

GUIDELINES ON UPGRADATION OF
TOURISM INFRASTRUCTURE IN ASSAM

Development of tourism infrastructure at tourism destinations could create a critical mass for achieving its targeted objectives and other socio-economic benefits to the society. With the aim of upgrading Existing Tourist Infrastructure for transforming tourism infrastructure of the State to a world class standard, the Tourism Department, Government of Assam has a voluntary Scheme for Up-gradation of Existing Tourism Infrastructure within the State of Assam.

GENERAL GUIDELINES FOR THE UPGRADATION
OF EXISTING TOURIST INFRASTRUCTURE

The Department of Tourism, Government of Assam, has developed various infrastructural facilities for promotion of tourism throughout the State. The development of these facilities has been carried out with the financial help from both the central/ state government. Though the status of most of the existing facilities is satisfactory, however they are to be upgraded and enhanced on various fronts.

The facilities provided by the department are:

1. Wayside amenities
2. Tourist Lodges
3. Restaurants

The wayside amenities and tourist lodges have very little differences amongst each other and hence require distinct clarity. It is necessary to distinctly clarify these facilities and to identify their necessities and role in the tourism sector. Feasibility studies for necessity of the infrastructure development seem to be inadequately done. Hence, guidelines have been formulated so that the facilities can be upgraded according to them. These will also help in the development of the new facilities.

The existing facilities that need to be upgraded are:

1. **Structural upgradation:** Most of the structures are RCC framed and due to heavy rainfall and humid conditions, the structure needs rectification in the following areas:
 - Anti - termite treatment for plinth.
 - Waterproofing for plinth areas (damp proofing).
 - Waterproof plastering for external walls.
 - Leakage rectification of window/ chajja repair.
 - Repair and waterproofing of overhead tanks.
2. **Toilet Renovation:** Common toilets for dormitories/ public toilets and toilets in rooms, need upgradation in the following areas:
 - Non- leaking taps.
 - Hot water supply for showers & washbasins.
 - Easy to maintain buckets, mugs, toilet paper holders, soap cases, etc. to be provided.
 - Sanitary fixture in working condition.
 - Layout and internal design should be kept in mind for tourists who are handicapped and provision for the same should be made available.

3. **Plumbing and sanitation:** The water supply and drainage for the tourist facilities should have:
 - All drainage pipes to be laid in proper slope
 - All drainage pipes should be connected to septic tanks, in working conditions.
 - Location of septic tank and soak pit should be decided as per slopes available.
 - Plantation to be carried out near soak pit areas.
 - Accumulation or stagnation of water to be avoided anywhere in the campus
 - Surface water drainage should be planned properly.

4. **Electrification:** The electric supply at the tourist units should have the following improvements in the units:
 - User friendly location of switches specially for the handicapped.
 - Proper necessary illumination of outdoor areas.
 - Proper planning and redesign of the layout.
 - Ensure proper conservation of energy.
 - Stand by generator sets.
 - Alternate / complementary solar system.

5. **Door & Window:** Security is a major concern and hence the doors and windows need to be maintained properly:
 - There should be proper alignment of the door and window frames with the walls and sealing of joints.
 - All fittings and fixtures should be of standardized design & in working condition.
 - Shutters should be in good condition and should be polished or painted.
 - The proportion of the key and the key chain should be user friendly.
 - All windows should have clean curtains with standard rods/ pelmets.
 - The balcony doors should open out towards the balcony.
 - The glass of the ventilators should be one-way vision only.

6. **Flooring:** The floors of the rooms should be polished/ cleaned as per tourist traffic.
 - Reception lobbies and dining areas should be preferably polished stone flooring.
 - Kitchen floor should be of ceramic tiles and the kitchen should be maintained properly.
 - Individual rooms and dormitories should have marble mosaic, stone which can be maintained effortlessly.
 - Use of wall to wall carpets should be done away because our climatic condition are not conducive for the use of carpets.

7. **Plastering & painting:** The external surfaces should be properly treated and maintained for a longer life of the structure.
 - Waterproof plastering to be done.
 - Waterproof cement painting should be done for external surfaces.

8. **Interior Design:** The interiors should be planned for maximum wear and tear and for minimum maintenance.
 - The upholstery should be simple.
 - Undue ornamentations should be avoided.
 - Stress should be on maintaining cleanliness.
 - Light fixtures to be of simple design and maintenance free.
 - Built-in furniture to be preferred wherever possible.

- Various fittings and fixtures to be of standard design and make.
- The style of interiors should have local influence.

9. Environmental measures: Various environmental measures should be incorporated within their existing set-up of the tourist facilities. These could be the following:

- Use of solar energy water heating systems.
- Provision of rain water harvesting.
- Recycling and use of waste water for gardening.
- Developing a kitchen garden.
- Use of solar lights for outdoor areas .
- Avoid plastic and use cloth / jute bags etc.
- Use of recycled handmade paper in stationery.

WAYSIDE AMENITIES AND TOURIST LODGES:

10. Surrounding areas: The surrounding areas should be well maintained by proper landscaping and the following should be developed for the use of people:

- Parking areas to be well demarcated and visually screened with plantations.
- Outdoor dining areas to be well developed and maintained.
- Gardens to be well landscaped and maintained especially for the use of children.
- Outdoor activities should be encouraged
- Television rooms, video corner, kids corner etc should be encouraged.
- Jogging tracks, yoga grounds, meditation areas should be provided in natural ambience without any built structures.

11. Recreation activities: Various recreational facilities should be provided to the tourists:

- Cultural programmes in association with cultural department/local groups can be arranged.
- Local food festivals could be arranged.
- A small workshop in local handicrafts can be arranged, especially during peak seasons.

12. Communication facilities: In order to enable the tourists to have communication to the outside world the following facilities should be provided:

- Each lodge should have a PCO / STD / ISD facility.
- Internet/ wi –fi facilities should also be available.
- The contacts of local medical facilities, chemists, courier should be made available when required.

13. Management upgradation:

One of the major factors that need upgradation is the local staff. It will cover the following aspects:

- Short term training programmes.
- Strict adherence to rules and regulations.
- Dress code for staff - Managerial/attendants/ service etc.

14. Staff Accommodation: Staff accommodation should be provided near the facility

- Staying of staff in the rooms should be discouraged.
- The accommodation facilities of staff should be near the service area away from the public places.
- The accommodation of the care taker/ Manager should be near the reception area so that he can provide services to the tourists.

GENERAL GUIDELINES FOR THE DEVELOPMENT OF TOURIST INFRASTRUCTURE

The infrastructure facilities created does not follow any procedure for its development. Hence most of the existing structures do not follow any strong identity or links amongst themselves. **Assam falls under the high seismic zone and it is pertinent to take structural and architectural precautions in order to make the structures earthquake resistant.**

The guidelines / procedures for development of the various facilities provided by the department are categorized as under:

1. Definition.
2. Role of various tourist facilities.
3. Feasibility study guidelines.
4. Site selection criteria.
5. Brief for design.
6. Guidelines for architectural design.
7. Guidelines for construction methods.
8. Guidelines for Interior design and execution.
9. Guidelines for Landscaping and signage.
10. Guidelines for Environmental design

A. WAYSIDE AMENITIES:

1. **Definition:** Amenities with minimal facility located en-route to any major tours or tourist destination, providing basic toilet facilities, eating, information counter/ kiosk providing important destinations, Phone booth.

2. **Role:** Most of the destination of Assam is done through road due to its improved connectivity. Wayside amenities have become an important facility today, especially when road transport has become much faster. They have replaced motels which are preferred in undeveloped terrains, where various services are not generally available.

3. **Feasibility study Guidelines:** Before developing infrastructural facilities in any destination, a detailed project feasibility report should be under taken with the following factors:

- An indepth study of the inflow of tourist traffic for the past 3 years in order to justify the development of infrastructure to be provided.
- Study of accommodation facilities available in the vicinity and their quality of service.
- A study of the frequent travelers to determine their income group so that the infrastructural facilities are not over - priced.
- A study to determine the communication systems available
- A study to determine the number of bed capacity required in order to avoid overcrowding.
- A preparation of the design of the infrastructure.
- An estimate of construction budget and running costs for first 5 years.
- An estimate of staff requirements and their remuneration.
- Revenue generation and breaking even points
- Strategy for privatization.

- Incentives for private investment if development is not feasible.
4. **Site selection criteria:** For selection of sites for wayside amenities of tourist destinations.
- The site should be located in a state highway connecting two or more destinations.
 - It should preferably be on the major road and easily accessible.
 - There should no other resting facility available at nearby distance.
 - Basic facilities such as water and electricity should be available.
 - The site should be aesthetically pleasing.
 - The site could be at an undeveloped village.
5. **Design:** The wayside amenities should be designed with the following brief:
- Toilet facilities for both men and women catering for a 40 persons busload. The toilets should have urinals, western bathrooms, washbasin with mirrors and dry areas for changing.
 - Provision for Solar water heating systems for toilets as well as kitchens.
 - Drinking water fountains fitted with purifiers. The water fountains should be designed in such a manner so that the use of cups and glasses could be avoided.
 - There should be adequate numbers of dustbins/ garbage cans near the toilets and the drinking water fountains.
 - A fast food counter serving snacks and beverages & dining.
 - A counter for selling dry / packaged foods products, packaged water bottles, cold drinks etc.
 - Two twin bedded non A.C rooms with attached toilets having minimal furniture and clean linen.
 - One 6 bedded non A.C dormitory without an attached toilet with minimal furniture.
 - Pay phone booth having PCO, STD & ISD facility.
 - First aid facilities.
 - Small residential quarters for Manager and accommodation for the staff.
6. **Guidelines for architectural design:**
- The architectural character should be in harmony with the local architectural style.
 - Layout design should provide for enough parking space, separate wheel chair access, service entry etc.
 - The planning should be climate specific and designed accordingly for best human comfort without mechanical means.
 - The structure should be maximum G+1 storey high.

- The use of terraced roof should be done away with and if necessary utmost care should be taken for it's waterproofing.
- Location of overhead tanks should be considered while planning the design layout and should be incorporated accordingly.
- Various ancillary designs such as solar water heater, their functional requirements should be planned in its inception.
- There should be sufficient doors and windows for cross ventilation. The doors and windows should be planned in such a manner so as to get protection from the rain.
- Layout and design of toilets should be of international standard and special attention should be paid about its durability and low maintenance.
- Waterproofing and drainage should be planned in a proper manner depending upon the existing land gradient.
- The septic tank and the soak pit should be located away from the bore well.
- The use of local material should be planned and designed at the onset.
- The painting should be in harmony with the character of the building and the site.

7. General Guidelines for construction technology / methods

- If the site conditions demand a stilted structure an RCC framed structure should be planned accordingly.
- All foundation pits and plinths to be given neem anti-termite treatment.
- The external walls should be one brick thick masonry upto 1.0m height above plinth or alternatively totally in brick. In case of parapet walls, the above space should be in bamboo mat partitions.
- Internal toilet walls should be in half brick thick masonry .
- All masonry work to have 18mm thick external sand faced plaster and 12mm thick neroo plaster.
- The unit should be painted in waterproof cement paint.

8. Guidelines for Interior design

- Plan the interiors of the structure during architectural stage.
- The furniture for rooms and dormitories to be of preferably built in types.
- Furniture for reception area and dining could be moveable type. The furniture could be in bamboo or cane reflecting local craftsmanship of the state.
- The materials used should be durable and low maintenance cost.
- Conceptually the interiors could be based on local materials, textiles and handicrafts showcasing the rich culture of Assam.

9. Guidelines for Landscaping and signage

- The tourist facility development should be undertaken as an integrated work of built and non – built area.
- Screening plantation to be provided along road and parking areas.

27.5.14.

- Preference to be given to indigenous plantation
- Landscaping should be as per existing land gradient. Major land works and shifting of soil should be avoided
- Plantation should be carried out to make optimum use of sunlight etc.

10. **Guidelines for Environmental design**

- Orientation of the layout should optimize use of sunlight and wind direction.
- Solar passive features should be planned to allow maximum sunlight while minimizing adverse thermal effects.
- Windows / ventilators and shading devices should be planned in order to minimize mechanic ventilation.
- Rain water harvesting method could be adopted.
- The waste water from kitchen and toilets should be utilized for the purpose of gardening.
- Eco friendly building materials should be preferred.

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(V. S. Bhaskar, IAS)

Principal Secretary to the Govt. of Assam

Tourism Department

Memo TSM.58/2011/ 139-146

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Dated Dispur the 26th May, 2014

Copy to:

1. The Principal Secretary to Hon'ble Chief Minister, Assam, Dispur
2. P.S. to Hon'ble Minister, Tourism, Assam
3. P.S. to Principal Secretary, Tourism, Dispur, Guwahati-06
4. The Secretary, Tourism, Assam, Dispur, Guwahati-06
5. The Director, Directorate of Tourism, Assam. He is requested to issue the same to all concerned.
- ✓ 6. The Managing Director, ATDC Ltd., Paltan Bazar, Guwahati-08
7. The Director, Directorate of Printing & Stationery, Bamunimaidam, Guwahati-21 with a request to publish in the next issue of Assam Gazette.

By order etc.

Deputy Secretary to the Govt. of Assam

Tourism Department