

**GS PAPER 4**

**CASE STUDY**

You are posted as a District Collector of a beautiful hill station, which is a famous tourist place. The month of May and June is the peak season for tourism and it sees an influx of at least 4,000 tourists per day. This year due to water scarcity and entry ban in a nearby hill station, the influx of tourists increases suddenly in your district causing the traffic issue. The streets of your district are choked with vehicles, considering which the district the administration and police banned the entry of private vehicles without prior booking of a parking slot and put a banner “Entry Ban” at the entry gate of the district.

The hoteliers, restaurant owners, private taxi owners’ association, boatmen, rickshaw pullers and departmental stores are upset with the decision as it would reduce the number of tourists. Hence, they have threatened the indefinite shutdown unless the decision is revoked. Meanwhile, the tourists that did not have confirmed parking were angry that they had reservations in hotels but had to turn away. Given the situation,

- a. What course of action will you take to solve the immediate problem?
- b. Also, suggest measures to avoid similar situation in future.

**Approach:**

- Identify the stakeholders.
- Identify ethical issues and dilemmas in the case.
- Suggest immediate and long-term solutions.

**The Stakeholders**

- Me as a District collector
- Environment
- Tourists
- The hoteliers and restaurant owners,
- Private taxi owners’ association,
- Boatmen,
- Rickshaw pullers and
- Departmental stores
- Country as a whole

**Ethical Issues Involved In The Case**

- Traffic issues in the district, where streets are choked with vehicles causing delays
- Burden on nature caused by the load of vehicles
- Vulnerability to anthropogenic disaster
- Financial loss to the local businessmen
- Financial and foreign currency loss to the country
- Failure of administration in controlling the influx of tourists.

**Ethical Dilemmas Involved In The Case**

- Economic feasibility vs. environment conservation
- Administrative compulsion Vs. empathy and compassion towards the businessmen

**Course of Action Of The Immediate Solution Of The Problem**

- The entry ban like steps is a great threat to tourism and will hurt the economy of the town and the country; hence these steps should be taken in extreme situations.
- The measures should be aimed at ensuring people do not face jams and parking issues.
- One of the solutions to traffic woes of the town could be to develop an app through which tourists could book parking before arriving in the town.
- Proper advertisement regarding the use of the app should be done in order to receive a good response from the tourists.
- Secondly, the entry ban banner shouldn't be there instead the arrangement can be done to for pick up and drop for the tourists in public transportation facilities.
- Only the local vehicles should be allowed to toe tourists at a fixed reasonable fair so that tourists are not charged inappropriately.
- Protest is not the solution rather all the local businessmen should come together to make the idea of pick-up and drop by pooling successful.
- It would drastically reduce the number of private vehicles in the district.
- Correct news of the actual status should be spread with the help of media/social media so that tourist plans their tour accordingly.
- Facility for pick up and drop from nearest Railway station should be increased so that the tourists can use alternative route.
- Traffic administration should be improved to ensure that the narrow roads are not choked just because of ill-administration.
- The problem of water scarcity can be solved in the nearby hill station by transporting ample amount of water from the nearby water reservoirs so that the tourists can be diverted.
- Feasibility of aerial transportation can be worked out for emergency situations.
- Special buses instead of private vehicles can be arranged for the peak season.
- Bicycles and two wheelers on rent can also be arranged to reduce the congestion.

**Long-terms Solutions**

- This is the peak season for every year. Hence, the administration must take some long-term solutions.
- Developing an app through which tourists could book parking before arriving in the town can help in arranging the parking facility.
- Infrastructure for vertical parking should be constructed.
- Hoteliers should be directed for compulsory parking and arrangement for pooling of tourists in their hotels.
- Hill stations are burdened with tourists and vehicular pollution along with water wastage. Thus, water conservation facilities should be arranged in all the tourists places like rain water harvesting etc.
- Proposal for facility for aerial transportation can be sent.
- Alternative road routes can be proposed in order to reduce the load on limited roads.
- Electrical two wheelers on rent should be made available for local site seeing.

- This could be done by the local people with the help of Self-help groups; it would reduce traffic jams, pollution and also provide employment to local people.

