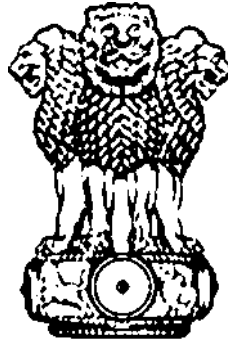


Agenda
for
the Eleventh Meeting of Central Sanctioning Monitoring Committee
(Swadesh Darshan Scheme 2.0)



सत्यमेव जयते

Date: 19/02/2024

Time: 03:00 PM

Ministry of Tourism
Government of India

Agenda for the Eleventh meeting of the Central Sanctioning Monitoring Committee under Swadesh Darshan Scheme 2.0 to be held on 19/02/2024 at 03:00 PM.

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Agenda 11.1 Leave of Absence

1. Following is the list of all the members of Central Sanctioning and Monitoring Committee set up under Swadesh Darshan Scheme 2.0

(i).	Secretary, Ministry of Tourism	Chairperson
(ii).	Secretary, Ministry of Culture	Member
(iii).	Secretary, Ministry of Civil Aviation	Member
(iv).	Secretary, Ministry of Housing and Urban Affairs	Member
(v).	Secretary, Ministry of Road Transport and Highways	Member
(vi).	Secretary, Ministry of External Affairs	Member
(vii).	CEO, NITI Aayog	Member
(viii).	Chairman, Railway Board	Member
(ix).	Financial Advisor, Ministry of Tourism	Member
(x).	Additional Secretary, Ministry of Tourism (In Charge of Swadesh Darshan Scheme)	Member Secretary
(xi).	The ACS / Principal Secretaries / Secretaries Department of Tourism and Head of Designated SIA of Andhra Pradesh, Karnataka, Kerala, Meghalaya, Punjab, Uttarakhand, Puducherry UT and Telangana	Special Invitees
(xii).	The Chairperson of the Destination Management committee (DMC) of Mysuru, Kumarakom, East Khasi Hills, Kapurthala, Pithoragarh, Champawat, Karaikal, Alluri-Sitharamaraju, and Vikarabad.	Special Invitees
(xiii).	Team Leaders of concerned PDMC teams for Swadesh Darshan 2.0	Special Invitees

2. Leave of absence may be granted to the members, who are unable to attend the meeting.

Agenda 11.2 Review of DPR Package -1 for the approved 9 experiences

1. The CSMC in its meetings held on 13.09.2023, 06.10.2023 and 02.11.2023 approved 50 experiences for preparation of Detailed Project Reports (DPR).
2. The States have accordingly with the assistance of PDMCs prepared draft DPRs in consultation with Destination Management Committees and Draft DPRs have been submitted to the Ministry of Tourism.
3. The Committee in the 9th meeting instructed the States and PDMCs that based on the experience of SD 1.0, operational and management on sustainable basis is essential for the experiences, which are being designed. It was accordingly directed that the experience should be conceptualized along with operation and management to be executed by Tourism Experience Development and Management Agency, which will not only develop and construct but also operate and manage the experience for specified duration.
4. The delays in implementation of the project and lack of operations and management on sustainable basis amongst other shortcomings have also been observed by CAG in the performance audit of SD 1.0 scheme and it must be ensured that those are taken care of in the implementation of SD 2.0.
5. A checklist for reviewing the DPRs by the States and PDMCs was circulated vide O.M No SD-8/3/2022-SD dated 12.01.2024 (**Annexure-1**) and broad structure for tourism experience development and management (**Annexure-2**) has also been circulated in line with various decisions of the CSMC, MD, templates and guidance note issued in this regard.
6. Draft DPRs submitted to the Ministry by the States/ PDMCs were reviewed with respective States/ UTs and PDMCs in meetings held from 15.01.2024 to 22.01.2024 and proceedings of the review meetings have been circulated vide OMs No. SD-8/15/2020-SD Part (2) dated 19.01.2024 and 31.01.2024.
7. The States/ PDMCs were accordingly advised to present their DPRs to the Mission Directorate in the prescribed template. The States have been asked to obtain necessary NOCs and pre-construction Clearances for the experiences from the concerned authorities apart from checking the technical and other details, which is the responsibility of respective State Implementation Agencies.

8. The concerned States/ PDMCs presented the draft DPRs for 15 experiences in 21st & 22nd meeting of the Mission Directorate held on 13.02.2024 and 15.02.2024 respectively.
9. Based on the presentations reviewed by the committee, the following DPRs are recommended to the CSMC for approval. The detailed components and project cost recommended by the committee is attached as **Annexure -3**.

Sn.	Destination (State/UT)	Approved Experiences
1	Mysuru, Karnataka	Ecological Experience Zone
2	Kumarakom, Kerala	Kumarakom Bird Sanctuary Experience
3	Sohra, Meghalaya	Meghalayan Age Cave Experience
4	Kapurthala, Punjab	Eco Tourism experience at Kanjli Wetlands
5	Pithoragarh, Uttarakhand	Rural Tourism Cluster Experience at Gunji
6	Champawat, Uttarakhand	Tea Garden Experience
7	Karaikal, Puducherry UT	Karaikal beach and waterfront experience
8	Araku-Lambasingi, Andhra Pradesh	Borra Cave Experience at Araku
9	Ananthagiri, Telangana	Eco tourism zone at Ananthagiri

10. The concerned States and PDMCs have been asked to make the presentation on their respective DPRs incorporating the recommendations and guidance issued by the CSMC and Mission Directorate from time to time. The presentations will cover the following aspects:
 - (i) Improving Experience at Tourist Touchpoints
 - (ii) Layout Plans
 - (iii) Proposed Overall Layout Visual
 - (iv) Minimum Development Obligations to be funded under SD 2.0
 - (v) Proposal renders (visualisations)

- (vi) Minimum Development Obligation to be funded by Tourism Experience Development & Management Agency (TEDMA)
- (vii) Operation & Management Service Levels
- (viii) Potential Revenue Sources
- (ix) Operational Cost & Revenue

11. The Committee may review the presentations to be made by the State and PDMCs of their respective DPRs and accord approval subject to the general conditions laid down for implementation of the projects and any specific conditions as may be required.

Government of India
Ministry of Tourism
(Swadesh Darshan Division)

Transport Bhawan,
1, Parliament Street,
New Delhi-110001

File No SD-8/3/2022-SD


Date 12.01.2024

Office Memorandum

Subject: Checklist for review of Detailed Project Report (DPR)

Reference is invited to the 19th Meeting of Mission Directorate under Swadesh Darshan 2.0 held under the chairmanship of Additional Secretary, Tourism on 05.01.2024. In the meeting it was informed that a checklist for reviewing the DPR has been prepared and the same was discussed.

2. In this regard, the checklist is enclosed. The State/UTs are requested to check draft DPRs as per the enclosed checklist before submitting the DPRs to Ministry of Tourism.


Uttank Joshi

Asst. DG (Swadesh Darshan)

Encl:- As Above

To,

(i). The Addl. CS/Principal Secretary/Secretary/ State Mission Director for SD 2.0 Department of Tourism and Head/MD of State Implementation Agency (SIA) of State Government/ UT Administrations of Andhra Pradesh, Arunachal Pradesh, Assam, Bihar, Chandigarh UT, Goa, Gujarat, Himachal Pradesh, Karnataka, Kerala, Jharkhand, Ladakh UT, Madhya Pradesh, Maharashtra, Meghalaya, Mizoram, Nagaland, Punjab, Rajasthan, Sikkim, Tamil Nadu, Telangana, Tripura, Uttar Pradesh, Uttarakhand, Puducherry UT.

Copy to:-

(i). All Regional Directors of the Ministry of Tourism
India Tourism Delhi, Mumbai, Kolkata, Chennai, Guwahati

(ii). Selected PDMCs from M/s. Deloitte Touche Tohmatsu India LLP JV IBI Group India Pvt Ltd, M/s. INI Design Studio Pvt Ltd., M/s. IPE Global Ltd., M/s. L&T Infra Engineering JV PwC, M/s. Voyants Solutions Pvt Ltd JV IDC (Karnataka) Ltd, M/s. WAPCOS Ltd, M/s Egis India.

(iii). Managers/Assistant Managers of Ministry of Tourism of the respective State/UT

(iii) NPMU (Swadesh Darshan Scheme)

Checklist for DPR for the identified Experiences
(Based on the guidelines, templates, guidance notes and review by MD and CSMC)

Sno	Item	Compliance (Yes/ No)
A	General	
1	DPR in alignment with the concept approved by CSMC and	
2	Observations made in the meetings of MD and CSMC have been incorporated.	
A	Tourist Experience Parameters	
	DPR should have all interventions to provide end to end tourist experience across all major tourist touch points	
(a)	Provision for marketing and promotion: <ul style="list-style-type: none"> • Promotional material digital and physical • Promotion on website/ mobile app • Promotion on social media • Other channels to reach domestic and foreign tourists 	
(b)	Provision for booking support <ul style="list-style-type: none"> • Internet booking • Onsite computerized token • Information on expected waiting time etc. 	
(c)	Information Dissemination: <ul style="list-style-type: none"> • QR codes widely displayed to access information about destination/ attraction, • Information Center, • Tourist Maps, • Wayfinding, signages etc. at major nodes 	
(d)	Traffic Management <ul style="list-style-type: none"> • Drop-off & Pick-up points, • Parking, • Pedestrianization • E-vehicle from parking, • Connection with local transportation etc. 	
(d)	Interpretation & Sensitization:	

Sno	Item	Compliance (Yes/ No)
	<ul style="list-style-type: none"> • Interpretation Centre/ Orientation Centre/ Site Museums/ Exhibition Centre, • Audio guides • Other similar initiatives (digital and physical) 	
(e)	Visitor Management: <ul style="list-style-type: none"> • Holding areas at the ticket counter/ token • Entry regulation by groups • Evacuation plan, • Universal Accessibility, • CCTV/ Manpower for monitoring the movement 	
(f)	Cleanliness and Hygiene <ul style="list-style-type: none"> • Measures for maintaining Cleanliness • Hygiene and Aesthetics particularly for nearby street vendors 	
(g)	Shopping Experience: <ul style="list-style-type: none"> • Provision for souvenir shops, local products (ODOP etc.) • Provision for space for hawkers/ street vendors • Other related retail spaces 	
(h)	Food & Beverage: <ul style="list-style-type: none"> • Provision for Café/ Restaurants/ Food Carts / Kiosks etc. 	
(i)	Feedback: <ul style="list-style-type: none"> • Provision for tourist feedback at the exit of planned tourist experience. • Provision to showcase feedback and rating online. • Provision to capture grievance 	
B	Project Readiness and Design Based Parameters	
1	Land	
	Land should be in possession of State Tourism Department or the agency	
2	Project Layout and Architecture Design	
(a)	Have details about the proposed components been provided?	
(b)	Are the detailed engineering drawings ready for tendering?	
3	Pre-Construction Clearances	
(a)	ASI	

Sno	Item	Compliance (Yes/ No)
(b)	Forest	
(c)	CRZ	
(d)	Municipal Authority	
(e)	Any other clearance or NOC required	
4	Environment Protection	
(a)	Wastewater Treatment	
(b)	Solid Waste Management	
5	Sustainable Practices	
(a)	Design of hard components based on <ul style="list-style-type: none"> • local architecture, • use of local materials and • other eco-friendly and • heritage considerations, as applicable. 	
(b)	Use of indigenous species in landscaping works	
(c)	Universal accessibility included in detailed design	
(d)	At environmentally sensitive areas such as wetlands and waterfronts, beaches etc. Ensure <ul style="list-style-type: none"> • Minimal construction • Nature-based activities 	
(e)	Interventions for Capacity building and empowerment of women & youth	
6	Project Cost Estimation The Government will only be funding the cost of major enabling components and the fixers and furnishing item and other items for operation and management will be in the scope of Implementation Partner (Tourist Experience Development & Management Agency). <ul style="list-style-type: none"> • DPR to clearly designate components to be funded under Swadesh Darshan and • Other minimum obligations required to be developed or installed for successful operationalisation and management of the project. 	
7	Sustainable Operation and Management	

Sno	Item	Compliance (Yes/ No)
(a)	The 'Tourist Experience Development & Management Agency' will be responsible for project implementation, operation and management of overall tourists experience as per the defined service levels?	
(b)	Have the service level requirements for Operations, Maintenance & Management <ul style="list-style-type: none"> • Well defined and measurable • Identification of means of measurement of the same • Penalties for not meeting the SLAs 	
(c)	Skilling & Capacity Building: Training programs, staff sensitization, safety & evacuation protocol etc.	
(d)	All the revenue streams for operation and management of the end-to-end experience to be identified: <ul style="list-style-type: none"> • Parking • E-vehicle • Ticket for the attraction • Rent/ Income from Shopping outlets • Rent/ income from food and beverage outlets • Advertisements including LED etc. • Priority que • Value added services • Others 	
(e)	Are the proposed revenue stream sufficient to sustain the pre-defined service levels?	
(f)	If No, does the state commit to provide the funding and capacity gap to sustain the proposed experience?	
(g)	Net income from the experience to be retained by DMC with 10% to be allocated to SIA	

Annexure-2

Checklist for DPR for the identified Experiences
(Based on the guidelines, templates, guidance notes and review by MD and CSMC)

Broad Structure for Tourism Experience Development and Management

Sn.	Item	Description
1. Project Scope and Timelines		
1.1	Name of the Project	Development, Construction, Operations and Management of <Name of the Experience>
1.2	Authority	<Name of the State Implementation Agency approved by Ministry of Tourism>
1.3	Project Context	<p>Ministry of Tourism, Government of India has formulated Swadesh Darshan 2.0 Scheme (hereinafter referred as "Scheme") to develop sustainable and responsible tourist destinations in the country by adopting the Destination Centric and Tourist Centric Approach.</p> <p>The Scheme is being implemented in the State of <Name of the State> through <Name of the Agency> as State Implementation Agency.</p> <p><Name of the Destination> has been notified in the State of <Name of the State> for developing as sustainable and responsible tourist destination. A Destination Management Committee (DMC) has also been constituted for the Destination under District Collector for coordinating, facilitating and providing guidance for development of the destination.</p> <p>A professional agency <Name of the PDMC> has been engaged as project design and management consultant (PDMC) for providing end to end support to SIA and DMC for implementation of the Scheme. A Master Plan for the destination has been prepared as part of the Scheme with the help of PDMC.</p> <p>The project <Name of the Experience> has been identified as one of the interventions in the Master Plan to enhance the tourist experience.</p>
1.4	Project Brief	<p>The "Authority" intends to adopt bidding process to hire an Implementation Partner to develop, construct, operate and manage the project.</p> <p><i>{The salient features of the project are described here.}</i></p>

1.5	Location	<i>{Describe the locations covered by the project including a site map}</i>
1.6	Total Land Area	<i>{Total area of the site}</i>
1.7	Total Developable Area	<i>{Area which can be developed for revenue generating components}</i>
1.8	Project Duration	Development and Construction – Maximum 12 months Operation and Management – Minimum 60 months with provision for renewal subject to satisfactory performance
1.9	Scope of Work	Detailed Scope of Work
1.10	Minimum Development Obligations	Minimum area of various components to be developed by the Implementation Partner, which will be funded by the Authority. An illustration has been provided in the Annexure-!
1.11	Estimated Project Cost	INR ____ Cr The assessment of actual costs, however, will have to be made by the Bidders.
1.12	Optional Development	For any optional development, the concessionaire shall apply to the authority for prior approval and additional land may be allotted by the authority as and when required, as per the decision of the authority.
2. Minimum Eligibility Criteria		
2.1	Eligible Bidders	
2.2	Joint Venture / Consortium	To be allowed
2.3	Minimum Eligibility – Technical Capacity	
2.4	Minimum Eligibility – Financial Capacity	The Bidder shall have a minimum Net Worth (the “Financial Capacity”) of Rs. ____ Crore (Rupees ____only) at the close of the preceding financial year. OR

		The Bidder shall have a minimum average annual turnover of Rs. ____Crore (Rupees ____ Crore only) in the last three financial years.
3. Technical and Financial Evaluation		
3.1	Technical Evaluation	Illustrative..... Construction Experience of Firm, O&M Experience of Firm, Human Resource Requirement, A&M Presentation, Work Plan
3.2	Financial Bid	Part 1: Price Bid for Construction (to be paid by the Authority) Part 2: Annual Fee (to be paid by the Implementation Partner) for the duration of the operation and management
3.3	Evaluation of preferred bidder	T > technically qualified Lowest Total Cost quoted by the TEDMA – Revenue
4. Bid Conditions		
4.1	Bid Validity	XX days from the Bid Due Date
4.2	Bid Security	INR ____or ____% of the Quoted Contract Price, whichever is higher
4.3	Performance Security	<ul style="list-style-type: none"> Part 1: INR ____ or ____% of the Proposed Project Cost, whichever is higher. Part 2: INR ____
4.4	Retention Money	<ul style="list-style-type: none"> 10 % of Invoice amount will be retained which will be released on completion of work and release of Discharge certificate
4.5	Liquidity Damages	<ul style="list-style-type: none"> any delay in submission, will attract a penalty of 0.5 % of the total contract value per day and up to a maximum of 5 % of the contract value.
5. Roles and Responsibilities		
5.1	Roles and Responsibilities of Implementation Partner	Part 1 – Development and Construction of the Project <ul style="list-style-type: none"> Submit to the Authority detailed design, construction methodology, quality assurance procedures, and the procurement plan, engineering, and construction time schedule for completion of the Project in accordance with the Project Completion Schedule

	<ul style="list-style-type: none"> • Drawings • Prepare and submit Good for Construction (GFC) project drawings in conformity with the Scope of the Project, the technical Specifications and Standards, Applicable Laws and Good Industry Practice in such sequence as is consistent with the Project Completion Schedule • Any deviation/ modification required for the drawing as per site condition, contractor must submit the drawing and get the approval from the Client before executing the work. • furnish to the Authority a complete set of as-built Drawings, • Undertake the Mandatory Development Obligations • Penalties for delays • If the Development Works pertaining to the Mandatory Development Obligation is not completed within 30 (thirty) days from the Scheduled Completion Date, unless the delay is on account of reasons solely attributable to the Authority or due to Force Majeure, the Authority shall be entitled to Terminate this Agreement. <p>Monthly Progress Reports</p> <ul style="list-style-type: none"> • furnish to the Authority a monthly report on progress of the Development Works • Submit monthly bills of the value of the work completed less the cumulative amount paid previously. • Request to issue a Certificate of Completion of the Works <p>Part 2 – Operations and Maintenance of the Project – Technical services, Equipment O&M, Human Resources, Annual Maintenance, Marketing, Sales, Revenue Collection, etc.</p> <ul style="list-style-type: none"> • Procure, provide, install, operate, maintain all equipment, furniture and/or fixtures not provided by the Authority within the Project Site (including, but not limited to, furniture, furnishings and items related to O&M such as kitchen equipment, or luggage scanner, etc.), but which may be required for implementation of Scope of Work of the Operator .. all nt funded to be provisioned by the agency.. • Promptly commence operations upon the Project Site, including the Project Facilities and Services.
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	<ul style="list-style-type: none"> • Make efforts to maximise tourists handled to achieve optimal utilization of the Project Facilities and Services. • Ensure that the Project Facilities and Services shall adhere to the Operations and Maintenance Standards, Performance Standards and Safety Standards and there is safe, smooth, and uninterrupted flow of traffic normal operating conditions. • Make available all necessary financial, technical, technological, managerial, and other resources for operation, maintenance, repair and replacement of the Project Facilities and Services in a timely manner. • Ensure maintenance of proper and accurate record/data/accounts relating to operations of the Project Facilities and Services and the revenue earned therefrom. • Obtain, maintain, and comply with Applicable Permits and comply with the Applicable Laws including those relating but not limited to safety, health, environment, and labour. • Implement standard operating procedures for all departments. • Undertake such commercial activities as are permitted and in the manner contemplated under the O&M Agreement, Applicable Laws, and Applicable Permits, on Commercial Built-up Areas either itself or allot and grant the sub-license to any third party. • Collect user charges from ticketing sales, as well as from licensees of Commercial Built-up Area in the form of license fee, revenue share, security deposit, utility charges and any other form of service charges, parking revenue, advertisement rights, events, and commercial activities, etc. • Repair as necessary and maintain the Project Facilities and Services or any part thereof in accordance with the Scope of Work • Make adequate security arrangements on the project premises. • Employ qualified and skilled personnel required to operate the Project Facilities and Services • Establish, maintain, and popularise a website dedicated to the project. • Marketing and Promotion – Make efforts to increase the number of international and domestic tourists.
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		<ul style="list-style-type: none"> • Payment terms will be as per payment schedule (monthly, based on submission of approved bills)
5.2	Role and Responsibilities of the Authority	<p>Development and Construction</p> <ul style="list-style-type: none"> • Give possession of all parts of the Site to the Contractor. • Check the Contractor's bill and determine the value of the work executed which shall comprise of (i) value of the quantities of the items in the BOQ completed and (ii) valuation of Variations and Compensation Events. • Promptly grant approvals/ consents sought by the Operator. • Provide all the NOCs • Provide access to the Operator to all infrastructure facilities and utilities including water and electricity necessary for the implementation, operations and maintenance of the Project/ Project Facilities and Services • Make requisite payments as per contract. • Issue a Certificate of Completion of the Works upon deciding that the Work is completed. <p>O&M</p> <ul style="list-style-type: none"> • Promptly grant approvals/ consents sought by the Operator. Assist in getting permits/licenses as required for successful O&M of the project. • Provide access to the Operator to all infrastructure facilities and utilities including water and electricity necessary for the implementation, operations and maintenance of the Project/ Project Facilities and Services • Inspect project facilities and books of accounts. • Recommend service levels and Key Performance Indicators to ensure service quality. • Annual Performance Evaluation based on Key Performance Indicators provided in the RFP
6. Key Performance Indicators/ Service levels		

6.1	Key Performance Indicators / Service Levels	Authority reserves the right to discuss the standard service level agreements with short listed Bidders. The detailed service level agreement for O&M will be signed at the contracting stage.
6.2	Methodology for measuring and certifying the performance against the specified levels	
6.3	Penalties for not meeting the Service levels	
7. Other Major Clauses		
7.1	Conditions Precedent	
7.2	Project Account/ Escrow	
7.3	Change in Scope	
7.4	Change in Laws	
7.5	Termination	
7.6	Other clauses	

Illustrative Minimum Development Obligations

The Implementation Partner shall be required to provide a minimum of the following listed infrastructure:

No	ACTIVITIES	PARTICULARS	QUANTITY
1	Ethnic Hut	<ul style="list-style-type: none"> • Performance area • Performance corridor • Corridor • Samarika (4 nos) • Hands on experience (3 nos) • Selfie platform (2 nos) • Sitting area • Ethnic clothing renting shop 	409.7 sq. m
2	Utility Building	<ul style="list-style-type: none"> • Male washroom • Female washroom • Specially abled toilet • Janitor's closet • Drinking water • Entry corridor 	98.3 sq. m
3	Northeast Hut	<ul style="list-style-type: none"> • Performance arena • Performance corridor • Corridor • Samarika (8 nos) • Ethnic clothing renting shop • Selfie point (2 nos) • Sitting area 	409.7 sq. m
4	India Cluster	<ul style="list-style-type: none"> • Samarika (17 nos) • Male green room • Female green room • Corridor • Open air theatre • Plaza 	551.6 sq. m
5	Accommodation	<p>Ground Floor (24 pax)</p> <ul style="list-style-type: none"> • Reception • Storeroom • Stairs • Corridor • Male dormitory • Male washroom • specially abled male washroom • Male lobby • Female dormitory • Female washroom • Specially abled female washroom • Female lobby <p>First floor (24 pax)</p>	907.2 sq. m

No	ACTIVITIES	PARTICULARS	QUANTITY
		<ul style="list-style-type: none"> • Corridor • Male dormitory • Male washroom • Male lobby • Female dormitory • Female washroom • Female lobby 	
6	Restaurant	<ul style="list-style-type: none"> • Kitchen • Storage • Pantry • Male toilet • Female toilet • Specially abled toilet • Janitor's closet • Dining area • Corridor 	901.6 sq. m
7	Arrival area	<ul style="list-style-type: none"> • Guard Booth 1 • Arrival area • Guard Booth 2 • Ticketing counter • ATM • Exit Gate 	132 sq. m
8	Admin Block	<ul style="list-style-type: none"> • Office 1 • Office 2 • Workstation • Pantry • Male washroom • Female washroom 	88 sq.m
9	Guard room	<ul style="list-style-type: none"> • Service entry 	10.7 sq.m
10	Art trails	<ul style="list-style-type: none"> • Pathway connecting the cluster. • Floral plantation on the side of the pathway • Street furniture • Lighting 	8092.93 sq.m
11	Flora Fantasy zone	<ul style="list-style-type: none"> • Orchid garden & Butterfly Park • Floral pathway • Mindfulness prompts • Foot reflexology (Acupressure walkway) • Shoe rack 	
12	Kids play area	<ul style="list-style-type: none"> • Paint rocks • Trampoline • Sand pits • Swings • Bhool Bhulaiya • Rides & slides 	
13	Amenities	<ul style="list-style-type: none"> • Information integrated Q.R. codes • Signage • Street furniture • Dustbins • CCTV 	

No	ACTIVITIES	PARTICULARS	QUANTITY
	Total		11601.73 2.87 Acres

Illustrative Service Levels

Parameter	Benchmark / Frequency
Timely payment of Annual Concession Fee	Beginning of every year
Number of National / International Events Organized	Minimum ___ events every ___ months
Resolution of Customer Complaints or action on customer feedback	Within 7 days of complaint
Project Website uptime for online booking, project details	90%
Painting, whitewashing of facility	Every 3 years
General upkeep and cleanliness	At all times
Incident response time (accidents, firefighting, emergencies, etc.)	Within 15 minutes
Submission of reports to Authority	Within Specified timelines (monthly/quarterly)
Sale of entry tickets	Minimum ___ per month
Advertisement in Print and Electronic media	Minimum 1 per month in each
Maintenance of books of account for the project	At all times
Maintenance of Insurance policies for the project facilities	At all times
Compliance with timely payment to the staff	Monthly
Showcasing the décor and lifestyle of tribes	At all times
Employment of locals in O&M	___% of the workforce
Establishing and maintaining souvenir shop(s) stocked with handicrafts of Sikkim / NE	At all times

Use of Authority logo in printed literature, tickets, signboards, website, etc.	At all times
Disposal of waste in an environmentally friendly manner as per local urban rules	At all times
Compliance with labour laws and other applicable laws / permits	At all times
Compliance with necessary F&B licences / permits	At all times
Cleanliness of toilet blocks	At all times
Dissemination of information through signboards, Audio-visual aids, website, and helpdesk in the premises	At all times
Operation and Maintenance of equipment as per OEM guidelines	At all times

Annexure -3
Experience Wise Components and Cost

1. Experience: Kumarakom Bird Sanctuary Experience, Kumarakom, Kerala

Sn	Component	Cost (Rs. In Lakhs)
1	Main Pathways & Pedestrian Bridges	389.32
2	Interpretation Centre	62.61
3	Public Space (Interactive Zone & Terminal deck)	182.46
4	Wooden Jetty & Deck	59.70
5	Board walkways	306.90
6	Watch Towers	117.62
7	Clearing & Dredging	84.22
8	Signages & Street Furniture	26.71
9	Softscapes	13.72
10	Electrical Works	35.50
	Sub-Total (A)	1,278.76
	GST (18% of A)	230.18
	SIA Charges (3% of A)	38.36
	Contingency (2% of A)	25.58
	DMO Charges (1% of A)	12.79
	Total (B)	1,585.66

2. Experience: Meghalayan Age Cave Experience, Sohra, Meghalaya

Sn	Component	Cost (Rs. In Lakhs)
1	Roads (Streetscape Improvement and Resurfacing of Part of Internal Road)	669.42
2	Arrival and Pick Up Junction	87.64
3	Arrival and Drop Off Junction	83.85
4	Junctions, Trails, Decks and Signages	151.08
5	Building external development	104.62
6	Panel Room	6.04
7	UGT	5.68
8	STP	101.02
9	Softscape	77.34
10	PHE Works	37.36
11	Electrical and ELV Work	189.26
12	CCTV Works	7.42
13	Meghalayan Age Experience Gallery	1,079.60

Sn	Component	Cost (Rs. In Lakhs)
Sub-Total (A)- inclusive of 18% GST		2,600.33
	SIA Charges (3% of A)	78.01
	Contingency (2% of A)	52.01
	DMO Charges (1% of A)	26.00
Total (B)		2,756.35

3. Experience: Eco Tourism experience at Kanjili Wetlands, Kapurthala, Punjab

Sn	Component	Cost (Rs. In Lakhs)
1	Arrival and Parking and traffic management at arrival area & Ticketing	169.50
2	Interpretation Facility	58.60
3	Landscaping, internal pathways & Drainage	168.22
4	Information, Signages and Wayfinding	1.95
5	Public Conveniences	8.90
6	Souvenir & Retail, Food & Beverage	192.27
7	Experiential Activities (Tourist Area)	246.14
8	Accommodation (if applicable)	212.58
9	Experiential Activities (Forest Area)	371.88
10	Electrical	150.00
11	CCTV Surveillance	164.54
Sub-Total (A)- inclusive of 18% GST		1,744.58
	SIA Charges (3% of A)	52.34
	Contingency (2% of A)	34.89
	DMO Charges (1% of A)	17.45
Total (B)		1,849.25

4. Experience: Rural Tourism Cluster Experience at Gunji, Pithoragarh, Uttarakhand

Sn	Component	Cost (Rs. In Lakhs)
1	Visitor's Center	289.96
2	Haat	154.59
3	Cottage with Restaurant	198.61

Sn	Component	Cost (Rs. In Lakhs)
4	Cottages	263.40
5	Toilet Block	37.07
6	Miscellaneous works	313.72
7	Arrival Zone	22.88
Sub-Total (A) including 2.29 Cost Index		2,879.33
6	Information Technology	30.25
7	Curation of Tea Museum	60.00
Sub-Total (B)		2,969.58
GST (18% of B)		535
SIA Charges (3% of B)		89
Contingency (2% of B)		59
DMO Charges (1% of B)		30
Total (C)		3,682

5. **Experience:** Tea Garden Experience, Champawat, Uttarakhand

Sn	Component	Cost (Rs. In Lakhs)
1	Entry Plaza	188.29
2	Tea Experience	67.38
3	Jungle Story Trail	110.52
4	Street Design	150.00
5	Eco-Stays	265.47
Sub-Total (A) including 1.22 Cost Index		953.63
6	Information Technology	34.50
7	Curation of Tea Museum	60.00
Sub-Total (B)		1,048.13
GST (18% of B)		189

Sn	Component	Cost (Rs. In Lakhs)
	SIA Charges (3% of B)	31
	Contingency (2% of B)	21
	DMO Charges (1% of B)	10
	Total (C)	1,300

6. **Experience:** Karaikal beach and waterfront experience, Karaikal, Uttarakhand

Sn	Component	Cost (Rs. In Lakhs)
1	Parking	224
2	Glamping Zone	48
3	Retail & Food Zone	383
4	Tourist Facilitation centre & Artificial Surfing Area	319
5	Public Amenities & Utilities	192
6	Riverside Promenade	90
7	Interactive Portal, Selfie Point, Children's Play Area	52
8	Overall site pathways & landscaping along with beach utilities	235
9	Electrical Components	112
	Sub-Total (A)	1,655
	GST (18% of A)	298
	SIA Charges (3% of A)	50
	Contingency (2% of A)	33
	DMO Charges (1% of A)	17
	Total (B)	2,052

7. **Experience:** Borra Cave Experience at Araku, Araku-Lambasingi, Andhra Pradesh

Sn	Component	Cost (Rs. In Lakhs)
1	Entrance Gate / Cave Entrance Gate	74.48
2	Parking	207.1
3	Market Street Development & Arrival Plaza Development	408.69
4	Visitor centre, Cafeteria & Amenity Block	484.86

Sn	Component	Cost (Rs. In Lakhs)
5	Cave & Inside Cave Development	549.02
6	Cave lighting	151.66
7	Projection Mapping	478.43
8	Softscape	36.46
9	Signages and Dustbin	19
Sub-Total (A)		2,410
GST (18% of A)		434
SIA Charges (3% of A)		72
Contingency (2% of A)		48
DMO Charges (1% of A)		24
Total (B)		2,988

8. **Experience:** Eco tourism zone at Ananthagiri, Ananthagiri, Telangana

Sn	Component	Cost (Rs. In Lakhs)
1	Glamping	459
2	Internal Pathways & Parking Facilities	456
3	Buildings	446
4	Peripheral Site Fencing	222
5	Utility Infrastructure	1,099
Sub-Total (A)		2,682
GST (18% of A)		483
SIA Charges (3% of A)		80
Contingency (2% of A)		54
DMO Charges (1% of A)		27
Total (B)		3,326

9. **Experience:** Ecological Experience Zone, Mysuru, Karnataka

Sn	Component	Cost (Rs. In Lakhs)
1	Entry Plaza	250.00
2	Eco tower	330.00
3	Eco Bridge	320.00
4	Lake Walk	230.00
5	Canopy Walk	100.00
6	Food Plaza & Kiosks	180.00

Sn	Component	Cost (Rs. In Lakhs)
7	Zipline	55.00
8	Rope Bridge	1.00
9	Information Technology	15.00
	Sub-Total (A)	1,481.00
	GST (18% of A)	266.58
	SIA Charges (3% of A)	44.43
	Contingency (2% of A)	29.62
	DMO Charges (1% of A)	14.81
	Total (B)	355.44