

**REPORT OF EVALUATION STUDY ON  
TOURIST INFORMATION CENTRES  
OF  
D T T D C**

**February, 2001**

**EVALUATION UNIT  
PLANNING DEPARTMENT  
GOVERNMENT OF DELHI  
2<sup>ND</sup> FLOOR, ISBT BLDG. KASHMERE GATE,  
DELHI – 6**

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**REPORT OF EVALUATION STUDY ON TOURIST INFORMATION CENTRES  
OF DELHI TOURISM AND TRANSPORTATION DEVELOPMENT  
CORPORATION (DTTDC)**

**I INTRODUCTION**

1.1 Tourism plays an important role in the economic development of the country. It provides employment opportunities both direct and indirect. It earns foreign exchange also. Besides these economic consideration, promotion of Tourism strengthens national integration and create bond of friendship and under standing among different nations.

1.2 Delhi has got all that is required for promotion of Tourism. It is a city of Historic importance, of heritage and ancient monuments spread all over Delhi, the most important among them are Red Fort, Quitab Minar, Jama Masjid, Hazarath Nijammudin Dargah, Luxmi Narain Temple , Lotus Temple & pilgrimage centres etc. It was the capital of empires and kingdoms and is the present capital of Independent India. Delhi is also one of the largest trading centres and perhaps the commercial capital of North India. All these factors make Delhi as an excellent Tourist place and attract tourists from home and abroad.

1.3 DTTDC was set up to promote tourism in Delhi. It developes tourism Infrastructure , undertakes publicity measures and other activities to develop and promote tourism in Delhi. These include dissemination of Tourism related information and services, providing recreational facilities etc. With a view to provide facilities to the tourists coming to Delhi, DTTDC set up its first Tourist Information Centre at Cannaught Place, in Delhi in 1976. Subsequently in different years, 15 other centres were established in Delhi as well as outside Delhi. At present the DTTDC is operating 16 Tourist Information Centres as under:-

A)	<u>In Delhi</u>	<u>Year of opening</u>
1.	Cannaught Place, N- Block,	1976
2.	New Delhi Rly. Station	1977
3.	Old Delhi Rly. Station	1977
4.	ISBT, Kashmeregate	1978
5.	International Airport	1979
6.	Domestic Airport	1985
7.	R.K.Puram, Coffee home	1993
8.	Dilli Haat	1994
9.	Central Reservation Office, Cannaught Place	1995

B)	Outside Delhi	
10.	NOIDA	1988
11.	Mumbai	1990
12.	Chennai	1992
13.	Calcutta	1993
14.	Bangalore	1995
15.	Secunderabad	1997
16.	Ahmedabad	1998

Out of 9 Information Centres in Delhi 5 are working in two shifts. The information Centre at Indira Gandhi International Airport works round the clock and the remaining work on single shift. The 7 Information Centres including NOIDA outside Delhi work in single shift.

1.4 The aims and objectives of the Tourist Information Centre are to render free of cost all necessary help to the tourists like information regarding mode of transport, accommodation, local sight seeing tours, places of tourist interests etc. These provide free literature in the form of brochures and other services like Hotel Reservation, Transportation and Tours. These literature provide reliable information on historical and cultural facets of Delhi. For providing these information's to the tourists, all the Tourist Information Centres have sufficient, colourful and informative literature supplied by their headquarters which is given to the tourist free of cost.

1.5 DTTDC informed that the deployment of staff is largely on the basis of the pattern approved by the Deptt. of Tourism, Govt. of India and later rectified by the Board of Directors of DTTDC. However the staff of the Information Centre has to be, some times, redeployed on account of officials on leave or seasonal requirement of staff for the Central Reservation Office, Connaught Place, of DTTDC.

The following Table indicates the No. of posts sanctioned, working and vacant for all the 16 Tourist Information centres.

#### Staff Position

S.N	Post	Pay scale (in Rs.)	No. of posts sanctioned	Working	Vacant
1	Asstt. Manager (Tourism)	5500-9000	16	12	04
2	Tourist Counsellor	5000-8000	16	10	06
3	Asstt. Tourist Counsellor	4000-6000	32	14	18
4	Junior ATC	-	01	01	-
5	Attendants & Helpers	2550-3200	20	15	05
	Total		85	52	33

## 1.6 TOURIST INFLOW

As per data furnished by DTTDC about 90,000 tourists are getting benefit from 16 Tourists Information Centres per year.

### FLOW OF TOURISTS TO DELHI

(Fig. in Lac)

Year	Flow of Tourists		
	Domestic	Foreign	Total
1	2	3	4
1993	11.07	6.08	17.15
1994	11.55	8.92	20.47
1995	6.49	4.93	11.42
1996	5.46	3.56	9.02
1997	8.74	6.79	15.53
1998	7.23	5.57	12.80
1999	4.55	4.85	9.40

The above Table shows the tourist inflow to Delhi on the basis of number of persons checked in the registered/licensed Hotels, Guest Houses etc. (numbering 305) in Delhi as per the data obtained from Tourism Deptt., Govt. of Delhi.

## II. NEED AND OBJECTIVES OF EVALUATION STUDY:-

In the Plan review meeting held on 17.2.99 chaired by the Hon'ble Minister of Planning and Finance, Govt. of Delhi it was decided to evaluate the utility of Tourist Information Centres.

Though the study was taken up mainly to assess the utility of centers & further continuation of the scheme of GIA to Tourist Information Centres functioning at different places within Delhi and outside Delhi, it also has the following purposes:-

2.1. To determine to what extent the TICs are meeting the requirements/expectations of the tourists.

2.2 To study the working of the Tourist Information Centres with a view to ascertain as to whether the prescribed functions were satisfactorily performed or not.

2.3 . Identify the difficulties experienced by the TICs in performing their duties and to suggest remedial measures to remove them.

### III METHODOLOGY :-

3.1 There are 16 TICs out of which 9 are working in Delhi and 7 outside Delhi including NOIDA. For evaluation study it was decided to collect information from all the TICs situated in Delhi, NOIDA and one TIC situated in Bangalore, selected on random basis. Following two types of schedules were prepared for canvassing requisite information for the study:-

1. For Tourist Information Centre and
2. For Beneficiaries/Visitors.

The sample size for beneficiaries/visitors was fixed as 10 visitors per center. Where numbers of visitors were less than 10, all were selected.

The field survey for collection of relevant information on the working of two Tourist Information Centres, one within Delhi and one out side Delhi-Bangalore, was completed during July 1999. To supplement the information and to enhance the coverage of the study it was decided to survey all 10 centres in Delhi including NOIDA. The re-survey was completed during Jan-Feb. 2000. Some relevant data were also collected from DTTDC during April 2000.

### IV. Statement of Sale, G.I.A. & Expenditure etc.

(Rs. In lakhs)				
Year	Sales	Grant-in-aid by Delhi Govt.	Expenditure	Deficit 4-(2+3)
1	2	3	4	5
1998-99	159.61	30.00	202.27	12.66
1999-2000	127.90	27.00	202.39	47.49

The source of income(Sales) is package tours, car booking and hotel reservations.

### V- FINDINGS OF THE SURVEY

5.1 The TICs were set up by the DTTDC to provide all necessary Tourist information to the foreign and home tourists to make their visit in Delhi comfortable and satisfying. To study the working of Tourist Information Centres 11 TICs (10 with in Delhi including NOIDA and 1 at Bangalore), out of 16 TICs established by DTTDC were selected.

For the purpose of the study it was decided to survey all centers in Delhi and one centre at Bangalore. It was found during survey that only 54 persons visited the Tourist Information Centres in Delhi and Bangalore. Largest no. of visitors, 18, was

found at TIC situated at Baba Kharak Singh Marg, Connaught Place and 14 at TIC N. Block Connaught Place. At the rest of TICs, number of visitors attended the TIC were not more than 5. At NOIDA it was nil. As maximum 10 visitors were to be interviewed at random, only at two centres selection could be done and at another centres it was not needed as total no. of visitors were less than 10. **The findings were as a result of field survey for two days in each center in Delhi and four and half days in Bangalore.**

### 5.1 Centre-wise visitors selected for the study.

SN	Name of TIC	No. of visitors attended the TIC	No. of visitors selected for questionnaire No-2
1.	2.	3.	4.
1.	Connaught Place -N.Block	14	10
2.	Central Reservation office, Baba Kharak Singh Marg, Connaught Place	18	10
3.	New Delhi Rly. Station	03	03
4.	Old Delhi Rly. Station	03	03
5.	R.K. Puram Coffee Home	02	02
6.	Dilli Hatt	04	04
7.	Indira Gandhi International Airport	04	04
8.	Domestic Airport *	00	00
9.	I.S.B.T	01	01
10.	NOIDA	00	00
11.	Bangalore	05	05
	Total	54	42

\* 37 persons/visitors came at this center but interview could not be taken as they were in hurry.

Besides these, information was also gathered from 11 officials working in the 11 selected TICs. The findings of the study are based on 42 beneficiaries and 11 officials/officers of TICs.



## 5.2 TIC-wise details of beneficiaries/tourists selected for the survey.

### NUMBER OF HOME TOURISTS AND FOREIGN TOURISTS

<u>SN</u>	<u>Name of TIC</u>	<u>No. of Home tourists</u>	<u>No. of foreign tourists</u>	<u>Total</u>
1.	2.	3.	4.	5.
1.	Connaught Place –N.Block	4	6	10
2.	Central Reservation office Baba Kharak Singh Marg Cannaught Place	6	4	10
3.	New Delhi Rly. Station	2	1	3
4.	Old Delhi Rly. Station	3	--	3
5.	R.K. Puram Coffee Home	2	--	2
6.	Dilli Hatt	2	2	4
7.	Indira Gandhi Internationl Airport	1	3	4
8.	Domestic Airport	--	--	--
9.	NOIDA	--	--	--
10.	I.S.B.T	1	--	1
11.	Bangalore	5	--	5
	Total	26	16	42

From the above table it is seen that foreign tourists visited only at 5 centres which are situated in Delhi and no foreign tourist visited at Bangalore Centres. Highest no. of foreign tourist (6) visited at TIC situated at N-Block, Connaught Place during the period of the Survey.

These 16 foreign tourists belong to 11 different nations- 3 tourists from USA & England, 2 tourists from Germany and one each from Bangladesh, South Korea, Japan, Newzealand, Spain, Kenya, Nepal and Sweden.

## 5.3

**Sex wise/ Age wise details of tourists**

SN	Name of TIC	Male	Female	Total	Age group				Total
					Below 20 Years	20-40 Years	40 to 60 years	60 and above	
1.	2.	3	4	5	6	7	8	9	10
1.	Connaught Place –N.Block	7	3	10	1	5	1	3	10
2.	Central Reservation office, Baba Kharak Singh Marg, Connaught Place	10	--	10	--	--	9	1	10
3.	New Delhi Rly. Station	3	--	3	--	2	1	--	3
4.	Old Delhi Rly. Station	3	--	3	--	3	--	--	3
5.	R.K. Puram Coffee Home	1	1	2	--	2	--	--	2
6.	Dilli Hatt	2	2	4	--	3	1	--	4
7.	Indira Gandhi International Airport	3	1	4	--	2	2	--	4
8.	Domestic Airport	--	--	-	--	--	--	--	--
9.	I.S.B.T	1	--	1	--	1	--	--	1
10.	NOIDA	--	--	-	--	--	--	--	--
11.	Bangalore	5	--	5	--	1	3	1	5
	Total	35	7	42	1	19	17	5	42

The above table shows that out of 42 beneficiaries, 35 were males and 7 were females. Out of these 42 beneficiaries, 19 were found in the age group of 20-40 years, 17 were found in the age group of 40-60 years and 5 were found above the 60 years of age and one was found below 20 years of age. Thus among the selected tourists majority of the tourists were found in the age group of 20-40 years.

#### 5.4 SOURCE OF KNOWLEDGE ABOUT TOURIST INFORMATION CENTRES AND APPROACH TO LOCATION OF TICs.

SN	Name of TIC	Source of information					
		Friends and relatives	Other Tourism Department.	Already known	Adv. And guidebooks	Just passing through the way	Total
1.	2.	3	4	5	6	7	8
1.	Connaught Place – N.Block	--	1	--	3	6	10
2.	Central Reservation office, Baba Kharak Singh Marg, Connaught Place	1	--	--	3	6	10
3.	New Delhi Rly. Station	--	--	--	--	3	3
4.	Old Delhi Rly. Station	--	--	--	--	3	3
5.	R.K. Puram Coffee Home	--	--	1	--	1	2
6.	Dilli Hatt	1	--	2	--	1	4
7	Indra Gandhi International Airport	-	-	1	--	3	4
8	Domestic Airport	-	-	-	-	-	-
9.	NOIDA	--	--	--	--	--	--
10.	I.S.B.T	--	--	--	--	1	1
11.	Bangalore	2	1	1	--	1	5
	Total	4	2	5	6	25	42

From the above table it is clear that most of the visitors came to know about these centres either through their friends or they belong to the same place and familiar with these centres. It is also clear from the above table that most of the visitors were not aware about the addresses or they could not get the help from Advertisement, Guide Books etc. Out of total 42 visitors 25 visitors could contact the TICs only just through passing the way i.e. most of visitors came to know about the centre only by chance. It shows that there is lack of advertisement and indicators at proper places which can help the visitors in locating the TICs.

## 5.5 PURPOSE OF VISIT AND INFORMATION SOUGHT

SN	Name of TIC	Purpose of Journey			
		Sight seeing	Pilgrimage	Conducted tours	Total
1.	2.	3	4	5	6
1.	Connaught Place –N.Block	6	2	2	10
2.	Central Reservation office, Baba Kharak Singh Marg, Cannaught Place	7	1	2	10
3.	New Delhi Rly. Station	2	--	1	3
4.	Old Delhi Rly. Station	2	--	1	3
5.	R.K. Puram Coffee Home	2	--	--	2
6.	Dilli Hatt	3	--	1	4
7.	Indira Gandhi International Airport	4	--	--	4
8.	Domestic Airport	--	--	--	--
9.	NOIDA	--	--	--	--
10.	I.S.B.T	1	--	--	1
11.	Bangalore	3	1	1	5
	Total	30	4	8	42

From the above table it is clear that most of the tourists contacted Information Centres to know about Delhi, sight seeing and to avail conducted tours. Out of 42 visitors, maximum number of visitors i.e. 30 sought the information about sight seeing places in Delhi, boarding and lodging. Some visitors sought the information about package and conducted tours. A few were also interested in collecting tourist literatures, brochures, maps, posters etc.

## 5.6 Centre-wise Conducted tours booked during 1998-99 and previous month of the survey.

SN	Name of TIC	No. of package tours			
		During 1998-99		During previous month of the survey	
		Within Delhi	Outside Delhi	Within Delhi	Outside Delhi
1.	2.	3	4	5	6
1.	Connaught Place –N.Block *				
2.	Central Reservation Office, Baba Kharak Singh Marg Cannaught Place *				
3.	New Delhi Rly. Station	900	705	181	660
4.	Old Delhi Rly. Station	49	17	--	--
5.	R.K. Puram Coffee House	70	78	38	11
6.	Dilli Hatt	91	43	39	03
7.	Indira Gandhi International Airport *				
8.	Domestic Airport	--	--	15	12
9.	NOIDA	10	24	2	3
10.	I.S.B.T Kashmere gate	42	87	07	--
	Outside Delhi				
11.	Bangalore	39	100	--	--
	Total	1201	1054	282	689

\* Information not available

From the table it is clear that the highest number of package tours were booked from Tourist Information Centre situated at New Delhi Railway Station. The Information about two centers situated at N-Block Connaught Place and CRO, Baba Kharak Singh Marg, Connaught Place could not be obtained. However the DTTDC has informed that during 1998-99 a total of 11450 persons availed package tour facility.

### 5.7 Centre/ Category-wise no. of employees working at the time of the survey.

SN	Name of TICs	Categories of employees				
		Astt. Manager	Tourist Counsellor	Asstt. Tourist Counsellor	Attendants & Others	Total
1	2	3	4	5	6	7
1	Connaught Place -N.Block	1	2	--	2	5
2	Central Reservation office, Baba Kharak Singh Marg, Connaught Place	1	1	1	--	3
3	New Delhi Rly. Station	1	--	2	1	4
4	Old Delhi Rly. Station	--	--	1	1	2
5	R.K. Puram Coffee Home	1	--	--	--	1
6	Dilli Haat	--	1	--	--	1
7	Indira Gandhi International Airport	--	3	1	4	8
8	Domestic Airport	2	--	2	2	6
9	Noida	-	--	1	1	2
10	ISBT	--	1	1	--	2
11	Bangalore	--	--	1	--	1
	Total	6	8	10	11	35

From the above table it is clear that mainly four categories of employees are looking after the functions of TICs. Most of the posts are found lying vacant. For example at Dilli Haat against the sanctioned staff of one Assistant Manager, one Asstt. Tourist Counsellor and one Attendant, only one post of Assistant Tourist counsellor is filled up. In so far as Bangalore is concerned, it is found that there is only one sanctioned post of Assistant Tourist Counsellor. In case the incumbent is on leave either the centre would remain closed or arrangements are to be made from the Headquarters at Delhi.

## **VI- MAIN OBSERVATIONS/ FINDINGS**

6.1 All the surveyed centres had tourist literature, with detailed information on restaurants, hotels, transport facility, place of tourist interests, fairs and festivals organised by DTTDC. Guide Book, Delhi Map etc.

6.2 Tourist information Centre is not maintaining any record regarding number of visitors attending the centers. However, centers are maintaining a Register relating to conduct of tours by DTTDC.

6.3 The DTTDC informed that the average number of visitors per centre per day were 250. However, the Evaluation Team by sitting through out the office hours for complete two days at all the Information Centres in Delhi it was found that only at 3 centres the no. of visitors were more than 10. These two centres are situated in Connaught Place area and at the rest of the centers the no. of visitors were 1 to 5. At NOIDA centre, not even a single visitor approached the TIC during the survey period. The detail can be seen under para No-5.1

At Bangalore Centre some tourists obtained the tourist information on telephone. The low flow of tourists at Bangalore was mainly due to lean period (July) for tourism, as stated by the official of the Tourist Information Centre.

6.4 Proper and strategic location of Tourist Information Centres play an important role in their successful functioning and maximum utilisation. Location of TIC at a proper place would certainly attract large number of tourists. Most of the tourists come by train or Bus or by Airways. Hence the Information Centres situated at Railway Station, Bus Station and near Airports are in a better and advantageous position to attract more tourists.

Out of the 11 Tourist Information Centres surveyed, the TIC at ISBT Kashmere gate is not located in a prominent site visible by the tourists arriving by Bus and no Sign Board is there, to easily locate the centre. The visitors attendance at the center situated at (I.N.A) Dilli Haatt. was low. Dilli Haat is a Handicraft market and mostly those who intend to visit this market can get the benefit of this centre. Assistant Tourist Counsellor posted at this centre has also admitted that the objective of opening of the centre is not being fulfilled because the centre closes at 7.00 P.M. whereas the market remains open during 11.00 A.M. to 11.00 P.M.

Our survey team found that the following TICs are not ideally located which are not easily visible /approachable due to lack of proper sign boards.

- (i) TIC at Old Delhi Railway Station
- (ii) TIC at R.K. Puram, Coffee Home
- (iii) TIC at NOIDA
- (iv) TIC at I.S.B.T. Kashmire Gate
- (v) Dilli Haat

Situation of TIC at Old Delhi Railway Station can be improved and more no. of visitors can get benefit if it could be shifted to the near by main exit gate of Railway station and suitably arrow marked at important places at different Flat forms. It was also found that a no. of visitors coming from Old Delhi Railway Station were getting information from CRO Connaught Place, which shows that they were unable to find out the TIC at Old Delhi Railway Station.

Some of the visitors at TIC N-Block Connaught Place complained about the location of the centre and lack of arrow mark and publicity.

6.5 Majority of the Surveyed tourists (42) appreciated the working of the Tourist Information Centres in providing necessary tourist information. However they desired to have more information on some other aspects of tourism like information regarding economy class Hotels /Dharamshalas, and the tourists facilities / spots available in other states also. The need for adequate publicity and proper destination sign was also felt.

## **VII SUGGESTIONS AND RECOMMENDATIONS:-**

7.1 Neither the surveyed Information Centres nor the DTTDC could provide the exact figure of tourists who approached the centres for any period except the number of tourists who availed the conducted tours by DTTDC . It is suggested that all the centers should maintain Tourist Visitor Register for all tourists visiting the centre containing detailed information of tourist such as name, address, purpose of Journey, age, nationality etc.

7.2 A no. of visitors at all the centers felt lack of adequate publicity and display of sign boards etc. about the location of the centres. Hence there is a need for publicity of all these centres with neon sign boards, posters alongwith address, arrows sign and phone number (if installed) so that tourist can contact the centre easily.

7.3 Considering the low inflow of tourist, the centres at R.K. Puram Coffee Home, ISBT Kashmere Gate, Dilli Haat and NOIDA found to be least patronized and may not be continued.

7.4 The location of the centre at old Delhi Railway Station should be shifted to the nearby main exit gate of the Railway Station. Display of neon sign board is required to attract more tourists.

7.5 Many visitors enquire on telephone also. Therefore a telephone at each centre should be provided and the telephone numbers should be displayed on the boards prominently.

7.6 Tourist literature containing tourist spots of other states also and in Regional languages may also be provided to the tourists.

7.7 At present the centres are not providing information regarding, Dharamshalas whereas Dharamshalas are very popular and cheaper in India, specially in North India.

7.8 In a nut-shell it is suggested to close down the following Tourist Information Centres:-

- i) ISBT Kashmere Gate
- ii) Dilli Haat
- iii) R.K.Puram Coffee Home
- iv) NOIDA

The remaining centres should be continued with all infrastructural facilities to ensure optimum utilization. The centres located outside Delhi may also strive to explore the possibility to spread their services to make the centres fully utilized.

The functioning of Information Centres can be improved with proper publicity through print and visual media, sign boards, arrow indicators. Lack of basic infrastructural facilities like telephone, furniture for visitors, maintenance of offices are too, some of the hindrances in the successful working of Tourist Information Centres. Regular entry of all tourists separately for domestic as well as foreign should invariably be made in the Tourist Visitor Register to be maintained by all Tourist Information Centre to build a Data Bank on Tourism in Delhi.

8. The report was discussed in detail in the meeting chaired by Secy(Plg.) on 2.2.2001 with the M.D.&Chief Executive, DTTDC and other concerned officers of DTTDC, Tourism and Planning Department. The following decisions were taken consensuvisely in the light of findings of evaluation study : -

- i) Provision of financial assistance under plan to the extent of 50% of salary for running 6 Information Centres in Delhi as detailed below :

<u>Name of Centre</u>	<u>No. of Shifts</u>
a) IGI Airport	3
b) Domestic Airport	2
c) C.R.O.,B.K.S. Marg, Cannaught Place	2
d) N,Block Cannaught Place	1
e) New Delhi Railway Station	1



- f) Old Delhi Railway Station 1
- i) Immediate closing down the following 5 centres at
  - a) R.K.Puram Coffee Home
  - b) Dilli Haat
  - c) ISBT Kashmere Gate
  - d) NOIDA
  - e) Ahmedabad
- ii) Phasing out the remaining 5 Information Centres located at outside Delhi within one year.

Thus ultimately only 6(six) Tourist Information Centres may remain continued with internal yearly utility assessment.

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**Annexure - I****Questionnaire No. I****Date of Survey**

**GOVERNMENT OF N.C.T. OF DELHI  
PLANNING DEPARTMENT  
 (PLAN EVALUATION CELL)**

**EVALUATION STUDY OF G.I.A. TO TOURIST INFORMATION CENTRES****QUESTIONNAIRE FOR TOURIST INFORMATION CENTRE**

1. Name of the place with complete Address where it is situated. :-----  
:-----  
:-----  
:-----
2. Date of Inspection :-----
3. Name of the informant with designation :-----  
:-----
4. Timing of the centre :a) working days  
-----  
:b) Holidays  
-----
5. Type of accommodation :-----  
Whether rented/owned :-----
6. If rented, the amount of rent Per month :-----

7. No. of persons employed :-

S.No.	Name of employees with designation	Shift	Pay-Scale	Salary P.M.	<u>Remarks</u> Whether regular or daily wages
1.					
2.					
3.					
4.					

8. Whether telephone is available :-----  
 at the centre? If yes, then :-----  
 i) Is it available for visitors : Yes/No  
 :-----  
 ii) If yes, whether on pay- :-----  
 ment or free ?  
 iii) Average bill per month :-----

9. Whether any register is being :-----  
 ,maintained for showing the no. :-----  
 of visitors, visited during :-----  
 a day/fortnight/month/preceding  
 the date of survey  
 i) If no, the reason thereof :-----  
 :-----  
 :-----  
 ii) If yes, whether the :-----  
 purpose of the visitors :-----  
 is being shown in the :-----  
 register  
 iii) Average no. of visitors in :-----  
 a month

10. Type of information is being provided by the centre :-----  
 :-----  
 i) Information regarding tourist places :-----  
 ii) Hotels :-----  
 iii) Dharamshalas :-----  
 iv) Sight scenes :-----  
 v) Others (specify) :-----
11. Mode of information is being provided to the visitors :-----  
 :-----  
 i) Pamphlets : Free/On payment  
 :-----  
 ii) Books : Free/On payment  
 :-----  
 iii) Maps : Free/On payment  
 :-----
12. Whether centre provides package tour to the visitors? : Yes/No  
 :-----
13. If yes, no. of person availed the facility of package tour from this centre.

During 1998-99

During previous month

- i) Within Delhi  
 ii) Outside Delhi
14. Whether infrastructure facilities to the centres are adequate/inadequate :-----  
 :-----  
 i) If inadequate, please Specify :-----
15. The season in which the maximum no. of visitors :-----

visit the centre.

- 16. Are you satisfied with the Objective of opening of this centre :-----  
 :-----  
 i) If not, the reason thereof :-----  
 :-----  
 :-----
- 17. Difficulties, if any :-----  
 :-----
- 18. Suggestions for improvement :-----  
 :-----  
 :-----  
 :-----
- 19. Remarks :-----  
 :-----  
 :-----  
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Signature of the Investigating Officer

Signature of the supervisor

**Annexure II****QUESTIONNAIRE NO.II**

Date of Survey:...

GOVERNMENT OF NCT OF DELHI  
 PLANNING DEPARTMENT  
 (PLAN EVALUATION CELL)

**EVALUATION STUDY OF G.I.A. TO TOURIST INFORMATION CENTRES****QUESTIONNAIRE FOR VISITORS**

- |    |  |   |                         |
|----|--|---|-------------------------|
| 1. | Name of the Centre<br>with address                     | : | -----<br>-----<br>----- |
| 2. | Name of the informant with<br>full residential address | : | -----<br>-----<br>----- |
| 3. | Age of the informant                                   | : | -----                   |
| 4. | Name of the place from where<br>Visitor has come.      | : | -----                   |
| 5. | Nos. of visitors in the group                          | : | -----                   |
| 6. | How this centre came in the<br>Notice to you?          | : | -----<br>-----          |
| 7. | The purpose of visiting the centre                     | : | -----                   |

- 
8. Type of information sought : -----
1. Visiting sites in the city : -----
2. Boarding & lodging : -----
3. Vehicle conveyance for touring : -----
4. Any other : -----
9. Whether he is satisfied with the information rendered by the centre. : -----Yes/No-----
- i. If yes, the quality of service is : --Average/Good/Very Good
- ii. If no, the reason thereof : -----
- 
10. Whether any entry made by him in any register of the centre ? : -----Yes/No-----
- 
- i) If yes, what type of entry he made. : -----
11. Whether you have visited this place earlier? : -----Yes/No-----
12. Whether you enquired from another Centre, the same information in the same city? : -----Yes/No-----
- i) If yes, the reason of asking again. : -----

13. Whether you have taken services from the centre situated in the City from where you have come ? : -----Yes/No-----

14. Are you satisfied from the Information provided by that centre? : -----Yes/No-----

i) If not, the reason thereof : -----  
-----

15. Whether the services rendered by Delhi centre is useful : -----Yes/No-----

i) If yes, upto what extent : -----

ii) If no, the reason thereof : -----

16. Suggestions for improvement, if any. : -----  
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17. Remarks : -----  
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Signature of the Investigating Officer

Signature of the Supervisor