**DEPARTMENT OF TOURISM**

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**

**VIKAS BHAWAN-II, 2ND FLOOR, C-WING, UPPER BELA ROAD,**

**NEAR METCALFE HOUSE, DELHI –110054**

**email:** [tourism.gnctd@gmail.com](mailto:tourism.gnctd@gmail.com) **Tel.: 011-23812878 Fax: 011-23812941**

**CITIZEN CHARTER**

**Introduction**

Tourism Department was separated from Transport Department with effect from 01.08.1999. Presently the Department is working independently with set out objectives and activities. The main objectives of Tourism Department are to plan various infrastructure facilities and essential services for improving tourism in Delhi, monitoring of Plan and Non-Plan work, related to Tourism Sector in Delhi.

**Our Vision**

**To make Delhi the best tourism destination with the state of the art facilities and vibrant tourist friendly environment.**

**Our Clients**

1. All Bed & Breakfast Establishments
2. All Guest Houses seeking Approval & Grading (Voluntary scheme)
3. All Tour Operators/Travel Agents

**Our Services**

1 **Bed & Breakfast Scheme**

Tourism Department is implementing a scheme, namely “Bed & Breakfast Scheme”, with effect from October, 2007 for providing budget accommodation to the tourists, both domestic and international. The house owners, who have spare room availability, can avail of the scheme by registering 2/3rd of the total Bedrooms available, with a minimum of one room and maximum of six rooms. The rooms are registered in two categories, i.e. Silver or Gold, on the basis of the facilities available at the premises. The details of

the facilities which are expected in Silver and Gold category are given in Form ‘C’, enclosed with the application form.

***\*The process of the application under the B & B Scheme will be completed within 30 days under the e-SLA.***

**2 Approval and Grading of Guest Houses**

In order to meet the rising demand of hotel accommodation for budget tourists both domestic and foreign, Tourism Department, Govt. of N.C.T. of Delhi has decided to standardize and ensure good, clean, hygienic, fair and upgraded facilities and practices in the large number of Guest Houses and unregulated accommodation units that spring up in cities and towns. Department of Tourism, Govt. of N.C.T. of Delhi has a voluntary Scheme for approval and grading of Guest Houses which are conform to the norms prescribed for the purpose with regard to sufficient lighting, wardrobe, shelves, opaque curtain etc and 25% of the room should have air conditioning/heating facilities. The approval granted to guest houses which have minimum 06 lettable rooms with proper ventilation and located at 6 meters approach road. The Guest Houses are graded under the three categories – (i) Standard (ii) Premier (iii) Luxury.

***\*The process of the application under the scheme of Approval of Guest Houses and Grading of Guest Houses will be completed within 21 days under the e-SLA after receipt of all requisite valid licenses/certificates from the concerned authorities.***

3 **License** **for Tour Operators/Travel Agents/Excursion Agents/ Tourist Transport Operators.**

A scheme for License of Tour Operators/Travel Agents/Excursion Agents/Tourist Transport Operators etc. has been notified. The Department is being issue license to these operators.

**4 Data Collection**

The Tourism Department is also collecting tourist information from registered Bed & Breakfast Establishments & Guest Houses approved from DoT and the same after compilation is transmitted to Ministry of Tourism, Govt. of India.

5 Grant-in-aid is given by the Department for development and promotion of Tourism: -

**(a) To Delhi Tourism & Transportation Development Corporation Ltd. (DTTDC Ltd.).**

(i) For development of ancient lakes and other tourism related infrastructure projects.

(ii) For Organization of cultural festival viz. Mango festival, Qutub Festival Gandhi Jayanti Utsav, Ittar festival, Chrysanthemum Flower show, Sharad Utsav, Kite Flying festival Basant Utsav, Garden Festival etc.

(iii) For participating in national and international events.

(iv) For publicizing and marketing Delhi as a tourist destination.

(v) For running Tourists Information Centers, as approved by the Govt. of NCT of Delhi.

(vi) Grant-in-aid to Tourist Information Centers.

(vii) Tourist City Information Services.

**(b) To Delhi Institute of Hotel Management & Catering Technology (DIHM&CT).**

(i) For running of three years degree courses.

(ii) For running 1½ year trade diploma course in five disciplines.

**6 The services of the Department of Tourism, Govt. of NCT of Delhi and its process period: -**

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| **SL. NO.** | **NAME OF SERVICES** | **NO. OF DAYS** | **REMARKS** |
| 1 | Registration of Bed and Breakfast Establishments | 30 Days | After receipt of all requisite documents and submission of report of the Classification Committee. The complete process of the application is one month under the National Capital Territory of Delhi (Incredible India) Bed and Breakfast Establishment (Registration and Regulation) Act, 2007. |
| 2 | Approval of Guest Houses | 21 Days | After receipt of all valid requisite Licenses/Certificates from the concerned authorities. |
| 3 | Grading of Guest Houses | 21 Days | After receipt of all valid requisite Licenses/Certificates from the concerned authorities. |
| 4. | License of Tour Operators/Travel Agents/Excursion Agents/ Tourist Transport Operators. | 30 Days | After receipt of all requisite documents and submission of report of the Committee. |

7 **Authorities under Right to Information Act, 2005: -**

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| **PRINCIPAL SECRETARY (TOURISM)**  Head of Department/ Second Appellate Authority (Under RTI Act, 2005) | C-Wing, 7th Level, Delhi Secretariat, IP Estate,  New Delhi | 23392143 |
| **SPECIAL SECRETARY (TOURISM)**  First Appellate Authority  (Under RTI Act, 2005) | 2nd Floor, C-Wing, Vikas Bhawan-II,  Near Metcalf House, Delhi-110054 | 23812878 |
| **ASSISSTANT DIRECTOR (TOURISM)**  Public Information Officer  (Under RTI Act, 2005) | 2nd Floor, C-Wing, Vikas Bhawan-II,  Near Metcalf House, Delhi-110054 | 23812940 |
| **STATISTICAL OFFICER (TOURISM)**  Assistant Public Information Officer  (Under RTI Act, 2005) | 2nd Floor, C-Wing, Vikas Bhawan-II, Near Metcalf House, Delhi-110054 | 23812876 |

**8 Grievance Redressal**

1. The complaint of Public against any of service of this department is dealt promptly and on priority basis and appropriate action is taken.
2. The public may also meet in person the Secretary (Tourism), the Special Secretary (Tourism) and Dy. Secretary (Tourism) between 12 to 1 P.M. (Except Wednesday) on all working days at 2nd Floor, ‘C’ Wing, Vikas Bhawan-II, Upper Bela Road, Near Metcalfe House, Delhi-110054.

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| Any person can contact the officers of Tourism Department, Government of NCT of Delhi as per details given below for Grievance Redressal | Nature of Grievance |
| Secretary (Tourism) | All Grievances related to any Services provided by the Department of Tourism, Govt. of NCT of  Delhi. |
| Special Secretary (Tourism) | All Grievances related to any Services provided by the Department of Tourism, Govt. of NCT of  Delhi. |
| Dy. Secretary (Tourism) | All Grievances related to any Services provided by the Department of Tourism, Govt. of NCT of  Delhi. |