## Aim and objective of the organization

The aim and objective of DTTDC is to develop the Tourism in and around Delhi. Details are prescribed in the object clause of DTTDC in the Memorandum of Association and Articles of Association.

## Mission/Vision

The aim is to develop Delhi as a Tourist Destination on the World Map.

## Brief history and background for its establishment.

Delhi Tourism & Transportation Development Corporation Ltd. (DTTDC) was incorporated as Government Company in December, 1975. All the equity of the company is held by State Government. The main object of the company is to develop & promote tourism in Delhi. In the year 1989 DTTDC has assigned the job of retail trading of liquor by the State Govt. with the responsibility of developing infrastructure facility in the NCT of Delhi (Construction of flyovers/grade separators/underpass/bridges etc.)

## Organization charts

Attached (Annexure – I)
(See Manual 17 - Other information Prescribed)

## Allocation of business

- Retail trade of liquor
- Catering activities
- Tourism promotional activities /Tourism Projects
- Construction of flyovers / Underpass / RUB/ROB etc.
- Restoration of denotified monuments
- Transport
- Delhi Institute of Tourism & Travel Management (DITTM)
- Dilli Haats/Garden of Five Senses/Chhawla-Kanganeri / Nature Bazar.

## Duties to be performed to achieve the mission

Attached (Citizen Charter) - Annexure – II
(See Manual 17 - Other information Prescribed)

## Details of services rendered

Attached (Citizen Charter) - Annexure – II
(See Manual 17 - Other information Prescribed)
<table>
<thead>
<tr>
<th>Page</th>
<th>Citizens interaction</th>
<th>There are Seven Information Counters in Delhi &amp; two outside of Delhi (Kolkata &amp; Chennai)</th>
</tr>
</thead>
</table>
| 9    | Postal Address of the main office, attached, subordinate office/field units etc. | Head Quarter: 18-A, DDA SCO Complex, Defence Colony, New Delhi 110 024.  
Tel No. 24698431, 24647005  
E-Mail: tourism@delhitourism.gov.in  
Website: www.delhitourism.gov.in  
Facebook: www.facebook.com/delhitourism  |

- **Dilli Haat – INA**  
  Sri Aurobindo Marg, Laxmi Bai Nagar,  
  Near INA Market, New Delhi – 110023  
  Contact:- 011-26119055, 011-24678817

- **Dilli Haat – Pitampura**  
  Near Netaji Subhash Place Metro Station,  
  Lala Jagat Narayan Marg, Pitampura,  
  New Delhi – 110034  
  Contract :- 011-27317663, 011-27310192

  Contact:- 011-25612181

- **Garden of Five Senses, Said-ul-Ajaib,**  
  Near Saket Metro Station, New Delhi.  
  Contact:- 011-29536401, 29534519

- **Nature Bazar**  
  Andheria Modh, New Delhi.  
  Contact:- 011-26808633

- **Guru Teg Bahadur Memorial near Singhu Border (G.T. Karnal Road), National Highway - 1**  
  Contact:- 011-27781792

- **Azad Hind Gram**  
  Tikri Kalan, National Highway – 10, Rohtak Road, Near Haryana Border.  
  Contact:- 011-28353102

  Central Information Office  
  Baba Kharak Singh Marg  
  Contact:- 23365358, 23363607
<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>10</td>
<td>Map of office location</td>
</tr>
<tr>
<td></td>
<td>Annexure – III</td>
</tr>
<tr>
<td></td>
<td>(See Manual 17 - Other information Prescribed)</td>
</tr>
<tr>
<td>11</td>
<td>Working hours both office and public.</td>
</tr>
<tr>
<td></td>
<td>Office Hours: 9.30 a.m. to 6.00 p.m.</td>
</tr>
<tr>
<td></td>
<td>Public Meeting: 10.00 AM to 12.00 Noon</td>
</tr>
<tr>
<td>12</td>
<td>Public interaction if any Grievance redress mechanism</td>
</tr>
<tr>
<td></td>
<td>Set-up Public Grievance Cell at Head Office</td>
</tr>
</tbody>
</table>