	13.21
2013	12763650	22611	12786261	-16.20
2014	15456550	20992	15477542	21.10
2015	19332025	18615	19350640	25.07

Source- Tourist Office Haridwar

(Graph No. 01)

It is clear from the Table 4 that in Haridwar both domestic and foreign tourists increased from the year 2006 to 2010. But the growth trends are not continuous and regular that from the year 2002-2003 the growth was only 0.11% , it increased by 13.74% from the 2003-2004 and 19.79% in the year 2004-2005, 30.21% in the year 2005-2006 and 14.32% in the year 2006-2007, it increased only by 1% from the 2007-2008 and 6% in the year 2008 to 2009. Drastically in the year 2010 it increased by 56.33%. But after it 2011, 2012, 2013, 2014, 2015 show the decreased growth pattern. The increasing tourist's influx may be due to increasing inclination and attraction of peoples towards tourism. But the very high (56 percent) growth in tourists in the year 2010 from its previous year (2009) is mainly due to 'Kumbh Fair' which was held in Haridwar in the year 2010. As the graph shows that there is a stable trend in the number of foreign tourists while the trend is fluctuating in case of Indian tourist.

Monthly Tourist influx in Haridwar from 2002, 2006, 2010 and 2014

The table 5 depicts that in the year 2002 total 5524299, in the year 2006 total 9812544, and in the 2010 & 2014 total 18866680 and 15477542 tourists came to Haridwar. The graph depicts that

favorable month for tourism activities falls in the mid of year. However tourist arrivals picks up mostly in the time of Chardham Yatra (Badrinath, kedarnath, Gangotri and Yamontri) from May to November. Maximum tourists are recorded in May and June due to drier month. Again September is also the ideal time with comparatively high profile due to clearer sky and green environment for a memorable journey.

(Table No.5)

Monthly Tourist influx in Haridwar from 2002, 2006, 2010 and 2014

Month name	Year 2002			2006			2010			2014		
	I	F	T	I	F	T	I	F	T	I	F	T
January	2526 04	33 7	2529 41	3782 90		3791 66	10505 00	217 8	10526 78	65075 0	152 3	65227 3
February	3818 40	44 1	3822 81	4256 45	105 9	4267 04	18757 50	360 6	18793 56	68050 0	197 4	68247 4
March	3889 80	55 6	3895 36	5276 50	123 3	5288 83	24505 00	489 0	24553 90	82527 5	281 0	82808 5
April	4352 21	59 8	4358 19	5858 50	116 2	5870 12	30255 75	298 9	30285 64	93065 0	199 8	93264 8
May	5351 15	30 7	5354 22	7905 50		7914 59	11257 50	135 4	11271 04	12807 50	125 0	12820 00
June	6858 12	19 1	6860 03	1104 875		1105 493	16856 75		16866 54	14955 00		14964 29
July	6659 65	26 6	6662 31	1785 950		1786 900	17105 50	171 9	17122 69	24755 00	142 6	24769 26
August	4505 56	49 5	4510 51	8384 75	103 8	8395 13	19704 00	259 6	19729 96	16857 50	141 6	16871 66
September	4851 12	52 3	4856 35	8743 20		8753 17	99575 0	177 5	99752 5	12505 00	145 4	12519 54
October	5609 99	56 5	5615 64	8863 25	117 9	8875 04	10605 25	217 5	10627 00	15252 75	225 0	15275 25
November	3509	89	3518	8345	886	8354	97540	235	97775	14803	217	14825

mber	55	5	50	90		76	0	8	8	50	8	28
Dece	3251	85	3259	7682		7691	91075	293	91368	11757	178	11775
mber	11	5	66	50	867	17	0	6	6	50	4	34
Total	5518	60	5524	9800	117	9812	18837	295	18866	15456	209	15477
	270	29	299	770	74	544	125	55	680	550	92	542

Source- Tourist Office Haridwar, Index- I-Indian, F-Foreigner, T- Total

(Graph no. 02)

Conclusion-

The above discussions evidently demonstrate that tourism influx is very irregular in the study area. Though Haridwar receive a great influx of tourists throughout the year, but at the time of fairs and festivals it receive a huge tourist influx. The tourism infrastructure of Haridwar is not able to support sudden swell of pilgrims and sudden influx of tourists and the condition of roads of some places is not good. The vehicular movement is disrupted during the religious fairs and festivals. The sanitation facilities are also not good that may be a cause of health issues. No doubt tourism industry in Haridwar suffers some social and environmental problems. So there should be some efforts to improve accommodation, transportation, sanitation facilities etc. For accommodation heritage hotels should be encouraged in the study area in order to provide quality accommodation for the tourists and local transportation system should be improved. For environment appropriate and standardized tourism planning and policies must be drafted and applied, eco-friendly infrastructural developments, popularizing the concept of eco-tourism among tourists and locals are the crucial requirements of the time. They all achieve the goals of sustainable and eco-friendly tourism development in the study area.

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