ABSTRACT

Tourism and travel are the results of civilization. Even though travel was the pattern of life for the ancient man, it has become a passion during the exploration period. However, it is the industrial revolution and its consequences that are responsible for modern tourism. In the present century, tourism and travel has emerged as an important business activity. Tourism is recognized as an industrial venture in many of the developing and developed countries. Tourism is concerned with pleasure and arriving to a different place while leaving the normal place of work/residence. The visits are ranging between a day trip and a few days’ (shorter) visits. The tourists while enjoying their holidays develop opinions about tourist places, infrastructures and tourist aid facilities. The status of tourism in Tamil Nadu is in a low profile. Therefore the present work is on the importance of tourism and tourist support system in Tamil Nadu. The tourist support system includes the infrastructural facilities, the travel aids and the personal supports. The analysis in the course of the study provides an in-depth introspection of infrastructure and tourism promotion Tamil Nadu. The study has been designed to include statistical and graphical database creation and analysis. Secondary data on infrastructural facilities had been gathered from various sources and compiled. Extensive survey data from Consulting Engineering Services (I) Pvt. Ltd. (CES) collection had been made for establishment of demand – supply aspects of infrastructure for tourism promotion which leads to Tamil Nadu economical status. The Tamil Nadu enjoys the best infrastructure facilities that any entrepreneur could dream of. The district is facilitated with a major Sea-port with single window clearance, Domestic and International Airport, National and State high ways, broad gauge and meter gauge Railways, excellent communication facilities, power, banking facilities, Industrial Estates, Industrial Complexes and Industrial Parks etc. Tourist spots in Tamil Nadu, says about significance of tourists spots and seasonal arrivals of tourists in Tamil Nadu. Tourist spots in Tamil Nadu has been classified into six themes as Pilgrimage Destinations, Heritage locations and Historic Monuments, Destinations of Scenic Beauty, Forests and Sanctuaries, Tourist Festival Locations, Adventure Destinations, and Leisure Destinations.

Infrastructure and facility for tourism is very important for the tourist also for the state government for promotion of long-term tourist activity depends on preservation of culture and promotion of national and international tourists. In the name of tourism promotion, a large amount of money is spent on the construction of recreational facilities and innumerable Beach Resorts. This seems for people who come from the neighbouring districts also outside districts/nation, it is not detrimental in the long run. This has a considerable influence on the psyche of the society because it tends to be pro-western and caters only to a small section of the society. To conclude, it can be suggested that the existing Tourist spots could be developed and culturally, infrastructure and facility enhanced, so that people not only from the state and nation, but also from abroad think of Tamil Nadu as a Tourist destination.

Key Words: Tourism, Tourist spots, Infrastructure, Tourism Promotion, Modern Tourism.
INTRODUCTION

The supply of tourism services is characterized primarily by the movement of consumers – i.e. the consumer coming to the supplier, rather than the opposite as is the case with many other services. Tourism is composed of a significant number of service sectors, such as –

- Hotels, restaurants, resorts, and other tourists complexes providing accommodation and/or catering and food facilities to tourists;
- Travel agencies, tour operators and tourist transport operators;
- Units providing facilities for cultural, adventure and wildlife experiences to tourists;
- Surface, water and air transport facilities for tourists;
- Leisure, entertainment, amusement, sports and health units for tourists; and,
- Convention/ seminar units and organizations.

Tourism is a highly perishable commodity, in the sense that unsold airline seats, hotel rooms, etc have no residual value. The industry is highly infrastructure dependent, and relies upon various transport services to deliver clients. Immigration and entry/exit control regulations have a direct influence on the supply on international tourism services. Important challenges facing the industry include environmental and infrastructure problems, as well as rapid technological change.

Adequate infrastructure must be provided and sufficiently maintained\(^1\) so as to support any intended tourism activities, both for domestic and international tourism. This includes airport facility, port facility, road system, and telecommunication, water supply, electric power facility, and, sewage treatment facility.

As regards actual tourism facilities, adequate consideration needs be given to lodging and food, as well as local transportation. In spite of having tremendous potential, the hotel and tourism industry has been faced with several constraints as under –

- Exorbitant prices for land, particularly Chennai;
- Lengthy and difficult land acquisition process;
- Innumerable government regulations for procuring clearances and heavy burden of government taxes;
- High project cost and long gestation periods;
- Frequent rise in operational costs due to hike in rates and taxes;
- High and fluctuating room tariff which is not affordable to growing middle class tourist;
- Inadequate infrastructure like roads, water, electricity and transport at some tourist destinations; and,
- Increasing pollution arising out of tourism.

Of the above factors, the cost of land has become a highly prohibitive factor. The construction and operation of hotels, therefore, becomes highly capital intensive. Acquisition of land is a difficult task too, due to complicated land acquisition laws.

As regards room tariffs, high land cost and heavy burden of government taxes make the hotel industry a costly affair. It may also force new projects to charge substantially higher tariffs compared to the existing ones. For high cost of rooms and taxes, the middle class people are unable to stay in such hotels. Higher room tariffs
coupled with high taxes only repel tourists/ customers. There is no fixed and/or approved tariff structure in hotels other than star hotels.

Inadequacy in tourism infrastructure is also responsible for dampening the growth of hotel industry. Therefore, creation of adequate infrastructure for hotel and tourism will be more meaningful only if minimum basic amenities and infrastructure such as roads, electricity, water, airports, etc – which foreign tourists take for granted, are provided on an improved quality basis.

For the tourist facilities in Tamil Nadu are moderately priced, the average spending by a foreign and domestic tourist is less in Tamil Nadu as compared to some other northern states. Therefore, it will be prudent to provide quality infrastructure, additional facilities, and services of high standard to increase level of spending. The basic amenities and facilities at heritage centres are to be provided adequately and to the taste of foreign visitors. Table 5.1a gives a ready picture of the different infrastructure at various centres across the state.

**Carrying Capacity**

**Accommodation**

There was a shortage of 11.07 lakh housing units in urban areas of Tamil Nadu, as detailed out in the IX 5-Year Plan (1997-2002) of the state. The maximum shortage was for Economically Weaker Sections (EWS), followed by Middle Income Group (MIG), Lower Income Group (LIG), and High Income Group (HIG). This is graphically shown in Fig 1. Accordingly, the Plan envisaged a total housing requirement in the state as 29.68 lakh, of which 11.07 lakh was for urban and 18.61 lakh for rural Tamil Nadu (Fig 2).

According to the market survey carried out by the CES, the average occupancy of 60% from decent hotels could cater to 7.90 lakh foreign tourists and 230 lakh domestic tourists in the year 2000. If the occupancy of the existing infrastructure is optimised to 90%, it is found out that additional arrivals of up to Rs. 120 lakh can be accommodated.

**Urban Housing Shortage**

Although there is a good number of budget hotels at all the prominent tourist destinations in the state suiting mostly to the middle class tourists, it is however discovered that the foreign tourists are mostly looking for star hotels (2 star, 3 star, and 4 star) that need be developed. The average length of stay of a tourist in Tamil Nadu has been found as approximately 9 days.

TTDC, incorporated in the year 1971, with two coaches and five tourist bungalows, now has 54 hotels in South India. The fleet strength has increased to 27 coaches and besides hotels, it offers youth hostels, boat houses, restaurants, telescope houses, and petrol pumps to the tourists.
An inventory of TTDC owned hotels/units which are in good health and running profitably (2000-01) is given in Table 5.0a. There are some hotels/units which have not done well during the year 2000-01. These are given in Table 5.

Table 1: Profit making Properties of TTDC (Rs. lakh)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Region of Location</th>
<th>Hotel/Units</th>
<th>Turn Over</th>
<th>Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Chennai</td>
<td>BRC Mamallapuram</td>
<td>108.62</td>
<td>12.21</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CS Mamallapuram</td>
<td>24.31</td>
<td>1.98</td>
</tr>
<tr>
<td></td>
<td></td>
<td>YH Chennai 3</td>
<td>43.93</td>
<td>6.45</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HTN Tanjore</td>
<td>56.55</td>
<td>8.83</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HTN Kancheepuram</td>
<td>15.73</td>
<td>1.98</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SB, Vandalur</td>
<td>44.06</td>
<td>21.73</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Boat House, Muttukadu</td>
<td>18.79</td>
<td>2.51</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SB, New Delhi</td>
<td>546.05</td>
<td>9.31</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TSC Mamallapuram</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Madurai</td>
<td>HTN Kodaikanal</td>
<td>124.09</td>
<td>7.72</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BH Kodaikanal</td>
<td>29.55</td>
<td>20.52</td>
</tr>
<tr>
<td>3</td>
<td>Tirunelveli</td>
<td>HTN Rameswaram</td>
<td>85.77</td>
<td>14.11</td>
</tr>
<tr>
<td></td>
<td></td>
<td>THN Kanyakumari</td>
<td>85.42</td>
<td>3.33</td>
</tr>
<tr>
<td>4</td>
<td>Uthagai</td>
<td>HTN Tiruchendur</td>
<td>44.02</td>
<td>3.52</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HTN Yercaud</td>
<td>98.83</td>
<td>25.20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HTN Hogenakkal</td>
<td>38.05</td>
<td>6.20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Krishnagiri</td>
<td>56.16</td>
<td>4.82</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hosur</td>
<td>53.34</td>
<td>3.82</td>
</tr>
<tr>
<td></td>
<td></td>
<td>YH Uthagai</td>
<td>60.40</td>
<td>9.13</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BH Uthagai</td>
<td>290.74</td>
<td>153.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BH Pykara</td>
<td>24.45</td>
<td>14.27</td>
</tr>
<tr>
<td>5</td>
<td>Tiruchirapally</td>
<td>HTN Thanjavur</td>
<td>62.99</td>
<td>2.28</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Prichavaram</td>
<td>16.14</td>
<td>3.91</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ulunderpet</td>
<td>52.48</td>
<td>6.73</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kumbakonam</td>
<td>11.13</td>
<td>0.27</td>
</tr>
</tbody>
</table>

Source: Department of Tourism, Government of Tamil Nadu.

It is proposed to franchise most of the TTDC hotels and 7 restaurants. The Government has already approved the franchising of 19 hotel units. These are located at Mandapam, Sriperumbudur, Vaigai Dam, Virudunagar, Kothagiri, Coonoor, Mettupalayam, Mettur Dam, Sathanur Dam, Namakkal, Tirukuzhukundram, Uthirakosamangai, Kodai Road, Vedanthangal, Ranipet, Tirunelveli, Sattur, Pudukottai, and, Gudalur. At present 10 hotels – Sriperumbudur, Pudukkottai, Ranipet, Tirunelveli, Coonoor, Mettupalayam, Kotagiri, Mettur Dam, Virudunagar, and, Sattanur Dam – are being operated by the private hoteliers under franchise agreement. An effort should be made to let/lease out the loss-making units discussed in Table 2 immediately.

Table 2: Loss making Properties of TTDC (in lakh)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Region of Location</th>
<th>Hotel/Units</th>
<th>Turn Over</th>
<th>Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Chennai</td>
<td>Ranipet</td>
<td>12.50</td>
<td>1.79</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Melmaruvathur</td>
<td>27.80</td>
<td>0.06</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tiruthani</td>
<td>18.07</td>
<td>0.55</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Drive-in-restaurant</td>
<td>38.72</td>
<td>6.22</td>
</tr>
</tbody>
</table>

http://www.ijoar.org
The youth hostels constructed by the TTDC at major tourist destinations have the facility of dormitory accommodation for the convenience of budget tourists. Paying guest accommodation is currently not available but stands a good potential and acceptability in the state. Dormitory type accommodations are too few and far between. More such accommodations need developed.

### Travel and Transport

Tamil Nadu ranks second in terms of transport network. The state utilises all the three modes of major transporting facilities in an effective manner. The state is well connected globally by means of international seaports and airports (Map 5.1).

#### Airways

Chennai’s Meenambakkam airport, 12 km from the city centre, receives both domestic and international flights. The Kamaraj Domestic terminal and the Anna International terminal, both at Meenambakkam, offer quality facilities. Chennai airport is connected with 15 countries with more than 60 direct flights every week.

The presence of an international airport at Chennai and domestic airports at Chennai, Salem, Trichy, Coimbatore, Madurai, Neyveli, and Tuticorin make several parts of the state easily accessible. Increased industrial activity has given rise to an increase in passenger traffic as well as freight movement, which has been growing at over 18% per year.

1. **Chennai**

   Kamaraj National and Anna International Airport are situated at Tirusulam about 17 km from city. The two terminals are in extensive usage and are busy terminals. The Chennai airport is a well maintained airport.

2. **Coimbatore**

   Coimbatore has an airport. The airport is essentially used for domestic flights between important cities in the country.

3. **Madurai**

   Madurai has a domestic airport, 6 km from the main city. There are connecting flights to Chennai, Bangalore, Kochi and Trichy.

4. **Thiruchirappalli**
Trichy has an airport, 5 km from the city. It is operational for domestic flights. Indian Airlines connects Trichy with Chennai, Sharjah, Kuwait and Colombo.

**Railways**

Headquartered at Chennai, the Southern Railway’s present network extends over a large area of southern part of Indian peninsula, covering the states of Tamil Nadu, Kerala, Pondicherry, a major portion of Karnataka and a small portion of Andhra Pradesh.

Tamil Nadu has a total railway track length of 6,693 km and there are 690 railway stations in the state. Main rail junctions in the state include Chennai, Madurai, Trichy, Salem, Coimbatore, etc.

In Chennai, the Central Railway Station is 5 km from the city centre and trains from almost all cities of India halt here. Broad gauge train services link the city with New Delhi, Mumbai, Kolkata, Kochi, Thiruvananthapuram, Hyderabad, Bangalore, Coimbatore, Lucknow, Guwahati and other important cities. The metre gauge train services cater to the south of Chennai, including Madurai, Rameshwaram, Tirunelveli and Tuticorin. The railhead for metre gauge services is situated at the Egmore station.

**Roadways**

The length of total road network in Tamil Nadu, taking together both surfaced and unsurfaced roads, is nearly 1.82 lakh km (Table 5.1a). This is depicted in Fig 3. The break-up of different categories (National Highway, State Highway, Major District Roads, Other District Roads, Sugarcane Roads, Local Body and Other category Roads, and lastly, Forest Roads) of roads is shown in Fig4. The state highways department had envisaged a target of 18207 km road length in 2001 comprising of NH, SH, and MDR against which the achievements were 17911 km, meaning thereby there stood a gap/ shortfall of 296 km road length. The details are shown graphically in Fig 5.

**Roads and Road lengths**

![Details of Roads in Tamil Nadu](source)

**Targets and Achievements in 2001**

![Targets and Achievements in 2001](source)
Private bus operators link the important cities whereas the government buses ply the entire south. The inter-state buses run by State Express Transport Corporation connects Chennai with Karnataka, Kerala and Andhra Pradesh.

**Sea Ports**

The state has two major all-weather ports at Chennai and Tuticorin. Besides this, there are two intermediate ports located at Cuddalore and Nagapattinam. There are as many as eight minor ports at Colachel, Ennore, Kanyakumari, Pamban, PY-3 Oil Field, Rameshwaram, Thiruddadaiyur, and Valinokham – all of which are capable of handling over 32 million metric tonnes of cargo annually. Tamil Nadu has a long sea coast between Chennai and Kanyakumari. There exists good scope of taking up the development of East Coast Region (ECR) from Chennai and Kanyakumari via Mamallapuram, Pondicherry, Karaikal, Nagapattinam, Rameshwaram, and Tiruchendur. People, tourists included, can be expected to travel between different destinations on the beach stretch. To begin with, short-distance cruise/ ferry services can be operated between the following destinations:

- Chennai – Mamallapuram
- Chennai – Pondicherry
- Karaikal – Nagapattinam
- Tiruchendur – Kanyakumari
- Kanyakumari – Kovalam in Kerala

The current ferry service at Kanyakumari can also be run longer between the current place of origin to Kanyakumari temple via Thiruvallavur Statue and VMR.

**Other Infrastructure**

**Education**

There is sufficiently good number of educational institutions in Tamil Nadu (*Table 5.1a*). As per the results of Sixth All India Educational Survey, conducted in 1993-94, all schools can be categorized depending upon the area, level of education and management. It is found that most number of schools is operated and maintained by the local bodies, be it in rural or in urban areas. This is followed by schools runs by private parties with aid from different sources. Quite a few schools are run by the government. There are some schools that are run unaided by the private parties. (*Table*)

**Health Facilities**

The Nilgiris district is supposed to be having the best ratio as regards number of people per bed (909 persons/ bed) as against 3987 ppb for Kancheepuram, 3749 ppb for Madurai, 3293 ppb for Salem and so on. As far as population per doctor ratio is concerned, The Nilgiris district again has the best ratio of 9861 persons/ doctor, and again ancheepuram figures as the worst (36352 ppd). *Fig6* shows the details.
Population, Beds and Doctors Ratio

![Graph of Population, Beds and Doctors Ratio]

Source: Policy Note on Medical and Public Health, 1999-2000

Energy

The energy scenario in Tamil Nadu has shown continuous improvement, in terms of installed capacity, generation, purchases and per capita consumption, ever since 1990. The installed capacity has improved from 5744 MW in 1990-91 to 7596 MW in 1998-99. Its generation has improved from 13219 MU in 1990-91 to 22095 MU in 1998-99. The purchases have improved from 7574 MU to 13031 MU during the corresponding years. It is interesting to note that the per capita consumption of energy has gone up from 332 KWH to 452 KWH between these years (Fig 7).

![Graph of Energy Scenario]


Communication

There is a good number of communication facilities in Tamil Nadu. This include the following (as shown in Fig 8):

- Post Offices doing postal business alone
- Post Offices doing Post and Telegraph business
- Telegraph Offices
- Telecom Centres

*Post and Telegraph offices-1999-2000*

![Graph of Post and Telegraph offices]

Source: Chief Post Master General, Chennai.
Chief General Manager Telecom, Chennai.
Banks

There is an even distribution of commercial banks in all districts across Tamil Nadu. A total of 4707 banks are operating in the state, comprising of 1872 branches in rural areas, 1216 in suburban areas, 900 in urban centres, and 719 in metropolitan area (Fig.9).

Commercial Banks

Water Supply

The status of rural water supply in the state is such that almost 75% of rural populace is fully covered, i.e. habitants are provided with national norms of 40 lpcd of supply, and the remaining 25% populace is partially covered, i.e. habitants are supplied water less than 40 lpcd (Fig.10)

Status of Water supply

Quality of Service

A qualitative statement, based on market studies (primary surveys), as regards the availability of different infrastructure and the level/ quality of their service has been compiled in the form of tables (Tables 5.2, 5.3, and 5.4). The discussion in the foregoing section is based on this qualitative statement.

The bottlenecks at the state level have been identified as – lack of accommodation (51%), water supply and sanitation (46%), poor connectivity (43%),
power supply (37%), lack of life garbage disposal (30%), lack of travel booking (16%), and insecurity (8.3%) — in that order, as depicted in Fig 4.9.

**Accommodation**

The various kinds of accommodation facilities in the state have been analysed. The categories identified for this purpose are — star hotels, budget hotels, heritage hotels, paying guest accommodation, and dormitories.

The market survey indicates that there is a shortage of accommodation, particularly the budget hotels, paying guest accommodation, and dormitories during the tourist season across the state. Nevertheless, budget hotels are the maximum in number at all places of tourist interest in the state. Most of the budget hotels are lying vacant and waiting for a customer, on reduced tariff, for major part of the year. Even though the tariff goes up with the onset of the tourist season, most of them find market with the outburst of tourists. The number of tourists is larger than can be accommodated in these hotels in several tourist destinations particularly at Kanyakumari and Ooty.

The following Figs 11 – 15 graphically show the condition of accommodation at different tourist destinations — pilgrim-, scenic beauty-, heritage-, adventure-, and leisure destinations.

**Condition of Accommodation at Pilgrim Destinations**

![Fig 11](image)

*Fig.11* demonstrates the absence of heritage hotels, paying guest accommodations, and dormitories at pilgrim destinations; the budget hotels are available at all the surveyed locations; the star category hotels are absent from a few locations. The situation as regards the heritage hotels, paying guest accommodations, and dormitories in destinations of scenic beauty (*Fig 12*), heritage (*Fig 13*), adventure (*Fig 14*), and leisure (*Fig 15*), is similar to that of pilgrim destinations.

**Condition of Accommodation at Destinations of Scenic Beauty**

**Condition of Accommodation at Heritage Destinations**
Travel and Transport

The travel and transport situation (condition) at tourist destinations across the state, as per the market survey, is graphically depicted in Figs16 – 20. Among the pilgrim destinations (Fig 16), only Madurai and Trichy have an airport catering to domestic requirements. All destinations do have a broad gauge railway facility. As regards the government bus stand, those at Chidambaram, Madurai, and Trichy appear to be congested; the rest are spacious. Kancheepuram and Srirangam, quite like other pilgrim destinations do offer a chartered bus service to tourists but the frequency is less. Among the pilgrim destinations, only Rameshwaram has a port.

Among the destinations of scenic beauty (Fig 17), Coimbatore has a domestic airport. Broad gauge railway facility is available at all locations. The government bus stand is congested at Coimbatore, Coonoor, Kodaikanal, and Tuticorin whereas it is spacious at Kanyakumari, and Point Calimere. Although the chartered bus service is available at all locations of scenic beauty, the service is frequent at Coimbatore, Kanyakumari, and Kodaikanal; Coonoor, Point Calimere and Tuticorin have less frequent service. Kanyakumari is perhaps the only location offering ferry service to tourists to visit VRM and Tiruvalluvar memorial. Tuticorin has a port.
Among the locations of heritage and historical monuments (Fig 18), only Chennai has a well-maintained international airport. All locations are connected with a broad gauge railway line. The government bus stands at Gingee and Vellore are spacious where the Chennai bus stand appears to be crowded and congested. Although the chartered bus service is available at all locations; it is frequent at Chennai and Mamallapuram; Gingee, Poompuhar, and Vellore have less frequency. Waterways and ferry service is not available at any places other than Chennai that has a port.

**Condition of Transport Infrastructure at Destination for Adventure Tourism**

As discussed in locations of heritage and historical monuments, Chennai, which appears here too (Fig 19), has an airport catering to international demand and requirement. Ooty has a meter gauge rail connectivity; the others are connected by a broad gauge facility. Except for Chennai, all other locations have a spacious bus stand owned by the government. Yercaud has fewer chartered buses as compared to other stations which have a frequent service. Chennai is the only port.

**Condition of Transport Infrastructure Leisure Destinations**

Among the places offering leisure facilities, Coimbatore and Salem posses a domestic airport, apart from the international airport at Chennai (Fig 20). Coonoor and Ooty have a meter gauge rail connectivity. Ooty and Salem have a spacious bus stand, unlike Chennai, Coimbatore, Coonoor and Codaikanal. All stations offer a frequent chartered bus service to the tourists.

**Other Infrastructure**

The infrastructure such as water supply, sewerage and drainage, post & telegraph, telecommunication, and banks are covered in this section. Figs 21 –.25 graphically depict the quality of service of the infrastructure.

**Condition of Infrastructure at Pilgrim Destinations**
All the pilgrim destinations enlisted above (Fig. 21) are well connected by road etc. the levels of service and satisfaction, however vary between them. Where most locations have a satisfactory level/ quality of service, Kancheepuram, as suggested by the results of the market survey conducted by the CES, has less satisfactory road and transport. This is primarily because the roads are narrow and the surface in and around Kancheepuram, poor. As regards water supply among pilgrim destinations, only Rameshwaram has a shortage of potable water. Sewerage and drainage conditions at Rameshwaram and Trichy are less than satisfactory. There is no problem on account of telecommunication system, post and telegraph, and banking.

**Condition of Infrastructure at Destinations of Scenic Beauty**

Among the destinations of scenic beauty (Fig. 22), Coonoor, Kanyakumari, and Tuticorin have a less satisfactory road and transport facilities compared to other locations such as Coimbatore, Kodaikanal, and Point Calimere. Also Kanyakumari is faced with acute shortage of drinking water which is brought from a location 15 km away, and supplied through a tanker. The quantity of the supply seems insufficient and there is an urgent need for a more frequent and reliable water supply. Sewerage and drainage conditions at Coonoor, Kanyakumari and Tuticorin are less than satisfactory. The places are less than maintained and there are dumps at several road intersections. The scene on other infrastructure fronts appears satisfactory.

**Condition of Infrastructure at Heritage Destinations**

Poompuhar and Vellore are said to be having less than satisfactory road and transport facility (Fig 22). Sewerage and drainage at Chennai and Poompuhar requires
more maintenance. Although Chennai is better than several other important cities in the state, there are certain areas that require more maintenance. Other infrastructure at destinations of heritage and historic monuments is satisfactory.

**Condition of Infrastructure at Destinations for Adventure Tourism**

Among adventure destinations (Fig 24), only Ooty seems to be having constraints in terms of roads and transport sector. Some roads are narrow and the traffic load/pressure is more, particularly during the peak season.

**Condition of Infrastructure at Destinations for Leisure Tourism**

There are constraints in roads and transport sector in leisure destinations (Fig.25) such as Coonor, Ooty and Sathanur Dam. Other constraints faced by these destinations, as also by Chennai, are in terms of sewerage and drainage. The scene in other spheres is pretty satisfactory.

**REFERENCE**

**BIBLIOGRAPHY:**