

DELHI TOURISM – CITIZEN CHARTER

Delhi Tourism and Transportation Development Corporation an under taking of the Govt. of Delhi was incorporated in 1975. The corporation is set up to promote Tourism in the Capital City of India. As part of its endeavor to make Delhi as the modern & tourist friendly city, Government of Delhi has taken various initiatives in recent years for development of tourism infrastructure, conservation of monuments & heritage and tourist facilitation by setting up tourist information centers. Delhi Tourism has also started Hop On Hop Off bus service which covers all the main tourist attractions in Delhi including Monuments, Bazaars, Museums and Cultural Centers for the tourists visiting Delhi. DTTDC also offers local & outstation tour packages to neighboring states, Air Ticketing, Adventure Sports activities etc. to facilitate tourists.

An upgraded website has also been developed for the facilitation of tourists.

The government of Delhi has also launched Bed & Breakfast Scheme in order to add more than 3000 rooms in the city. This scheme is helpful for the residents of the city as they would be able to earn from the scheme on one side and at the same time will benefit from the cultural exchange with visitors from all parts of the world during the home stay experience.

Broadly the main objectives of the corporation are :-

- To disseminate Tourism related information
- To provide tourist related services
- To provide recreational facilities
- To develop tourism infrastructure
- To train manpower for tourism

DTTDC Information Offices in Delhi

- 1) Central Reservation Office, opposite Hanuman Temple, Baba Khark Singh Marg
Connaught Place, New Delhi: 110001
Ph: 23365358,23363607 Fax: 23367322
- 2) I-Centre, Baba Khark Singh Marg, Connaught Place, New Delhi: 110088
Ph: 23343810
- 3) India Tourism, 88, Janpath Road, New Delhi :110001
Ph: 23320005-8

- 4) Dilli Haat opposite I. N. A Market, Aurobindo Marg, New Delhi.
Ph: 65390009
- 5) Nizammudin Rly Station
Ph: 65470605
- 6) New Delhi Rly Station (Paharganj side)
Ph: 23741871
- 7) Domestic Airport T-1
Ph: 25675609, 25672297

Delhi Tourism Outstation Counters

1. Mr. Sudhir Gupte
Air India Building,
1st Floor, Nr. Roopali Cinema,
Lal Darwaza,
Ahmedabad – 380001
Mobile: 09427704605

2. Ms. Joyshree Sinha Roy,
New AC market, 46/31/1,
Gariahat Road
Kolkata-700029
Mobile: 08334973844

3. Mr Radhakrishan
C/O Delhi Tourism
Tamilnadu Tourism Complex,
Wallajan Road,
Chennai-600002
Mobile: 09283497985

Tourism Division

**Central Reservation Office, Coffee Home-1
Baba Kharak Singh Marg, New Delhi-110001
(Opp. Hanuman Temple)
Tel.: 011-23365358, 23363607 Fax: 23367322
E-mail: tourism@delhitourism.gov.in
Website: <http://delhitourism.gov.in>
Office Hours: 7.00 a.m. to 9.00 p.m. (Everyday)**

**All tours Departs from Central Reservation Office
Baba Kharak Singh Marg, New Delhi-110001**

The following Regular Tours are organized

- 1) Local Sight Seeing Tour
- 2) Same day Agra Tour
- 3) Haridwar- Rishikesh (overnight) Tour
- 4) Mathura-Vrindavan-Agra-Fatehpur Sikri (Overnight) Tour
- 5) Agra- Jaipur 3 Days Tour
- 6) Jaipur-Ajmer-Pushkar 3 Days Tour
- 7) Mata Vaishno Devi Darshan 4 Days Tour
- 8) Delhi by Evening (on group demand)

LTC/Seasonal Tour Packages

- 1) Haridwar Rishikesh Mussoorie (4 days) Tour
- 2) Badrinath (5 days)
- 3) Dharamshala-Dalhousie-Amritsar (6 days)
- 4) Shimla -Manali-Chandigarh (7 days)
- 5) Badrinath – Kedarnath (8 days)
- 6) Explore Rajasthan (9 days)(Autumn/winter)
- 7) Delhi- Jaipur-Udaipur (5days)(Autumn/winter)

CANCELLATION RULES

1. 10 days or more before departure of tour 10% on full amount.
2. 7 to 9 days before departure of tour 25% on full amount.
3. 3 to 6 days before departure of tour 40% on full amount.
4. Within two days before departure of tour: No Refund.

BED & BREAKFAST SCHEME

The Bed & Breakfast Scheme was introduced for facilitation of Tourists coming to India / Delhi and enjoy the traditional Indian home & Culture and also have the confidence of the families support and protections and go back with pleasant memories.

In the Bed & Breakfast accommodation in Delhi, there are two categories i.e. silver and Gold. The Registration fee for Gold Category is Rs. 5000/- and for Silver Category Rs. 3000/-.

For further details on Bed & Breakfast establishments in Delhi, Log on to The Delhi Tourism Website.

TRANSPORT DIVISION

Activities

- Renting of Cars / coaches for tourists / Govt. Deptt. As per fixed Transport Tariff.
- Handling of Transport & Travel related services for International and national events.

Offers

- Round the clock transport control room for vehicle management.
- Equipped with full variety of tourists cabs and coaches.
- Equipped with a panel of reputed and approved tourists transport operators as a back up system.

Phone No. 24674153

In addition to the above fleet owned by the corporation, DTTDC also empanel transporters for different types of Vehicles from whom we hire the vehicle as and when required. The details are as under:-

For AC and Non AC Coaches (Valid upto 31.03.2015)

M/s Sehgal Transport Service
M/s Bakshi Transport Co.
M/s Highway Travels
M/s The Times Travels

For AC and Non AC Tourist Cabs for City sectors (Valid upto 31.03.2015)

M/s ET Trav – Aids Pvt. Ltd.
M/s Maan Tourist Transport Service
M/s Chandigarh Tourist Taxi Service
Victoria Car Rental (P) Ltd.
M/s Laxmi Tours & Travels

For AC and Non AC Tourists Cabs for Airport (Valid upto 31.03.2015)

M/s B.S. Travels
M/s Bridge the World Tour & Travels
M/s Jai Mohan Transport Service
M/s Taj India Tours
M/s Indira India Taxi Service

TRAVEL

Travel Bureau of Delhi Tourism offers services for International and Domestic air ticketing, full fledged Money Changers for providing Foreign Exchange service. We also co-ordinate the Visas and travel Insurance for our valued clients. International hotel accommodation is also made available.

The Bureau is (PSA) Passenger Sales Agent of Indian Airlines and authorized to issue their tickets online. The Bureau also has CRS of Amadeus which enables us to make the International ticketing. It has also acquired International ticket stock from IATA. The Bureau also issues the tickets for any international Airlines who are the member of IATA-BSP. We have also tied up with the Western Union money transfer.

Contact:

Travel Bureau
3rd floor, Rajeev Gandhi handicraft Bhawan
Baba Kharak Singh Marg
Connaught Place,
New Delhi – 110002

E-TICKETING FOR TOURIST SERVICES

Delhi Tourism had initiated e-ticketing for booking of Tour packages organized by the Corporation. The e-booking facility is available through website of Delhi Tourism at **www.delhitourism.gov.in** International and domestic tourists can book tour packages online.

Calendar of Events:

Proposed/ Tentative Dates/ Festivals to be held during 2014 - 15

Name of the Festival	Proposed / Tentative dates 2014 - 15
26 th Mango Festival - 3 days	11 to 13 July 2014
4 th International Magic Festival - 3 Days	26 – 28 September, 2014
World Tourism Day	27 th September, 2014
5 th Itra and Sugandhi festival – 3 Days	10 – 12 October, 2014
3 rd Adventure Festival – 4 days	December , 14 / Jan, 2015
5 th Dilli Ke Pakwaan – 7 Days	24 – 30 Dec, 2014
4 th International Kite Flying Festival – 3 Days	24 – 26 January, 2015
28 th Garden Tourism Festival – 3 Days	20 – 22 February, 2015

** The date and venue of events are subject to change. For update of information kindly contact Shri Ashok Gupta, Manager (Events) Ph. No.24698431, 24647005. Mob. No. 9810547279

Website: www.delhitourism.gov.in

COFFEE HOMES

CONNAUGHT PLACE COFFEE HOME

The Connaught Place Coffee Home is located opposite Hanuman Temple, Baba Kharak Singh Marg. DTTDC provides nutritional and hygienic food items at reasonable prices to Delhiites consisting of the Senior Citizens, Journalists, Media Persons and Students etc. Around 2000 Visitors visit the Coffee Home daily and enjoy the South Indian delicacies.

Timings : 11:00 A.M. to 8:00 P.M.

Contact No.: 23368469

VIDHAN SABHA CANTEEN

DTTDC provides best quality of catering services to the members of Legislatives Assembly, Print & Electronic Media people / VIPs particularly during the session days. The Canteen opens for the staff and the VIPs for five days in a week. The canteen services is closed on Saturdays, Sunday and Gazetted Holidays.

R.K. PURAM

The Coffee Home is located opp. Hyatt Regency Hotel at R.K. Puram. The Coffee Home is operated & managed by M/s Food Plaza Express Kitchen on license fee basis. Main Hall of the Coffee Home has been designated for small get small together / parties.

Timings : 11:00 a.m. to 8:00 p.m.

Contact No. : 99992-46582

LAXMI NAGAR COFFEE HOME

The Coffee Home is located at Vikas Marg, District Centre, Laxmi Nagar, Presently, the Coffee home is not running and DTTDC is going to float open tenders to outsource the same. The small get together / parties can be arranged on the mezzanine floor (200 sq. meter area). The Coffee Home has been outsourced to M/s MGV Consultants.

Timing : 11:00 a.m. to 8:00 p.m.

VIKAS PURI COFFEE HOME

The Coffee Home is located at Budhela Village, The Vikaspuri Coffee Home is operated & managed by M/s Ashima Security Services on license fee basis. Main Hall of the Coffee Home is utilized for small get together / parties.

Timing : 11:00 a.m. to 8:00 p.m.

Contact No. : 98102-07253, 28533777

SHAHEED BHAGAT SINGH RESTAURANT

The Restaurant is located at Shaheed Bhagat Singh Complex, Gole Market adjacent to Nikku Hotel. The Restaurant has been operated & managed by M/s Connoisseur Foods & Hospitality Services. Main Hall of the Restaurant is utilized for small get together / parties.

Timing : 11:00 a.m. to 8:00 p.m.

Contact No. : 98110-04004

MEDIA COFFEE HOME

The Coffee Home is located at Subway of Bahadur Shah Zafar Marg. The Coffee Home is operated & managed by M/s Cool All on license fee basis. Main Hall of the Coffee Home is utilized for small get together / parties.

Timing : 11:00 a.m. to 8:00 p.m.

Contact no. : 93505-92559

DTTDC has also been organizing picnic for school children at the venue under the possession of DTTDC. In addition an amphitheatre area is being rented out for various activities along with the area under the possession of DTTDC.

DILLI HAAT, INA

Dilli – Haat, INA is a showcase of mini – rural India where local artisan from all over the country gather to sell their Handicrafts & Handlooms items which reflect the rural life of India.

The Haat opens almost 365 days a year. On the festival of 26 January, Holi & 15 August the Haat remains closed. On Diwali it opens in the first half.

Dilli Haat, INA has 25 food stalls which have been allotted to various State Tourism Corporations to popularize their regional cuisines. Besides State Tourism Corporation stalls have also been allotted to Mother Dairy to promote dairy products. A stall has also been allotted to NGO Navdanya which is popularizing organic food.

Aurbindo Marg,

Opposite INA Market

Timing : 10:30 a.m. to 10:00 p.m. (Summer)

10:30 a.m. to 9:00 p.m. (Winter)

Entry Ticket : Adult – Rs. 20 /-

Child - Rs. 10/-

Contact No. : 26119055, 24678817

Dilli Haat, Pitampura

Delhi's second Dilli Haat, the Dilli Haat, Pitampura, was developed by DTTDC in Pitampura, close to Pitampura TV Tower and spread over 7.2 hectares, was opened in April 2008.

Dilli Haat, Pitampura was made keeping in mind to make the Haat eco-friendly and disabled friendly by recycling waste water, rain water harvesting and providing barrier free features and access to all parts.

The Dilli Haat at Pitampura has 108 craft shops, 11 temporary shops, a multi purpose pavilion for craft exhibition with a capacity of 100 display/ exhibit counters, food kiosks- 20 nos. with a capacity of 400 persons in the food court, Fine dining AC Restaurant worth sitting capacity of 100 persons, Conference room. Double storied dormitory for craftsmen with a capacity of approx 100 beds, Amphitheater with a capacity of 450 persons, Car Parking, Art gallery, Spice Market, Sculpture court, large landscaped greens etc.

Near Netaji Subhash Place, Metro Station in west Delhi,

Timing : 11 a.m. to 10 p.m.

Entry Ticket : Adult : Rs. 15/-

Child : Rs. 5/-

Contact No. : 27317663, 27310192

Dilli Haat, Janakpuri

Dilli Haat Janakpuri, is a joint venture between DDA and DTTDC. DDA has provided land measuring 3.92 hectares comprising two pockets A and B having area 3.2 hectares and 0.72 hectares respectively.

In phase – I, Haat is designed on Pocket A and in Phase II a youth hostel and car parking on pocket B. estimated cost of Phase – I is Rs. 91.44 Crores. Ministry of Tourism, Govt. of India has provided central finance assistance of Rs. 24.37 Crores for this project. Govt. of Delhi has also released Rs. 25 Crores for this project. Dilli Haat, Janakpuri would be inaugurated soon.

Behind Hari Nagar

DTC Depot (Lal Sai Marg)

New Delhi

Nearest Metro Station: Tilak Nagar Metro Station

Phone No: 25612181

Sub-way at IIT and Chirag Delhi have also been constructed.

RESTORATION OF DENOTIFIED MONUMENTS

Delhi is a city of monuments and to preserve the rich cultural heritage of the city, the Corporation has undertaken restoration of denotified monuments located in the Mehrauli archaeological park area.

MANPOWER TRAINING FOR THE TOURISM INDUSTRY

Delhi Institute of Tourism and Travel Management (DITTM) under the administrative control of the corporation conducts training programmes for the tourism industry. Regular programmes are announced through advertisements in print media and details are available from the institute located at 9 Nyaya Marg, Chanakyapuri, New Delhi . Phone: 26118280.

VIGILANCE AND ANTI CORRUPTION MEASURES

DTTDC has taken steps for eradicating corruption. The vigilance cell looks into the cases of complaints against the employees. A separate enforcement cell has been created to ensure that the rule and regulations are adhered to, Complaint, if any, from the tourist are monitored at the level of the top management and taken to their logical end.

COUNTRY LIQUOR AND IMFL RETAIL OUTLETS

Delhi tourism has retail outlets for the sale of Country liquor and Indian made foreign liquor. These outlets are spread all over Delhi and remain open as per the timings fixed by the excise department. Some of the outlets have self service facilities. Funds generated from liquor trade are used for the development of tourism related infrastructure.

For further query contact: 22543418

PUBLIC GRIEVANCES

Measures have been taken, wherever necessary. For any complaint related to the unsatisfactory services rendered by the corporation, chief Executive can be contacted at the registered office of the corporation at -

18-A, DDA, SCO Complex, Defence Colony, New Delhi – 110024

And at 24698431, 24647005.

Website : www.delhitourism.gov.in