



Citizen's / Client's Charter for

(Ministry of Tourism)

(2011-2012)

Address	1, Transport Bhawan, Sansad Marg, New Delhi - 110 001
Website ID	www.tourism.gov.in
Date Of Issue	January 2012
Next Review	January 2013

Vision Mission

Vision

Promoting India as a major tourist destination so as to achieve a superior quality of life for People of India through tourism, which would provide a unique opportunity for physical invigoration, mental rejuvenation, cultural enrichment and spiritual elevation.

Mission

- i. Attain the level of 6.2 million Foreign Tourist Arrivals and 725 million Domestic tourist visits in 2011-12.
- ii. Positioning and maintaining tourism development as a national priority activity
- iii. Enhancing and maintaining the competitiveness of India's tourism industry
- iv. Improving India's existing tourism products and expanding these to meet new market requirements
- v. Creation of world class infrastructure
- vi. Improving the visibility and attraction of India's tourism sector to expand the potential market
- vii. Augmenting human resource base in Hospitality and Tourism Sector
- viii. Implementing 5 mega tourist destinations/ circuits by 2015
- ix. Promoting sustainable tourism

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely approval of proposals for participation in overseas events	15	Sh. Anand Kumar (JS(T))	a.anand@nic.in	(23715084)	a) Receipt of proposal in OM Division from Overseas Office of Indiatourism	NA	N/A	N/A	N/A
						b) Scrutiny of proposal by OM Division for completeness of documentation, and suitability of proposal	NA	N/A	N/A	N/A
						c) Final decision on approval/ rejection of the proposal by Competent Authority in MOT HQs.	NA	N/A	N/A	N/A
2	Timely approval of classification of Hotels of category 4 star, 5 star, 5 star deluxe and Heritage category	15	Sh. Devesh Chaturvedi (ADG(T))	d.chaturvedi@nic.in	(23718663)	a) Receipt of application alongwith enclosures	Forms, guidelines and checklist available on Ministry website	4-Star	DD	12000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
								5-Star	DD	15000
								5-Star Deluxe	DD	15000
								Heritage	DD	12000
						b) Scrutiny of application for completeness	Guidelines on Ministry Website	NA	NA	0
						c) Inspection of property by HRACC	NA	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d) Issue of classification certificate	NA	NA	NA	0
3	Approval of application of inbound tour operators	5	Sh. Devesh Chaturvedi (ADG(T))	d.chaturvedi@nic.in	(23718663)	a) Receipt of applications from tour operator in prescribed form.	Forms & guidelines available on Ministry website	Inbound tour operator	DD	3000
						b) Scrutiny of application	Scheme guidelines on Ministry Website	NA	NA	0
						c) Inspection of office premises of tour operator	NA	NA	NA	0
						d) Communication of final decision about approval to applicant	NA	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Timely holding of prioritization meeting with State Govts. for deciding the tourism projects on which proposals would be submitted by State Govts. to MOT for Central Financial Assistance (CFA) in the next financial year and for reviewing the progress of projects sanctioned earlier.	5	Dr. R.N. Pandey (ADG (MR))	rnpandey@nic.in	(23018229)	a) Preparation of a draft schedule of meetings with individual State Governments	NA	N/A	N/A	N/A
						b) Communicating the schedule to all State Govts. and rescheduling the meetings, if requested by them.	NA	N/A	N/A	N/A
						c) Holding the meetings.	Progress reports on old projects and feedback on agenda items	N/A	N/A	N/A
						d) Issue of minutes of prioritization meeting.	NA	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
5	Timely release of First Instalment of CFA to State Govts.	40	Sh. Anand Kumar/ Sh. Devesh Chaturvedi/ Sh. Umesh Kalra	a.anand@nic.in,d.chaturvedi@nic.in, umesh.kalra@nic.in	(23715084)	a) Receipt of project proposal	Project report and other documents as per the Scheme guidelines given on Ministry Website	N/A	N/A	N/A
						b) Scrutiny of proposal	Scheme guidelines on Ministry Website	N/A	N/A	N/A
						c) Processing of application for approval of SFC/ EFC etc.	NA	N/A	N/A	N/A
						d) Financial approval of SFC/ EFC etc.	NA	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d) Release of first instalment	NA	N/A	N/A	N/A
6	Timely release of final instalment of CFA to State Govts	15	Sh. Anand Kumar/ Sh. Devesh Chaturvedi/ Sh. Umesh Kalra (Jr)	a.anand@nic.in, d.chaturvedi@nic.in, umesh.kalra@nic.in	(23715084)	a) Receipt of Utilization Certificate from State Govt.	Scheme guidelines on Min. Website	N/A	N/A	N/A
						b) Scrutiny of UC for correctness & completeness	Scheme guidelines on Min. Website	N/A	N/A	N/A
						c) Approval of competent authority for release of final instalment	NA	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d) Release of final instalment.	After receiving Utilisation Certificate (UC) of CFA and Completion Certificate (CC) of project.	N/A	N/A	N/A
7	Prompt grievance redressal	5	Sh. Sanjay Singh (Asstt.DG(TT))	Sanjay.singh1@nic.in	(23012805)	a) Entry of grievance on CPGRAMS portal http://pgportal.gov.in if grievance received in Ministry through e-mail or post.	NA	N/A	N/A	N/A
						b) Taking a final decision on the grievance by the concerned Division/ responsibility centre with the approval of the competent authority in the Ministry	NA	N/A	N/A	N/A
						c) Conveying the final decision to the complainant by the concerned Division/ responsibility centre.	NA	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Timely approval of proposals for participation in overseas events	15.0	No. of days between the date of final decision by the Competent Authority and the date of beginning of the publicity event.	30	Days	12.00	Ministry records
			Time taken for final decision of Competent Authority from the date of receipt of proposal, complete in all respects, in OM Division.	45	Days	3.00	Ministry records
2	Timely approval of classification of Hotels of category 4 star, 5 star, 5 star deluxe and Heritage category	15.0	Time taken to issue of classification certificate from the receipt of fully complete application	3	Months	15.00	Ministry records
3	Approval of application of inbound tour operators	5.0	Time taken for issue of communication of decision on approval from the date of receipt of proposal complete in all respects.	60	Days	5.00	Ministry records
4	Timely holding of prioritization meeting with State Govts. for deciding the tourism projects on which proposals would be submitted by State Govts. to MOT for Central Financial Assistance (CFA) in the next financial year and for reviewing the progress of projects sanctioned earlier.	5.0	No. of States/ UTs in respect of which prioritization meetings held by 31st March	30	No.	5.00	Ministry records
5	Timely release of First Instalment of CFA to State Govts.	40.0	Time taken for informing deficiencies in proposal from dt. of receipt of proposal after consultation with Internal Finance Division.	45	Days	18.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
			Time taken for issue of sanction order from the date of accepting the proposal as receipt of proposal complete in all respects, in cases involving appraisal by SFC.	90	Days	10.00	Ministry records
			Time taken for issue of sanction order from the date of accepting the proposal as receipt of proposal complete in all respects, in cases not involving appraisal by SFC.	60	Days	8.00	Ministry records
			No. of days in release of first instalment from the date of the sanction order.	10	Working days	4.00	Ministry records
6	Timely release of final instalment of CFA to State Govts	15.0	Time taken for informing deficiencies in UC from date of receipt of UC after consultation with Internal Finance Division.	25	Days	3.00	Ministry records
			Time taken for release of 2nd instalment from the date of receipt of UC complete in all respects.	40	Days	12.00	Ministry records
7	Prompt grievance redressal	5.0	Time taken to acknowledge grievance electronically through CPGRAMS portal.	3	Working days	0.50	CPGRAMS report
			Time taken to acknowledge grievance received through email or post.	7	Working days	0.50	CPGRAMS report & Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
			Time taken to send communication for additional information.	15	Working days	0.50	CPGRAMS report & Ministry records
			Time taken for conveying final decision of the competent authority.	60	Days	3.50	CPGRAMS report & Ministry records

Grievance Redress

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh. Sanjay Singh Asstt.DG(TT)	23012805	Sanjay.singh1@nic.in	9810340844

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	State Governments / UT Administrations
2	Hotels in the private and public sector through their associations such as Hotel Association of India (HAI), Federation of Hotels and Restaurants Associations of India (FHRAI).
3	Tour Operators through their associations such as Indian Association of Tour Operators (IATO), Domestic Tour Operators Association of India (DTOAI), Adventure Tour Operators of India (ADTOI)
4	Travel Agents through their associations Travel Agents Association of India (TAAI)
5	Foreign and Domestic tourists
6	Students and teachers in the Hospitality sector
7	Citizens of India

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Council for Hotel Management & Catering Technology (NCHMCT)	951202402819	nchm@vsnl.com	09312626016	JEE CELL, NCHMCT, A-34, Sector – 62, NOIDA 201301.
2	Indian Institute of Tourism and Travel Management, IITTM, Gwalior	07512345821	iittm@sancharnet.in	09425112293	Govindpuri, Gwalior – 474 011 (M.P) India.
3	Central Institutes of Hotel Management (IHM), Bangalore	08022262960	ihm@vsnl.com	09448072121	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, S.J. Polytechnic Campus, Seshadri Road, Bangalore-560001 India.
4	Central Institutes of Hotel Management (IHM), Bhopal	07552464397	ihmbh@sify.com	098270015666	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Near Academy of Administration, Bhopal-462016.
5	Central Institutes of Hotel Management (IHM), Bhubaneswar	06742581864	hospitality@ihmbbs.org	09437304099	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Veer Surendra Sai Nagar, Bhubaneswar-751004.
6	Central Institutes of Hotel Management (IHM), Chandigarh	01722604833	ihm_chd@yahoo.com	09815983481	Principal, Institute of Hotel Management, Sector 42-D, Chandigarh-160036.
7	Central Institutes of Hotel Management (IHM), Chennai	04422542029	ihmchen@dataone.in	09445391615	Principal- Incharge Institute of Hotel Management, Catering Technology & Applied Nutrition, CIT Campus, TTTI-Thramani (CPO), Chennai-600113, (Tamil Nadu).

Responsibility Centers and Subordinate Organizations

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8	Central Institutes of Hotel Management (IHM), Gandhinagar	07923276657	principal@ihmahmedabad.com	09425308688	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Ahmedabad-Gandhinagar Highway Bhajipura Patia, Adalaj (PO) Kudasan, Gandhinagar-382421.
9	Central Institutes of Hotel Management (IHM), Goa	08322417379	ihmgoa@sancharnet.in	09420688444	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, P.O. Alto Porvorim, Bardez, Goa-403521.
10	Central Institutes of Hotel Management (IHM), Gurdaspur	01874222501	ihmgsp@gmail.com	09478401503	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Village Bariar, GT Road, Gurdaspur-143521 (Punjab).
11	Central Institutes of Hotel Management (IHM), Guwahati	03612452273	ihmctanghy@yahoo.com	09435012276	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Upper Hengrabari Barbari, Opp. Doordarshan Quarters, Guwahati-781036 (Assam).
12	Central Institutes of Hotel Management (IHM), Gwalior	07512471477	ihmgwl@bsnl.in	09426010381	Principal-Incharge, Institute of Hotel Management, Airport Road Maharajpura, Gwalior-474020 (Madhya

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
					Pradesh).
13	Central Institutes of Hotel Management (IHM), Hazipur (Bihar)	06224275354	ihmpatna1@sancharnet.in	09334121770	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Near Ramashish Chowk, Opp. State Circuit House, Hazipur, Distt. Vaishali-844101 (Bihar).
14	Central Institutes of Hotel Management (IHM), Hyderabad	04027427569	ihmhyderabad@rediffmail.com	09490422816	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, F- Row, Durgabai Deshmukh Colony Vidyanagar, Hyderabad-500007.
15	Central Institutes of Hotel Management (IHM), Jaipur	01412202812	ihmjpr@rediffmail.com	09414059153	Principal-Incharge, Institute of Hotel Management, Catering Technology & Applied Nutrition, Near Banipark Police Station, Sikar Road, Jaipur-302016 (Rajasthan).
16	Central Institutes of Hotel Management (IHM), Kolkata	03324014124	mail@ihmkolkata.org	09433433794	Principal, Institute of Hotel Management, P-16, Taratola Road, Kolkata-700088.
17	Central Institutes of Hotel Management (IHM), Lucknow	05222326772	ihm@sancharnet.in	09415003963	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Seed Farm, Sector-G Aliganj, Lucknow-226020

Responsibility Centers and Subordinate Organizations

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18	Central Institutes of Hotel Management (IHM), Mumbai	02224457242	mumcat@bom3.vsnl.net.in	09869401007	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Veer Sawarkar Marg, Dadar (West), Mumbai-400028.
19	Central Institutes of Hotel Management (IHM), Pusa, Delhi	01125841411	ihmpusa@rediffmail.com	09958632631	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Library Avenue, Pusa Complex, New Delhi-110012.
20	Central Institutes of Hotel Management (IHM), Shillong	03642501616	ihmctan.shillong@gmail.com	09436312249	Principal, Institute of Hotel Management, Bishop Cotton Road, Shillong-793001.
21	Central Institutes of Hotel Management (IHM), Shimla	01772004022	ihmkufri@yahoo.com	09816048208	Principal, Institute of Hotel Management Kufri, Shimla-171012 (Himachal Pradesh).
22	Central Institutes of Hotel Management (IHM), Srinagar (J&K)	01942480951	ihm@ihmsrinagar.org	09419057556	Principal Incharge, Institute of Hotel Management, Boulevard Road, Nehru Park, Srinagar-190001 (J&K).
23	Central Institutes of Hotel Management (IHM), Trivandrum	04712481094	ihmct.kov@bsnl.in	09447052407	Principal-Incharge, Institute of Hotel Management, G.V. Raja Road, Kovalam (PO) Thriuvananthapuram-695527.
24	Regional Office, INDIATOURISM (Mumbai)	02222033144	indiatourism@vsnl.com	09920636992	123, M karve Rd, Opp. Church gate, Mumbai-

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnzations	Landline Number	Email	Mobile Number	Address
					400020
25	Regional Office, INDIATOURISM (Kolkata)	03322821475	indtour@6100dataone.in	09874777020	Embassy, 4 Shakespeare sarani, Kolkatta-700071, West Bengal
26	Regional Office, INDIATOURISM (Guwahati)	03612737554	indtourguwahati@nic.in	09874777020	Assom paryatan Bhawan, A.K. Ajad Rd, Paltan Bzar, Guwahati-781008
27	Regional Office, INDIATOURISM (Chennai)	04428461459	indtour@vsnl.com	08056216366	154, Anna Salai, Chennai-600002, Tamil Nadu
28	Regional Office, INDIATOURISM (Delhi)	01123320342	goitodelhi@tourism.nic.in	09810214169	88, Janpath, New Delhi-110001
29	Regional Office, INDIATOURISM (Frankfurt)	00496924294927	info@india-tourism.com	01704506662	Basler Strasse 48, D-60329, Frankfurt, AM-MAIN 1, Federal Republic of Germany
30	Regional Office, INDIATOURISM (Japan)	00810335610651	karan4infor@yahoo.com	00818035449281	Art Masters Ginza Building 6-9 Floor, 6-5-12 Ginza Chou-ku, Tokyo 104-0061, Japan
31	Regional Office, INDIATOURISM (Dubai)	97142274848	goirto@emirates.net.ae	971567553050	P.Box-12856, NASA Building, A-1 Maktoum Road, Deira, Dubai, UAE
32	Regional Office, INDIATOURISM (New York)	0012125864901	ny@itonyc.com,rd@itonyc.com	0016466750606	1270 Avenue of Americas Suite 303, New York-10020 USA
33	Regional Office, INDIATOURISM (Sydney)	0061292219555	info@indiatourism.com.au	0061433955288	Level 5, Glass house, 135 King Street, Sydney New South Wales-2000

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address

Indicative Expectations from Service

S.	Indicative Expectations from Service Recipients
1	Overseas offices of Indiatourism should collect all relevant details regarding tourism events in areas of their jurisdiction and submit proposals for participation to Headquarters office well in time.
2	Hoteliers and tour operators should go through the applicable guidelines for approval from the Ministry's website. They should ensure that their applications are complete in all respects and have all relevant enclosures. This will help in quick processing of the applications.
3	State Govts. should not seek change in dates of prioritisation meetings with MOT more than two times.
4	<p>For prioritisation meetings, the State Govts. should come well-prepared with:</p> <ul style="list-style-type: none"> (i) details of the proposals of the tourism projects they intend to take up for getting CFA from Ministry of Tourism, (ii) the status report on the projects sanctioned to them earlier for a comprehensive review of progress made. <p>This will help in making discussions in these meetings fruitful.</p>
5	Out of the projects prioritised for a particular financial year, the State Govt. should submit two proposals for CFA every month to MOT, with all proposals for that financial year submitted by November. This is essential to ensure that scrutiny of proposals, and sanction and release of funds, take place in a phased manner throughout the year for optimal use of personnel and financial resources of MOT. If proposals are submitted in a bunch, or in a very short period, it would not be feasible for MOT to adhere to the specified service standards.
6	Once the projects for a financial year are finalised in the prioritisation meetings, the State Govts. should avoid making changes in this list. In unavoidable cases, full justification for the proposed changes along with details of newly proposed project should be submitted by the State Govt. to MOT for taking approval from the competent authority. The number of projects sought to be substituted should not exceed 25%.
7	While submitting proposals for CFA, the State Govts. should ensure that the proposal is in conformity with the guidelines of the relevant scheme, and all required documents are submitted.
8	For seeking timely release of second/ subsequent instalments of CFA, the State Govts. must ensure that the Utilization Certificate, Completion Certificate or other requisite documents are submitted in time.
9	State Govts. should take steps, including providing adequate manpower and funds, for proper maintenance and upkeep of the tourism projects completed with CFA from Ministry of Tourism.
10	State Govts. should be more proactive in taking steps for safety and security of tourists in their States.

Indicative Expectations from Service

S.	Indicative Expectations from Service Recipients
11	Complainants should have an appreciation of the limited role of Ministry of Tourism in regulating the activities of various categories of tourism service providers in the country. It would be better if complaints on subjects not under the jurisdiction of Ministry of Tourism were to be made to the concerned authorities directly. Persons lodging complaints should give complete and correct information for prompt complaint redress.