

Study Of Basic Amenities in Tourist Places

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Abstract—The study focuses on the basic amenities available at tourist destinations, as well as their effects on planning and visitor experience. Additionally, the study considers aspects related to facility management, including maintenance and cleanliness. Key problems include lack of basic facilities, inadequate maintenance, and poor accessibility.

Index Terms—Accessibility, Basic Amenities, Drinking Water Supply, Parking Management, Sanitation Facilities, Signage System, Tourist Satisfaction, Tourism Infrastructure, Visitor Experience, Waste Management.

I. INTRODUCTION

Tourist destinations attract people in huge numbers; therefore, it becomes important to have the basic amenities such as toilets, drinking water, parking, seating, signages, and appropriate disposal systems to make it easy, convenient, and efficient.

However, most places suffer from the problem of lack of proper facilities, poor maintenance, and inefficient planning, especially during times of overcrowding, which results in congestion and strain on the environment.

The current research analyses what facilities are present and their adequacy in meeting the requirements of tourists. The main objective of this research is to identify any gaps and make recommendations to improve tourism facilities.

II. AIM

The study focuses on assessing the quality and maintenance of amenities like restrooms, water supply, parking space, seating facilities, and signage that make visits more convenient. Therefore, the research attempts to provide recommendations for designing better facilities for tourist destinations.

III. OBJECTIVES

1. The identification and classification of basic needs of tourists in terms of amenities that should be provided at tourist spots, such as toilets, potable water supply, parking areas, seating places, signboards, among other supporting amenities
2. The adequacy, capacity, and efficiency of these amenities with respect to fluctuating numbers of tourists, especially in high-demand seasons
3. Analysis of current maintenance, hygiene, and operations management practices of these tourist amenities is conducted in an attempt to establish their efficiency in maintaining clean, accessible, and efficient operation.
4. Consequences of poorly managed amenities in terms of tourists' experience, such as their levels of comfort, safety, accessibility, and satisfaction, among others, will be examined.
5. Comparison of case studies that have been carefully planned and effectively operated in terms of amenities provision at tourist spots will be conducted in order to identify best practices that can be used to improve other tourist sites.

IV. SCOPE

This research is aimed at the assessment of the major amenities provided at tourism destinations by analyzing their availability and sufficiency considering the tourists' needs in such basic services as toilets, drinking water, seats, parking, and signage. Another important aspect of this research includes the evaluation of the quality of the mentioned amenities and the problems associated with their proper maintenance.

V. METHODOLOGY

1. Approach to Research

The research is carried out on a qualitative and observational basis.

2. Data Collection

A. National tourism data

B. Standards for Tourist Amenities

3. Case Study

A live and literature case study method is employed to examine the amenities.

4. Parameters for Study

The research examines vital parameters that include sanitation facilities, drinking water facilities, parking areas, seating arrangements, signs and accessibility.

5. Analysis

The observations are analyzed on the basis of evaluative and comparative methods.

6. Outcome

The outcomes and conclusion are drawn from the overall performance of amenities.

VI. BASIC AMENITIES IN TOURIST PLACES

Following are the major basic amenities taken into consideration in this research:

1. Sanitation Facilities

Sanitation facilities include public toilets and washrooms which are required for hygiene and maintenance of public health. It is required that enough sanitary installations are available in the destination place, especially when large crowds are expected.

2. Drinking Water Facility

Access to clean drinking water is very important for tourists. There should be enough water points available for tourists' consumption

3. Parking Facility

Parking facility is a must-have facility to facilitate the movement of vehicles in and out of the destination. It is important for reducing congestion.

4. Seating Arrangements

The purpose of seating arrangement is to create resting areas for visitors including old and families. It is one of the factors that enhance visitor's experiences.

5. Signage System

The sign system includes direction boards and information signs to facilitate the movement and navigation of visitors through the destination site.

6. Accessibility

Accessibility entails creating a destination site where tourists of all sorts can move freely and comfortably.

VII. DATA COLLECTION

A. National tourism data

1. GDP contribution approx. 5 – 6.7% of total GDP of India.
2. Number of tourists visiting India annually 20.57 million total international visitors
3. 2026 (monthly trend) ~10 lakh/month (Jan 2026)
4. Domestic Tourist Visits 2025–26 estimate 200+ crore yearly trips
5. Proportion of religious tourism 60% of total domestic tourism

B. Standards for Tourist Amenities

- a. National Building Code of India 2016 (Part 9 – Plumbing Services)

Sanitary Fixture Requirements (Quantitative Standards)

These are occupancy-based norms (important for tourist places with crowd variation).

Facility	Requirement
Water Closets (Male)	1 per 25 persons
Water Closets (Female)	1 per 15 persons
Urinals	1 per 25 males
Wash Basins	1 per 40 persons

Drinking Water Standards

Parameter	Standard
Drinking Water Points	1 per 100 persons
Location	Easily accessible, evenly distributed
Quality	Potable (as per IS 10500)

Accessibility Standards (Barrier-Free Design)

Element	Standard
Accessible Toilet Size	1500 × 1750 mm (min)
Door Width	900 mm clear
Turning Radius	1500 mm
Grab Bars	Mandatory

Accessibility Design Standards

National Building Code of India 2016 (Part 3 – Development control rules & general building requirements)

Element	Standard
Ramp Slope	1:12
Ramp Width	≥1200 mm
Handrails	Both sides
Tactile Flooring	Mandatory for pathways

b. URDPFI Guidelines

Planning Norms for Public Spaces

Aspect	Standard Approach
Planning Model	Transit-Oriented Development (TOD)
Accessibility	Walkability radius: 400–500 m
Land Use	Mixed-use development
Parking	Reduced parking, promote public transport
Movement	Pedestrian-friendly planning

Parking Standards

Vehicle Type	Requirement
Cars	~1 space per 100–150 m ² built-up
Buses (tourist sites)	Dedicated parking required 60–75 m ²
Two-wheelers	High proportion in India 2.5–3 m ²

c. Central Public Health and Environment Engineering Organization Manual (CPHEEO)

Sewerage Standards

Underground drainage system.

Proper disposal systems.

Avoid open drains in public areas.

d. Ministry Of Road Transport and Highway Signage standards

Type	Description
Directional	Arrows, route boards
Informational	Maps, facility boards
Regulatory	Rules, warnings
Interpretive	Cultural / historical info

Aspect	Standard Approach
Letter Height	Large, high contrast (100–300 mm)
Font	Standard highway font (clear, legible)
Language	Local + English
Color Coding	Green (direction), Blue (services), Brown (tourism)
Reflectivity	Retro-reflective mandatory
Placement Height	~1.5–2.1 m from ground
Content	Simple, pictorial, multilingual
Placement	Entry, Pathway, key nodes

VIII. CASE STUDY

A. Shri Amba Devi Sansthan, Amravati.



The Shri Amba Devi Sansthan is located in the center of Amravati's city region, being one of the most significant religious sites in Vidarbha.

Period	Approx. Footfall / day
Normal Days	5,000 – 10,000
Weekends	10,000 – 20,000
Navratri Festival	50,000 – 1,00,000+

- Sanitary facilities are available within the temple complex but not in the car parking areas. Facilities to cater to the needs of people with disabilities are missing.



- A handpump is located in the car parking area but does not comply with the prescribed standards for water. Poor maintenance of facilities affects their functioning and hygiene.
- A dedicated parking area is provided by the temple trust, which is about 250 meters from the temple premises and is primarily utilized by buses and other large vehicles. However, two-wheelers park near the temple gate and cause informal roadside parking congestion between pedestrians and vehicular traffic.
- Proper planning for parking and security is not available. Seating facilities are not provided permanently in the parking areas.

- Though signage is available at entrances and within the premises, navigation is done with respect to the flow of the crowd.
- Way finding facilities are missing, with no visual hierarchy and multilingual signs.
- Provisions for accessibility like ramps are available only at select entrances.

B. Chatri Talao, Amravati.



Chatri Talao, situated in Amravati, is a favored site for tourism as well as recreation; it is an urban lake attracting local people as well as tourists as it is a well-known spot for bird watching, acting as a serene lakeside retreat and natural haven for both migratory and local bird species. It serves as a source of relaxation for people by engaging in activities like strolling, boating, and birds watching, photography.

Period	Approx. Footfall
Weekdays (Normal)	500 – 1,500 visitors/day
Evenings	1,500 – 3,000 visitors/day
Weekends / Holidays	3,000 – 5,000 visitors/day

- Toilets are available at the lakeside garden and entry points, but cleanliness is quite basic and needs to be improved. Water supply services are poor and insufficiently distributed throughout the site.
- Parking space is available at the entry points and along the adjacent roads, but there is no organized and structured planning.
- Shade benches are available at the lakeside for convenience purposes.
- Signage is visible at the entry point and throughout the garden, but it is poor because of its poor visibility and lack of clarity.

- Wayfinding is poorly planned, with inadequate guidance, lack of zoning information, and poorly coordinated signage hierarchy.
- The site is easily accessible, allowing wheelchairs to access.

C. Gavilgarh Fort, Chikhaldara, Amravati.



Gawilgarh Fort is a historically rich hill fort situated close to Chikhaldara in the Satpura ranges. Constructed in the 15th century & maintained by the Archaeological Survey of India. Gawilgarh Fort is very significant from both historical and architectural perspectives. Situated amidst lush forests and beautiful scenery, the place also draws tourists and trekking groups. The fort forms part of the Chikhaldara Melghat tourism circuit, with Chikhaldara being one of the major hill stations in Maharashtra tourism.

Period	Approx. Footfall
Annual Visitors	~3 to 5 lakh tourists/year
Peak Season (Oct–Feb & Summer)	High
Monsoon Season	Moderate to high (scenic tourism)
Weekends/Holidays	Heavy crowd

- Absence of proper facilities of sanitation or drinking water inside the premises of the fort.
- Visitors have to depend on the basic facilities available outside in Chikhaldara town or carry water with themselves.
- The lack of proper facilities creates difficulties for the visitors, especially the trackers who stay longer.
- There is no formal provision for parking space near the entrance of the fort.
- The present parking facilities are adequate only for fewer numbers of visitors and cannot cater to a large number of tourists.
- Visitors make use of natural elements like stones and platforms for resting; however, there is no proper seating facility available even though there is enough space.

- Inadequate signs at the entrance of the fort; hence, the visitor finds it difficult to navigate inside the fort. No proper informational or interpretation tools provided to assist the visitors.
- It is difficult to access inside the fort for disabled peoples due to natural terrain acting as a significant constraint for movement.

IX. CONCLUSION

In conclusion, it can be observed that there is an evident gap between the footfalls at different religious and historical tourist destinations and their corresponding infrastructure planning in terms of sanitation facilities, water supply, parking areas, signage, and access.

This observation is further validated by referring to the National Building Code of India 2016 (Part 9 - Plumbing Services), URDPFI Guidelines, CPHEEO criteria and observing that none of the facilities meet the required standards regarding capacity, distribution, access, and planning.

Overall, it was found that infrastructure development was elementary and poorly maintained and was not consistent with any kind of guidelines and standards and also fell short of peak demands.

ACKNOWLEDGMENT

I would like to express my sincere gratitude to Sipna School of Planning and Architecture, Amravati, for providing me with the opportunity and resources to undertake this research study.

I am deeply thankful to Prof. Shekharsingh Thakur and Prof. Sarang Holey for their valuable guidance, academic support, and continuous encouragement throughout the course of this research. Their insights and suggestions have greatly contributed to the successful completion of this work.

I also extend my gratitude to all those who directly or indirectly supported me during this study and helped me learn and grow.

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