



MANUAL UNDER RIGHT TO INFORMATION ACT, 2005

DEPARTMENT OF TOURISM
GOVERNMENT OF TAMIL NADU
TAMIL NADU TOURISM COMPLEX
2, WALLAJAH ROAD, CHENNAI - 600 002

INDEX

Chapter No	Particulars	Page No
1.	<i>Introduction</i>	1 - 4
2.	<i>Particulars of Organization, functions and Duties (Manual -1)</i>	5 - 22
3.	<i>Powers and Duties of Officers and Employees (Manual- 2)</i>	23 - 34
4.	<i>Rules , Regulations ,Instructions, Manual and Records for Discharging Functions (Manual-3)</i>	35 - 38
5.	<i>Particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof. (Manual - 4)</i>	39 - 41
6.	<i>A Statement of the Categories of documents that are held by it or under its control. (Manual -5)</i>	42 - 43
7.	<i>A statement of boards, council, committees and other bodies constituted as its part. (Manual - 6)</i>	44 - 47
8.	<i>Procedure followed in Decision making process. (Manual - 7)</i>	48 - 51
9.	<i>The Budget Allocated to each Agency (particulars of all plans, proposed expenditures and reports on disbursement made) (Manual - 8)</i>	52 - 58
10.	<i>The Manner of Execution of Subsidy Programmes. (Manual - 9)</i>	59 - 92
11.	<i>Particulars of Recipients of Concessions, permits or authorization granted by it. (Manual - 10)</i>	93 - 97
12.	<i>Norms set by it for the discharge of its functions. (Manual - 11)</i>	98 - 99
13.	<i>Information available in an electronic form. (Manual -12)</i>	100 - 101
14.	<i>Particulars of the facilities available to citizens for obtaining information. (Manual - 13)</i>	102 - 104
15.	<i>Other Useful Information. (Manual - 14)</i>	105 - 109

Chapter - 1

Introduction

Introduction

A right to information act 2005 has come into force there by empowering every citizen of this country to have information about the governance and also to ensure transparency in public administration. Therefore, as a statutory requirement, the information relating to Tamil Nadu Tourism Department is provided herein.

Objective of this hand book is to provide all necessary information relating to functioning of the Department of Tourism, Government of Tamil Nadu.

The users of the hand book are -

- a. All citizens
- b. Tourists and travellers
- c. Hoteliers and
- d. Every key player in Tourism promotion

This hand book is classified into the following Chapters as

1. Dealing with the objective, organization of the hand book.
2. Particulars of the organization, functions and duties
3. Powers and duties of employees
4. Rules and regulations, instructions, manuals and records

5. Particulars of any arrangement that exists for consultation with or representation of the members of the public in relation to which implementation there of.
6. A state of category of documents that are held by it or under its control.
7. A state of boards, council, committees and other bodies constituted as its part.
8. The names, designations and other particulars of public information officers.
9. Procedure authorities in decision making process.
10. Monthly reports received by each of the officers and employees including the system of councils provide in regularization.
11. The budget allocated to each agency.
12. The manner of institution of subsidy programmes.
13. Particulars of recipients of concessions, permits are authorization granted by it.
14. Norms said by it for discharging of its function.
15. Information availability in a electronic form
16. Particulars of facilities available to citizens to obtaining information.
17. Other useful information.

There is no definition in the hand book, as the information provided is fully explanatory in nature.

The contact person for getting more information on this topics is Joint Director, Department of Tourism who is the Public Information Officer. The details of other officers can also be found in hand book in the respective chapter.

For information which is not in the hand book, one can approach Public Information Officer of this Department through a letter. The procedure and fee will be communicated depending upon the request of the individual.

Chapter - 2 (Manual -1)

Particulars of Organization, functions and Duties

Objective / purpose of the public authority

Augmenting infrastructural facilities at the existing tourist centres.

Promotion and Development of places of local importance and identifying new tourism potential for development.

Evolving publicity strategy and to publicise the potential through films, newspaper, magazines, websites, internet and online services within and out side the country.

Providing facilities for recreation and adventure sports at selected tourist places for attracting tourists from other States and abroad.

Encouraging the private sector in the Hotel and Travel Trade to provide adequate accommodation and travel facilities and also to set up Amusement and Theme parks. (Further incentives are being contemplated in this regard by the State Government)

Organising and participate in Fairs, Festivals and Travel Marts in and out side Tamil Nadu .

To evolve more number of circuits covering neighbouring States,
To promote Beach Tourism by developing and maintaining beaches along the coast line.

To produce quality guides in coordination with the Anna Institute of management, Chennai.

Mission / Vision Statement of the Public Authority

The Department of tourism making efforts to not only maintain their increasing growth rate of visitors but to also boost tourism to the state from both the inbound as well as the domestic circuit. Chennai being one of the major gate way cities into India. In a step towards this quest the Tamil Nadu Government is developing its tourism infrastructure at important tourist centres all over the state along with promoting eco-tourism, spiritual tourism , health-tourism and adventure tourism.

The Tamil Nadu Government is taking a proactive approach to tourism promotion in the State, Which is amply evident through the articles, advertisements and participation in international tourism exhibitions that are helping in giving exposure to the state. It is meanwhile also motivating the private sector to participate in tourism promotion related projects by putting up more facilities like hotels to cater to the requirements of foreign tourists.

This Department has been concentrating on the integrated development of Mamallapuram or Mahabalipuram, the World Heritage site, the Hill stations of Yercaud and Kodaikanal and the pilgrimage town of Rameswaram and Kanniyakumari at the Southern trip of India. The circuit is expected to be ready within a year. While places like Ooty, Kodaikanal, Madurai and Kanchipuram are already well known by domestic and international tourists, as yet lesser known destinations are being promoted by the State Government, the mangrove forests of Pichavaram which host several rare species of birds. The Hogennakkal and Courtallam falls, reputed to have medicinal properties. The bird sanctuaries of Pulicat Lake, Vedanthangal, Vellode and the wildlife sanctuaries of Point Calimere, to mention a few.

The Government aims to make use of tourism for the promotion of the services sector and for the generation of employment. While Tamil Nadu has a strong industrial base there is scope on the business side. Chennai and Coimbatore are emerging as popular conference centres with modern day facilities where conferences and exhibitions at the international level can be hosted. The Chennai Trade Centre in the State capital and the Codissia Complex in Coimbatore have been set up to hold these events.

Brief history of the public authority and context of its formation

The Department of Tourism is taking sustained efforts for the promotion of Tourism in Tamil Nadu by publicizing the Tourism potentials / facilities among the prospective tourists from tourists generating countries abroad and States in India through all media vehicles including participation in Travel Trade, Marts, etc. Infrastructure facilities, basic amenities have been provided / being upgraded at all tourists destinations. Funds sanctioned by the Ministry of Tourism, Government of India and State Government are being utilized for the above purpose.

Duties of the Public Authority

The Commissionerate of Tourism looks after the important tourism promotion activities in the State, which are as follows:

- * Providing necessary infrastructure through plan schemes and public, private sector participation.

- * Promotion, Publicity and marketing.

- * Dissemination of tourist information through Tourist Offices and Tourist Information Counters in the state and other states as well.
- * Conducting of Festival and Events.

Main activities / function of the public authority

The Commissionerate of Tourism in Chennai prepares schemes for Tourism promotion and Development in the State in consultation with the District Collectors and monitors its implementation.

To accelerate the growth in tourism, it is necessary to create awareness among the public and tourists by disseminating information.

To disseminate information on tourism potential and facilities in Tamil nadu 19 Tourist Information Centres at Railway stations and Airports in the State and 8 Tourist Information Centres in other States (total 27) are functioning.

Foreign tourists visiting India are attracted by the ancient monuments such as historical forts, structures depicting Architecture of different ages, ancient temples (Pallava, Chola, pandya, Vijayanagar and Naick periods). Music, dance and Drama, which form an integral part of the people of Tamil Nadu. No tourist can afford to miss a performance of the pure form of India Classical dance Bharatha Natyam, which has been in vogue for several centuries, un-spoilt by time. For promoting cultural tourism in Tamil Nadu, the following festivals have been identified as annual events, so that foreign travel agencies can organize package tours well in advance.

<u>Festival</u>	<u>Place</u>	<u>Month</u>
1) Sandanakkoodu Festival	Ervadi	March
2) Chithirai Full Moon Festival	Manora	May
3) Chithirai Full Moon Festival	Poompuhar	May
4) Car Festival	Tiruvarur	May
5) Chithirai Visu Festival	Tirunelveli	May
6) Kattabomman Vizha	Panchalankurichi	July
7) Aadipperukku Festival	Bhavani Kooduthurai	July/Aug.
8) Aadipperukku Festival	Hogennakkal	July/Aug.
9) Aadipooram Festival	Melmaruvathur	July
10) SaralVizha	Courtallam/Palamathi	July
11) Kandhuri Festival	Nagore	Aug./Sep.
12) Velankanni Madha Festival	Velankanni	Aug./Sep.

Harvest Festivals

1. Pongal Festival	at all important Tourist spots.	January
2. Tea & Tourism Festival	Ooty/Coonoor	January
3. Mango Festival	Krishnagiri	June

Cultural Festival

1. Dance Festival	Mamallapuram	Jan./Feb.
2. Natyanjali Festival	Chidambaram	Feb./March
3. Chithirai Festival	Madurai	April/May
4. Summer Festival	Ooty, Kodaikanal Yercaud Kolli Hills Pachaimalai, Yelagiri	May June

List of Services being provided by the public authority with a brief write – up on them

For giving information and rendering assistance to tourists in respect of their stay, food, sight seeing, shopping, workshop, amusement etc.,

Tourist Offices of Tamil Nadu are functioning:(within Tamil Nadu)

	<u>Phone No. & Fax No./working hours</u>
1) Tourist Office, Tamil Nadu Tourism Complex, Walajah Road, Chennai-2	044-25368358 - 10.00AM-5.45PM.
2) Tourist Office, Beach Road, Kanniyakumari-629 702	95-4652-2146276 -10.00AM-5.45PM. Fax.95-4652-2146030 –
3) Tourist Office, Venlock Road, Udhagamandalam-643 001	95-423-2443977 - 10.00AM-5.45PM. Fax 95-423-2444369
4) Tourist Office, Municipal Bus Stand Rest House, Kodaikanal-624 101	95-4542-241675 -10.00AM-5.45PM. Fax 95-4542-241340
5) Tourist Office, Mamallapuram-603 104	95-4114-27442232-10.00AM-5.45PM.
6) Tourist Office, West Veli Veedhi, Madurai-625 001	95-452-2334757 - 10.00AM-5.45PM. Mahal- 95-452-2732945 - Fax. 95-452-2331945
7) Tourist Office, Central Bus Stand, Rameswaram-623 526	95-4573-221371 10.00AM-5.45PM. Fax. 95-4573-221991
8) Tourist Office, TTDC Campus, Thanjavur-613 001	95-4362-230984 10.00AM-5.45PM. 95-4362-230857
9) Tourist Office, Contonement, Tiruchirapalli-620 001	95-431-2460136- 10.00AM-5.45PM.
10) Tourist Office, District Collector's Campus, Tirunelveli-9	95-462-2500104- 10.00AM-5.45PM. Fax.95-462-2500224

- 11) Tourist Office, 95-427-2316449 -10.00AM-5.45PM.
TTDC Campus, Fax 95-427-2400700
Ramakrishna Road,
Salem-7
- 12) Tourist Office, 95-4342-230705 10.00AM-5.45PM.
Dharmapuri-636 705
- 13) Tourist Office, 95-4144-238739 -10.00AM-5.45PM.
Railway Feeder Road, Fax.95-4144-222656
Chidambaram-609 001
- 14) Tourist Office, 95-4364-260439 -10.00AM-5.45PM.
Poompuhar-609 105

Outside Tamil Nadu

- 1) Tourist Office, 011-23366327 - 10.00AM-5.45PM.
Govt. of Tamil Nadu, Tele Fax-011-23745427
C1.State Emporia Complex,
Baba Kharak Singh Marg,
New Delhi-110 001
- 2) Tourist Office, 022-24110118- 10.00AM-5.45PM.
Govt. of Tamil Nadu, Fax. 022-24154621
G2.A. Royal Grace,
Lok Manya Tilak Colony Marg,
No.2, Dadar East,
Mumbai-400 014
- 3) Tourist Office, 033-24237432- 10.00AM-5.45PM.
Govt. of Tamil Nadu, 033-24237611
G-26, Dakshinappan Shopping Complex,
2, Gariyahat Road (South)
Kolkatta-700 068
- 4) Tourist Office, 0832-2226390 - 10.00AM-5.45PM.
Govt. of Tamil Nadu, 0832-2220068
Shop No.7, Rayu Chambers,
Panaji, Goa-403 001
- 5) Tourist Office, 0562-2421183 -10.00AM-5.45PM.
Govt. of Tamil Nadu,
Hotel Sakura Complex,
49, Idgah Colony,
Agra-282 001

6) Tourist Office,
Govt. of Tamil Nadu,
Govind Bhavan,
Opp.Hotel Suragatham
Jaipur-302 006.

0141-2204118 - 10.00AM-5.45PM.
Fax 0141-2200142

Tourist Information Centres within Tamil Nadu

Airports:

- 1) Chennai (International terminal) - 10.00AM-5.45PM.
- 2) Chennai (Domestic terminal) - 10.00AM-5.45PM.
- 3) Madurai
- 4) Coimbatore
- 5) Tiruchirapallai

Railway Stations:

- 6) Chennai (Central) - 10.00AM-5.45PM.
- 7) Chennai (Egmore) - 10.00AM-5.45PM.
- 8) Madurai
- 9) Coimbatore
- 10) Rameswaram
- 11) Tiruchirapalli
- 12) Tirunelveli

Bus Stands

- 13) Chennai Metropolitan Bus terminus - 6.00 AM – 2.00 PM /
Koyambedu
2.00 PM – 10.00PM
- 14) Rameswaram

Other places

- 15) Gudalur(The Nilgiris District)
- 16) Tranquebar (Nagapattinam District)
- 17) Hotel Tamil Nadu Complex, Thanjavur
(Thanjavur District)
- 18) Panchalankurichi (Thoothukudi District)
- 19) Vellore Fort (Vellore District)

Outside Tamil Nadu

- 1) Govt. of Tamilnadu Tourist
Information Centre,
Bangalore City Railway Station,
Bangalore 560 023

0802- 2286181 - 10.00AM-5.45PM.

- 2) Govt. of Tamilnadu Tourist Information Centre,
No-3-369/A/31-1,
Sandozi Building, 2nd floor,
St.No.1, Himayat Nagar,
Hyderabad - 500 029
040-27667492 - 10.00AM-5.45PM.
Fax. 040-23261362
- 3) Govt. Of Tamilnadu Tourist Information Centre,
TC 25/1641, S.S.Koil St.,
Thambanoor, Trivandrum- 695 001.
0471-2237310 - 10.00AM-5.45PM.
- 4) Govt.of Tourist Information Centre,
Tourism Corporation of Gujarat,
H.K. House,' Off: Ashram Road,
Opp.to Bata Show Room,
Ahmedabad-390 009 (Gujarat)
079-26589683/ 9172 /7217
Fax.079-26582183 10.00AM-5.45PM.
- 5) Govt.of Tourist Information Centre,
'Panthanivas Bhubaneswar'
Lewis Road,
Bhubaneswar-751 014. (Orissa)
0674-2430169/2432314
Fax.0674-2431053
- 6) Govt.of Tourist Information Centre,
Shop No.16, Hotel Shivalik View,
Ground Floor, Chandigarh Industrial &
Tourism Development Corporation Ltd.,
Sc.0 121-122, Sector 17-B,
Chandigarh -160 017
0172-708842/704356 –
10.00AM-5.45PM.
Fax. 0172-705288
- 7) Govt. of Tourist Information Centre,
Boraco Complex,
First Floor, G.S.Road Ullubari,
Guwahati-781 007. (Assam)
0361-2462590 - 10.00AM-5.45PM.
- 8) Govt. of Tourist Information Centre,
Indian Airlines Complex Building,
52,Yadunath Marg Cantt,
Contonement Varanasi-221 002
Uttar Pradesh.
0542-2503432 - 10.00AM-5.45PM.

The working hours is 10.00 AM to 5.45 P.M. (Lunch Break :1.00 P.M. to 1.30 PM)

There is no separate reading room at the O/o Commissioner of Tourism. The Magazines and books relating to Tourist Information point

of view are available and maintained by Tourism Promotion & Marketing section. For any Tourist Information requirement, the tourist/public may contact the section concerned and get the books for reading there itself during the office hours of the working days i.e. Monday to Friday.

Expectation of the public authority from the public for enhancing its effectiveness and efficiency.

Tourism in today's world is no more a luxury or more sight seeing. Even the most common man can attain the status of a tourist. Tourism today has become more of a knowledge based industry.

Tourism promotion publicity materials like folders, booklets, C.D's posters etc, were disseminated in all Tourist offices, TIC's all over India and also it is send to India Tourism offices at over seas. These literature are made available in the Tourist Information Centre at Domestic and International Travel marts. An updated information has been lunched in the Tamil Nadu Tourism website www.TamilNaduToruism.org Tourism brochures are also distributed while organizing Tourism publicity and Marketing Campaign.

In Tourism Industry in Tamil Nadu the Tourism Department has been introducing several novel measures every year. All the new measures have the sole aim of providing value added service to tourists.

Tourism pictures C.D. containing 150 photos has been introduced. Ten thematic CD's were introduced. Printing and distribution of high quality literature in multiple languages (like Tamil, Hindi, Gujarathi, German, French, English) are distributed.

Medical Tourism

Tamil Nadu has excellent multi specialty hospitals, which offer best medical treatment at supremely low rates. In Tamil Nadu various other forms of medicine viz. Siddha, Ayurveda, Unani, Nature therapy, Yoga are also practiced for which the foreigners are inclined to patronize. To promote medical Tourism, medical visa has been extended for one year. As a whole Tamil Nadu Tourism Aggressively promoting Medical Tourism.

Foreign Tourists are high spending group. Hence to attract more number of foreign tourists, Tourism Department participating in the International Travel Marts like World Travel mart – London, Gate way of South Asia Travel Mart at Srilanka, International Medical Tourism Exhibition at Bahrain, International Tourism Bourse, (ITB) Berlin etc.

Arrangements and methods made for seeking public participation / contribution.

i) Dissemination of Tourist information through Tourist offices / established in the heart of the cities and TIC's at Railway stations and Bus stand and Airports.

ii) Release of Advertisement in News papers / magazines about the important Tourist spots, festivals and fairs then and their

iii) Distribution of Tourism information pamphlet, posters and CD's on free of cost.

iv) Tamil Nadu Tourist map is also sold at Rs. 10/- each which is available in all tourist offices and Tourist Information centers.

v) Conduct of Tourism campaign / Seminars / Conferences important cities of out side states for the benefit of the tourists coming from other states.

vi) Service rendering to tourists for the TTDC's Tours and Hotels

vii) **Capacity for service providers** : Under this scheme this Department conducting short refresher courses for Hotel Staff, taxi / coach drivers / receptionists and bed and breakfast scheme providers.

viii) Impart Training to the Tourist Guides.

To provide information regarding Tourist places Transport and Accommodation to the tourists visiting Tamil Nadu, 14 Tourist offices

and 19 Tourist information centres have been established by this Department at important Tourist places. To increase the Tourist flow from other states of this country, 6 Tourist offices / 8 TIC's have been opened in the metropolitan cities and state capitals.

For the benefit of the tourists visiting to Tamil Nadu, Destination wise pamphlets with details of Accessibility, Accommodation, nearby tourist places etc. have been printed and distributed to tourists on free of cost.

Tourism posters have been printed, CDs have prepared on tourism promotion activities and touch screens have been provided in important TIC's.

Tourist offices / TIC's indication boards have been installed in the main places like Railway stations, Bus stand and Airports of the districts concerned.

To publicize the tourist potentialities in Tamil Nadu necessary Advertisement are being published in the News papers / magazines and Tourism campaigns are conducted through out the country.

Tourist and Hotel booking are being made at all Tourist offices/ TIC's in the country on service motive. In the online Reservation system lunched by the TTDC, tourist can reserve Hotels / Tourist booking from any where in the world.

We have Tourist Offices/Tourist Information Centres at the District level and important cities in the country for resolving in grievances for the tourists. If one is unable to get the grievances

redressed they can always approach the Directorate, Headquarters at Chennai for immediate resolving of their issue.

The address of main office and other office at different level is as detailed under:

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
Beach Road,
Kanniyakumari – 629 702

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
Hotel Tamil Nadu complex,
Thanjavur – 613 001.

Tourist Officer,
Tourist office,
Government of Tamil Nadu,
Mamallapuram – 603 104

Tourist Officer,
Tourist office,
Government of Tamil Nadu,
Collectorate Complex,
Thirunelveli – 627 002

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
Tamil Nadu Tourism Complex,
Walajah Road,
Chennai – 2

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
Railway feeder Road,
Chidambaram – 608 001.

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
West Veli Street,
Madurai – 625 001.

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
Central Bus Stand,
Rameswaram – 623 526.

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
District Devl.Council complex,
Dharmapuri – 636 705

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
Tiruchirappalli – 620 001

Tourist Officer
Tourist Office,
Government of Tamil Nadu,
Poompuhar-609 105
Nagapattinam District,

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
Municipal Bus Stand,
Rest House,
Kodaikanal – 624 101

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
Venlock Road,
Udhagamandalam – 643 001

Tourist Officer,
Tourist Office,
Government of Tamil Nadu,
Hotel Tamil Nadu Complex,
Ramakrishna Road,
Salem – 636 007

Tourist Officer,
Tourist Office,
Government of Tamil Nadu
C1, State Emporia Complex,
Baba Kharak Singh Marg,
New Delhi 110 001

Tourist Officer,
Tourist Office,
Government of Tamil Nadu
G-2 A, Royal Grace,
Lok Manya Tilak Colony Marg,
No.2 Dadar East,
Mumbai-400 014

Tourist Officer,
Tourist Office,
Government of Tamil Nadu
G-26, Dakshinappan Shopping complex,
2, Gariyahat Road(South)
Kolkatta-700 068

Tourist Officer,
Tourist Office,
Government of Tamil Nadu
Hotel Sakura complex,
49, Idgah Colony,
Agra-282001

Tourist Officer,
Tourist Office,
Government of Tamil Nadu
Govind Bhavan,
Opp.Hotel Suvagatham,
Jaipur 302 006

Tourist Officer,
Tourist Office,
Government of Tamil Nadu
Shop No.7, Rayu Chambers,
Panaji,
Goa-403 001

The Tourist Offices and Head office functions on all working days of the Government from 10.00 AM to 5.45 P.M. The timings of the Tourist Information Counters at Airport, Railway stations are kept flexible in shifts, so that they work for extended time for the convenience of the tourists.

Chapter -3(Manual- 2)

Powers and Duties of Officers and Employees

Powers and Duties of Officers and Employees

Designation	Commissioner of Tourism		
Powers:	Administrative Power : All the powers regarding Administration is vested with the Commissioner of Tourism. He is the final authority to decide all the decision in respect of policy making and Administration.		
	Financial	<p>Release of Advertisement in newspapers, magazines, periodicals, books and other related publications</p> <p>Advertisement through Doordarshan TVs, AIR and Advertisement in Video tapes.</p> <p>Purchase of Books and periodicals for; the Library, packing materials.</p> <p>Production of video films including dubbing etc.</p> <p>Erection of Hoardings Name boards</p>	<p>Full powers subject to the approval of Director of Information and public Relations and subject to availability of budget provision. Sanction order files should invariably be routed through Accounts Section / Accounts Officer of the Tourism Department who will check up the head of account and budget provision and other factors in TNEC-Vol _1</p> <p>To sanction expenditure up to Rs.2.00 lakhs per instance subject to the availability of budget provision and subject to adherence to tender provisions laid down in TNFC Vol-I</p> <p>Draft sanction order should be routed through Accounts Officer, Accounts Section in Tourism Department, who will no doubt watch the head of account, budget provision and correct procedure and other relevant instructions.</p>
		<p>Printing of folders, Brochure, pamphlets, Booklets, Picture post cards, tourist maps, pouches, stickers, invitation and other related printing materials.</p>	<p>To sanction expenditure upto Rs.3.00 lakhs at a time, subject to the availability of budget provision and adherence to tender provisions laid down in TNFC vol-I. All printing works shall be given to Government press on payment of cost and only in the case of non-production of the work by the Government press with high quality standard, such work shall be entrusted to private press, after adopting tender procedure. Rate for the private printing works shall be finalized in consultation with the Director of Stationery and Printing as per the procedure laid down under item 41 in Appendix - 5 of Tamil Nadu Financial code - vol - II free distribution of pamphlets and other similar items shall not exceed Rs. 2.00 lakhs and the balance shall be distributed only on cost price. Draft sanction order shall be routed through Accounts Section/ Accounts Officer of Tourism Department.</p>

			<p>Proper maintenance of accounts should be maintained for all such publications with cost price indication. If any short fall is noticed, automatic recovery from the concerned Tourist officer in tourist office or from the officer concerned in the Directorate should be made. The Departmental audit party should not hesitate to give a detailed report in this aspect than and there without any omission and the Director should take appropriate action to ;regulate the proper maintenance of Accounts for these item.</p>
		Purchase of photo materials and camera units	<p>Incur an expenditure up to Rs. 25,000/- subject to availability of budget provision and subject to adherence of tender procedure laid down in Tamil Nadu Financial Code Vol-I Clearance of Accounts Officer, Accounts Section should be obtained on individual cases.</p>
		Hospitality	<p>To sanction expenditure upto Rs. 7,000/- at a time subject to annual ceiling limit of Rs. 30,000/- in the following cases:</p> <p>Travel writers, agents and photographers from other parts of India recommended by the respective Department of Tourism.</p> <p>Eminent writers of India recommended by the Authors Guild of India.</p> <p>Travel writers, agents and photographers from abroad recommended by Government of India</p> <p>Travel writers approved by tamil writers association.</p> <p>For other cases, existing provision in Tamil Nadu Financial Code Vol- I shall be adopted.</p>
		Fairs and Festivals	<p>Upto Rs. 2.00 lakhs in individual case subject to availability of budget provision and subject to adherence of codal procedure laid down in Tamil Ndu Financial code, Vol - I Clearance from Account Officer, Accounts Section should be obtained so as to ;check up budget provision and financial procedure.</p>

Designation	Joint Director of Tourism	
Powers	Administrative	<p>1) Grant of Earned Leave to all officers and staff in the O/o Commissioner of Tourism and to all the tourist Officers, except in the case of Joint Director and Deputy Directors/ other division/wing head.</p> <p>2) Grant of Medical Leave to all Officers and staff in the O/o Commissioner of Tourism and to all the Tourist Officers, except in the case of Joint Director and Deputy Directors/other division/wing Heads.</p> <p>3) Grant of Casual Leave to all the Officers in the O/o Commissioner of Tourism and to all the Tourist Officers except in the case of Joint Director and Deputy Directors/ Other division/wing heads.</p> <p>4) Grant of G.P.F Advance /Part Final Withdrawal to all the Officers and staff in the O/o Commissioner of Tourism and Department of Tourism and to all the Tourist Officers except in the case of Joint Director and Deputy Directors/ Other division/wing heads.</p> <p>5) Grant of Leave Travel Concession to all the Officers in the Department and staff at Head Office, except in the case of Joint Director and Deputy Directors/Other division/wing heads.</p> <p>6) All Policy decision files should be routed through the Joint Director.</p> <p>7) Sanction of increments to all Officers and staff in the Head quarters and all Tourist Officers. (Vide Office No.7917/TE2/02, dt. 6-8-02)</p> <p>8) Payment towards rent, taxes, electricity charges, water charges, telephone charges, maintenance, repairs and replacements and AMC pertained to all office equipments such as computer and its accessories, Fax, water cooler, Electronic and mechanical typewriter, Billing machines, charges for postal, Courier, Newspaper, furniture, electrical equipments, cable TV etc., including the Directorate of Tourism and the Tourist Offices and TICs in the State and outside the State.</p> <p>However, the fixation of rent and the rates has to be got approved by the Commissioner of</p>

		<p>Tourism initially for the whole year.</p> <p>Maintenance of motor vehicle, fuel charges and repairs.</p> <p>Sanction of Pay fixation, anomalies, if any for the staff up to the level of Tourist Officers, Selection grade and Special grade pay fixation for the staff of Commissioner of Tourism and Tourist Offices.</p> <p>The routine reminders and draft orders (as approved) may be sent/issued by dealing Officers. For every reminder or for calling for details, the files need not be sent to Commissioner of Tourism.</p> <p>(Vide Office file No.6748/HRD-1/03, dt. 5.8.03)</p>
	Financial	<p>Routine expenditure like purchase of stationary, petty expenses, Cooler, packing charges, freight charges and similar expenses shall be sanctioned by Joint Director and Deputy Director for the subjects handled by them. The ceiling for Joint Director and Deputy Director shall be Rs.1,000/- in one instance and for Assistant Director and Publicity Officer, it shall be Rs.500/- in one instance. However, each officer shall not exceed Rs.5000/- in a month relating to their subject in the case of Assistant Director and Publication Officer, this monthly ceiling may be Rs.1000/- only. Expenditure beyond the ceiling and in excess of over all limits shall be submitted to Commissioner of Tourism for approval.</p> <p>In case of Joint Director besides above the status quo may continue. He is permitted to sanction actual without ceiling. For instances the expenses on rent, telephone charges, maintenance etc. in excess of Rs.5000/- on actual basis sanctioned by Joint Director, which will continue.</p>
DEPUTY DIRECTOR		
Financial Power		<p>Routine expenditure like purchase of Stationery, Petty expenses, Cooler, Packing charges and similar expenses shall be sanctioned by Deputy Director for the subjects handled by him. The Ceiling for Deputy Director shall be Rs.1000/- in one instance. However the Officer shall not exceed Rs.5000/- in a month.</p>

ASSISTANT DIRECTOR & PUBLICATION OFFICER

Financial Power		Routine expenditure like purchase of Stationery, petty expenses, packing & freight charges and similar expenses shall be sanctioned by Assistant Director/Pub.Officer for the subjects handled by them. The ceiling shall be Rs.500/- in one instance and the monthly ceiling is Rs.1000/-. Expenditure beyond the ceiling and in excess of over all limits shall be submitted to Commissioner of Tourism for approval.
--------------------	--	---

TOURIST OFFICERS

Powers		<p>To sanction leave, festival advance, Handloom Advance and Medical Reimbursement bills to the staff working under them.</p> <p>Sanction Medical leave, Extra Ordinary leave without allowance upto one month in respect of staff working under them. When the leave applied for exceeds one month the case will have to be performed to the Director of Tourism for sanction.</p> <p>In order to further decentralise the powers to enable smooth functioning of administration, the powers to sanction of periodical increments and leave travel concession in respect of staff working in Tourist Officers hitherto exercised by the Director of Tourism is hereby delegated to the Tourist Officers.</p> <p>All the Tourist officers are instructed to adhere strictly to instructions governing sanction of periodical increments and Leave Travel Concession to the Staff working in their office.</p> <p>All the Tourist Officers are requested to send a quarterly periodical report on or before the 20th day of January, April, July and October regarding sanction of increments to their subordinates in the prescribed proforma appended to this order.</p> <p>Any violation of rules in the sanction of periodical increments and Leave Travel Concession by the Tourist officers to their subordinates will attract disciplinary action against them.</p>
--------	--	--

		Accounts officer
powers		All bills Drawing power, Maintenance of Accounts, Accounts and Audit of Tourist Offices, A.G. audit Budget Estimate, R.E. FMA, Public undertaking Committee, P.A. Committee etc and all Parliamentary and Assembly matters related to the above subjects.

D u t i e s

Designation	Joint Director of Tourism
Duties	<p>He is a self-drawing Officer. He is the incharge of HRD Section and conducted Mamallapuram Dance Festival every year during December-January.</p> <p>All Service matters - Maintenance of Office, - Office Administrative Inspection of Tourist Offices and connected Audit objections - Counter signature of the T.A. Bills - Sanction of Loans and Advances like GPF Temporary, GPF Part Final, Festival Advances, EL Surrender, sanction of annual increment etc., to Officers and Staffs at Head Quarters - review of Tourist Officers' Diary, C.M. cell's petitions, Miscellaneous and all residual subjects, all parliamentary, Assembly matters related to the above subjects.</p>

Deputy Director (Planning and Development)	
Duties and powers	<p>He is the incharge of Planning and Development Section.</p> <p style="text-align: center;">All Government of India Assisted Schemes and State Government Schemes, Master Plan, Estimate Committee, Assembly Questions, Tourism Demand and follow up action, Budget Proposal etc., and all Parliamentary and Assembly matters related to the above subjects.</p> <p>(Deputy Director)(Promotion and Marketing) (He is also holding the in-charge of Promotion and Marketing and Tourism Industry section)</p> <p>Project approval, Tourism Policy, FL-3 Licence, Capital & Generator Subsidy Approval of Hotels and Shops, Special Tourism Area, Statistics, All Advertisement, Printing and Hoardings, Tourism Act, etc., and all Parliamentary and Assembly matters related to the above subjects.</p>
Assistant Director (Industry Section)	
Duties and powers	<p>Tourism Policy and Industry, Special Tourism Area static's, Project approval, FL-3 Licence subsidy etc., and would report to Commissioner of Tourism through Deputy Director (P&M) and all Parliamentary and Assembly matters related to the above subjects.</p> <p style="text-align: center;">Organising Festivals in Tamil Nadu and Other States, Participation of fairs. Tourist Complaints, Maintenance of KMF, Poompuhar, Tourist Complex, State Institute of Hotel Management and Catering Technology, Thuvakkudi, Assurance Committee, Thirumalai Naicker Mahal, Fairs and Festivals, Seminars, Travel Marts, etc., and all Parliamentary and Assembly matters related to the above subjects.</p>
Assistant Director (Promotion & Marketing)	
Duties and powers	<p>(He would report to Commissioner of Tourism through Deputy Director (P&M).)</p> <p>All Advertisement, Printing, Hoarding, Publicity campaign, etc., and all Parliamentary and Assembly matters related to the above subjects</p>

Accounts Officer	
Duties and powers	He is Incharge of Finance & Budget section and to report to Commissioner of Tourism through Joint Director. All Bills drawal, Maintenance of Accounts, Accounts & Audit of Tourist Offices, A.G. Audit, Budget Estimate, R.E., FMA, Public Undertaking Committee, P.A.Committee, etc., and all Parliamentary and Assembly matters related to the above subjects.
Publication Officer.	
Duties and powers	He will assist Deputy Director (T.P&M) in Printing, VIP visits, Travel Marts abroad, audit paras etc. He will submit the files through Deputy Director (TP&M) to Commissioner of Tourism.
Tourism - HRD Section	
Duties and powers	<p><u>(i) Assistant - I (HRD-I)</u></p> <p>All service matters relating to Gazetted Officers both at Head Quarters and Tourist Offices, TICs. etc. All disciplinary cases, Complaints, petitions etc. against all the employees of the Department both Gazetted/Non Gazetted and all related matters.</p> <p><u>(ii) Assistant - II (HRD-II)</u></p> <p>All service matters relating to Non-Gazetted Officers both at Headquarters and Tourist Offices. All expenses pertaining to both Headquarters and Tourist offices/TICs., etc. Training, Medical reimbursement bills, Maintenance of Movable and immovable properties and all miscellaneous subjects etc.</p> <p><u>(iii) Junior Assistant (HRD-III)</u></p> <p>Maintenance of Attendance and allied registers, sanction of leave for both Gazetted and non-gazetted officers. Sanction of all loans and advances. Review of Tourist Officers Diary, Scrutinizing of TA Bills etc.,</p>

Tourism – Events Section	
Duties	<p><u>(i) Assistant - Events:(E-1)</u></p> <p>Organising Festivals in Tamil Nadu and elsewhere. Participation in Fairs, Events, Organising FAM Tourrs, etc., Participation in Travel Marts, etc., and related matters.</p> <p><u>(ii) Junior Assistant - Maintenance of Monuments (E-II)</u></p> <p>Tourist Complaints, Maintenance of Kattabomman Memorial Fort, Poompuhar Tourist Complex, State Institute of Hotel Management and Catering Technology, Thuvakudi, Thirumalai Naiker Mahal, Madurai, Assurance Committee, Seminar, Management of Taramani Institute of Hotel Management and Catering Technology and related matters.</p>
Tourism Industry.(TI -I)	
Duties	<p><u>Assistant I</u> -Project approval, Tourism Policy, FL-3 licence, Capital & Generator Subsidy, Approval of Hotels & Shops, Special Tourism area, Tourism Act, Private Investment, Travel Agencies, etc.,</p>
	<p><u>Assistant -II Statistical Inspector</u></p> <p>Tourist inflow in Tamil Nadu-arrival of Domestic and Foreign tourists, Foreign tourist arrivals from major countries to Tamil Nadu, Foreign Exchange through tourism earned by Tamil Nadu and India, Visitor Statistics in (a) Monuments, (b) Fort and Palaces, (c) Museum and Art Gallery (d) Wild life Sanctuary (e) Geological parks, etc.</p>
Planning & Development:	
	<p><u>(i) Assistant - I (P&D-I)</u></p> <p>All Government of India Assisted Schemes, HADP, WGDP, etc.,</p> <p><u>(ii)Assistant -II(P&D-II)</u></p> <p>All State Government Schemes, Master Plan, Assembly Questions, Tourism Demand and Follow-up action. etc.</p>

	Promotion and Marketing
	<p data-bbox="462 262 876 304"><u>Marketing Assistant: (PM-I)</u></p> <p data-bbox="462 325 1388 441">Printing, Payment of professionals Special Service, Hoarding, Bed & Brake Fast, Materials and Supplies, Hospitality, Entertainment expenses, etc.,</p> <p data-bbox="462 504 925 546"><u>(ii)Promotion Assistant (PM-II)</u></p> <p data-bbox="462 535 1388 630">Release of Advertisement, Conduct of Publicity Campaign, VIPs, Visits, etc.,</p> <p data-bbox="462 640 885 682"><u>(iii)Junior Assistant (PM-III)</u></p> <p data-bbox="462 703 982 745">Typing all the Publicity Works, etc.,</p>

Finance & Budget

(i)Accountant-I (F&B-I)

Bills Drawal, Maintenance of Accounts, Pay Bills, Cash Book, etc., DOT Telephone Bills. etc.,

(ii)Accountant-II(F & B-II)

Accountant General Audit Objection, PAC, Preparation of Budget, RE, FMA, Compilation of Accounts of State and Central, Inspection of Tourist Officers (Internal Audit) etc.,

(iii)Junior Assistant- (F&B-III)

Monthly Reconciliation work for PAO/AG and all contingency bill (Non salary bills) etc.,

III. The contention/proposal on which orders are required is examined at the respective sections initially and submitted for orders.

- a) The files relating to Human Resources Development, staffing, establishment, office maintenance, establishment of Tourist Offices, training are routed through Joint Director to Commissioner for orders.
- b) The files relating to Planning and Development are routed through Deputy Director (P&D) to Commissioner for orders.
- c) The files relating to Publicity, Advertisement, Printing, Participation in overseas travel marts are routed through Deputy Director (P&M) in charge.
- d) The files relating to Tourism-Industry, Hotels are routed through Deputy Director (P&M) (i/c)
- e) The files relating to Events, Festivals, Participation in Exhibitions and Travel marts, Statistics are routed through Assistant Director (Events)

The files relating to Bills, Salaries, Budget and Finance are routed through Accounts Officer to Commissioner of Tourism.

Chapter-4 (Manual-3)

**Rules , Regulations ,
Instructions, Manual and
Records for Discharging
Functions**

I. Name/Title of the Documents:

(i) Subsidy (Capital/Generator): Application :

- a) State whether the applicant is a Company, a Partnership or sole Proprietorship.
- b) The name of the Project for which the benefit is applied for.
- c) Registered Office of the Applicant (mention taluk and district)
- d) Location of the project with name of city or town where the project is situated or proposed to be located with the details of Street, Postal address etc.,
- e) Brief history of the concern.
- f) **Details of licences:**
(Certified copies should be enclosed)
- g) Licence obtained from the Municipal or other appropriate authority competent to grant such a licence regarding design, plan and construction of the building.

Feasibility Report to Financial Institutions:

- a) Location of the Hotel (Address)
- b) Estimated cost of the Hotel Project (copy of the estimate duly signed by the Architect/Engineers has to be enclosed)
- c) whether the plan for the Hotel Project has been approved by the local body (copy of the approved plan has to be enclosed)
- d) Whether the project report prepared by a Hotel consultant is available (copy of the project report has to be enclosed)
- e) Details regarding the Survey No. are and Owner of land in which the Hotel is proposed to be constructed (copy of the sale deed relating to the ownership of land has to be enclosed)
- f) Whether the promoter of the Hotel is willing to accept the regulatory conditions laid by the Tourism Department then and there (acceptance letter has to be enclosed)

Recommend issue of FL 3 Licence:

- a) It has twenty lettable bed rooms or forty beds with attached bath rooms.
- b) It has a separate dinning room and restaurant
- c) It has good quality cuisine both Indian and Continental
- d) It has clean kitchen with washing facilities
- e) It has well trained staff with uniforms
- f) It has special facilities like Conference Hall, recreation facilities (Indoor Games)
- g) It has adequate parking space for vehicles.
- h) Copy of the licence for running the hotel from the local body.
- i) Copy of the Tamil Nadu General sales Tax Registration Certificate.
- j) Fire Protection facilities
- k) The abstract of comments/by tourists those who have stayed in the hotel
- l) The necessary for permit room in the town and also in the location.
- m) A declaration by the management to abide by the rules and regulations stipulated by the Tourism Department.

choose one of the types given below:

(Rules, Regulations, Instructions, Manual, Records, Others)

- 1) G.O.Ms.No.14 I&T (TIV) Department, dated 20th January 1992
 - a) One Star, Two Star and Three Star hotels with investment less than Rs.100 lakhs to be set up in Tamilnadu excluding the Corporation limits of Madras, Coimbatore and Madurai.
 - b) Amusement Parks
 - c) Approved Tour Operators (for A.C coaches)
 - d) Golf Courses
 - e) Restaurants approved by Govt. of India, Govt. of Tamil Nadu
 - f) Loans will be gien to Tourism Projects at 14% interest or as fixed by Govt. from time to time by Tamil Nadu Industrial Investment Corporation and SIPCOT.

- g) Capital subsidy for new tourism projects at 10% of total investment excluding cost of land, subject to a maximum of Rs.10 lakhs per project.
- h) Deferral of Sales tax for a period of 5 years on restaurant sales ineligible hotels and restaurants.
- i) Waiver of 50% Luxury Tax for a period of 5 years on rooms in respect of new hotel projects.
- j) Electricity tariff concession for new tourism projects on par with new industries.
- k) Capital Subsidy at the rate of 15 percent for purchase of generators to be installed in new tourism projects, with a separate ceiling of Rs.5.00 lakhs, which is exclusive of the ceiling of Rs.10 lakhs given as capital subsidy on the total investment in the project.

2. G.O.Ms.No. 14 I&T (T3) Department, dated 21.1.99

Subsidy Committee consists of the following persons:

- a) Commissioner of Tourism .. Chairman
- b) Industries & Commerce
Addl. Director (Rural Schemes) .. Member
- c) General Manager (Capital Subsidy), SIPCOT/TIIC .. Member

Fee charged by the Department for a copy of rules, regulations, instructions, manual and records (if any)

Subsidy: i. Application fee Rs. 2,000/-

ii. Processing fee Rs. 2,000/-

FL.3 Licence: Processing fee Rs. 5,000/-

Chapter – 5 (Manual – 4)

Particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof.

Sl.No	Subject / Topic	Is it mandatory to ensure public participation (Yes / No)	Arrangements for seeking public participation
1	Development of Tourism places and providing infrastructure facilities	No	To formulate priorities and ascertain in the facilities to be provided.
2	Public private partnership in provision of investment in Tourism Sector	No	To encourage the private sector to partake in the initiative of Government in providing infrastructure facilities at Tourist destinations.

Implementation of Policy

Sl.No	Subject / Topic	Is it mandatory to ensure public participation (Yes / No)	Arrangements for seeking public participation
1	Public Private partnership in investing building of infrastructure facilities	No	Through district Administration, Travel Trade meet, announcement during tourism related functions and through Media.

Chapter – 6(Manual -5)

***A Statement of the Categories of
documents that are held by it or under
its control***

Sl.No	Category of the document	Name of the document and its introduction in one line	Procedure to obtain the document	Held by / under control of.
1	Application for seeking subsidy (Capital and Generator)	Subsidy application	On payment of Rs. 2000/- in the Tourist office in the District	Commissionerate of Tourism / Tourist officers.

Chapter - 7 (Manual - 6)

***A statement of boards, council,
committees and other bodies constituted
as its part***

Name and Address of the Affiliated Body	Department of Tourism , Chennai, Government of Tamil Nadu
Type of Affiliated Body	Subsidy Committee
Brief introduction of the Affiliated Body (Establishment year, Objective/ Main Activities)	Year 1999 (dated: 21.1.1999) To attract more investors and to develop public private partnership.
Role of the Affiliated Body	Director of Tourism / and officials.
Structure and Member Composition	Subsidy Committee i) Director of Tourism, Chennai - - President ii) Additional Director (Rural Plan) Industry and Commercial Department, Chennai - Member

	<p>iii) General manager (Capital Subsidy) SIPCOT, Chennai.</p> <p style="text-align: center;">- Member</p> <p>iv) General Manager (Capital Subsidy) TIIC, Chennai - 14</p> <p style="text-align: center;">- Member</p>
Head of the Body	Director of Tourism, Chennai
Address of main Office and its Branches	Department of Tourism, Tamil Nadu Tourism Complex, Wallajah Road, Chennai-2
Frequency of Meetings	Yes, than and their an receipt of the applications
Can public participate in the meetings	No
Are minutes of the meetings prepared	Yes
Are minutes of the meeting available to the Public? If	No

yes, please

provide

information

about the

procedure to

obtain them

Chapter - 9 (Manual - 8)

Procedure followed in Decision making process

The procedure followed to take a decision for various matters

In the Directorate of Tourism, the following sections are functioning

- i) HRD - Tourism Establishment matters
- ii) P&M - Tourism Promotion and Marketing
- iii) P&D - Tourism Planning and Development
- iv) Events - Fairs and Festival activities
- v) F&B - Financial and Budget
- vi) Industry - Tourism – Hotels FL3 and subsidy
- vii) Statistics - Tourist flow details

The staff in the grade of Junior Assistant, Assistant, Assistant Tourist Officer Grade-I & II and Superintendent are working in all sections.

When a Tapal is received by the section concerned the subject dealing Junior Assistant / Assistant will create a file and examine the proposals in accordance with the rules regulations and Government orders and submit the file to the officer concerned through Superintendent. After approval necessary orders will be issued.

The documented procedures / laid down procedures / Defined Criteria / Rules to arrive at a particular decision for important matters.

To take a decision in the Establishment matters the rules laid down in the Tamil Nadu Service Manual, Fundamental Rules, District Office manual, Pension Code, Tamil Nadu Rules, leave rules are referred. For any appointment, the Adhoc Rules framed by the Information and Tourism Department for the post concerned are followed.

For taking decision in the financial matters, Tamil Nadu Financial Code Vol – I and II and connected Government orders issued by the Government are referred.

Regarding Budget and Bills preparation Tamil Nadu Budget Manual, Tamil Nadu Treasury code are referred.

The relevant Government orders issued by the Government than and there are also be referred.

The different levels of decision process are:-

Subject dealing Junior Assistant / Assistant, Section superintendent, Accounts Officer, Assistant Director, Deputy Director concerned Joint Director and Commissioner of Tourism.

The arrangements to communicate the decision to the Public

To communicate the decision the public through the following arrangements are made

- i) Letter correspondence
- ii) Display in Notice Board
- iii) E-Mail / Website
- iv) Phone / Fax

The officer at various levels whose opinions are sought for the process of decision-making?

Assistant Director,
Deputy Director,
Joint Director.

The final authority that vests the decision

The Commissioner of Tourism - Head of the Department.

Please provide information separately in the following format for the important matters on which the decision is taken by the public authority.

Subject on which the decision is to be taken	Establishment / financial Sanctions / Policy making
Guideline / Direction, if any	Based on the relevant rules guidelines, orders issued by the Government
Process of Execution	Section Junior Assistant / Assistant - Superintendent - Assistant Director/ Deputy Director/ Joint Director - Commissioner of Tourism
Designation of the officers involved in decision making	Accounts officer, Assistant Director, Deputy Director, Joint Director, Commissioner of Tourism
Contact information of above mentioned officers	Accounts officer - 25388785 - Ext - 243 Assistant Director- 25388785- Ext-246 Deputy Director - 25388785 - Ext -241 Joint Director - 25388785 - Ext- 240 25366633 Commissioner of Tourism - 25382772
If not satisfied by the decision, where and how to appeal.	Secretary to Government, Information and Tourism Department, Secretariat, Chennai - 9.

Chapter - 12 (Manual - 11)

The Budget Allocated to each Agency

***(particulars of all plans, proposed
expenditures***

and reports on disbursement made)

The budget allocated to Executing agency
Details of budget for different activities under different schemes
State Funded scheme
Year 2004-2005

(Rupees in lakhs)

Sl. No.	Name of the scheme/Head	Activity	Starting date of the activity	Planned end date of the activity	Amount proposed	Amount sanctioned	Amount released /distributed (No.of instalments)	Actual expenditure for the last year	Responsible Officer for the quality and the complete execution of the work.
1	Coimbatore Dist Development of Kovai-Courtallam and Velliangiri temple. (toilet, dress changing room, pathway, roads, protective ring around waterfalls, handrailings)	Infra-structure facilities	2004-05	2004-05	135.42 Dist.Admn, Share 67.71 + Tourism Dept. Share: 67.71	135.42 Dist.Admn, Share 67.71 + Tourism Dept. Share: 67.71 8.45 Dist.Admn, Share: 4.225	One	--	District Collector
2	Provision of infrastructure facilities atThiruoorthy hills. (Improvements to pathway to Thirumoorthy hills from Panchaligam . Provision of steps	Infra-structure facilities	2004-05	2004-05	8.45 Dist. Admn. Share: 4.225 Tourism Dept. Share: 4.225	Tourism Dept. Share: 4.225	One	--	District Collector

3	Thoothukudi Dist Development of infrastructure at Nava thirupathigal temple areas (Srivaikundam, Natham, Thirupuliankudi, Erattaithirupathi) (first phase) (toilet, roads and drinking water)	Infrastructure facilities	2004-05	2004-05	48.75 Dist.Admn, Share: 24.38 Tourism Dept. Share:24.37	48.75 Dist.Admn, Share: 24.38 Tourism Dept. Share:24.37	One	--	District Collector
4	Provision of infrastructure facilities at Kayalpattinam beach(drinking water, toilet, children's park and power supply)	Infrastructure facilities	2004-05	2004-05	30.00 Dist.Admn, Share: 15.00 Tourism Dept. Share : 15.00	30.00 Dist.Admn, Share: 15.00 Tourism Dept. Share : 15.00	One	--	District Collector

5	Tirunelveli Dist Infrastructure facilities at Boothathan Kudiyiruppu (rest shed, roads, children's park, street lights, drinking water supply)	Infrastruct ure facilities Infrastruct ure facilities	2004-05 2004-05 2004-05	2004-05 2004-05 2004-05	22.00 Dist. Admn. Share:11.00 Tourism Dept. share 11.00	22.00 Dist. Admn. Share:11.00 Tourism Dept. share 11.00	One One		District Collector
6	Provision of infrastructure facilities at Kooniyur village (rest shed, roads, Children's park, lights, drinking water supply)	Infrastruct ure facilities	2004-05	2004-05	27.01 Dist. Admn. Share:13.51 Tourism Dept. share 13.50	27.01 Dist. Admn. Share:13.51 Tourism Dept. share 13.50	One		District Collector
7	Development of Courtallam (dress changing rooms, parking lot, toilet facilities, partition board, lights etc.)	Infrastruct ure facilities	2004-05	2004-05	82.00 Dist. Admn. Share: 41.00 Tourism Dept. share 41.00	82.00 Dist. Admn. Share: 41.00 Tourism Dept. share 41.00	One		District Collector
8	Provision of Infrastructure facilities at Koonthankulam Bird sanctuary				40.00 Dist. Admn.	0.00 Dist.	One		District Collector

					Share: 20.62 Tourism Dept. share 19.38	Admn. Share:20.62 Tourism Dept. share 19.38			
9	<u>Namakkal Dist</u> Provision of infrastructure facilities at Arulmigu Arthanareeswarar thirukoil (toilet, road)	Infrastructure facilities	2004-05	2004-05	99.40 Dist.Admn Share: 50.00 Tourism Dept. Share: 49.40	99.40 Dist.Admn Share: 50.00 Tourism Dept. Share: 49.40	One		District Collector
10	<u>Kanniyakumari Dist</u> Boating facilities at Manakudi	Infrastructure facilities	2004-05	2004-05	18.00 Dist.Admn Share: 9.00 Tourism Dept. Share: 9.00	18.00 Dist.Admn Share: 9.00 Tourism Dept. Share: 9.00	One		District Collector
11	<u>Thanjavur Dist</u> Provision of lighting arrangements at Art Gallery and Saraswathi Mahal	Infrastructure facilities	2004-05	2004-05	3.00 Dist.Admn Share: 2.25 Tourism Dept. Share: 0.75	3.00 Dist.Admn Share: 2.25 Tourism Dept. Share: 0.75	One		District Collector
12	<u>Erode Dist.</u> Provision of infrastructure facilities at Arulmigu Kodumudi Magudeswarar thirukoil (rest shed, street lights, drinking water, road)	Infrastructure facilities	2004-05	2004-05	35.00 Dist.Admn Share: 17.50 Tourism Dept. Share: 17.50	35.00 Dist.Admn Share: 17.50 Tourism Dept. Share: 17.50	One		District Collector

13	<u>Nagapattinam Dist</u> a) Articulation of sperm whale skeleton in Nagapattinam Museum	Infrastructure facilities	2004-05	2004-05	1.40 Dist.Admn Share: 0.70	1.40 Dist.Admn Share: 0.70 Tourism Dept. Share: 0.70	One		District Collector
14	Amusement Park, landscaping and refurbishment at Poompohar Tourist Complex.		2004-05	2004-05	Tourism Dept. Share: 0.70 30.00	30.00	One		District Collector
15	<u>Nilgiris Dist</u> Provision of infrastructure facilities at Gudalur	Infrastructure facilities	2004-05	2004-05	85.00 Dist.Admn Share: 42.50 Tourism Dept. Share: 42.50	85.00 Dist.Admn Share: 42.50 Tourism Dept. Share: 42.50	One		District Collector
16	<u>Pudukkottai Dist</u> Provision of infrastructure facilities at Avudaiyarkoil and Kudumianmalai . (rest shed, cloak room, lodge, toilet, road, lighting facilities)	Infrastructure facilities	2004-05	2004-05	40.41 Dist.Admn Share: 20.205 Tourism Dept. Share: 20.205	40.41	One		District Collector
17	<u>Krishnagiri Dist</u> Development of Mohamed Ghouse tank, view tower and telescope	Infrastructure facilities	2004-05	2004-05	77.00 Dist.Admn Share: 38.50 Tourism Dept. Share: 38.50	77.00 Dist.Admn Share: 38.50 Tourism Dept. Share: 38.50	One		District Collector
18	Development of Chettinadu Heritage Circuit	Infras-structure facilities	2004-05	2004-05	60.00	60.00	One		District Collector
19	Development of infrastructure at Pulicat	Infras-structure Facilities	2004-05	2004-05	30.00	30.00	one		District Collector

GOVERNMENT OF INDIA ASSISTED SCHEME
Year 2004-2005

(Rupees in lakhs)

Sl. No.	Name of the scheme/Head	Activity	Starting date of the activity	Planned end date of the activity	Amount proposed	Amount sanctioned	Amount released / distributed (No. of instalments)	Actual expenditure for the last year	Responsible Officer for the quality and the complete execution of the work.
1.	Salem Dist. Development of Yercaud	Destination Development	2004-05	2004-05	448.00	448.00	358.40 1st Instalment		District Collector
2.	Nagapattinam Dist Improvement of Environs at Kodiakarai	Infrastructure facilities	2004-05	2004-05	212.00	368.00	294.40 1st Instalment		District Collector
3.	Tiruvarur Dist Eco Tourism at Muthupet	Infrastructure facilities	2004-05	2004-05	51.50				District Collector
4.	Cuddalore Dist Eco Tourism (Pichavaram, Port Nova, Chinnavaikal / M.G.R.Tittu)	Infrastructure facilities	2004-05	2004--05	104.50				District Collector
5.	Thoothukudi Dist Development of Kazhugumalai under Village Tourism (Endogenous)	Endogenous	2004-05	2004-05	20.00	20.00	16.00 1st Instalment		District Collector
6.	Sivaganga District Development of Chettinad	Endogenous	2004-05	2004-05	20.00	20.00	16.00 1st Instalment		District Collector

C h a p t e r - 13

***The Manner of Execution of Subsidy
Programmes***

*** Name of the Programme**

The Department of Tourism, Government of Tamil Nadu celebrates/participates in the following events in Tamil Nadu and outside states in India.

Sl. No	Name of the Festival
1	Participation in Arulmigu Thiyagaraja Swamy Temple Car festival 2005 at Thiruvarur
2	Celebration of Chithirai full moon festival at Poompuhar - Nagapattinam District
3	Participation in the (SATTE'05)at New Delhi
4	All India Mango Festival at Krishnagiri
5	Conduct of Summer Festival at Yercaud - Salem District
6	Participation in the Government Exhibition at Madurai
7	Participation in the Government Exhibition at Coimbatore
8	Conduct of Summer festival at Javadhu Hills - Thiruvannamalai District
9	Sponsorship for the cultural programme organised during the 31st All India Tourist and Industrial fair'05 held at Island Ground, Chennai.
10	Celebration of Kattabomman Vizha at Kattabomman Memorial Fort at Panchalankurichi at Thoothukudi District
11	Putting up of Tourism Pavilion during the temple festival at Suchundram at Kanniyakumari District
12	Conduct of Summer Festival'05 at Ooty and Gudalur in Nilgiris District
13	Publicity support for the 65th Baggavatha Mela in Thanjavur District
14	Conduct of Summer Festival'05 at Elagiri - Vellore District
15	Conduct of Summer Festival '05 at Suruli - Theni District
16	Conduct of Summer Festival at Kodaikanal - Dindigul District
17	Conduct of Summer Festival at Chetheri Hills - Dharmapuri District
18	Celebration of Summer Festival- Valparai - Coimbatore District

19	Participation in the Silk Route Expo 2005 Gangtok - Sikkim State
20	Mahasivarathiri Nattiyothsavam Festival at Coimbatore held at Perur in Coimbatore District
21	Participation in the 8 th Neyveli Book Fair'05 - Cuddalore District
22	Participation in India International Travel Mart'05 at Chennai
23	Conduct of Saral Thiruvizha'05 at Courtallam - Thirunelveli District
24	Participation in the Health Expo at Chennai
25	Participation in the Orissa Tourism Fair'05 in Bhubaneswar in Orissa State.
26	Conducting of Photo Exhibition in Nagore Kanduri festival'05 - Nagappatinam District
27	Participation in the Zak 3rd International Health care, Herbal cosmetics & Drugs Expo-2005 at Chennai
28	Participation in 80th Vavubali Exhibition -at Kuzhithurai - Kanniyakumari District.
29	Participation in the India Travel Mart,Jaipur (Rajasthan State)
30	Conduct of Adi Perukku Festival 2005 Hogenakkal - Dharmapuri District
31	Celebration of Valvil Ori Vizha'05 at Kolli Hills at Namakkal District.
32	Participation in the Exhibition organised by Tamil nadu Handicraft Development Corporation - at Agra in UP State
33	Malabar Tourism and Travel Mart'05 - Kerala State
34	Participation in Travel Trade Fair , Kolkata - West Bengal
35	Participation Travel Trade Fair ,Hyderabad - Andhara Pradesh
36	Participation in the Utsav'05 held at Gwahati - Assam State
37	Participation IATO, held at Kochi - Kerala State
38	Observation of Sadbhavana Diwas - Observance of Communal Harmony Fortnight in connection with the Birth Anniversary of Late Sri Rajiv Gandhi (former Prime Minister of India) held at Udthagamandalam (Nilgiris District) Kanniyakumari, Madurai, Thiruchirapalli, Poompuhar, (Nagapattinam District) Mamallapuram (Kancheepuram District.)
39	Participation Velankanni Madha Vizha at Velankanni - Nagapattinam District
40	Participation in the Tourism & Trade Mart 05 held at Patna (Bihar State)

41	Participation India Travel Mart Mumbai (Maharashtra State)
42	(addl. sanction) UTSAV 2005. (A Travel and Tourism Expo) held from 9-9-05 to 12-9-05 at Guwahati.
43	Celebration of World Tourism Day '05 in Tamil Nadu
46	Participation in Government Exhibition, Salem
47	Celebration of Navarathiri Vizha, Madurai
48	Participation in Raja Desingh Vizha, at Gingee - Villupuram District.
49	Participation in the Ophthalmologists conference to be held from 19-11-05 to 20-11-05 in Chennai
50	Participation in India International Trade Fair at New Delhi to be held from 14-11-05 to 27-11-05
51	Participation in 120 th Sadaya Vizha of King Raja Raja Cholan to be held at Thanjavur 9th to 11th December'05
52	Conduct of Travel Mart at Chennai
53	Conduct of National Cultural Festival at Kanniyakumari and National Pilgrim Festival at Rameswaram
54	Participation in India Travel Mart (Ahmedabad, Chandigarh)
55	Celebration of Dance Festival at Mamallapuram'06 in Kancheepuram District from December 2005 from the end of December 2005 to January 2006 on all (Fridays , Saturdays and Sundays and Government Holidays)
56	Participation in All India Tourist Industrial Trade Fair 2005-06 at Island Ground, Chennai from December -05 to March '06
57	Tea and Tourism Festival at Udthagamandalam (Nilgiris District) during January (or) February 2006
58	Participation in SATTE'06 (South Asian - New Delhi
59	Conduct of Dawn Festival at Pitchavaram During March 2005 in Cuddalur District
60	Celebration of Pongal Tourist Festival at important centres in Tamil Nadu
61	Participation in India International Travel Mart Pune and Hyderabad during December 2005
62	Participation in Travel and Tourism Fair (Mumbai & Chennai) to be held during February 2006.
63	Participation in Karthigai deepam Festival during December'05 in

	Thiruvannamalai (putting up of Tourism stall by Tourism Department)
64	Participation in Flower show at Hosur in Krishnagiri District
65	Participation in St. Thiyagaraja Aradanai music festival at Thiruvaiyaru in Thanjavur District
66	Participation in Arulmigu Bagavathi Amman festival, Mandaikadu - Kanniyakumari District

Cultural Festivals and Fairs

Tamil Nadu is known for its ancient and rich heritage. A variety of living tradition and culture spread all over the state. Music, Dance and Drama form an integral part of the lives of the people of Tamil Nadu for centuries. No tourist can offered to miss a performance of the pure form of Indian classical dance. Bharadha Natyam, which has been in existence for several centuries unspoiled by time. For providing cultural tourism in Tamil Nadu the following festivals have been identified as annual events. The programmes of these events are given vide publicity both in India and abroad well in advance to enable travel agencies / tour operators to arrange package tours to coincide with the events.

a) Seasonal Festivals:-

Summer Festivals are being organised during May and June at Udthagamandalam, Yercaud, Kodaikanal, Elagiri, Kolli Hills, Javadhu Hills, Nagapattinam, Beach and Silver beach (Cuddalore)

Special festivals are also conducted in memory of the freedom fighter Veerapandiya Kattabomman at Panchalankurichi in Tirunelveli District in May every year. In addition, Saral Vizha is organised to entertain the tourists who visit the famous waterfalls at Courtallam in Tirunelveli District.

b) National Cultural Festival Kanniyakumari:-

Kanniyakumari is a major tourist centre in the country. The important tourist attractions at Kanniyakumari are Vivekananda Rock Memorial, Sunrise / Sunset Thiruvalluvar Statue, Gandhi Mandapam etc.

During 2004 as many as 18 lakh tourist had visited Kanniyakumari. In order to popularize Kanniyakumari at the national and international level, it is proposed to conduct a national cultural festival at Kanniyakumari. This was announced by the Hon'ble Chief Minister of Tamil Nadu during the District Collectors conference held in Chennai during August 2004.

c) Chettinad Heritage Seminar and Festival:-

The very first point in the 7 point action plan unveiled by the Hon'ble Chief Minister of Tamil Nadu in the 64th SKAL meet held in December 2003 stresses the need to develop lesser known tourist centres like Chettinad. Accordingly, this Department has taken several steps to give worldwide publicity to the heritage value of Chettinad with this idea in mind, a Chettinad Heritage Seminar and Festival was conducted at Karaikudi on 3rd and 4th March 2005.

This mega event included audio visual presentation on Chettinad Heritage Areas, Cultural Programmes, Symposium etc., Leading travel agencies, tour operators, hoteliers and travel writers from India and abroad participated as delegates.

d) National Pilgrim Festival at Rameswaram:-

Rameswaram is a major pilgrim centre in the country. Notable tourist spots at Rameswaram are Ramanathasamy temple, the bathing ghat, Ganthamathana Parvatham, Kothandaramar temple, Kurusadai Islands etc. During 2004 a little over 18 lakhs tourists had visited Rameswaram. In order to

attract more tourists and especially pilgrims to Rameswaram, it is proposed to give under publicity about Rameswaram by conducting a National Pilgrim Festival. During the festival, Rameswaram and other tourist attractions of Tamil Nadu will be highlighted through audiovisual presentation, cultural programmes, symposium, exhibition etc.,

e) Dance Festivals:-

	<u>Place</u>	<u>Month in which held</u>
1)	Dance Festival, Mamallapuram	-December/January
2)	Natyanjali Festival, Chidambaram	-February / March

f) Harvest Festivals:-

- 1) Pongal Festival in all important tourist spots - January
in Tamil Nadu
- 2) Tea and Tourism Festival - January - February
Udhagamandalam / Coonoor
- 3) Mango Festival - Krishnagiri - June

g) Trade fair and Exhibitions:-

- a) World Tourism Day Celebrated by all Tourist Offices and tourist information centres including those in other states 27th September. A state level function is organised in one of the important tourist destinations every year.
- b) All India Tourist and Industrial Trade Fair, Islands Grounds, Chennai December - March
- c) Tourism Department Participates in the Government Exhibitions conducted by Information and Public Relations Department at Salem, Coimbatore, Madurai and Disseminates information on Tourism.
- d) This Department participates in the important fairs like Travel and Tourism Fair (TTF) India International Travel Mart (IITM), India Travel Mart (ITM) organised by private organisers in important tourist destinations in other states of India. These fairs are participated through the Tourist Offices / Tourist Information Centres of this Department to promote tourism of our state.
- e) Apart from this we also participate in the fairs conducted / supported by other state Tourism Department.

Name of the Programme / Duration of the Programme / Objective of the programme.

Name of the Programme / Scheme	Duration of the Programme / Scheme	Objective of the Programme
Conduct of Sound and Light show in the Tirumalai Nayak Place, through the Tourist officer, Madurai	For 30 minutes English version from 6.45 p.m. to 7.45 pm Tamil version 8.15p.m to 8.45 p.m. Ent.Fees: I class- Rs.10/- II class-Rs. 5/-	To attract more tourists visiting Madurai especially foreign tourists.
Maintenance of Kattabomman Memorial Fort, Panchalankurichi through Tourist officer, Tirunelveli	<u>Entrance Fees:-</u> Adult – Rs. 2/- Child – Rs. 1/-	To attract the domestic and foreign tourists
Maintenance of Poempuhar Tourist Complex, through the Tourist Officer, Poempuhar	<u>Entrance Fee:</u> Adult - Rs.3/- Child- Rs.2/-	To attract the domestic and foreign tourists

I * Subsidy (Capital/Generator):

1) Introduction:

Tourism is an industry with great employment potential. One of the significant features of Tourism is that it paves the way for transfer of vast sums of money from “Generating to the receiving economics”. Tourist expenditure stimulates domestic/foreign flow of income through several streams. It generates additional income at each level of spending which has a multiplier effect.

In view of the important role-played by tourism in improving the socio-economic conditions of the society. “Tourism” has been declared as an “Industry” in Tamil Nadu in the Government Orders G.O.Ms.No.563, Information & Tourism (T.VI) Department, dt.28.12.1986. In the same Government Order a committee was appointed to examine and recommend to the Government Tourism project schemes and activities which can be recommended for the various incentives, concessions and subsidies as available to other industries.

2) Criteria for the distribution of the Subsidy:

As per the G.O.Ms.No.14, Information and Tourism (T.VI) Department dt.20.1.92 the following norms are laid down for sanction of capital and Generator Subsidy for Tourism projects.

- a) One Star, Two Star and Three Star hotels with investment less than Rs.100 lakhs to be set up in Tamilnadu excluding the Corporation limits of Madras, Coimbatore and Madurai.
- b) Amusement Parks
- c) Approved Tour Operators (for A.C coaches)
- d) Golf Courses
- e) Restaurants approved by Govt. of India, Govt. of Tamil Nadu

- f) Capital subsidy for new tourism projects at 10% of total investment excluding cost of land, subject to a maximum of Rs.10 lakhs per project.
- g) Capital Subsidy at the rate of 15 percent for purchase of generators to be installed in new tourism projects, with a separate ceiling of Rs.5.00 lakhs, which is exclusive of the ceiling of Rs.10 lakhs given as capital subsidy on the total investment in the project.

3) Subsidy Committee consists of the following persons:

In the G.O.Rt.No.14, Information & Tourism (T.3) Department, dt.21.1.99, a Committee under the Chairmanship of the Director of Tourism/Commissioner of Tourism had been constituted and the following are the members of the Committee for sanction of Capital and Generator Subsidy for Tourism Projects.

- a) Commissioner of Tourism Chairman
- b) Industries & Commerce
Additional Director (Rural Schemes) Member
- c) General Manager (Capital Subsidy)
SIPCOT, Chennai Member
- d) General Manager (Capital Subsidy)
TIIC, Chennai Member

4) List of attachments (Certificate / documents)

- a) State whether the applicant is a Company, a Partnership or sole Proprietorship.
- b) The name of the Project for which the benefit is applied for.
- c) Registered Office of the Applicant (mention taluk and district)
- d) Location of the project with name of city or town where the project is situated or proposed to be located with the details of

Street, Postal address etc.,

- e) Brief history of the concern.

Details of licences:

(Certified copies should be enclosed)

- f) Licence obtained from the Municipal or other appropriate authority competent to grant such a licence regarding design, plan and construction of the building.

5) Format Application : Attested.

6) Format of Attachments: As mentioned in the application

7) Application format (where applicable. If the application is made on plain paper please mention it along with what the application should mention in the application).

Application form for availing subsidy is available at :

O/o. Commissioner of Tourism,

Tamil Nadu Tourism Complex,

Wallajah Road,

Chennai – 600 002.

8) Application fee where applicable

Subsidy: i. Application fee Rs. 2,500/-

ii. Processing fee Rs. 2,500/-

9) List of beneficiaries :

1. Sanction of subsidy in the year 2004 2005 - Nil

II * Recommending to issue (FL-3 Licence):
to the hotels, which satisfy the criteria mentioned below.

1) Introduction:

FL.3 licences are being issued by the Department of Prohibition and Excise and renewed every year. The prescribed privilege fee is collected for grant of renewal of licence with India Tourism to the Star Gradation of the Hotel.

As per rule 2(XVI) of Tamil Nadu Liquor (Licence and permit) Rule 1981, hotels are classified according to their star gradation based on the certificate issued by the Director of Tourism of the State Government. FL.3 licences for the possession of liquor by Star Hotels are issued. The hotels which do not apply for reclassification are treated as non-star hotels.

This office recommends to issue FL.3 licence based on the fulfillment of the criteria stipulated and mentioned here.

2) Criteria for deciding eligibility

- a) It has twenty lettable bed rooms or forty beds with attached bath rooms.
- b) It has a separate dinning room and restaurant
- c) It has good quality cuisine both Indian and Continental
- d) It has clean kitchen with washing facilities
- e) It has well trained staff with uniforms
- f) It has special facilities like Conference Hall, recreation facilities (Indoor Games)
- g) It has adequate parking space for vehicles.

3) List of attachments (Certificate / documents)

- 1) Copy of the licence for running the hotel from the local body
- 2) Copy of the TNGST Registration certificate
- 3) Fire protection facilities
- 4) The abstract of comments / by Tourists those who have stayed in the hotel
- 5) The necessary for remit room in the town and also in the location.
- 6) A declaration by the management to abide by the rules and regulations stipulated by the Tourism Department.

And also enclosed the copy of the “Star” classification and N.O.C. from the Police Department and enclose the approved plan of the unit

4) Format of Attachments

- 1) Copy of Approved Plan - Issued by the Respective local body /CMDA
- 2) Copy of the licence for running the hotel from the local body- Issued by the Respective local body
- 3) Copy of the TNGST Registration certificate – Issued by the Commercial Department
- 4) Fire protection facilities – Issued by the Fire Service Department.
- 5) The abstract of comments / by Tourists those who have stayed in the hotel – Maintained by the Hotel.
- 6) No Objection Certificate from the Police Department
- 7) A declaration by the management to abide by the rules and regulations stipulated by the Tourism Department.(available)

8) Star Classification – Certificate issued by India Tourism Office,
Chennai.

5) Where to apply or whom to contact in the office for applying

The Commissioner,
Department of Prohibition & Excise,
Chepauk,
Chennai – 600 005.

6) Application fee where applicable

Recommending to issue FL.3 Licence: Processing fee Rs. 5,000/- to
the Tourism Department.

7) List of beneficiaries :

Recommended for issue of F.L. -3 licence in the year 2004 – 2005.

III. Feasibility report for getting loan from Financial Institutions for Tourism Projects:-

1) Introduction:

In order to encourage new Tourism projects feasibility report of the projects are sent to the financial Institutions for feasibility the entrepreneurs to get loan.

2) Criteria for sending Feasibility Report:-

- a) Location of the Hotel (Address)
- b) Estimated cost of the Hotel Project (copy of the estimate duly signed by the Architect/Engineers has to be enclosed)
- c) Whether the plan for the Hotel Project has been approved by the local body (copy of the approved plan has to be enclosed)
- d) Whether the project report prepared by a Hotel consultant is available (copy of the project report has to be enclosed)
- e) Details regarding the Survey No. are and Owner of land in which the Hotel is proposed to be constructed (copy of the sale deed relating to the ownership of land has to be enclosed)
- f) Whether the promoter of the Hotel is willing to accept the regulatory conditions laid by the Tourism Department then and there (acceptance letter has to be enclosed)

3) FORMAT OF APPLICATION:

4) ATTACHMENT APPLICATION:

Based on the request from the Financial Institution.

5) PROCESSING FEE:

Recommending to issue Feasibility report: Rs.5,000/-

IV

Nodal Officer:

Tourism and the Ethics of Hospitality have existed in India since time immemorial and we have an age-old tradition of “Atithi Devo Bhava” wherein we treat our guests as God.

In order to realise the objective of making India a prime tourist destination, a nation with campaign “Atithi Devo Bhava” is being launched to sensitize key stakeholders towards tourist through a process of training and orientation. A nodal officer, Thiru A. Venugopal, Publication Officer of this has been designated in Government of Tamil Nadu with whom the officials of Ministry of Tourism and their partners could co-ordinate for the said campaign. (Vide G.O.Ms.No.83, I & T(T1) Dept. dt.26-5-2005)

APPLICATION FOR GRANTING, OF SUBSIDY, INCENTIVES AND CONCESSIONS FOR TOURISM INDUSTRY

1. Name of the Applicant :
2. State whether the applicant is a company, a partnership or sole proprietorship :
3. The name of the project for which the benefit is applied for :
4. Registered Office of the applicant (mention taluk and district) :
5. Location of the project with name of city or town where the project is situated or proposed to be located with details of street, postal address etc. :
6. Brief history of the concern :
 - (a) What is the experience of the present owners in the Tourism business?
 - (b) Particulars of subsidiary or Associate concern owned by the applicant or managed by the applicant with details similar to those under item No.5 :
 - (c) Date of establishment (in case of Public Limited and Private Limited Companies, Certified copy of incorporation along with articles and memorandum of Association should be attached) :
 - (d) Date of commencement of business (in case of Public Limited Companies a certified copy of commencement of business should be attached)
7. Details of licences :

(Certified copies should be enclosed)

 - (a) Licence obtained from the Municipal or other appropriate authority competent to grant such a licence regarding design, plan and construction of the building.

Part -II

1. Date of opening or expected date of opening the project. - Existing
2. No. of rooms having attached bathrooms -
3. No. of rooms not having attached bathrooms -
4. No. of rooms air-conditioned -
5. Name of owner of the building and site -
6. If building or site is not owned by the applicant, give full details of the lease or other arrangements. -
7. If catering is not done by the applicant, state details of the arrangement -
8. State whether any portion of the building has been letout and if so, give details, State or whether the entire buildings area will be used for the Tourism Project -

Part -III

1. Prospects of the Industry, Nature of demand proposed to be met. -

How many tourists are being received in the area. Please attach reliable Statistics for the last 3 years in this respect. -
2. Which are the other important Hotels or Tourist Centres in the locality in which the project is planned. -
3. Are there any special advantages for the project you are conducting or propose to conduct, which stand in your favour to consider your application for subsidy or concession. -
4. Indicate facilities available for Tourists Travel -
5. Details of investigations carried out in connection with the selection of the hotel on the basis of major economic and commercial factors, giving reasons for final preference. -
6. Give a time schedule for implementing your scheme giving particulars of work and approximate month and year of completion. -

PART-IV

1. In the case of established hotel or project -
give the cost sofar incurred as under:
 1. Land - Rs.
 2. Buildings - Rs.
 3. Machinery & Equipments - Rs.
 4. Miscellaneous items - Rs.

Total - Rs.

2. In the case of a hotel to be established give the following details:-
 - i) Requirement of land and arrangements -
made if any land is proposed to be
acquired through State Government
under the land Acquisition Act, the
latest position regarding the acquisition
proceedings should be furnished.
 - ii) In the case of expansion proposed by -
putting up additional buildings or for
constructing buildings for new hotels,
state the details of the site on which
new construction are to be put up.
Is additional construction to be made
on sites now in the possession of the
applicant?
 - iii) If answer to (ii) is in negative state -
details of the and on which additional
buildings or new buildings are to be
put up as follows:-
 - a) Taluk -
 - b) Village -
 - c) Extent -
 - d) Survey Nos. -
 - e) Title deed under which acquired -
and if lease hold, the details and
particulars of the period of lease
name of leaser and protection
against eviction etc.
3. Requirements and availability of water and -
power (certified copies of letters to the
concerned authorities and their orders of
sanction should be attached)

4. Give brief details of catering, liquor provisions -
and other articles etc.

5. Estimated staff required:

<u>Proposed</u>		<u>Existing</u>
i)	Trained	-
	Untrained	-

ii)	Give details of staff requirements asper Enclosure to Annexure -A.	
iii)	Give the qualifications and experience - of Manager, Assistant Manager and Supervisory staff of the project.	

6. Total cost of the scheme with details (for new -
hotel/or expansion)

a)	Land	-
b)	Building	-
c)	Plant and Machinery	-
d)	Equipment and Accessories	-
e)	Air-conditioning, electrification, water- supply and sanitary arrangements	
f)	Vehicles, Vans etc. for the use of tourists.	-
g)	Working capital	-

	Total	Rs.

7. Mode of finance:

a)	Share capital	- Rs.
b)	Loan	- Rs.
	i) Rupee loan	- Rs.
	ii) Foreign exchange loan	- Rs.
c)	Bank borrowings	
d)	Other modes of finances	- Rs.

	Total	-----

Part-V

- 1) The amount of subsidy required -
- 2) Incentive, concessions required -
- 3) Plants and machinery proposed to be purchased. -
- 4) Particulars of Insurance, movable and immovable properties -
- 5) Particulars of Income Tax Assessment in the previous year. -
- 6) Capital structure of the company -
- 7) In the case of limited companies -
 - a) Authorised capital -
 - b) Insured capital -
 - c) Issued capital -
 - d) Subscribed capital -
 - e) Paid up capital -
- 8) Attestation by a Chartered Accountant

PART -VI

1. Have you at any time applied for aid to TIIC -
or SIPCOT the Govt. of Tamil Nadu Under
state Aid to Industries Act or Industrial
Finance Corporation of India or Industrial
Credit and investment Corporation of India
Limited, or Tourism Finance Corporation of
India or any other financial institution? If so,
please furnish the present stage of your
application.

2. Certificate: I/ We hereby certify that the information given
and the statements made herein are to the best of my/our knowledge
and correct in all particulars.

Place:

Signature:

Date:

Name:

Format for declaration of the hotels for grant of FL3 license

1. Name of the Hotel and Address :
2. Name of the Owner of the Hotel :
3. Board of Directors and Address :
4. Copies of License to be obtained from the Hotelier. :
 - a) Approved Plan :
 - b) License for running of Boarding and lodging from the local authority. :
 - c) TNGST Registration Certificate :
 - d) Fire Protection Certificate :
5. **Additional Particulars**

	<u>No. of Rooms</u>	-	<u>No. of Beds</u>
No. of rooms available and tariff	:		
Double Room A/c	:		
Double Room Non A/c	:		
Single Room A/c	:		
Triple Bed Room A/c	:		
Total No. of Triple Rooms	:		
Total No. of Double Rooms	:		
Total No. of Single Rooms	:		
Total No. of beds	:		
6. Carpet area of double room (120sq.ft) :
7. Carpet area of single room (100 sq.ft.) :
8. How many rooms having bath attached :

9. Area of bath rooms (min.30.sq.ft.) :
10. Area of restaurant and seating capacity :
(if on lease those particulars)
11. Dinning room, area and seating capacity :
(apart from the restaurant)
12. Quality of the type of food available :
(Indian / continental)
13. Whether the unit has neat kitchen and :
washing facilities running hot water system .
the area of wash and area of kitchen store
14. a) Staff particulars (experience in English :
Knowledge qualified, if uniform are
provided in restaurant including kitchen
and in room service etc.)
- b) No. of Managers with qualifications :
- c) Total No. of staff skilled, semiskilled :
and others
15. Other facilities like Generator, Conference :
hall, recreation facilities and lift, etc.
16. Area of car parking and No. of cars can be :
parked.
17. No. of bath rooms attached with western :
style.
18. Whether the bath room have the following :
facilities.
- a) Modern sanitation :
- b) Running cold and hot water supply. :

19. Source of water supply (well, Municipality lorry service etc. :
20. Reception counter particulars (like No. of staff, travel counter, left luggage facilities, clock rooms, safe for keeping valuables, Fax, Telex facilities and area of lobby) :
21. House keeping service at hotel (No. of qualified staff and linen particulars, etc.,) :
22. Telephone service :
23. Whether the crockery, cutlery and glass ware are in good quality. :
24. Laundry and dry cleaning facilities (in hotel) :
25. Area of the proposed bar room with modern furniture facilities like seating capacity store room and toilet facility, separate kitchen if any (if run on contract basis those details) : .
26. Brief note of the importance of the town in which the hotel is situated :
27. Particulars about recreation facilities (Indoor game, etc.) :
28. Whether the rooms are property ventilated :
29. Whether the rooms are clean with comfortable bed and furniture. :
30. Brief note about the location and the surroundings of the hotel on all sides like buildings, parks, rivers, canals, open space etc. :
31. If any shops available in the hotel complex :
32. Details of the night halt facilities to the drivers, etc. :

33. No. of toilets in the complex for the drivers :
guises, visitors and others.
34. Any other points to mention about :
- a) Abstract of comments by tourist :
who have stayed in the hotel
 - b) The necessity for permit room in :
the town & also in the location.
 - c) A declaration by the Management :
to abide by the rules and regulation
stipulated by the Tourism Deptt.,
 - d) Copy of the challan for having :
remitted into Govt. account
Rs. 5000/- as processing fee.
 - e) Whether any star gradation is :
awarded to the unit and enclose
a copy.
35. Declaration to be given by the promoter :
of the unit.

Tourist Officer

**FURNISHING OF FEASIBILITY REPORT TO FINANCIAL
INSTITUTION FOR THE GRANT OF LOANS TO HOTEL PROJECTS.**

1. Name of the Hotel :
2. Name of the Promoter/Partners of the hotel :
3. Location of the Hotel (Address) :
4. Estimated cost of the hotel project (copy of the estimate duly signed by the architect/Engineers has to be enclosed) :
5. Whether the plan for the hotel project has been approved by the local body (copy of the approved plan has to be enclosed) :
6. Whether the project report prepared by a hotel consultant is available (copy of the project report has to be enclosed) :
7. Details regarding the survey no. are and owner of land in which the hotel is proposed to be constructed (copy of the sale deed relating to the ownership of land has to be enclosed) :
8. Number of rooms proposed to be provided hotel :
 - Suits
 - Double Rooms (A/c)
 - Double Rooms (Non A/c)
 - Single Rooms (A/c)
 - Single Rooms (Non A/c)
 - VIP Rooms
 - Triple bed rooms
 - Six bedded rooms
 - Dormitory
 - Total Number of rooms
 - Total Number of Beds

9. Carpet area of the double room (minimum: carpet areas for the double room is 120sq.ft)
10. Carpet area of the single room (minimum: carpet area for the single room is 120 sq.ft.)
11. How many double rooms will have attached: bathrooms
12. Area of the bathroom (minimum area for the bathroom is 30 sq.ft.) :
13. Area of the restaurant / dinning hall :
14. Area of the car parking :
15. Whether provision has been made in the plan and estimate for adequate supply of water. :
16. Whether provision has been made in the plan and estimate for adequate of water. :
17. Other facilities proposed to be provided: in the hotel (Generator, Lift etc.,)
18. What type of food (Indian/continental) will be served in the hotels. :
19. Brief note about the importance of the town: in which the hotel is to be constructed
20. Brief note about the location and the: surroundings of the site in which the proposed hotel is to be constructed.
21. Experience / business antecedents of the: promoter of the hotel
22. Details regarding the other hotels: accommodation existing in the town and the hotels under construction in the town

23. Details regarding the inflow tourists:
foreign / local in the town (for one year only)
24. Whether the town actually needs additional:
hotel.
25. Whether the promoter of the hotel is willing:
to accept the regulatory conditions laid by
the Tourism Department then and there
(acceptance letter has to be enclosed)
26. When will be construction of the hotel be:
completed.
27. Other remarks and recommendations:

FEASIBILITY REPORT FOR GETTING LOAN FROM FINANCIAL INSTITUTIONS FOR TOURISM PROJECTS:-

I. Introductions: -

In order to encourage new Tourism projects, feasibility report of the project are sent to the financial institutions for feasibility the entrepreneurs to get loan

II. Criteria for sending feasibility report: -

- a) Location of the hotel (Address)
- b) Estimated cost of the hotel project (copy of the estimate duly signed by the architect / engineers has to be enclosed)
- c) Whether the plan for the hotel project has been approved by the local body (copy of the approved plan has to be enclosed)
- d) Whether the project report prepared by the hotel consultant is available (copy of the project report has to be enclosed)
- e) Details regarding the Survey No. are and owner of land in which the hotel is proposed to be constructed (copy of the sale deed relating to the ownership of land has to be enclosed)
- f) Whether the promoter of the hotel is willing to accept the regulatory conditions laid by the Tourism Department then and there (acceptance letter has to be enclosed)

III. Format of application

IV. Attachment application

Based on the request from the financial institution.

V. Processing fee:

Recommending to issue feasibility report - Rs.5,000/-

Chapter - 14 (Manual – 13)

***Particulars of Recipients of Concessions,
permits or authorization granted by it.***

1	Name of the programme	Tourism Industry Promotional Activities
2	Type (Concession/ permits/Authorization)	Incentives, concessions and subsidies and Grant of F.L.C. licence
3	Objective	To attract more investors and to develop public private partnership
4	Targets set (For the last year)	Recommended for issue of F.L.3 licence
5	Eligibility	Subsidies, incentive and concessions i)Loans will be given to Tourism projects at 14 percent interest or fixed by Government from time to time by Tamil Nadu Industrial Investment Corporation and SIPCOT. ii) Capital subsidy for new Tourism projects at 10% percent of total investment excluding cost of land, subject to a maximum of Rs. 10.00 lakhs per project. iii) Deferral of sales Tax for a period of 5 years on restaurant sales ineligible hotels and restaurants. iv) Weiner of 50 percent luxury tax for a period of 5 years on rooms in respect of new hotel projects. v) Electricity tariffs concession for new tourism project on par with new industries.

		vi) Capital subsidy at the rate of 15% for purchase of Generators to be installed in new Tourism projects, with a separate ceiling of Rs. 5.00 lakhs, which is exclusive of the ceiling of Rs. 10.00 lakhs given as capital subsidy on the total investment in the project.
6	Criteria for the eligibility	<p>a) The unit should have 20 lettable bed rooms or 40 beds with attached bath rooms</p> <p>b) Separate dining room and restaurant</p> <p>c) Good quality cuisine both Indian and Continental.</p> <p>d) Clean Kitchen with Washing facilities</p> <p>e) Well trained staff with uniforms</p> <p>f) Special facilities like conference Hall, recreation facilities (indoor – Games .</p> <p>g) Adequate parking space for vehicles</p>
7	Pre-requisites	
8	Procedure to avail the benefits	On receipt of communication from the Commissioner of prohibition and excise, Tourist officer in the district is requested to send the inspection report, Based on the inspection report final action is perused.

9	Time limit for the concession / Permits / Authorization	Star classification, sale tax Registration certificate, running the Hotel licence are renewal every year.
10	Application fee	i) subsidy application Rs.2000.00 ii) Subsidy processing fee Rs.2000.00 iii) FL-3 licence processing fee Rs.5000.00
11	Application format	(FL-3 Licence) format enclosed
12	List of attachments (Certificates / Documents)	1) Copy of the licence for running the hotel from the local body 2) Copy of the TNGST Registration certificate 3) Fir protection facilities 4) The abstract of comments / by Tourists those who have stayed in the hotel 5) The necessary for remit room in the town and also in the location. 6) A declaration by the management to abide by the rules and regulations stipulated by the Tourism Department.

		And also enclosed the copy of the “Star” classification and N.O.C. from the Police Department and enclose the approved plan of the unit
13	Format of Attachments.	- do-

List of beneficiaries in the Following

1. Recommended for issue of F.L. -3 licence in the year 2004 - 2005
- 21 private hotels
2. Sanction of subsidy in the year 2004 2005 - Nil

Chapter - 15 (Manual - 14)

***Norms set by it for the discharge
of its functions***

For the discharge of functions of the Department, various G.O and guidelines are issued by the Government of Tamil Nadu from time to time is followed.

1. For financial matters Tamil Nadu Financial Code Volume 1 and 2 and the relevant rules and guidelines are followed.
2. In respect of establishment matters, Human and Resources Development the rules, instructions and guidelines issued by Personnel and Administrative Reforms Department from time to time is followed. This Department is following highly transparent and equal opportunity norms for the various activities and programmes of the Department.
3. In respect of Plan Schemes funded by Government of India this Directorate follow the guidelines of the Ministry of Tourism, Government of India, New Delhi, for each case.
4. For Part -II Schemes funded by Government of Tamil Nadu this Directorate have following the guidelines said in the G.O concerned. Executing Agencies will follow the code procedures which are required to be followed.

Chapter -16 - (Manual -15)

***Information available in an
electronic form***

1. Exhaustive information on Tamil Nadu Tourism attractions and Tamil Nadu Tourism Development Corporation Tour packages is provided in the **Website:tamilnadutourism.org.**

2. On line booking and payment Gateway is provided for details please **log.on ttdc online.com**

email : ttdc@vsnl.com

3. This Directorate have brought out CDs on tourist attractions and Thematic CDs on various subjects on Tourism like Eco Tourism, Chettinad, Hill Stations, Pilgrim Centers etc.

4. This Directorate have provided **Touch Screen Kiosk** for convenience of tourists. This Directorate have computerized in the head office and its branches, so that quick information through networking can be obtained.

Chapter - 17 (Manual - 16)

***Particulars of the facilities
available to citizens for obtaining
information***

Office Library

Department of Tourism has a office library in which important books for reference for Tourist and for official use are maintained.

Drama and shows

Sound and Light shows at Thirumalai Nayakar Mahal at Madurai. Proposed to establish in some other important Tourist destination at Kanniyakumari, Thanjavur Temple etc.

Through News Paper

Advertisement of Tamil Nadu Tourist destination and TTDC package tours and Rail cum Road coach tours etc., as domestic tourism apart from the brochures and posters advertisements in the Regional magazines.

Exhibition

Tourism promotion publicity materials were distributed in the Domestic Travel Mart, International Travel Mart, Important Tourism relation exhibition etc., in order to effect wide publicity among the Domestic and foreign tourist.

Notice Board

Tourism events programme has been displayed in the office notice board to effect publicity.

Inspection of Records in the office

This Directorate has a separate Record Room in the Head / Regional office for inspection.

System of issuing of copies of documents

Documents for subsidy to the private hotels are issued for capital and generator subsidy.

Printed Manual Available

Tourism promotion publicity materials are available in the Head office and its branches for the benefit of Tourist.

Chapter - 18 (Manual – 17)

Other Useful Information

Frequently Asked Questions and their Answers by public

Frequent questions asked by public is relating to travel to Tamil Nadu, food, connectivity, time taken etc.,

Related to seeking information

There is no prescribed application form to be followed for any work except Tender applications. Hence the question of application fee does not arise. The necessary information is always provided. Therefore, there is no denial of information and requirement for appeal.

With relation to training imparted to public by Public Authority

This Directorate is imparting training programmes for staff, through Anna Institute of management at Chennai, Food Craft Institute at Tiruchirappalli, Indian Institute of Travel and management at Chennai.

Name of training programme with brief description	Tourism awareness camp for Taxi – Auto Drivers <u>Brief description</u> When a tourist come to a place, to reaches his destination by Taxi . Auto / Call taxi etc. They are first welcomed by taxi / Auto drivers. Their behavior skill is very important for a good image of the destination especially to the foreign tourist. Hence Tourism awareness programme is conducted by Tourism Department to create awareness about tourist places as well as to improve their behavior skill classes are taken on etiquettes, behavior skills, Tourism importance and first aid.
---	--

Time period for Training programme / Scheme	6 Hours
Objective of training	To create awareness about the Tourist spots and improve behavior skill with tourists.
Physical and Financial Targets (Last Year)	Rs. 54,500/- per programme conducted at 3 places in Chennai City.
Eligibility of Training	8 th std. passed.
Prequistite for training (if any)	Nil
Financial and other form of help (if any)	Rs. 100/- per person as honourium and free lunch is given
Description of help (Mention the amount of Financial Help, if any)	Rs. 100/- per person as honourium and free lunch is given
Procedure of giving help	Rs. 100/- as cash is given to the participants after getting proper acknowledgement after the camp is over.
Contact information for applying	TICs / To's at the concerned Tourist centre
Application Fee	Nil
Other fees	Nil
Application form	Prescribed printed form
List of enclosures / documents	Xerox copies of Driving License and passport size photograph.
Format of enclosures / documents	Xerox copies
Procedure of application	Application to be filled up and given to Tourist office through TIC's.
Selection Procedure	First cum first basis with 8 th std. educational qualification

Time table of training programme	No fixed time table
Process to inform the trainee about the training schedule	Through the traffic police and the Staff at TIC's
Arrangement made by the Public Authority for creating public awareness about the training programmes	Press are invited to cover the programme banners are put up at the training centres near auto stands
List of Beneficiary of the training programme at various levels like district level, block level etc.	Taxi / Auto drivers are Identify the tourist both domestic and foreign who are first welcomed by taxi / auto drivers.

With relation to Certificate, No objection certificate etc issued by the Public Authority not included in manual – 13

Different trainings are provided to Auto and Taxi drivers, guides, staff, shopkeepers and other during the training period. This Directorate has also provided necessary food and hospitality during the training period. The eligibility for training is fixed upon the subject of the training from time to time.

With relation to registration process

This Directorate do not charge any application fee or participation fee for the training. Whenever this directorate offers training, the requests on a plain paper with necessary details are obtained. Also list through Government of India or Tamil Nadu Tourism Offices are obtained and short-listed.

***With relation to collection of tax by Public authority
(Municipal Corporation, Trade Tax Entertainment Tax etc.)***

- Nil -

***With relation to issuing new connection electricity / water supply,
temporary and permanent disconnection etc. (This will be
applicable to local bodies like Municipal Corporation /
Municipalities / UPCL)***

- Nil -

***Details of any other public services provided by the Public
Authority.***

This Directorate normally conduct training programmes through Anna Institute of management, Indian Institute, Tourism travel management, Catering Institutes, University at Chennai and other concerned cities. This Directorate design programme in a professional manner and impart the necessary training through one of the above institutes / Institutions.

At the end of training a certificate is issued to participants.

Any further informations in respect of Tourism Department, kindly contact Public Information Officer at Headquarters, Chennai-2 and Assistant Public Information Officers in their respective Regions.