

**DELHI TOURISM & TRANSPORTATION DEVELOPMENT CORPN.
18-A, DDA SCO COMPLEX, DEFENCE COLONY, N.DELHI-24.**

Right to Information

Manual 3 & 4

The procedure followed in the decision making process, including channels of supervision and accountability & the norms set by it for the discharge of its functions

1. Operation of tours within Delhi and outside Delhi
2. Tourist Cars & coaches on rental basis,
3. Operation of boating facilities in some lakes/water channels in Delhi
4. Management & Operation of Dilli Haat (INA ,Pitampura ,Janakpuri, GFS, GTB and other Projects).
5. Organizing of Fairs and Festivals / Events etc.
6. Construction of Flyovers, Bridges etc.
7. Sale of Country Liquor on retails
8. Operation of Coffee Home and outdoor catering
9. Booking of Air ticket

In these activities / services general customers contact various outlets of the corporation to avail the services & facilities extended by the corporation.

The bookings of these services are organized at various outlets & specified tickets or cash memos are issued against the bookings.

The tariff & other rates including entry fee to Dilli Haats & Garden of Five Senses is decided by the Competent Authority on the recommendations of respective division and with the concurrence of the Finance Division of the corporation. The booking of sale of tickets is being realized as per the decided tariff. There are other guidelines including cancellation charges and booking procedure, which are highlighted, on the tickets.

As these activities have direct public interaction the minimum time is taken for the issuance of ticket/cash memos and conduct of business. These bookings are undertaken at the level of Assistant Tourist Councilor / booking Clerks etc. The deployment and day-to-day operations are supervised and looked after and decided upon at the level of Sr. Chief Managers / Chief Manager/Dy. Managers/Unit Incharges.