

Government of India Ministry of Tourism



Citizen's / Client's Charter For the year (2013-14)

Address: 1, Transport Bhawan, Sansad Marg,
New Delhi-110001

Website ID:	www.tourism.gov.in
Date of issue	June, 2013
Next Review	May, 2014

Vision Mission

Vision

Promoting tourism in India and making the country a major tourist destination with a view to providing a better quality of life to its people.

Mission

Achieve a level of 11.24 million Foreign Tourist Arrivals and 1450 million Domestic Tourist Visits by the year 2016-17 by positioning sustainable tourism development as a national priority activity, enhancing the competitiveness of the Indian tourism industry, improving tourism products to meet new market requirements, creating world-class tourist infrastructure, ensuring greater visibility for tourist facilities, and augmenting the human resource base in this sector.

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1	Timely approval of proposals for participation in overseas events.	15	Sh. Ajay Kumar Gupta, ADG(OM)	adgakg-tour@nic.in	23014863	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

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								Category	Mode	Amount
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
2.	Timely approval of classification of Hotels of category 4 star, 5 star, 5 star deluxe and Heritage category.	15	Smt. Usha Sharma, ADG(T)	adg-tourism@nic.in	23718663	a) Receipt of application alongwith enclosures	Forms, guidelines and checklist available on Ministry website	4- Star	DD	12000
								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
						d) Issue of classification certificate.	NA	NA	NA	0

S. No.	Services / Transaction	Weight %	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
3	Approval of application of inbound tour operators.	5	Smt. Usha Sharma, ADG (T)	adg-tourism@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
4	Timely holding of prioritization meeting with State Govts. for deciding the tourism projects	5	Shri Anand kumar, JS(T)	a.anand@nic.in	23715084	a) Preparation of a draft schedule of meetings with individual State Governments.	NA	N/A	N/A	N/A

S. No.	Services / Transaction	Weight %	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	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.					b) Communicating the schedule to all State Govts. and rescheduling the meeting, 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

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(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)																			
5	Timely release of First Installment of CFA to State Govts.	40	Shri Anand kumar, JS(T) Dr. R.K. Bhatnagar, ADG (MR) Sh. Ajay Kumar Gupta, ADG(OM)	a.anand@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																			
											adgmrtour@gmail.com	23018229	b) Scrutiny of proposal.	Scheme guidelines on Ministry website.	N/A	N/A	N/A												
																		adgakg-tour@nic.in	23014863	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
a) Receipt of Utilization Certificate from State Govts.	Scheme guidelines on Ministry website.	N/A	N/A	N/A																									

S. No.	Services / Transaction	Weight %	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
			Dr. R.K. Bhatnagar, ADG (MR)	adgmrtour@gmail.com	23018229	b) Scrutiny of UC for correctness & completeness.	Scheme guidelines on Ministry website.	N/A	N/A	N/A
			Sh. Ajay Kumar Gupta, ADG (OM)	adgakg-tour@nic.in	23014863	c) Approval of competent authority for release of final installment.	NA	N/A	N/A	N/A
						d) Release of final installment.	After receiving Utilization Certificate (UC) of CFA and Completion Certificate (CC) of project.	N/A	N/A	N/A
7.	Prompt grievance redressal.	5	Shri Sanjay Singh, Asst. 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

S. No.	Services / Transaction	Weight %	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
						(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

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
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	No. of 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	No. of 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.	45	No. of days	5.00	Ministry records

Row No.	Objective	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
(1)	(2)	(3)	(4)	(5)	(6)	(7)	
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 31 st March.	90	%	5.00	Ministry records.
5	Timely release of First Installment 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.
			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

Row No.	Objective	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
(1)	(2)	(3)	(4)	(5)	(6)	(7)	
			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 installment from the date of the sanction order.	10	Working days	4.00	Ministry records
6.	Timely release of final installment 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 2 nd installment from the date of receipt of UC complete in all respects.	40	Days	12.00	Ministry records

S. No.	Objective	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
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
			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	No. of days	3.50	CPGRAMS report & Ministry records

Grievance Redress

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

S.No.	Name of the Public Grievances Officer	Helpline	Email	Mobile
(1)	(2)	(3)	(4)	(5)
1	Shri Sanjay Singh Asstt. DG (TT)	23012805	sanjay.singh1@nic.in	9810340844

List of Stakeholders / Clients

S. No.	Stakeholders / Clients
1.	State Governments / UTs 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. No.	Responsibility Centers and Subordinate Organizations	Landline Number	E-mail	Mobile number	Address
1.	National Council for Hotel Management & Catering Technology (NCHMCT)	0120-2590602	diraf-nchm@nic.in	09868145355	National Council for Hostel Management and Catering Technology, A-34, Sector-62, NOIDA-201301.
2.	Indian Institute of Tourism and Travel Management, IITTM, Gwalior	07512345821	iittm@sancharnet.in	09425112293	Govindpuri, Gwalior-474011 (M.P.) India.
3.	Central Institute of Hotel Management (IHM), Bangalore.	08022262960	ihm@vsnl.com ihmbengaluru@gmail.com	09884461752	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, S.J. Polytechnic Campus, Seshadri Road, Bangalore-560001, Karnataka.
4.	Central Institutes of Hotel Management (IHM), Bhopal.	0755-2464397 2428551	ihmbh@sify.com principal@ihmbpl.com	09770222300	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, 1100 Quarters Near Academy of Administration, Bhopal-462016 (Madhya Pradesh)
5.	Central Institute of Hotel Management (IHM), Bhubaneswar	06742581864	hospitality@ihmbbs.org	09437001241	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Veer Surendra Sai Nagar, Bhubaneswar-751007 (Odisha)

S. No.	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Mobile number	Address
6.	Central Institutes of Hotel Management (IHM), Chandigarh	01722604833	alhm_chd@yahoo.com	09872329623	Principal, Dr. Ambedkar, Institute of Hotel Management, Sector 42-D, Chandigarh-160036
7.	Central Institutes of Hotel Management (IHM), Chennai	04422542029	ihmchen@dataone.in	09445391615	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, CIT Campus, TTTI-Tharamani (CPO), Chennai-600113, (Tamil Nadu)
8.	Central Institutes of Hotel Management (IHM), Gandhinagar	07923276657	principal@ihmahmedabad.com	09426010381	Principal Institute of Hotel Management, Catering Technology & Applied Nutrition, Ahmedabad-Gandhinagar Highway Bhajipura Patia, Head P.O. Adalaj Kudasani, Gandhinagar-382421(Gujarat)
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	mail. ihmgs@gmail.com	09478401503	Principal Institute of Hotel Management, Catering Technology & Applied Nutrition, Village Bariar, GT Road, Gurdaspur-143521 (Punjab).

S. No.	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Mobile number	Address
11.	Central Institutes of Hotel Management (IHM), Guwahati	03612452273	ihmctanghy@yahoo.com	09435012276	Principal Institute of Hotel Management, Catering Technology & Applied Nutrition, VIP Road, Upper Hengrabari Barbari, Opp. Dordashan Quarters, Guwahati-781036 (Assam).
12.	Central Institutes of Hotel Management (IHM), Gwalior.	07512471477	ihmgwl@bsnl.in pantkamal@hotmail.com	09425117437	Principal, Institute of Hotel Management Catering Technology and Applied Nutrition, Airport Road Maharajpura, Gwalior-474020 (Madhya Pradesh).
13.	Central Institutes of Hotel Management (IHM), Hazipur (Bihar)	06224275354	hajipurihm@gmail.com	09334121770	Principal Institute of Hotel Management, Catering Technology & Applied Nutrition, Near Ramashish Chowk, Opp. State Govt. Circuit House, P.O. Industrial Estate, 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

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15	Central Institutes of Hotel Management (IHM), Jaipur.	01412202812	ihm_jpr@rediffmail.com	07665222259	Principal, 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 principal@ihmkolkata.org	09433433794	Principal Institute of Hotel Management Catering Technology & Applied Nutrition, P-16, Taratola Road, Kolkata-700088.(West Bengal)
17.	Central Institutes of Hotel Management (IHM), Lucknow.	0522-2326772	ihm@sancharnet.in ihmlucknow@gmail.com	09415003963	Principal-Incharge Institute of Hotel Management, Catering Technology & Applied Nutrition, Seed Farm, Sector- G Aliganj, Lucknow-226024.
18.	Central Institutes of Hotel Management (IHM), Mumbai.	022-24457242 24457241	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.	01125841411	ihmpusa@rediffmail.com	09650544354	Principal Institute of Hotel Management, Catering Technology & Applied Nutrition, Library Avenue, Pusa Complex, New Delhi-110012.

Responsibility Centers and Subordinate Organizations

S. No.	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Mobile number	Address
20	Central Institutes of Hotel Management (IHM), Shillong	03642501616	ihmctan.shillong@gmail.com	09436312249	Principal Institute of Hotel Management Catering Technology & Applied Nutrition, Lumpyngad, Bishop Cotton Road, Shillong-783001.(Meghalaya)
21	Central Institutes of Hotel Management (IHM), Shimla.	0177-2004022 2648208	ihmkufri@yahoo.com	09418010040	Principal Institute of Hotel Management, Kufri, Shimla-171012 (Himachal Pradesh).
22.	Central Institutes of Hotel Management (IHM), Srinagar (J&K)	01942480951	ihm@ihmsrinagar.org info@ihmsrinagar.org	09419057556	Principal – Incharge Institute of Hotel Management, Boulevard Road, Nehru Park, Rajbagh, Srinagar-190008 (J & K).
23	Central Institutes of Hotel Management (IHM), Trivandrum.	04712481094	ihmct.kov@bsnl.in principal@ihmctkovalam.org	09447052407	Principal – Institute of Hotel Management, G.V. Raja Road, Kovalam (PO), Thriuvananthapuram-695527. (Kerala)
24.	Regional Office, INDIATOURISM (Mumbai)	02222033144	indiatourism@mtnl.net.in	09920636992	123, M Karve Road, Opp. Church Gate, Mumbai-400020.
25.	Regional Office, INDIATOURISM (Kolkata)	03322821475	indtour@6100dataone.in	09874777020	4 Shakespeare Sarani, Kolkata-700071, West Bengal.
26.	Regional Office, INDIATOURISM (Guwahati).	03612737554	indiatourguwahati@nic.in	09874777020	Assom Paryatan Bhawan, A.K. Ajad Road, Paltan Bazar, Guwahati-781008.

S. No.	Responsibility Centres and Subordinate Organizations	Landline Number	E-mail	Mobile number	Address
27.	Regional Office, INDIATOURISM (Chennai).	04428461459	indiatourismchennai@gmail.com	09654164354	154, Anna Salai, Chennai-600002 (Tamil Nadu).
28	Regional Office, INDIATOURISM (Delhi)	01123320342	goitodelhi@nic.in	09810214169	88, Janpath, New Delhi-110001.
29	Regional Office, INDIATOURISM (Frankfurt).	+4969-2429490	rdfrankfurt@gmail.com		Regional Director, Indiatourism Basler Strasse 48, D-60329 Frankfurt, AM-Main 1, Federal Republic of Germany
30	Regional Office, INDIATOURISM (Japan).	+81-3-3571-5062	tokyo@incredibleindia.org	+81-3-3571-5063	Art Masters Ginza Building 6-9 Floor, 6-5-12 Ginza Chuo-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	sujata.thakur@nic.in m.vashist@nic.in	0016466750606	1270 Avenue of Americas Suite 1808, 18 th Floor, 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

Indicative Expectations from Service Recipients

S. No.	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 prioritization meetings with MOT more than two times.
4.	For prioritization meetings, the State Govts. should come well-prepared with: (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. This will help in making discussions in these meetings fruitful.
5.	Out of the projects prioritized for a particular financial year, the State Govts. 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 finalized in the prioritization 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 Govt. should be more proactive in taking steps for safety and security of tourists in their States.

Indicative Expectations from Service

S. No.	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.