

MANUAL OF OFFICE PROCEDURE



DELHI TOURISM & TRANSPORTATION
DEVELOPMENT CORPORATION

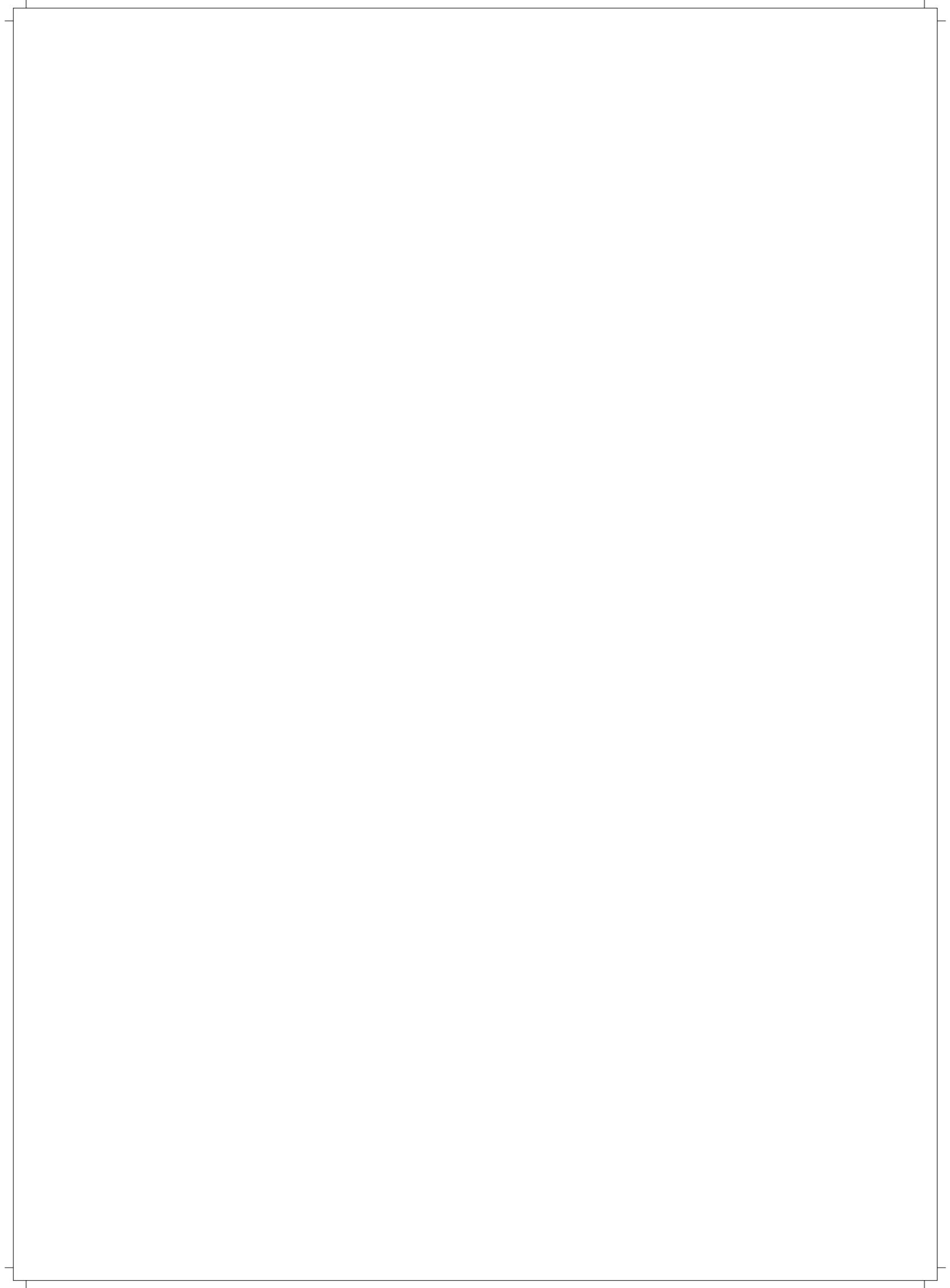
(A Government of Delhi Undertaking)



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INTRODUCTION

Application of methods and procedures in organizations has been age-old. The efficiency of an organization depends largely on evolution of adequate processes and procedures and the ability of its employees to follow them. Accordingly, the efficiency of persons handling work in an organization can be judged by their ability to dispose of matters - mostly receipts, cases etc. with speed and quality, following the procedures prescribed for the purpose. The ultimate object of all Government business is to meet the organization without undue delay or dilatoriness. At the same time, those who are accountable for fair conduct of business have to ensure that public funds are managed with utmost care and prudence. It is therefore necessary, in each case, to keep appropriate record not only of what has been done but also of why it was so done. These records serve as evidence, precedent, guide and training material too.

The procedures prescribed in this manual, attempt to balance the conflicting considerations of speed, quality, transparency and propriety. In a dynamic context, this balance cannot be rigidly or permanently fixed. Every rule and step in the procedure must serve a definite purpose and meet such tests. Is it necessary or sufficient? Is there any simpler and quicker way to serve the purpose?

Mere written procedures may not ensure their effective operation. A written procedure just guides how to do the work. In order to make sure that procedures are being followed, documentation of actual practice and spot checks of actual work need to be done. Newly inducted officials must be trained on the procedures contained in this manual and Refresher course should also be organized.

A well designed procedure serves as a standing order, a means to coordination effort a tool of communication, and a basis for performance measurement and appraisal. This office procedure manual continues to form the backbone of process management.



FORM AND PROCEDURE OF COMMUNICATON

Forms of written communication and methods of delivery-

The different forms of written communication and methods of delivery generally used by a department are described below. Each form has a use and, in some cases, a phraseology of its own. Only black or blue ink will be used in communications. A small margin of about one inch will be left on all side (left, right, top and bottom) of each page of communication to ensure better preservation of records as at times the paper gets torn from the edges, making reading of the documents difficult. Specimens of these forms form are given.

- (1) Letter- This form is used for corresponding with foreign Government. State Governments, the Union Public Service Commission and other constitutional bodies, heads of attached and subordinate offices, public enterprises, statutory authorities, public bodies and members of the public generally. A letter begins with the salutation "Sir/Madam as may be appropriate and ends with the subscription "Yours faith fully".
- (2) Demi-official letter- This form is generally used in correspondence between Government officers for an interchange or communication of opinion or information without the formality of the prescribed procedures. It may also be used when it is desired that the matter should receive personal attention of the individual addressed. Since demi-official letter is writer in the first person in a personal and friendly tone, it should be addressed by MD/GM in the corporation who is ordinarily not more than one or two levels below the officer to whom such communication is addressed.
- (3) Office Memorandum- This form is generally used for corresponding with other Department or in calling for information from or conveying information to its employees. It may also be used in corresponding with attached and subordinate offices. It is written in the third person and bears no salutation or subscription except the name and designation of the officer signing it.
- (4) Inter-departmental note/U.O.note-
 - (a) This form is generally employed for obtaining the advice, views, concurrence or comments of other Departments on a proposal or in seeking clarification of the existing rules, instruction etc. It may also be used by a department when consulting its attached and subordinate offices and vice versa.
 - (b) The inter-departmental note may either be recorded on a file referred to another department or may take the form of an independent self-contained note. The subject need not be mentioned when recorded on the file self.



- (5) Telegram
 - (a) This form is used for communicating with outstation parties in matters demanding prompt attention. The text OF telegram should be as brief as possible.
- (6) Fax facility- In urgent and important matters (including legal and financial messages), departments may use fax facilities to send messages, wherever available. Offices not connected through fax but having telex facilities, may send urgent and important messages through telex, instead of a telegram in communication with outstation offices.
- (7) Registered Post/Registered A D (Acknowledgement Due)- This method of delivery is used in communicating with offices to ensure receipt of the communication and in the case of Registered A D an acknowledgement of the delivery is also received by the issuing office.
- (8) Speed Post- This method of delivery is used to ensure quick receipt of messages warranting urgent attention at the receiving end and an acknowledgement of the delivery is also received by the issuing office.
- (9) Office order- This form is normally used for issuing instructions meant for day to day internal administration. e.g. grant of regular leave, distribution of work among officers and sections, appointments and transfers, etc.
- (10) Order- This form is generally used for issuing certain types of financial sanctions and communicating government orders in disciplinary cases, etc., to the officials concerned.
- (11) Notification- This form is mostly used in notifying the promulgation of statutory rules and orders, appointments and promotions of gazetted officers, Etc., Through publications in the Gazette of India. The composition of the types of matters to be published in each part and section thereof, the instructions for sending the matter for publication therein and for sending copies to GNCTD.
- (12) Resolution- This form of communication is used for making public announcement of decisions of DTTDC in important matters of policy.
- (13) Press communiqué/note- This form is used when it is proposed to give wide publicity to a decision of DTTDC.
- (14) Circular- This form is used when important and urgent external communications received of important and urgent decisions taken in enrollee have to be circulated within a department for information and compliance by a large number of employees.



(15) Advertisement- This form is used for reaching out to the general public to create awareness about DTTDC policies and operational matters. It may take the form of audio-visual or written communication or both.

(16) E-mail- This is a paperless form of communication to be used by corporation having computer facilities supported by internet or intranet connectivity.

Telephonic Communications-

(1) Appropriate use of the medium of telephone may be made by corporation for intra and inter-department consultation and for communication of information between parties situated locally.

(2) In matters of urgency, departments may communication with out-station offices also over the telephone.

(3) Telephonic communications, wherever necessary, may be followed by written communications by way of confirmation.

Correspondence with attached and subordinate offices-

1. Senior Officers/Head of a subordinate under an administrative will correspond in respect of matters involving intervention/approval of another Govt. Corporation Department in a note form to their concerned Ministry/Department.

2. Head of Corporation will write in respect of matters involving intervention/approval of another Ministry/Department to the Secretary of the concerned Ministry/Department in a letter form.

3. In both the cases, concerned Ministry/Department, if required, will take up the matter with another ministry.

4. An officer of below the rank of MD/GM will not correspond directly with the Minister of another Ministry except the Head of a statutory body/regulatory authority set up by an Act of Parliament.

File numbering system- One single file system should be adopted for a subject matter dealt in that file opening of part file on similar subject should be avoided as far as possible.

Functional file numbering system-

(1) In this system the range and dimensions of the subjects falling under the scope of business allocated to a department are analyzed in the following sequence.

(a) Main functions of the department;

(b) Activities in each of these functions;



- (c) Aspects or operations involved in each of these activities; and
- (d) Factors to be taken into consideration relating to each of these aspects or operations.

File numbering system based on subject classification-

- (1) Each section will maintain approved lists of:
 - (a) Standard heads, i.e. main subject headings concerning it; and
 - (b) Standard sub-heads, i.e. aspects of the main subject headings.
- (2) The standard heads will bear consecutive serial numbers. No such numbers, however, will be allotted to standard sub-heads.
- (3) The lists of standard heads and sub-heads will be reviewed at the beginning of each year and revised, if necessary, with the approval of the branch officer concerned. The serial numbers once allotted to the standard heads should not ordinarily be changed.
- (4) Before opening a new file, the dealing hand will ascertain the standard head to which the paper under consideration relates. He will then propose a suitable title of the file for the approval of the section officer. The title will consist of:
 - (a) Standard head;
 - (b) Sub-head which will be more indicative of the precise suitable than the 'head'. (where it is necessary to have more than one sub-head in a title the general should usually precede the specific); and
 - (c) A brief content indicating the question or issue under consideration in relation to the standard head and sub-head and where necessary, the specific institution, person, place or thing involved.
- (5) The title should be as brief as possible. It should give at a glance sufficient indication of the contents of the file so as to serve as an aid to its identification and retrieval. It should be articulated, i.e. broken up into components, each consisting of the minimum possible substantive words and expressing an element in the subject matter. Each part will begin with a capital letter and will be separated from the preceding one by a bold dash.
- (6) As far as possible, there should be a separate file for each distinct aspect of the subject. The title of a file should not be couched in very general or wide terms which might attract large number of receipts on different aspects of the matter, there by making the file unwieldy.



- (7) If the issue raised in a fresh receipt or in the note on a current file goes beyond the original scope, a new file may be opened to deal with it, after placing the relevant extracts or copies thereon.
- (8) Every file will be assigned a file number which will consist of:
 - (a) The serial number allotted to the standard head;
 - (b) The serial number of the file opened during the year under the standard head;
 - (c) The year of opening the file all four digits e.g. 2012-2013; and
 - (d) An abbreviated name/symbol identifying the section.
- (9) The first three elements in the file number will be separated from one another by a slant stroke and the last two by a dash. Thus, files opened in, say, Scientific Research Section during 2009 under the standard head bearing serial number '3' will be numbered consecutively as 3/17/2009-SR, etc. and so on, where 'SR' represents the section.

Instances where files need not be opened—Normally, no new files will be opened for dealing with receipts of a purely routine nature (e.g. requests for supply of unclassified factual information, notice of holiday, miscellaneous circulars) which:

- (1) Can be disposed of straightaway by recording the reply on the source receipts and returning them to the originators; or
- (2) Are unlikely to further correspondence and therefore can be placed in a miscellaneous file to be destroyed at the end of a calendar year, or placed in the folder of circulars, etc. on a given subject.

File register — A record of files opened during a calendar year will be kept in a file register to be maintained by the diarist. A list of approved standard heads along with the serial numbers identifying them should be pasted at the beginning of the register. The pages allotted to the standard heads in the registers should also be indicated against each. Electronic file register exactly in the form of the will also be prepared and maintained in the computerized environment.

Part file — If the main file on a subject is not likely to be available for some time and it is necessary to process a fresh receipt or a note without waiting for its return, a part file may be opened to deal with it. This device may also be resorted to where it is desired to consult simultaneously two or more sections or officer and it is necessary for each of them to see the receipt noted upon.



- (1) A party file will normally consist of:
 - (a) Receipt or note dealt with; and
 - (b) Notes relating thereto.
- (2) Where two or more part files are opened, each will be identified by a distinct number, e.g. part file II and so on.
- (3) A part file will be merged with the main file as soon as possible, after removing duplicate papers, if any.
- (4) Appropriate electronic entry for opening of part file will be made in a computerized environment, so that easy tracking is facilitated for the purpose of merging of the part file with the main file on its return.

Transfer, reconstruction and numbering of files—whenever work is transferred from one department/section to another; the former will promptly transfer all the related records including files, both current and closed, to the latter. The department/section taking over the records will not divide, reclassify or renumber the closed files transferred to it. In the case of current files, the endeavor should be to close them at the earliest possible stage and open new files according to the Department/Sections's own scheme of classification for dealing with the matter further.

A file will be reconstructed if it is misplaced. The file number and the subject will be obtained from the file register and the copies of correspondence will be sought from the corresponding departments. On receipt of all such papers they will be arranged in chronological order on the file and a self-contained note will be prepared on the basis of the copies of correspondence, and placed on the notes portion of the reconstructed file

Movement of files and other paper—

- (1) Movement of files will be entered meticulously in the file movement register. Electronic file movement register will be prepared and maintained in the computerized environment.
- (2) The movement of the linked files will be marked in the space allotted in the file movement register for the file with which these are linked and also individually in the space allotted in the file movement register for each of the linked files.
- (3) Movement of files received from other departments/sections and other receipts which have not been brought on to a file in the receiving section will be noted in the 'remarks' column of the section diary.



- (4) No current file will be issued to their sections except against written requisition and after marking its movement in the file movement register.
- (5) Files and other papers marked by the Chief Managers to other officers, sections or departments will be routed through the section for noting their movement.
- (6) When the file are handed over personally by the Chief Manager to other officers, he will inform the section officer accordingly who will ensure that the movement of such files is marked in the file movement register.
- (7) The personal staff of officers of the rank of DM/AM and above will maintain the movement of papers received by their officers in the respective personal section diary. Movement of any file handed over personally to a higher officer or the Chairman /Minister will similarly be noted by the personal staff. Papers/File marked by them to other department, however, will be routed through the section concerned, for noting their movement in the file movement in the file movement register or section diary, as appropriate.
- (8) In a computerized environment the movement of files will be recorded electronically at every stage.,

Correspondence with State Governments—

- (1) Communications on the subjects which clearly relate to the business of a particular department will normally be addressed to the Secretary of that department. Other communications including those of special nature of importance warranting attention at higher levels may be addressed to the Chief Secretary. Demi-official letters can also be sent to officers of State Government. In case of demi-official communications to the Chief Secretary of a State, this level will not be below the level of Joint Secretary.
- (2) Communications other than those of a purely routine nature e.g. acknowledgements will not ordinarily be addressed to State Governments, except with the prior approval and over the signature of the branch officer. Purely routine communications can, however, be signed by a section officer.

Correspondence with the Lok Sabha and the Rajya Sabha Secretariats—

Communications meant for the Lok Sabha Secretariat or the Rajya Sabha Secretariat and requiring urgent or high level attention may be addressed to the officers concerned in the Secretariat of the house concerned and not to the Secretary General.



Correspondence with Member of Parliament—

- (1) Communication received from Members of Parliament should be attended to promptly.
- (2) Where a communication is addressed to a Minister, it should, as far as practicable, be replied to by the Minister himself. In other case, a reply should normally be issued over the signature of an officer of the rank of Secretary only.
- (3) Where, however, a communication is addressed to the head of an attached or subordinate office, Public Sector Undertaking, Financial Institutions (including nationalized banks) Division/Branch In charge in a Ministry/Department/Organization, it should be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matters, however, the officer should have prior approval of higher authorities before sending a reply. It should, however, be ensured that the minimum level at which such replies are sent to Members of Parliament is that of Under Secretary and that also in a polite letter form only.
- (4) Normally information sought by a Member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament.
- (5) As far as possible, in corresponding with Members of Parliament, pre-printed or cyclostyled replies should be avoided.
- (6) In case a reference from an ex-Members of Parliament is addressed to a minister or Secretary, reply to such reference may be sent by the concerned Divisional Head after obtaining approval of Secretary of the Ministry/Department. In case the reference is addressed to a lower level officer, reply to such reference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy cases, However, the lowest level at which reply could be sent, should be that of an Under Secretary and that too in a polite letter form only.

Correspondence with Foreign Governments and International Organizations—

Correspondence with Foreign Governments and their Missions in India. Heads of Indian Diplomatic Missions and posts abroad and United Nations and its specialized agencies will normally be channelized through the Ministry of External Affairs. The exceptions under which direct correspondence may be resorted to are indicated in the instructions entitled "Channel of communication between the Government of India and State Governments on the one hand; and foreign and



commonwealth Governments or their Missions in India. Heads of Indian Diplomatic Mission and posts abroad and United Nations and its specialized agencies on the other” issued by the Ministry of External Affairs.

Prompt response to letters received—

- (1) Each communication received from a Member of Parliament, member of the public, recognized association or a public body will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.
- (2) Where (i) delay is anticipated in sending a final reply, or (ii) information has to be obtained from another Ministry or another office, an interim reply will be sent within a month (from the date of receipt) indicating the possible date by which a final reply can be given.
- (3) If any such communication is wrongly addressed to a department, it will be transferred promptly (within a week to the appropriate department under intimation to the party concerned).
- (4) Where the request of a member of the public cannot be acceded to for any reason, reasons for not acceding to such a request should be given courteously.
- (5) As far as possible, requests from members of public, should be looked at from the user’s point of view and not solely from the point of view of what may be administratively convenient;

Target date for replies—In all important matters in which State Governments, departments of the Central Government, or other offices, public bodies or individuals are consulted, time limit for replies may ordinarily be specified. On expiry of the specified date, orders of the appropriate authority may be obtained on whether the offices, whose replies have not been received, may be allowed an extension of time or whether the matter may be processed, without waiting for their replies.



DAK RECEIPT, REGISTRATION AND DISTRIBUTION

12. Receipt of Dak –

During office hours, the entire dak of the department including that addressed to Officers by name will be received in the Central Diary Information Facilitation Counter. Where, However, immediate/important dak addressed to Officers by name if sent through special messenger directly to the addresses themselves, it will be received by them or by their personal staff.

- (1) In case an officer is on long leave, has retired or left the office after completion of his tenure, the incumbent of the personal staff concerned or the officer just below the concerned officer dealing with the subject will receive the immediate/important reference, except confidential letters, in case none of the above mentioned officers is in position, the central registry will receive such letters. In no case immediate/important letters should be undelivered or returned.
- (2) Outside the office hours, dak will be received by the addresses himself at his residence if market “immediate” urgent and addressed by name. In such cases, the officer will normally be informed in advance over telephone about the dak being delivered at his residence. In all other cases, dak will be received, outside office hours by:
 - a) The night duty clerk of the Department concerned; or
 - b) Where no such arrangements exist by the officer designated to receive such dak
- (3) Communication received through emails will be downloaded centrally in the computer section by a designated person, who will forward the same to the Central Diary. Such communications addressed to officers will be downloaded by them or by their personal staff.
- (4) Communication received through FAX should be immediately photocopied as the text of the FAX message fades with the passage of time.

13. Acknowledgement of dak – the receipt of dak, except ordinary postal dak, will be acknowledged by the recipient signing his name in full and in ink with date and designation. As far as possible, e-mail received should be acknowledged and responded through email.

14. Registration of dak –

- 1) Urgent dak will be separated from other dak and dealt with first.



- 2) All covers, except those addressed to Officers by name or those bearing a security grading, will be opened by the Central Diary.
- 3) On opening dak, the Central Diary/IFC will check enclosures and make a note of any item found missing.
- 4) All opened dak, as well as the covers of unopened classified dak, will be date-stamped (vide specimen as under)-

Stamp.....

Section.....

Diary.....

- 5) The entire dak will be sorted out section wise (and officers-wise, if addressed by name) to facilitate this, the Central Diary will keep a list showing the up to date allocation of the subjects to various sections.
- 6) The following categories of dak will be registered by the Central Diary /IFC in the dak register (Appendix-1):
 - o Telegrams, wireless messages, FAX messages, telex messages and email messages received from the Computer Centre;
 - o Registered Postal dak
 - o Inter departmental files
 - o Court/summons etc. and receipts enclosing valuable documents, e.g., service books agreements etc.
 - o Parliament/Assembly questions, resolutions reference seeking information relating to them
 - o Unopened inner covers containing classified dak;
 - o Letter from members of Parliament MLA's
 - o Any other category covered by speech instructions and
 - o Envelops received without contents or with material not market to any officer will be registered with necessary comments in the remarks column of Dak Register.
- 7) The Central Diary, IFC will maintain one or more dak registers or computers as may be found convenient. In no case, however, will a single register/computer be operated upon by two or more clerks. Where more than one dak register is maintained each register will be identified with an alphabetical code letter A, B, C and so on.



- 8) The DC/IFC Number assigned to dak, manually in the dak register or through the computer, will be indicated on the dak in the appropriate place in the stamp affixed on it.
- 9) Dak received may, however, be registered in the computer wherever such a facility is available in Central Diary/IFC. In that case, dak register and invoice, register need not be maintained manually.

15 Distribution of dak

The Central Diary/IFC will prepare an invoice (Appendix-2) separately for each section to which the dak is to be distribution, the dak along with invoice, will be sent to the section concerned and acknowledged by the diarist, the invoice, duly section-wise and date-wise.

In case the dak is registered through computer, section-wise report will be generated by computer.

Alternatively, dak may be distributed and acknowledgement obtained in messenger books or dak register maintained sectionwise.

The above procedure will also apply to the dak meant for officers, which will be acknowledged by their personal staff.

Urgent dak will be distributed as and when received. Other dak may be distributed at suitable intervals (i.e., 11 AM, 2 PM and 4 PM) such part of the ordinary dak as is received late to be included in the last daily round will be kept ready for distribution early next day. The official in charge of the Central Diary will ensure:

- a) That, as far as possible, sorting, registration and invoicing of dak is completed on the day of its receipt.
 - b) That to the extent which the above work cannot be completed during the day, and without prejudice to the processing of urgent dak, the night duty staff attends to it and
 - c) That the total number of receipts pending at the end of the day for sorting, registration and invoicing are noted in a register and the full signature of the night duty staff are obtained on it in token having taken custody of these.
- (5) Urgent dak received outside office hours will be sent to the sections concerned if there is staff on duty. In other cases, such dak will be dealt with in accordance with the instructions issued by the Department concerned.



RECEIPTS – SUBMISSION AND DIARIZATION

Perusal and marking of receipts:-

The diarist will submit all receipts to the officer with whatever designation is assigned the job who will

- (1) Go through the receipts;
- (2) Forward the misdirected receipts to the section concerned
- (3) Separate those which, either under the specific instructions or in his discretion should be seen by higher officer before those are processed to concerned officer
- (4) Mark other receipts to the dealing hands concerned
- (5) Keep a note in his diary of important receipts requiring prompt action or disposal (by a specified date) and enter in a VIP register.

Section Diary

- (1) Each section will maintain a section diary
- (2) The diarist will diarize in the section diary all receipts except the following before these are submitted to the officers concerned or distributed amongst the dealing hands:
 - (a) Receipt which as a class, are adequately taken care of by a register specially devised for the purpose (e.g. telephone bills which are entered in the telephone register).
 - (b) Receipts which have already been diarized in computer
 - (c) Communication received from Members of Parliament/ ,MLA for which a separate register is maintained for watching their disposal expeditionary and on immediate basis
 - (d) Unsigned communications (except e-mail) on which no instructions have been recorded by officers and on which no action is to be taken
 - (e) Identical copies of representations, except the one received first
 - (f) Post copies of telegrams, unless they contain additional information
 - (g) Petty contingent vouchers such as those relating to night duty or overtime claims of the staff, claims for collie hire or conveyance hire, chits asking for articles of furniture, stationery etc.,
 - (h) Routine acknowledgements
 - (i) Casual leave applications



- (j) Copies of miscellaneous circulars, office memoranda, extras, etc. circulated by any section for general information e.g. orders of general application, telephone lists, notices of holidays, tour programmes etc. and
 - (k) Any other types of receipts which under specific instructions are not required to be diarized.
- (3) Inter- departmental notes, telegrams, or any other category of receipts sought to be distinguished from the rest, may be entered in the section diary in red ink.
 - (4) Receipts redirected to other sections will also be diarized.
 - (5) Papers referred under diary numbers, however, previous and later entries in the diary will be linked by giving the earlier and the later diary number against each entry.
 - (6) If a receipt is diarized after a lapse of more than 15 days from the date it bears, the entry date of the section diary will be circled in red ink.
 - (7) The diary number of a receipt will be indicated in the space provided for the purpose in the stamp affixed by the central Diary.
 - (8) The branch officer by whatever designation assigned the job will scrutinize the section diaries once a week to see that these are being properly maintained and append his dated initials in token of scrutiny.

Diarizing of receipts addressed to officers –

- (1) The personal staff of officers equipped with personal see that the receipts addressed to the officers in respective personal section diary envelopers received without content or with material not marked to any officer should also be diarized.
- (2) However, in order to monitor the management of the communication diarized at the level of MD & CEO and any other officer where it is diarized for the first time, subsequent recur will be mentioned with the original diary not assigned by the personal staff for the first time was received

In the computerized diary system no receipt will be diarized more than once. For receipts addressed to officers, diarizing will be done by their personal staff. For receipts received in the Central Diary it will be done by the data entry operator and after office hours by the night duty clerk proficient in computer operation. The dak will also be scanned at the initial source.

Movement of receipts –

- (1) Receipts submitted to officers will move in pads conspicuously labeled as



“Receipts Pad”. Their movement and perusal will receive prompt attention.

- (2) The officer (by whatever designation assigned the job) will keep a careful watch on any hold up in the movement of receipts. The diarist will bring to his notice any receipt which is not received back from officers within one working day.

Action by higher officers-

Officers to whom receipts are submitted will:

- (1) Go through the receipts and initial them:
- (2) Remove receipts which they may like to dispose of without assistance from section or to submit to higher officers
- (3) Where necessary, give directions regarding line of action to be taken on other receipts' and
- (4) Return the receipts together with movement slip, if any, to the officer (by whatever designation assigned the job) for action.

Allocation of disputed receipts-

If a section files that it is not concerned with a misdirected receipt forwarded to concerned section, the same should be brought to the notice of the officer designated by the department for deciding allocation of disputed receipts.

ACTION ON RECEIPTS

While dealing with the receipts, certain general principles are to be observed in this regard:

1. An officer will himself initiate action on as many receipts as possible, keeping in view the priority requirements.
2. Numbers of levels at which a case is examined will be reduced to the minimum.
3. Paper work will be kept at an essential minimum.
4. Least possible time will be taken for examination and disposal of cases.
5. While disposing of cases, an officer will aim at optimizing the quality as well as the quantity of work performed by him.
6. Simplified and pre-structured formata will be devised for processing routine i.e. repetitive cases. Simplified formats should also be devised for the benefit of the citizen in his interaction with the offices.



Action by dealing hand-

The dealing hand will :

1. Go through the receipts and separate urgent receipts from the rest;
2. Enter the receipts in the assistant's diary: it is not necessary to maintain this diary separately in computerized environment, as the system can generate information through query;
3. Deal with the urgent receipts first; code indicating the priority may be given in a computerized environment.
4. Check enclosures and if any fund missing, initiate prompt action to obtain it;
5. See whether any other section is concerned with any part or aspect of a receipt and if so, send copies or relevant extracts to that section for necessary action;
6. Bring the receipt on to a current file if one already exists or open a new file (as per paras 14 and 15 indicate file number in column 4 of the Assistant Diary. If the current file is under submission, a part file will be opened, which will be subsequently merged with the main one by the dealing assistant when he accesses both. In a computerized environment the relevant file number, whether of existing file or a new file, should be indicated in the relevant column in the diary register itself.
7. Docket the receipt and reproduce on the notes portion of the file remarks, if any, recorded by an officer on the receipt;
8. With the help of file register, indices, precedent book (para, standing guard files (para 35), references folders etc, locate and collect other files or papers, if any, referred to in the receipt, or having a bearing on the issues raised therein.
9. Identify and examine the issues involved in the case and record a functional note,
10. Arrange papers and reference them in the case properly
11. Where necessary, attach a label indicating the urgency grading appropriate to the case.
12. Put up the case to the appropriate higher officer; and
13. Indicate the date of submission in column 5 of the assistant diary. In the computerized diary system, indicate the details of submission, at the appropriate column.



Action by Branch Manager

1. The branch Manager
 - a) Scrutinize the note of the dealing hand;
 - b) Finally dispose of routine cases;
 - c) Take intermediate routine action;
 - d) Record, where necessary, a note setting out his own comments' or suggestions; and
 - e) Submit the case to the appropriate higher officer
 - f) In computerized environment also make a suitable entry in the electronic diary register.

Examination by section –

When the line of action on a receipt is obvious or is based on a clear precedent or practice, or has been indicated by a higher officer, and a communication has to issue, a draft communication for approval / signature will be put up without any elaborate note. In other cases, the section, while putting up a case, will:

1. See whether all the statement, so far as they are open to check, are correct;
2. point out mistakes, incorrect statements missing data or information, if any;
3. Draw attention, if necessary, to the statutory or customary procedure and point out the relevant law and rules;
4. Furnish other relevant data or information available in the department, if any;
5. State the questions for consideration and bring out clearly the points requiring decision;
6. Draw attention to precedents;
7. Evaluate relevant data and information; and
8. Suggest, where possible, alternative courses of action for consideration.
9. The number of levels through which a file passes for a decision should not exceed three.
 - a) In cases where the MD & CEO'S approval is required, the file should be initiated by the Deputy Manager / Manager concerned and should be moved through General manager / FC.
 - b) Cases requiring approval of the General manager / Financial Controller and Manager / Chief Managers.



- c) Cases requiring approval of the Chief Manger should come through just one level. The exact combination of levels should be spelt out in the scheme of delegation by each Departments.

For addressing cross cutting issues, the Chief Manager of the concerned Department should have the flexibility to create inter-disciplinary teams.

A Manager can submit cases directly to General Manager/Financial Controller through the Chief Manger

Chief Manger should be allowed to function independently in day-to-day administrative and functional matters. In matters requiring orders of the MD& CEO other than those relating to policy/important cases, Chief Manager can submit file directly to the MD & CEO.

In Departments with a Chief Manger and Manager, there should be a clear delegation of authority so that in most matters he can function independently.

Where level jumping is done in respect of any category of cases, each such case on its return, will pass through all the levels jumped over who in suitable cases could resubmit the cases for reconsideration.

In a computerized environment, the system will provide scope for level jumping.

Direct submission of cases by senior assistants--

1. An assistant in a conventional section who has more than five years service in the grade including at least six months in the section concerned may be required to submit all his cases direct to the branch office. In appropriate cases, assistants with less than five year service in the grade may also be permitted to submit to submit cases direct to branch officer.
2. All the case directly submitted by assistants to the branch officer will as per rule, go back to the assistants through the Asstt.Mgr. The Asstt.Mgr. will be free to bring to the notice of the Dy. Mgr any omission or flaws in the submission of cases or the decisions taken and thus give an opportunity to the Dy. Mgr. to reconsider the matter.

Examination by officer--

1. An officer will regularly discuss with and guide his staff to decide the course of action to be taken on various cases. Normally a single note will be put up to the decision making level after the line of action is decided.
2. For dealing with important problem solving issues, the technique of writing a self-contained "Note" may be used. This involves entrusting an officer or a group of officers with preparing a comprehensive note which will be put up



straight to the decision making level. The note will contain the background of the problem, issues arising out of it, precedents, if any, analysis of all relevant facts, and recommendations.

Deviation from normal procedures or rules:-- In every case where a major or minor information, other than trivial, of the existing procedures or rules, is sought to be made, it shall be the responsibility of the decision marking authority to ensure that reasons are recorded in writing, justifying such a deviation from the rules or procedures.

Running summary of facts—To facilitate consideration and obviate repeated recapitulation of consecutive noting, a running summary of facts will be prepared and placed on the file in separate folder labeled as such in every case in which it is evident that such a summary would contribute to its speedy disposal. This summary will also include the advice or views of other departments consulted in the matter but not opinions of individual officers within a department. It should be kept up to date, incorporating changes whenever further developments take place. Running summary of facts will also be maintained in electronic form in a computerized environment. It is essential in long drawn cases calling for consideration at senior levels from time to time.

Guidelines for noting:--

1. All notes will be concise and to the point. lengthy notes are to be avoided, by shifting bulk of material to statements placed below.
2. The verbatim reproduction of extracts from or paraphrasing of the paper under consideration, fresh receipt, or any other part of correspondence or notes on the same file, should not be attempted.
3. When passing orders or making suggestions, an officer will confine his note to the actual points he proposes make without reiterating the ground already covered in the previous notes. If he agrees to the line of action suggested in the preceding note, he will merely append his signature.
4. Any officer, who has to note upon a file on which a running summary of facts is available will, in drawing attention to the facts of the case, refer to the appropriate part of the summary without repeating it in his own note.
5. Relevant extracts of a rule or instruction will be placed on the file and attention to it will be drawn in the note with proper referencing rather than reproducing the relevant provisions in the note.
6. Unless a running summary of facts is already available on the file or last note



on the file itself serves that purpose a self-contained note will be put up with every case submitted to the decision making authority. Such a note will bring out briefly but clearly relevant facts, including the views expressed on the subject by other departments, if any, consulted in the matter and the point or points on which the orders of the decision making authority.

7. If apparent errors or incorrect statements in a case have to be pointed out or if an opinion expressed therein has to be criticized, care should be taken to couch the observation objectively, in courteous and temperate language free from personal remarks.
8. When a paper under consideration raises several major points which require detailed examination and respective order, each point (or group of related points) will be noted upon separately in sectional notes; such notes will each begin with a list of the major point(s) dealt with therein and placed below the main note in a separate folder.
9. Notes and orders will normally be recorded on note sheets in the notes portion of the file and will be serially numbered. Black or blue ink will be used by all category of staff and officers. Only an officer of the level of General Manager and above may use green or red ink in rare cases.
10. The dealing hand will append his full signature with date on the left below his note. An officer will append his full signature on the right hand side of the note with name, designation and date.
11. A note will be divided into serially numbered paragraphs of easy size, say ten lines each. Paragraphs may preferably have brief titles. The first few paragraphs will give the profile of the problem, position of rules, precedents and the position of resources with proper analysis and sequence and an indication of the evidence and the conclusions reached. The final paragraph should weigh the arguments and recommend the best course of action, with supporting draft communication, if necessary.
12. A small margin of about one inch will be left on the sides (left, right, top and bottom) of each page of the note sheet to ensure better preservation of notes recorded on the files as at times the paper gets torn from the edges making reading of the document difficult. However, notes should be typed/written on both sides of the note sheet as per instructions.

Modification of notes or orders:--

1. Senior officers should not require any modification in, or replacement, of, the notes recorded by their juniors, once they have been submitted to them,



Instead, the higher officers should record their own notes giving their views on the subject, where necessary correcting or modifying the facts given in earlier notes. In any case, the replacement or modification of the notes which have already been recorded on a file when the file has been further noted upon by others should not be permitted.

2. Pasting over a note or a portion of it to conceal what has been recorded is not desirable. Where a note recorded in the first instance requires any modification on account of additional facts or any error having come to notices, a subsequent note may be recorded, keeping the earlier note intact.
3. Where a final decision already communicated to a party is found later on to have been give on a mistaken ground or wrong facts or wrong interpretation of rules due to misunderstanding, such withdrawal may have also legal implications.. In all such cases, in addition to consulting the legal section, wherever necessary, such a withdrawal should be permitted only after the approval of an officer higher than the one, who took the original decision, has been obtained and reasons for the reversal or modification of the earlier decision have been duly recorded on the file.

Noting on files received from other departments--

1. If the reference seeks the opinion, ruling or concurrence of the receiving department and required detailed examination, such examination will normally be done separately through routine notes and only the final result will recorded on the file by the officer responsible for commenting upon the reference. In the former case, he may direct that the note in question or a specified portion there of may be reproduced on the main file for communication to the department concerned. In the latter case, he will record a suitable note on the main file itself. In either case, copy of the note recorded on the main file will be kept on the routine notes folder for retention in the receiving department before the file is returned to the originating department.
2. The department will open subject-wise files each year in which such routine notes will be kept. The inter-departmental note recorded on the file of the origination department will bear the subject file number to facilitate filing of papers and their retrieval for future reference. The retrieval is faster in a computerized environment due to easier tracking.
3. Where the reference requires information of a factual nature or other action based on a clear precedent or practice, the dealing hand in the receiving department may note on the file straightway.
4. Where a note on a file is recorded by an officer after obtaining the orders of a



higher officer, the fact that views expressed therein have the approval of the latter should be specifically mentioned.

Aids to processing-

1. To facilitate processing of a case, each section will develop and maintain the following processing tool for important subjects dealt with by it:
 - (a) Standing guard files;
 - (b) Standing notes;
 - (c) Precedent book (vide Para 110)'
 - (d) Standard process sheets (for repetitive items of work only)' and
 - (e) Reference folders containing copies of circulars, etc.

The above records will also be maintained in electronic form in computerized environments.

2. A part from copies of Acts, rules, orders and instruction concerning subjects dealt with by it, each section is expected to maintain, for ready reference, the Constitution of India and certain Acts, rules and instruction of a general nature. Each department is expected to procure an adequate number of copies of these acts, rules and instructions and make them available to all concerned. These acts, rules and instructions will be accessed electronically if available on website of issuing Ministries/Departments.
3. The documentation-cum-reference system (manual as well as electronic form) will include reference material peculiar to the need of the functional sections and consciously developed information system to act as an aid to policy formulation, review and operational decisions.

Oral discussions:-

1. All discussions/instructions/decisions which the officer recording them considers to be important enough for the purpose, should be got confirmed by all those who have participated in or are responsible for them. All points emerging from discussions (including telephonic discussions) between two or more officers of the same department or from discussions between officers of different departments, and the conclusions reached will be recorded precisely on the relevant file by the officer authorizing action.
2. Particularly desirable in cases where the policy of the organization is not clear or where some important deviation from the prescribed policy is involved or where two or more levels differ on significant issues or the decision itself,



though agreed to by all concerned, is an important one.

Oral instructions by higher officers-

1. Where an officer is giving direction (including telephonic direction) for taking action in any case in respect of matters on which to his subordinate has powers to decide, he shall ordinarily do so in writing. If however, the circumstances of the case are such that there is no time for giving the instructions in writing, he should follow it up by a written confirmation at the earliest.
2. An officer shall, in the performance of his official duties, or in the exercise of the powers conferred on him, act in his best judgment except when he is acting under instructions of an official superior to him. In the latter case, he shall obtain the directions in writing wherever practicable before carrying out the instructions, and where it is not possible to do so, he shall obtain written confirmation of the directions as soon thereafter as possible. If the officer giving the instructions is not his immediate superior but one higher to latter in the hierarchy, he shall bring such instructions to the notice of his immediate superior at the earliest.

Oral orders on behalf of MD & CEO

1. Whenever a member of the personal staff of MD&CEO communicates to any officer an oral order on behalf of the MD&CEO it shall be confirmed by him in writing, immediately thereafter.
2. If any officer receives oral instructions from the MD & CEO or from his personal staff and the orders are in accordance with the norms, rules, regulations or procedures they should be brought to the notice of the MD & CEO where the officer concerned is working .
3. If any officer receives oral instructions from the MD & CEO or from his personal staff and the orders are not in accordance with the norms, rules, regulations or procedures, he should seek further clear orders from the MD & CEO be taken, stating clearly that the oral instructions are not in accordance with the rules, regulations, norms or procedures.

Examination of progress of cases in which two or more authorities are consulted-

Where two or more departments or other authorities are simultaneously consulted, the examination and where necessary, tabulation of the replies will ordinarily be started as soon as replies begin to arrive and not held over till the receipt of all the replies or the expiry of the target date.



A check-list of the replies received/pending should be maintained in a separate folder and position should be put up periodically on file after regular reminders to the defaulters.

Referencing:

1. Every page in each part of the file (viz., notes, correspondence, appendix to notes, and appendix to correspondence) will be consecutively numbered in separate series in pencil on the right top corner. Blank intervening pages, if any will not be numbered.
2. Each item of correspondence in a file, whether receipt or issue, will be assigned a serial number which will be displayed prominently in red ink at the top middle of its first page.
3. The paper under consideration on a file will be flagged 'PUC' and the latest fresh receipt noted as 'FR'. In no circumstances, will a slip, other than 'PUC' and 'FR' be attached to any paper in a current file. If there are more than one 'FR', these should be flagged separately as 'FR', II' and so on.
4. In referring to the papers flagged 'PUC' or 'FR', the relevant page numbers will be quoted invariably on the margin. Other papers in a current file will be referred to by their page numbers only.
5. Recorded files and other papers put up with the current file will be flagged with alphabetical slips for quick identification. Only one alphabetical slip will be attached to a recorded file or compilation. If two or more papers contained in the same file or compilation are to be referred to, they should be identified by the relevant page numbers in addition to the alphabetical slip, e.g. 'A'/23.n, 'A'/17.c, and so on.
6. To facilitate the identification of references to papers contained in other file after the removal of slips, the number of the file referred to will be quoted invariably in the body of the notes and the relevant page numbers, together with the alphabetical slip attached thereto, will be indicated on the margin. Similarly, the number and date of orders, notification and the resolutions, and, in the case of acts, rules and regulations, their brief title together with the number of the relevant section, rule, paragraph or clause, referred to will be quoted in the body of the notes, while the alphabetical slips used will be indicated on the margin.
7. Rules or other compilations referred to in a case need not be put up if copies thereof are expected to be available with the officer to whom the case is being submitted. The fact of such compilations not having been put up will be



indicated on the margin of the notes in pencil.

8. The reference slips will be attached neatly on the back of papers so flagged. When a number of papers put up in a case are to be flagged, the slip will be spread over the entire width of the file so that every slip is easily visible.

Linking of files-

1. If the issues raised in two or more current files are so inter-connected that they must be dealt with together simultaneously, the relevant files will be linked in the manner indicated in sub-para (2) below. Such linking may also be resorted to, if a paper on the current file is required for reference in dealing with another current file, unless a copy of the paper can be conveniently placed on the first file.
2. When files are to be linked, strings of the file board of the lower file (but not its flaps) will be tied around the upper file and those of the file board or flap of the upper file tied underneath; it in a bow out of the way so that each file is intact with all its connected papers properly arranged on its file board or flap.
3. On receipt after completion of action, the linked files will be immediately delinked after taking relevant extracts and placing them on the linked files, where necessary.
4. In a computer environment, the file tracking system has the facility for easy linkage of files and its subsequent movement.

Use of urgency gradings:-

1. The two urgency gradings authorized for use on cases are 'Immediate' and 'Priority'.
2. The lable 'Immediate' will be used only in cases requiring prompt attention Amongst the rest, the 'Priority' label will be used for cases which merit disposal in precedence to others of ordinary nature.
3. Where Lok Sabha/Rajya Sabha labels for questions, assurances, motions, bills, notices etc. are used, it will not be necessary to use, in addition, 'Immediate' or 'Priority' lable.
4. The grading of urgency assigned to case will be reviewed by all concerned at different stages of its progress and where necessary, revised. This is particularly important for cases proposed to be referred to other Departments.

Delhi Tourism & Transportation Development Corporation Ltd. (an undertaking of the Govt. of NCT of Delhi) was set up in Dec. 1975 to promote



Tourism in the Capital City of India. When the mandate for construction of flyovers was entrusted to Corporation in 1989, its name was enlarged to Delhi Tourism & Transportation Development Corporation Development Corporation Ltd. It offers a wide-ranging spectrum of services to tourists and also to the delhiites.

As part of its endeavor to make Delhi as the modern & tourist friendly city, Government of NCT of Delhi has undertaken various initiatives in recent years for development of tourism infrastructure, conservation of monuments & heritage and tourist facilitation by setting up tourist information centers. Delhi Tourism has also started Hop On Hop Off bus service which covers all the main tourist attractions in Delhi including Monuments, Bazars, Museums and cultural centers for the tourists visiting Delhi. DTTDC also offers local & outstation tour packages to neighboring states, Air Ticketing, Adventure Sports activities etc. to facilitate the tourists.

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

CHAIRMAN

- a. The Chairman chairs the meeting of BOD meetings and shareholders meetings (AGM & EGM)

MANAGING DIRECTOR & CHIEF EXECUTIVE OFFICER

The Managing Director & Chief Executive Officer, an IAS is the Head / and Chief Executive officer of the Corporation. He provides guidance and leadership to the officers and staff employed in DTTDC. His most important role is to secure coordination and amongst all the branches of the Corporation. The Board of Directors of the Corporation decides and delegates the powers and duties of Managing Director of Delhi Tourism. Besides above powers and functions in respect of the Corporation, he is entrusted with the following functions.

- a) To take firm decision in the best interest of the Corporation by exercising administration & executive powers vested with him.
- b) Responsible for inter-division coordination and routine liaison coordination work with all the divisions of the Corporation.



- c) Supervising responsibility over the Head of all divisions of Corporation.
- d) To ensure strict discipline in the Corporation and give directions to the Officers such as General Manager, Financial Controller, Chief Managers and for prompt disposal of work.
- e) To receive visitors and see that their requests, complaints and grievances are attended to.

GENERAL MANAGER

The General Manager holds the administrative charge of the Corporation and reports to the Managing Director & CEO. He is responsible for the disposal of Corporation's day-to-day business and directs all the Chief Managers/Managers/Dy. Managers and other subordinate officers/ officials for timely disposal of work assigned to them. He uses his discretion making orders to the Chief Managers/Managers on important cases, either orally or by written orders sometime after taking approval from the Managing Director & CEO. There is only one General Manager in the Corporation appointed by the Govt. of NCT of Delhi, from DANICS Cadre. Powers are delegated to him by Board of Directors for financial matters as well as general/administrative. The General Manager is assisted by Chief Manager/Managers and his personal staff and allocation of work among the staff is done from time to time with the approval of MD & CEO or by constituting a committee constituted for the proposal. Besides the specific duties that may be allotted to him by Board of Directors, the general duties of a GM of the Corporation are as follows.

- (a) To ensure strict discipline in all division under his charge.
- (b) To ensure that the instructions relating to disposal of Corporation's business are strictly adhered to in a time bound manner.
- (c) To receive visitors and see that their requests, complaints and grievances are attended to.
- (d) To go through the dak and give directions to the officers/ chief Managers/Managers and subordinates for its disposal.
- (e) To get the important receipts/cases dealt immediately by disposing of as many cases as possible on his own initiatives and responsibility be fixed after discussion with MD & CEO.
- (f) To keep a watch over timely submission of statements of all divisions from time to time and scrutinize them.
- (g) To keep watch over pending Court Cases and progress on implementation of



Court Orders and direct Officer concerned to submit statement in time.

- (h) To constitute a committee with the approval of Managing Director for Routine transfers or to use his discretion any powers for transfer & posting in the best interest of the corporation.
- (i) To make surprise visits to the divisions under his control to check attendance and to see that the various instructions issued from time to time are strictly adhered to.
- (j) To deal with any other work assigned by the MD & CEO.
- (k) Appointed as First Appellate Authority under the provision of RTI Act' 2005 and performs his duties accordingly.

CHIEF MANAGER

Chief Manager is ordinarily in-charge of one or more than one divisions and is normally assists to General Manager, Managing Director & CEO. Besides the specific duties that may be allotted to the Chief Manager by a general or special order by the Competent Authority of the Corporation.

1. To ensure strict discipline in the divisions under his charge.
2. To ensure that the instructions relating to disposal of Govt. business are strictly adhered to in time.
3. To receive visitors and see that their requests, complaints and grievances are attended to properly.
4. To be responsible for prompt disposal of work in the divisions/under his charge.
5. To go through the dak and give directions to the Manager/Dy. Manager for its disposal.
6. To deal with urgent or important receipts/cases himself and to dispose of as many cases as possible on his own initiatives and after discussion with higher officers.
7. To keep a watch over timely submission of weekly and monthly statements of receipts.
8. To keep watch over pending Court Cases and progress on implementation of court Orders regularly and as per directions submit progress report to concerned officer as and when required.



9. To allocate work to subordinate officials/officers in the divisions as per rank & file in consultation with the General Manager/MD.
10. To keep himself acquainted with the moral and conduct of the staff working under him.
11. To make surprise visits to the divisions under his control and check attendance and to see that the various instructions issued from time to time are strictly adhered to.
12. To deal with any other work assigned by GM/MD from time to time.
13. To deal the RTI applications in their time frame.

DY. MANAGERS/ASSISTANT MANAGERS

1. They report to Manager and are under the administrative control of the respective heads of Department with whom they are attached.

Besides the specific duties that may be allotted to them by a general or special order by the Competent Authority, the general duties of a Dy Manager/Asstt. Manager are as under:

3. To go through the dak and give directions to the official/officer/subordinate for its disposal.
4. To deal with urgent or important receipts/cases himself and to dispose of as many cases as possible on his own initiatives and responsibility after discussion with higher officers.
5. To have a watch over timely submission of weekly monthly reports/arrears statements and other returns and scrutinize them.
6. To keep watch over any pending court cases and progress on implementation of Court orders on regular basis and to submit before time so that there should not be any delay to the concerned division.
7. To allocate subjects to Dealing clerks in the division in consultation with the Chief Manager concerned.
8. To ensure punctuality of staff and to see that the various instructions issued from time are strictly observed.
9. To keep himself acquainted with the moral and conduct of the staff working under him.

To discuss with the Manager/Chief Manager from time to time measures necessary for expeditious disposal of Corporation business



1. To deal with any other work assigned by the higher authorities from time to time.

OSD to MD

1. Maintenance of ACR dossiers upto the level of Deputy Manager and above in MD & CEO's office.
2. Arranging meetings, engagements for MD & COE's and preparation of engagement diary and reminding timely for meetings and engagements fixed by him.
3. Arrangements in connection with MD & CEO's tour to India and abroad.
4. Maintaining, in proper order, the paper required to be retained by the Officer.
5. Screening the telephone calls and the visitors in a tactful manner.
6. Assisting MD in Coordination Committee Meeting in such a manner as he directs.
7. Attending to duties during VIPs/VVIPs meetings
8. Keeping track of the progress of the action taken by the MD & CEO's on important matters as required by the MD & CEO
9. Maintaining all the confidential records and receiving all communications brought by hand which are either addressed to the officers by name or marked 'CONFIDENTIAL', 'SECRET', 'TOP SECRET'.S
10. Ensuring that the matter dealt with the MD & CEO are not lost sight of and dealt with promptly and in due time and keeping track of the progress of the action taken on important matters as required by him.
11. Overall supervision of work in the MD's office.
12. Carrying out the corrections of officer's book and making fair copies of draft demi-official letters to be signed by the concerned officer.

Function of Private Secretaries Personal Assistant

PRIVATE SECRETARIES/PAs

1. Maintenance of Secret file and receiving all communications brought by hand which are either addressed to the officer by name or marked 'CONFIDENTIAL', 'SECRET', 'TOP SECRET' and all e-mails on computer and also taking print out all the important e-mails and inform the officer's



concerned. Also maintain confidentiality and secrecy of confidential and secret papers entrusted to her / him.

2. Keeping a list of meetings and engagement and reminding the officer well in advance for keeping them up.
3. Arrangement for the official tours of Chief Manager.
4. Taking dictation in shorthand and its transcription and carrying out the corrections and making fair copies of the DFA/D.O/ official letters/Notes to be signed by the officer.
5. Screening the telephone calls and the visitors and maintaining and verifying the telephone calls.
6. Assisting him for the Coordination /committee meeting and other meetings.
7. Maintaining, in proper order, the papers required to be retained by the officer.
8. Keeping a check on the movement of files seen by his officer and other officer. If, necessary.
9. Maintaining the paper required to be retained by the officer and also ensuring that the matters/ engagements/meetings dealt with by the officer are not lost sight of and dealt with promptly and in due order.
10. Keeping track of the progress of the action taken by the officers concerned on important matters as matters are required by the Officer.
11. Familiarizing himself with the practice and procedure followed in connection with the tours of officers.
12. Maintain cordial relation with the persons who come in contact with her/his boss official and also assisting the officer as he / she directs.

CARETAKER/SR.CARETKER (reporting in GAD)

1. Procurement and supply of Forms and Stationery in accordance with instructions on the subjects.
2. Procurement and supply of furniture and Office equipment to all Sections and Officers.
3. Custody and care of furniture and office equipments
4. Removal of un-serviceable equipments and arranging their repairs.
5. Checking the furniture twice a year at the time of stock verification in various divisions.



6. Proper maintenance of Stock Register (dead stock) and submission to the Chief Manager (GAD).
7. Procurement and issue of uniform to the staff.
8. General control and allotment of work of class IV staff and supervision over the work of Sweeper, Mali's, Security staff and other Class IV staff such as attendants and making surprise checks.
9. Maintenance of Attendance Register/Punching machine for all categories of staff.
10. Ensuring general cleanliness and tidiness of the office.
11. Making arrangements, including supply of refreshment at Corporation's cost for meetings, conferences etc. held in various senior officers' office from time to time.
12. Arranging proper sitting for staff and officers at their respective offices where they are posted either in headquarter or units.
13. Attending to matters relating to staff welfare as may be directed by Sr. Officers/Chief Managers.
14. Ensuring that all the payments such electricity, water and property tax, telephone bills etc. are depositing in time.
15. Ensuring for timely renewing of AMCs of various services like computer/fire extinguisher/AC's etc.
16. To get annual stock verification of all consummates and Non-consummates items.

ASSISTANT GRADE-I/II

They report to Dy. Manager/Manager. Their ACR will be reported by

Dy. Manager or whom he is reporting to and reviewed by the Divisional head. Besides the specific duties that may be allotted to him by a general or special order, The other duties are as follows.

Responsibilities relating to Dak-

- a) To go through the receipts.
- b) To submit receipts which should be seen by the Dy. Manager/Manager at the dak stage.
- c) To keep a watch on any hold-up in the movement of day



- d) To scrutinize the section diary once a week to know that it is being properly maintained.

Responsibilities relating to issue of draft-

- a) To see that all corrections have been made in the draft before it is marked for issue.
- b) To indicate whether a clean copy of the draft is necessary.
- c) To indicate the number of spare copies required and to check whether all enclosures are attached.
- d) To indicate the priority or flag in the file if urgent.

Responsibility of efficient and expeditious disposal of work and checks on delays-

- a) To keep a note of important receipts with a view to watching the progress of action.
- b) To ensure timely submission of arrear and other returns.
- c) To check that no paper/file has been overlooked/ pending and the cases are not held up at any stage.
- d) To check that there is any pending Court Cases or action of Court Orders to avoid Contempt of Court Cases.

All the above items of work shall be independently held by AGI/II himself.

- a) To see that the file numbers for receipts are entered by the Dispatcher/ dealing clerks regularly in their Dak Books.
- b) To see that all routine duties including maintenance of Registers, etc are carried out promptly and thoroughly.
- c) To attend to the disposal of all records of the division which are crossed the prescribed period of preservation as laid down for each record.
- d) To maintain confidentiality/ secrecy and also to be loyal towards his job and officer to whom he is reporting to.

Duties in respect of recording and indexing-

- a. Ensuring proper maintenance of registers required to be maintained in the section.
- b. Ensuring proper maintenance of reference books, office orders, Memorandum, Notes etc and keep them up-to-date.



- c. Ensuring strict compliance with divisional with divisional security instructions.
- d. To see that all Manual, Rules etc. of the Section are kept up-to-date by inserting latest correction.
- e. To give special instructions Diary dispatcher/Jr.Asst., where necessary on the draft as to the manner of its issue after getting approval/signed form Manager/Chief Manager/GM/MD e.g. 'By Registered Post', 'By Speed Post', 'Thru Courier' etc.
- f. To see that all routine duties including maintenance of Register, etc. are carried out promptly and thoroughly.
- g. To deal with such confidential or other work of the Section/officer as may be entrusted to him by the officer.

DEALING CLEARKS

General Correspondence Assistant (GCA) Office Assistant/ Transport Assistant/ Salesman Salesgirl/ Ticket Window Clerk (TWC) shall work under the orders of the Manager of concerned division and will be responsible for the work entrusted to him. The duties of them are as under:

1. Maintenance of files/records or whatever job assigned to him and to enter all receipts marked to him.
2. To examine cases in the light of instructions, if any given or line of action indicated by his immediate officer.
3. To seek assistance of the officer for the disposal of work entrusted to him, in case of difficulties and also follow the instruction of the officer whom he is reporting to.
4. To examine promptly all receipts marked to him and to submit them on the due required dates.
5. To put up cases after examination to the officer on the dates required.
6. To submit weekly arrears statement, pending Court Cases/Orders in time to avoid Contempt of Courts.
7. To maintain list of file he deals with and watch their movements and if the file is held up at any level for an unduly long period.
8. To comply with the instructions of the Officer and assist them.



9. To attend to such other work as may be assigned to him from time to time by his immediate officer.

TYPISTS

The following are the duties of the Typists

1. To type all matters marked to him.
2. To maintain proper records of typing work.

Bill Clerk /Cash clerk

1. To maintain proper records of all receipts & cash & other accounts for the job so assigned.
2. To maintain cash register with proper entries in ledger book.

Centralized Diary system-

The following are the duties entrusted to him

- a. To enter all the Dak /receipts /File/Envelops etc. in the central diary division in the incoming diary register and to put up in the Dak Pad of MD /GM/FC.
- b. To submit all the files and receipts 'Dak Pad' for perusal of the concerned officer at the dak stage, as directed; by MD/GM/FC.
- c. To distribute the receipt/cases to the dealing officials to whom they have been marked, after obtaining the initials of the respective officials in the dispatch register itself; and
- d. To maintain file register up-to-date; and
- e. To maintain file movement register; and
- f. To trace out old files/ records as may be required by dealing officials with the help of peon attached to the division concerned; and
- g. To deal with the routine receipt and files;
- h. To circulate papers amongst the staff in the section/ office and its recording;
- i. To receive RTI applications and deliver them quickly to concerned PIO. And a ID No. be assigned to each RTI applications.



VARIOUS DIVISIONS & FUNCTIONING OF DTTDC:

1 CHAIRMAN OFFICE:

2 OFFICE OF THE MANAGING DIRECTOR:

- To put up all the Dak received for information of Managing Director.
- Confidential records such as ACRs upto the level of Dy.Manager and the above and confidential files are being maintained in this division.
- Actions on constitution of various committees such as DPC, transfers, opening up of tenders, leasing out any premises / shop etc. are taken.
- Arrangements for the meeting and engagements and preparations are made.
- Making coordination with all the divisions for their activities.
- To put up “Dak Pad” for the receipts / Papers addressed to MD/CEO sent by central diary division for perusal of MD.

3 OFFICE OF THE GENERAL MANAGER:

- To put up all Dak Pad to GM for information & marking of ‘Dak’
- Assisting GM for completing ACRs, whose Reviewing Officer is GM.
- All files and papers are properly diarized in dispatch register.
- Appointments and meeting fix by the PS
- Hearing of RTI appeals are also fixed & communicated to the appellants.
- Following divisions are report to General Manager for their routine works.
- Sr. Chief Managers (should be designated as AGMs)
- Chief Managers
- Managers
- RTI Appeals
- Board Section
- Tourism, EDP, B&B,
- HOHO Bus Service,
- Travel and Foreign Exchange
- Marketing Board Section,

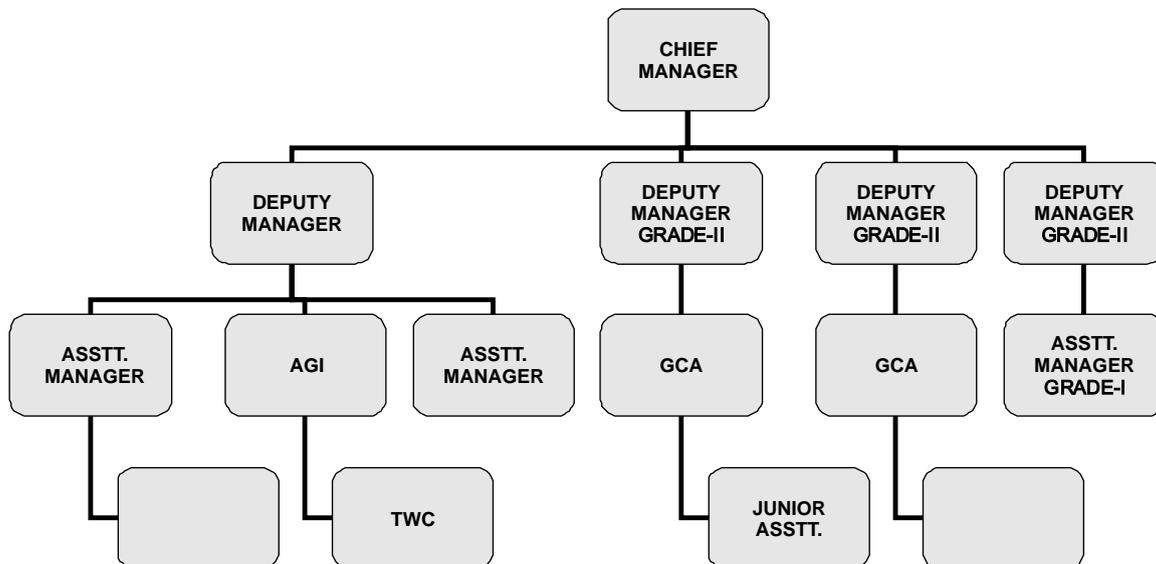


- Board Section, GAD, DITTM
- Dilli Haat INA
- Catering, Dilli Haat
- Pitam Pura, Tikri
- Kalan & GTB
- Memorial
- Personnel, Legal,
- Enforcement, GFS
- And Qutub
- Restaurant Vigilance



OFFICE PROCEDURE MANUAL OF PERSONNEL DIVISION
OF DTTDC:

ORGANIZATIONAL CHART OF PERSONNEL DIVISION



FUNCTIONS OF PERSONNEL DIVISION

- All establishment matters and maintenance of personal files.
- Processing various interest and non interest bearing advances like personal loan, House loan, vehicle loan, festival advance etc.
- Grant of administrative approval for LTC (any where in India and hometown).
- Administrative approval for leave encashment as per the scheme of DTTDC and 10 days leave encashment as mentioned in LTC Rules.
- Grant of administrative approval for and Processing death dues/ retirement benefits.
- Administrative approval for grant of financial up-gradation.
- Matters relating to pay fixation on promotion, financial up-gradation.
- Implementing the recommendation of pay commission for pay fixation and also as when there are amendments in the same.
- Matters relating to personal pay, special pay etc.
- Time to time empanelment of hospitals as per the CGHS enlistment.
- Issue of reference slip for indoor treatment for various empanelled hospitals.



- Processing the claims of the hospitals. Examining and restricting them at CGHS Tariff.
- Examining the individual medical claim and restricting them on CGHS tariff.
- Issuing and updating medical cards.
- Correspondence with Delhi Govt.
- Dealing with information asked under RTI Act.
- Proposing officers for various training programmes.
- Court cases and dealing with NCSC
- To make proposals for posting & Transfer of officers/officials in various divisions.
- To deal with all policy matters of DTTDC.

All the records are kept at Head Office

Responsibilities of each employee at division/unit level

Responsibilities of Chief Manager (Personnel)

- Sanctioning of all kinds of leave not exceeding 60 days up to the level of Deputy Manager. Maternity and paternity leave upto Deputy Manager.
- Grant of Admn. approval for availing LTC up to the level of Asstt. Manager.
- Approval for leave encashment below Asstt. Manager.
- Forwarding the application up to Deputy Manager Level.
- Issue of NOC for the passport upto Deputy Manager level.
- All other files pertaining to other establishment matters, correspondence with various government and other agencies, RTI information etc. enrooted to GM and MD through CM(P).
- Chief Manger (P) is also PIO of the Corporation.

Deputy Manager (Personnel)

- EL, commuted leave and HPL not more than 30 days upto level of Assistant Manager.
- Dealing with all establishment matters.
- All other duties assigned from time to time by the seniors.



Deputy Manager Gr. II / Asstt. Manager

- Dealing with personal files of all cadres of employees of the corporation for various establishment matters.

DEO

- Handling duties assigned to him / her by Chief Manager (P) / Seniors

GCA

- Helping Deputy Manager and Assistant manager for keeping records of personal and other files

AG-I

- Handling hospitalization claims i.e. individual claims and claims raised by hospitals and issuing reference slips for admission in hospital.

Jr. Assistant

- Typing and diary dispatch work.

Time required for performing a specific job

Time specified for disposal of various types, of requests made by the employees after receiving of applications in Personnel division.

The time limit given below is in accordance with DTTDC, Staff Service Rules, FRSR, GFR and other Govt. Service Rules applicable from time to time:

- | | |
|---|--------|
| • Application for EL | 5days |
| • Application for further studies | 5days |
| • Forwarding of the application for the post outside Corporation | 5days |
| • Application for LTC/Home town concession | 8days |
| • Settlement of LTC/Home town concession | 8days |
| • Re-imburement of tuition fee | 10days |
| • Sanction of Leave Encashment | 10days |
| • Grant of annual increment | 15days |
| • Application for various advances like HBA, Vehicle Advance etc. | 10days |
| • Examining & restricting at CGHS rates | 10days |



- Hospital and individual medical claim 10days
- Grant of NOC for passport 10days
- Sanction of death dues and retirement dues 10days
- Pay fixation on promotion and financial up- gradation 15days
- Disposal of representation of employees union 15days
- Information asked under RTI Act : within one month

OPERATION MANUAL OF GENERAL ADMINISTRATION DIVISION ORGANIZATION

The General Administration Division (GAD) is functional from DTTDC Head office i.e. 18-A, DDA, SCO Complex, Defence Colony and New Delhi- 110024. The Division work under the policy guidelines of MD & CEO and General Manager, DTTDC

STAFF STRUCTURE

- The staff structure under the GAD is as under:-
- Sr. Chief Manager
- Manager
- Dy. Manager (store)
- Sr. Caretaker
- Asstt. Manager
- D.E.O
- Two dispatch riders having official bikes
- Three Jr. Assistants for dispatch
- Electrician
- Four Helpers/ Assistants
- Sweeper

FUNCTIONS

The following activities are looked after by GAD Division:

- o Postal, Telegraph, Telephones facilities in DTTDC
- o Security and House Keeping



- o Maintenance of DTTDC's Property records
- o Basics facilities at Head Quarter like Drinking water, Electrical etc. maintenance and back up, sanitations etc.
- o Biometric attendance at Head Office.
- o Maintenance of furniture and fixture.
- o Photocopy machine, Fax machine (Not Computer)
- o Protocols service at the time of joining/ retiring of Sr. Officers like MD & CEO, GM and FC.
- o Organizing retirement party for retiring officers.
- o Distribution of invitation cards
- o Diary and Dispatch at Head Office.
- o Procurement and distribution of Uniforms.
- o Assisting in tentage and electricity work during various events of DTTDC.
- o Procurement and printing of stationery items.
- o Centralized tendering for Job contract to provide security and house keeping services at various unit of DTTDC.

PROCEDURES

Diary Dispatch: Presently, Manual diary dispatch for limited Divisions as many of the Divisions like Office of MD & CEO, GM, FC, Company Secretary are having their separate dispatch sanction and also the other units outside Head Office do their dispatch at their level. The system of diary & dispatch should be centralized. However, sectional diary may be maintained. Needs to improve with centralized and computerized dispatch system like Government of Delhi.

Attendance: Maintenance of Bio-metric attendance of their office but, no provisions of centralized attendance records of other units of DTTDC. Further, the present system has no facility to record the persons on outdoor duty/meetings/working in projects. Needs to be improvised. The Divisional Heads should maintain the CL record.

Procurement/Purchase: Tendering process is followed as per the GFR for procurement and purchase of stationeries and other articles. A designated Committee having officers of Finance and General Administration may deal with the tendering process. Tender document should be vetted by Legal/Finance department. The procurement is as per the allocated budget.



Processing payment of property tax on the property of DTTDC.

Processing payment of electricity, telephones, water charges with the approval of Sr. Chief Manager (GAD) and concerned Chief Manager (Finance).

Processing payment of security service, house keeping as per the approved rates through proper tender and recommended by the Divisional Head of their respective Division.

Dispatch of invitation cards and articles as per the list of invitation provided by Event Division and PR Division.

Processing of procurement of Uniforms and distribution thereof by following a tender process as per the GFR with a designated committee approved by MD & CEO.

Running of Front Office at the Head Quarter maintaining register for visitors, dissemination of Tourism literature.

Maintenance and up keeping of Corporate Office: For minor works department and for major works through Engineering Division of the Corporation through tender system.

OPERATION MANUAL OF GENERAL ADMINISTRATION DIVISION

Place of operation:

The General administration Division (GAD) is functional from DTTDC head office.

The following activities are looked after by this division:

Invitation of tender notices for procurement of goods.

Invitation of tender notices for award of AMC jobs (Annual Maintenance Contract)

Invitation of tender notice for providing house keeping / security services.

All the above tender process is finalized at GAD for all units/ projects of DTTDC including 150 IMFL /CL vend. Besides this, the following other activities are also looked after by GAD.

Procurement of MTNL phones for all units and officer of DTTDC.

Sanction / payment of all landline phones/mobile phones/ internet connections.

Upkeep of record of DTTDC's properties and payment of their lease rent/ground rent.

Mailing list of Govt. Offices/ embassies Resident Commissioners /State Tourism Corporations and Ministries etc.



General diary and dispatch of all divisions functional from DTTDC head office.

Procurement of office/computer stationery from Kendriya Bhandar and its distribution to all units/ projects of DTTDC.

The following issues are pending:

- Non availability of suitable space for record room
- Auction of old records
- EDP cell to be functional under GAD
- Centralized dispatch system with computer back up
- Bar coding system for files

Other staffs:

Two dispatch riders having official bikes

Four Jr. Assistants for dispatch

Two Electricians

Eight Helpers/ Assistants

FINANCIAL ACCOUNTS

MEANING AND SCOPE OF ACCOUNTING

Accounting is simply an art of record keeping. Every record keeping system includes suitable transactions and events, as well as their summarization for ready reference. Essentially the transactions and events are to be measured in terms of money. The transactions and events must have at least in part financial characteristics.

The financial Accounts will be maintained according to the following directions.

1. All accounting will be done on the double entry accounting system. The accounts shall be maintained in computerized environment. However, few records will be maintained manually too, as prescribed here under.
2. The accounts will incorporate all transactions relating to receipt and payment (both cash and through bank), purchases and sales, if any, but also all such transactions in which even though no money may have been received or paid, still the same will have an impact on the financial results of the period for which the accounts are compiled, called the journal entries.



3. All corrections and rectifications in accounts will be carried out by appropriate entries and not just by cutting or interpolating any accounts, particularly after the accounts of any period have been closed.
4. The complete accounting procedure, subject to the aforesaid directives, shall take into accounts the management need and the accounts shall be so compiled and closed/balanced periodically so that they convey useful information to the management from the financial angle so as to enable it to keep itself informed and take appropriate decision from time to time.

BOOKS OF ACCOUNTS

1. The Accounts will be maintained through Accounting software, Tally 5.4 or a higher version. Separate sets will be maintained for:
 - 1.1. Main Accounts containing promoters' contribution and Non-specific grant
 - 1.2. Separate Accounts for each of specific grant/budget allocation.
2. Computer generated Books: For each of the set of Accounts, the following reports.
Mainly available for maintenance of such accounts:
 - 2.1 Cash Book
 - 2.2 Bank Book
 - 2.3 Journal/ Day Book
 - 2.4 Purchase Register
 - 2.5 Ledger
 - 2.6 Stock Summary
3. Manual Books: In addition to maintenance of computerized Accounts, following manual accounts will also be kept:
 - 3.1 Cash Book/Day Book
4. Non-Accounting Records- Register: Apart from the above accounting records, following supplementary record will also be maintained:
 - 4.1 Fixed Assets Register
 - 4.2 Stationery & Other Office Items Stock Register
 - 4.3 Dak Dispatch & Receipt Register



- 4.4 Cheque Issue Register/Expenses Approval Register– to review expenditure against budget allocation.
- 4.5 Register of Advance – to record payment made in advance and advance to implementing agencies/volunteers. This also includes permanent advances made like for petty Cash, Imprest for travelling & other expenses to staff.
- 4.6 Tender sale Register
5. Documents: In proof of authentication of the above accounting books, the following documents are necessary to be maintained:
 - 5.1 Cash receipt/payment vouchers along with supporting documents.
 - 5.2 Bank receipt/payment vouchers along with supporting documents.
 - 5.3 Purchase Vouchers along with the Purchase Invoice, Challans, Material Receipt Note, Purchase Order/ Purchase Requisition
 - 5.4 Journal vouchers along with supporting documents.
 - 5.5 Material Indent-cum-challan for issue of material
 - 5.6 Bank Statements-
 - 5.7 Bank Reconciliation Statement
 - 5.8 Tender File
 - 5.9 Other incidental documents required for accounts/financial information

CASHBOOK

All cash receipt and payment vouchers shall be entered in the manual Cash book that shall be balanced weekly and the FC/CEO shall physically verify the closing cash balance. The Cash Book shall be written on day-to-day basis and signed by the Cashier. In addition to keeping the manual Cash book, all the cash transactions will be entered in computerized Accounts with complete details so as to avoid cross references as far as possible.

In case the Cashier makes any advance for incurring certain expenses, he may do so by keeping a token in the cash-chest with details like name of person, amount and purpose. If the person does not submit the account of such advance by the time of balancing of cash book, then such advance shall be shown in the cash book under the head Advance for Expenses, but by every means, the cash balance and cash book balance should tally.



BANK BOOK

As all the payment by cheques are entered in the Cheque Issue Register, therefore, all bank receipt and payment vouchers shall be directly entered in computerized Accounts with complete details so as to avoid cross references as far as possible.

The F.C should keep track on cheques deposited in the bank and necessary accounting entries should be passed in case of dishonor of cheques. If there are any collection charges or administrative charges debited by the bank then it shall be the responsibility of the F.C. to collect this information from the bank from time to time and give effect of such entries in the books of accounts.

BANK RECONCILIATION STATEMENT

Bank Reconciliation Statement shall be prepared by the F.C. on monthly basis by 7th of every next month wherein all the entries in the bank book should be reconciled with bank statements received from the banks. After the reconciliation, entries pertaining to Interest, bank charges and other charges appearing the Bank Reconciliation Statement shall be recorded in the bank book.

Details of cheques issued but not presented for payment and cheques deposited but not cleared by bank should be scrutinized regularly and Accountant should take necessary follow up actions.

All cheques issued but remain un-cleared for six months from the date of issue of cheques (Stale cheques) should be reversed by debiting the respective bank account and crediting the Stale Cheques Account.

JOURNAL BOOK

Journal book is maintained to incorporate all entries other than pertaining to cash, bank, purchase/sales i.e., adjustments of various advances, debit/credit notes and opening closing entries etc. Entries in the computerized Journal Book shall be made on the basis of Journal Vouchers, which shall be serially numbered and duly signed, by the competent authority, Necessary details of the entry made shall also be reflected in the Journal Book so as to avoid cross-reference as far as possible.

GENERAL LEDGER

General Ledger contains all the ledger account form which the trial balance for a given period is derived. In the computerized Accounts, the General Ledger is automatically generated by the accounting software. All the opening balances as per the Balance Sheet of the previous year are entered in the General Ledger.

In order to exercise proper control over the advances made to staff and others, subsidiary ledger containing separate account for each individual staff and others shall be maintained for showing the position of advance given to them.



PERIODICAL AND ANNUAL CLOSING:

TRIAL BALANCE:

A Trial Balance is a list of debit and credit balances of ledgers. If the totals of both the debit and credit side agree, it apparently proves that the books are arithmetically correct, though it is not the conclusive proof of accuracy. In the computerized Accounts, the Trial Balance is automatically generated by the accounting software.

It is recommended that F.C. should invariably take a Trial Balance on monthly intervals and check the debit/credit balance of individual accounts by way of his personal knowledge and available documents. In that manner, he can find most of the errors or shortcomings in the accounts.

ADJUSTMENTS:

At the time of annual or periodical closing, after the Trial Balance has been taken, such factor should be incorporated in the accounts as have financial affects but have not been accounted for up to the ledger stage. Such facts will normally relate to:-

1. Income due but not received.
2. Expenditure accrued but not paid.

ANNUAL ACCOUNTS:

The Annual Accounts prepared at the end of the year comprise of "Receipt and Payment Account", "Income and Expenditure Account", "Statement of Utilization of Funds" and "Balance Sheet". The Receipt & Payment Account, Income & Expenditure Account, Statement of Utilization of Funds is Prepared for a certain period i. e. from 1 April to 31 March of the financial year, whereas the Balance Sheet is prepared at a particular date i.e. 31 March of the financial year.

RECEIPT AND PAYMENT ACCOUNT

All the receipts in form of funds from Govt. Of India, Govt. of Delhi, other agencies and other sources and the payments made against various expenditure, amount advanced to difference units and other agencies etc. are reflected in the Receipt and Payment Account.

Receipt side of the Receipt and Payment Account shall include the following:

Opening balances of cash in hand, cash at bank and funds received on account if Revenue fund and Capital Funds during the year, other receipts on account of Earnest Money, sale of tender forms, security deposit, interest received from bank.



Payment side of the Receipt and Payment Account shall include the following:

All Revenue Expenditures, advances to various agencies, procurement of Fixed Assets, Refunds and closing balance of cash and bank etc.

INCOME & EXPENDITURE ACCOUNT

The F.C. shall prepare Income & Expenditure account at the end of every financial year, in which all the grant/budget allocation received from Govt. of India, Govt. of Delhi, any other Agencies and other income will be shown on the right hand side and all revenue expenses on the left hand side. No item of capital nature or personal nature is included in this account, and all revenue items should relate only to the year concerned. The item related to the past years will be shown as Prior Period Income/Expenses and the expenses related to subsequent year will be shown as the asset/liability in the balance sheet. The surplus of income over expenditure or vice-versa will be transferred to the Balance Sheet.

BALANCE SHEET

Balance Sheet is prepared as at particular date where in the various Assets comprising of Fixed Assets, Current Assets, Loans and Advances etc and Liabilities comprising of balance in Designated Fund or Revenue fund and Current Liabilities etc. are shown.

STATEMENT OF UTILIZATION OF FUNDS:

Statement of Utilization of funds is prepared to show the utilization of funds received during the year on account of revenue expenditure and the unutilized amount is transferred to the liabilities side of the balance sheet.

Funds received from State Government towards Revenue Expenditure and Receipts on account of earnest money, interest, Sale of Literature, sale of tender forms etc. shall be shown under the credit side of this Statement.

INTERNAL CONTROL PROCEDURES

There is an important need to evaluate internal control for the purpose of getting the affairs of the organization-managed efficiently. A good system of internal control also enable the management to restrict detailed examination in areas where internal control is satisfactory & extends it in areas where internal control is weak. A good system of internal control should comprise the following:

- Proper allocation of functional responsibilities within the Corporation.
- Proper operating and accounting procedures to ensure the accuracy and reliability of accounting, efficiency in operation and safeguarding of assets.



- Quality of personnel commensurate with responsibilities and duties.
- The review of the work of one individual by another whereby the possibility of fraud or error is minimized.

INTERNAL CONTROL PRACTICES IN DAY-TO-DAY TRANSACTIONS

A. GENERAL

1. Organization chart laying down a specific allocation of duties & responsibilities of officials should be prepared and circulated to all concerned for implementation.
2. All accounting records should be kept up to date. All subsidiary and supplementary records should be reconciled with control accounts periodically.
3. Cash book should be closed daily and surprise physical check of cash balances should be made at least once in a month by Administrative Officer/CCEO.
4. Internal management reporting system should be strictly adhered to by the Officers at all levels.
5. Timely submission of periodical report to the concerning Department/Funding Agencies must be ensured.
6. Fixed Assets shall be physically verified at least once in a year and discrepancies revealed if any, should be appropriately dealt with in books of accounts.
7. All the fixed assets including cash in hand/transits and inventories shall be got insured. It shall be ensured that necessary action for insurance is taken by the Account Department well before the expiry of the insurance.
8. A proper system of Internal Audit commensurate with size and nature of activities of the Board, from time to time, should be instituted.

CASH TRANSACTIONS:

CASH RECEIPTS

For all cash receipts, a cash receipts shall be issued on the basis of duly authorized documents except for receipts from the banks. A serially pre-numbered receipts book shall be printed in three copies. The original copy of the receipts will be issued to the person/firm from whom the cash amount has been received, second copy will be issued to accounts Department for recording the entries in the cash book and third copy retained in the cash receipt book for future references.



A revenue stamp shall be affixed on each money receipt exceeding Rs.5000/Format of cash receipts is given as T.S.5/ GAR 6.

A cash receipt voucher incorporating all necessary details i.e. name of the parties/employees, money receipt number, nature of receipt and amount etc. shall be prepared by the cashier and duly signed by Accountant. Thereafter, each cash voucher shall be recorded in the cash books on day to day basis,

CASH PAYMENT

Cash payment will include the payments against expenditure/advances to the individuals/firms/institutions/organization; this will also include the amount deposited in the Bank.

Cash voucher incorporating necessary details, i.e. name of the party/employee, bill number and date, nature of payment etc. shall be prepared by the Accountant for all payments and duly passed/authorized by the competent authority.

Each payment shall be charged to suitable account head as per the direction of sanctioned project. Cash vouchers duly passed by the competent authority shall be sent to the cashier for payment. All supporting documents shall be duly enclosed with the cash payment voucher.

Except in case of special circumstances, payment-exceeding Rs.10,000/- shall not be made other than by way of accounts payee cheque or demand draft. Cash payment in such special circumstance will be made with the prior permission of the CEO.

Before payment, cashier shall ensure that the voucher duly passed by the competent person and obtain on each cash payment voucher the payee's signature on revenue stamp as per the prevailing statutory requirement (Presently, a payment of Rs. 5000/- or more require a 1/- rupee revenue stamp to be affixed on every receipt).

BANK TRANSACTION

BANK RECEPITS

Receipts from various sources by way of Draft/Cheques etc. shall be deposited in bank through pay in slip on the same day or invariably by the next working day. The bank receipt voucher incorporating necessary details i.e. name of the party, name of the bank cheques no; date, amount and nature of receipt etc. shall be prepared on the same day and recorded in the bank book on day to day basis given full details to avoid cross reference as far as possible.

BANK PAYMENT

Accountant shall prepare the cheque on the basis of duly passed vouchers by the FC/GM and shall enter the same in the cheque issue register.



Issuing cheques shall ensure to obtain formal receipt/signature of the payee on the bank payment voucher while handing over the cheque to the concerned party. If the cheque is sent by post/courier, a Cheque Remittance Letter, shall be prepared in duplicate, one copy shall be sent along with the cheque and another retained along with voucher.

PROCUREMENT OF GOODS & EQUIPMENTS

The following guiding principal will regulate procurement generally:

1. If a contract of the Director General of Supplies & Disposal, Govet. Of India or any other such Government institutions exist for the articles proposed to be purchased and the supply is available under the same the procurement will be made under such rate contract.
2. If a rate contract as stated above does not exist for the article(s) to be purchased for the supply is not available under such rate contract, if existing and the purchase has to be made from the open market then as far as possible; the supplies will be obtained from the manufacturers or from the authorized dealers.
3. Purchase of proprietary goods will be made with the approval of CEO. In consultation with the GM & FC normally the purchase of proprietary goods will be avoided.
4. In making purchases, the need to achieve maximum possible economy without sacrificing quality will always be kept in view.
5. Technical Bid taken first and after satisfying the need the financial Bid will be called.
6. In accepting quoted/tendered rate/price vis-à-vis the earlier purchases, prevailing market rate etc. will be given due weight.

PROCUREMENT PROCEDURE FOR ITEMS AND SERVICES;

Subject to the guiding principals laid down in the above Para purchase from the open market be made in accordance with the procedure given below and GFR 2005.

- Procurement up to Rs. 15,000/-

For all procurement upto Rs. 15,000/, a Purchase Requisition shall be made in duplicate. Original copy of Purchase Requisition, which shall form a purchase order for the personnel making purchase, shall be delivered to Accounts along with the MRN & purchase bill. Second copy will be retained by Purchase Department. Purchases will be authorized by a competent persons after making personal rate



enquiries from the open market without inviting quotations. Payment of Rs. 10000/- or above should normally be made by account payee cheque/bank draft.

- Procurement above Rs. 15,000/- & up to Rs. 1,00,000/-

If the procurement is likely to exceed Rs. 15,000/-, but not Rs. 2,00,000/-, on receiving a Purchase Requisition, Purchase Department will make enquiries, in the most possible open manner from known and reputed suppliers of the article (s). A minimum of three quotations should be obtained in response.

After receipt of quotations, comparative chart thereof will be prepared, giving the rates/prices quoted by each parties as well as terms & conditions, if any, which is different from those given in the quotation notice. The comparative chart so prepared will be checked by the Accountant and will then be put up before General for his decision who, at his discretion, may depute someone else for verification of rates by personal enquiries.

Upon authorization of the Purchase Requisition, the Purchase Department shall issue a Purchase Order, clearly mentioning the detail specifications of the required article(s), quantity and rate agreed upon, total invoice price, terms regarding duties and tax, freight, insurance, time schedule of delivery, payment and other terms and conditions.

- Procurement above Rs. 1,00,000/- & up to Rs. 25,00,000/-,

If the procurement is likely to exceed Rs. 10,00,000/-, on receiving a Purchase Requisition, Purchase Department will make enquiries, in writing, in the most possible open manner from known and reputed suppliers of the article(s). For the purpose, a list of know and reputed suppliers will be prepared and maintained for all the significant items to be frequently purchased. The parties, which may have satisfactorily made supplies earlier, will, as a rule, be included in list of parties. The enquiry letter will be sent to all of them. A minimum of three quotations should be obtained in response.

In the letter inviting tenders, detailed specifications of the required article(s), quantity, time schedule of delivery and other terms and conditions of supply will be given in full and the parties will be asked to quote their rates/prices and other items/conditions clearly. The parties will be advised to send their quotations that should reach in the office by the given date and time enclosed in sealed envelop addressed by name to the officer inviting quotations.

After due date for receipt of quotations, a comparative chart thereof will be prepared, giving rates/prices quoted by each parties as well as terms & conditions,



if any which is different from those given in the quotation notice. The comparative chart so prepared will be checked by the Accountant and will then be put up before CEO for his decision.

Upon authorization of the Purchase Requisition, the Purchase Department shall issue a Purchase Order, clearly mentioning the detailed specifications of the required article(s), quantity and rate agreed upon, total invoice price, terms regarding duties and tax, freight, insurance, time schedule of delivery, payment and other terms and conditions.

- Procurement above Rs. 25,00,000/-:

All purchases including the purchases of fixed assets of the value exceeding Rs. 25.0 lac at a time shall be made only after approval of the Board Of Directors. Therefore, for purchases exceeding Rs. 25.0 lac, a purchase committee consisting of the GM, Financial Controller and such technical expert persons as they may deem fit shall be constituted. The committee may take a decision by circulation.

Procurement of items/services for a value exceeding Rs. 25.0 lac will, as a rule, be made by inviting sealed tender in a most possible open and public manner and publishing tender notice in the representative newspapers and journals or by any other transparent methods.

In the tender notice, the following should be specifically mentioned:

- (a) Approximate quantity of the article (s) likely to be required
- (b) Specifications thereof.
- (c) Terms and conditions of supply, e.g. freight, insurance and delivery period, terms regarding duties and taxes, terms of payment,
- (d) The amount of earnest money/tender fee., the security that would be required to be furnished by the party to whom supply order will be placed and the mode of payment of such earnest money/security deposit
- (e) The date and time up to which tenders will be received and the date and time on which they will be opened
- (f) Stipulations regarding power of the Board to increase or reduce the required quantity, to extend the delivery period or to amend any other terms of the supply at any time before issue of purchase orders, or to reject any or all tenders without assigning any reasons
- (g) It should also be specifically mentioned that intending bidders should obtain the tender document giving required details from the Board. The tender



document should be suitably priced so as to cover the postal other incidental expenses. The tender documents in such case should be prepared before the publications of the tender notice so that there is no delay in supplying the same to the intending bidders.

- (h) It should also be mentioned that the bidders desiring to be present at the time of the opening of the tenders shall be allowed to be present personally or through their duly authorized representatives.
- (i) The period for which the rates tendered will be valid should be kept sufficiently larger to cover the delay in processing of the tender by the Purchase Committee.
- (j) It may also be desired in the tender notice that the bidders should submit the samples of the item or submit an authenticable report that the material fulfils the specification parameters.
- (k) As per CVC guidelines, negotiations not permissible with the bidder other than L-1.

On opening of the tenders, every page of the tender(s) along with enclosures will be signed by the person opening the tender(s) and the rate/price of each tender will be announced by him/them. The bidders or their representatives present at the time shall be at liberty to note rates tendered by various parties.

After the tender have been opened and signed, a comparative chart will be prepared giving the rates/price tendered by each bidder, showing cost to the Board including all duties and tax and freight and insurance, etc. and also the specific terms and conditions, if any, that are different from those mentioned in the tender notice. If any additional information or clarification is required from any bidder, the same will be obtained from them before taking any decision on the tender. However, no information/clarification shall be accepted, which materially alters tendered price or any other terms and conditions. The comparative chart so prepared will be checked by the General Manager and will then be put up before Purchase Committee for its decision.

Upon the decision of the Purchase Committee, the Purchase Department shall issue a Purchase Order to successful bidder(s), clearly mentioning the detailed specifications of the required article(s), quantity and rate agreed upon, total invoice price, terms regarding freight, insurance and payment, time schedule of delivery and other terms and conditions.

GUIDELINES REGARDING PAYMENT AGAINST PURCHASES:

Upon receipt of vendor's invoice accompanied by the Material Receipt Note, Transporter's GR, Form 31/32, wherever applicable, the Purchase Order/ Purchase



Requisition, quotations, comparison sheet etc., the purchase officer/accounts officer shall ensure that all the columns of the MRN are duly filled in, material has been duly ordered, supplied and received by the Stores and entered in the Stock ledger. If any test reports were to be obtained, these have been duly obtained and considered. He shall, then, prepare the bill of purchase below each of the MRN or where a single bill covers more than one MRN a consolidated Bill of Purchases on the lines given below the MRN. While preparing this bill, he shall also ensure that the discounts admissible in accordance with the offer of the supplies, are availed and the deductions for shortages are duly made. Correctness of the charges on account of transportation, duties and tax, etc. will also be scrutinized and satisfied. He shall also ensure that the payment has been authorized through the note-sheet and will mention the number/date of Note Sheet and the s. no. of the resolution at which it was placed in the Note Sheet.

PAYMENT OF REMUNERATION TO STAFF & MOTIVATIONS

Remuneration to office staff, field staff and motivators will constitute a major head of expenses of the Corporation. It is, therefore, considered necessary to frame certain general guidelines in respect thereof.

1. All the appointments, for the time being, shall be made on contract basis for a certain fixed period. Appointments shall be made by the CEO.
2. The job assignment for each and every staff should be very clear and this will be made known by way of job order to be issued by the CEO/GM
3. The every person shall mark his attendance in the Attendance Register. The field staffs that normally are on roaming duty shall mark the attendance when they present themselves at the office for reporting, etc.
4. The leave for absence from duty should be taken in advance in writing.
5. The monthly remuneration will be worked out on the format named as Salary Bill format.
6. A staff-wise register shall be maintained to show the month-wise payment of remuneration to each member of staff.

STORE MANAGEMENT:

- Receipt of Material:

On receipt of a material, the storekeeper shall ensure that the consignment received is covered by a valid purchase order and the cumulative quantity received against that purchase order, including the present consignment is within the ordered



quantity. He must also ensure that the consignment is accompanied by the requisite documents, like challan, transporter's GR and form 31/32, wherever applicable. In case of any deficiency, he shall contact the Accounts/Purchase department and inform the situation and act according to their instructions.

After ensuring this, he shall receive the material and prepare a Material Receipt Note (MRN) in triplicate. Original copy of the MRN is for vendor, second copy for the accounts and the third copy is to be retained by the Stores.

He shall ensure that the quantity of the material is the same as mentioned in the challan. In case of any shortage, he shall mention the same in the MRN. He shall also ensure that the material received is in good condition and it resembles with the sample supplied by the Purchase Department/material received in the past. Only that material satisfying the quality specification will be accepted and taken in Stores, the rejected material should be returned. In case of any dispute as to quality, he shall contact to the purchase Department.

To ensure safe storage of different type of materials, provision of proper storage space and godown management should be ensured. For purpose, not only adequate numbers of storage receptacles such as racks, almirahs, marked space, etc. will be made available, but also care will be exercised to make special arrangements for storage conditions, like air conditioning, air-tight containers, etc. Adequate security arrangements will also be made for storage of costly items. The stock should be sufficiently insured.

- Internal Check at F.C. level in respect of receipt of material:

To avoid a possible of fraud by way of over-booking of purchase in connivance with the store-keeper/recipient of material, it should be ensured by the accounts department that the challans are accompanied by a GR (billity).

- Stock Records:

The stock registers will be maintained for all significant items of stock. For the purpose, ABC system of stock maintenance will be adhered. For this purpose:

- 'A' category of stock will constitute those items whose total value (quantity multiplied by rates) exceeds 10% of the value of total purchases.
- 'B' category of stock will constitute those items whose unit price is significant, though its value is less than 10% of the value of total purchases. Items in this category will be identified by the management from time to time.
- 'C' category of stock will constitute those items whose neither unit price nor total value is significant.



Day-to-day stock registers will be maintained only for A & B categories of items. For C category of items, only the record of its purchase in amount or quantity and amount both can be maintained for comparison with the last years.

Maintenance of stock records for fixed assets and stationery items will be maintained by the Stores.

- Issues from Store:

Indents for issue of store items will be prepared by indenting officers in the Material indent-cum-challan. The indent-cum-challan shall be prepared in triplicate. All three copies will be sent to stores. Original copy duly filled in and acknowledged will be retained by the Stores. Second copy duly filled in and acknowledged will be sent to the Accounts and the third copy will be sent/delivered to different officers for raising indenter. The General Manager will delegate authority suitably to different officers for raising indents. The Storekeeper shall issue/deliver/send the material on the basis of such Material indent-cum-challan and make the entries in the Stock Ledger.

- Return to Store:

If a material is returned, a Store Return Memo will be prepared by the department returning the material/Stores. The Store Return Memo shall be prepared in triplicate. All three copies will be sent to stores. Original copy duly filled in and acknowledged will be retained by the Stores. Second copy duly filled in and acknowledged will be sent to the Account and the third copy will be sent/delivered to the department returning the material. The Storekeeper shall receive the material on the basis of such Store Return Memo and make the entries in the Stock ledger.

The value of the material will be taken at the original issue price. However, if any Store item is received back in a damaged condition, they will be, though, taken in the Stores and entered at the issue price, but he shall inform the matter to the competent authority who shall decide the value of the damaged stores. The difference of the issue prices and the diminished price of the damaged stock will be adjusted in the stock ledger immediately after receipt of the order of the competent authority by recording a note of loss in the remark column of the stock ledger and reducing the value of the closing stock of the date. Simultaneously, he shall inform the Accounts to F.C for the loss in the books of the Corporation and /or to fix liability on erring staff.

- Stores Verification

1. Each Store item will be physically verified at least once in every financial year,



preferably in the month of April. The CEO shall nominate officers for the purpose from amongst the officers not associated with the maintenance of stores.

2. Since, the verification work will be spread over number of days, the indenting officer will obtain before the verification period as a whole and will place indents on the Stores during verification period only when absolutely necessary and unavoidable.
3. The verifying officers will prepare verification sheets in the following forms and record the shortage and excess in the appropriate columns.

S.No.	Name of Item	UOM	Quantity Verified	Shortage as per record	Excess	Remarks	Authorization	
							V.O	SK

4. The excess pointed out by verifying officer will be entered in the stock ledger as fresh receipts valued at the issue rates of the date of such entry. On the contrary, in case of shortages, while a note of shortages will be immediately recorded in the remarks column in the Stock ledger, the balance will be reduced and the accounting effect will be recorded in the Stock ledger only after the losses have been written off under the decision of the competent authority.
5. All cases of the excesses and shortages pointed out by the verifying officer will be investigated to ascertain the reasons of such excess/shortage and fix responsibility for the same as well as to take remedial measures to avoid similar discrepancies in the future.

- Condemnation of Unserviceable Stores items:

In the month of December, every year, the unserviceable Stores will be condemned for disposal after inspection by the competent officer to be nominated by the CEO for the purpose.

- Disposal of Condemned Stores:

1. Store items, duly condemned for disposal by competent authority, will be disposed of by public auction at least once in very year year after giving publicity of such disposal by circulation in the locality, if the original value exceeds the above amount. The auction will be conducted in most possible open manner.
2. If in respect of any condemned Store item, it is considered that no useful



purpose will be served by holding public auction, the same will be disposed of suitably with the approval of the CEO. In such a case, the reasons for not holding public auction and taking resort to other methods of disposal will be recorded in writing.

MAINTENANCE OF STATUTORY AND OTHER RECORDS

STATUTORY RECORDS:

In addition to the Accounting records, the Society is required to maintain certain statutory records, which shall be maintained by the F.A./ Administrative Officer in consultation with General secretary. The nature and the formats of such records are given here under:

- 1) Member's Register:
 - A) Founder Members
 - B) Associate Members
 - C) Technical Members

S.No.	Name, Father's Name, Complete Address and Contact Nos.
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Occupation/Designation	Date of Admission	Particulars of Admission	Date of Removal	Particulars of Removal

Note: Under the columns-Particulars of Admission & Particulars of Removal, the reference of meeting, etc. by which admitted to or removed from membership should be given.

- 2) Executive Body Register:

S. No.	Name, Father's Name, Complete Address and Contact Nos.
1.	

Designation	Date of Appointment	Particulars of Appointment	Date of Removal	Particulars of Removal

Note: Under the columns-Particulars of Appointment & Particulars of Removal, the reference of meeting, etc. by which appointed or removed from membership of Executive Body should be given



Grants-in-Aid Register: (Two page for each grant) As per FGR 2005

FINANCIAL FUNCTION

DELEGATION OF FINANCIAL POWERS

In view of the Rules and regulations of the Corporation, the financial powers vest with CEO and Financial Controller, if any thing is not provided in the Rules and regulations of the Corporation to have vested in the powers of these officers, it is within the jurisdiction of the CEO to make such provision. However, to achieve the better transparency in the functioning of the Corporation, it has been considered appropriate to make certain general rules in respect of major financial recurring transactions so that the powers may be delegated to the grass root level.

Delegation of powers for purchases & Expenses:

The policy of the Corporation for authorization of purchases and other work expenses:

- a) For purchases up to Rs.5 lac as per Govt order by the CEO
- b) All work Expenses & purchases exceeding Rs.5 lac upto Rs.25 lac is made after approval of the CEO by circulation or in a duly convened meeting of the Board of Directors
- c) All expenses above Rs.25 lakh and upto Rs.50 lakh, Board of Directors by sitting or by circulation
- d) All expenses above Rs.50 lakh matter will be approved from BOD
- e) Subject to the above, the CEO will authorize all purchases to be made or the expenses incurred by the Corporation.

Norms for reimbursement of Travelling Expenses to staff and others:-

- 1) As per TA rules issued by the Government of India, in case of CEO and other officers employed on the strength of Corporation.
- 2) Other Contingency staff / on contract appointees/consultant will be paid actual conveyance charges only if deputed on duty in the Local Territory of Delhi.
- 3) Staff and officer's Re-employed : As per TA rules applicable on last Basic pay drawn before re-employment.
- 4) Consultants, Members, Auditors and the officials going out of head-quarter for official purposes or visiting the head quarter for attending meetings and monitoring of the project:



- 5) Actual expenses on travel by rail by AC-II class. If journey is undertaken by Taxi or by Air, Actual expenses on production of bills will be reimbursed.
- 6) Actual lodging expenses in case of stay at night at a place other than the actual residence of such persons on production of bills. Subject to maximum as per TA rules or the rates authorized by executive committee whichever is less;
- 7) Boarding expenses @Rs. 1,000/- per day without production of bill or actual expenditure on production of bills whichever is less.
- 8) Conveyance charges not exceeding Rs. 250/- per day or actual expenses on production of bills whichever is less.

Norms for reimbursement of Residential Telephone and Cell Phone expenses to staff

- 1) As per government orders circulated by GAD, Govt. of Delhi for CEO, DPGS & other Government officers however, it can be increased with the approval of Executive Committee on merit of the case.
- 2) Cell phone charges or the recharge coupon of the value of Rs.330/- to 550/- can be reimbursed to such officer or filed staff that, in the opinion of the CEO/GM has responsibilities of supervisory or managerial nature and provision of such facility will be advantageous to the Corporation.
- 3) For contingency staff / Re-employed staff of conveyance allowance will be reimbursed as per TA/DA rules & other instructions issued by Government

Delegation of power for incurring petty expenses:

Since, it is considered necessary to delegate the powers of incurring day to day petty expenses to the Financial Controller/GM/Sr.Chief Managers/Chief Manager, it is, therefore, decided that the powers to incur expenses on following expenses upto Rs.5000/- is delegated to the Financial Controller/GM/Sr.Chief Managers/Chief Manager. However, they shall get these payments countersigned by the CEO at week's interval:

Postage and Courier, Printing and Stationery, Computer Consumables and Maintenance, Electricity and Telephone bills of the office and the staff within the above mentioned limits, Repairs and Maintenance, Staff Welfare expenses and other Sundry expenses.



Procurement of Consultancy Services:

The Corporation may hire services of the Chartered Accountant & other relevant Technical Consultant as and when needed. Appointment and payment of the consultancy charges are subject to approval of MD&CEO. However, the following shall be the guiding factor in deciding the remuneration for the consultants.

- 1) The payment to the consultants shall be made after deducting the Income Tax and other deduction, if any.
- 2) The travel expenses and lodging and boarding expenses shall be paid only if the terms and conditions so prescribe and they produce a proof of travel and lodging bills.
- 3) In cases where the consultants are paid on actual basis for their boarding expenses, no expense on alcoholic drinks, cigarettes etc. shall be paid.
- 4) The payment to the consultants should be processed by the user section for obtaining the approval of the MD&CEO and then the same shall be sent to the Accounts Officers for release of payment.

For hiring services of national / international consultant(s) in case of direct contract, following procedure shall apply:

- 1) The requirement of expert shall be decided according to the project in hand
- 2) The MD&CEO will decide the remuneration payable to consultants.

Approval of the other expenses:

Subject to the general rules given herein above, all expenses shall be approved by MD&CEO. However, the reimbursement of the expenses of the MD&CEO will be approved by the Chairman.

Tax deduction at source from payments:

Tax deduction at source will be made normally in case of the following payments:

Section	Nature of Payments	Over Rs.
192	Salaries	1,00,000
194C	Payment against Advertisement, Transportation charges, Repairs & Maintenance, Printing	20,000
194I	Rent	50,000
194J	Payment to consultants, Auditors, Documentary Film makers	1,20,000
195	Payment to non-residents	20,000



The rates of deduction keeps changing, therefore, in the beginning of the each financial year i.e., 1st April the rates of deduction of tax should be enquired. The tax deducted should also include surcharge and education cess, wherever applicable.

The tax deducted during any month should invariably be paid before 7th of the next month, otherwise it will attract not only interest @12% but can also attract penalty.

Depreciation:

- 1) Depreciation on the assets will be provided at the following rates:

a) Furniture & Fixtures (including Electric installation)	15%
b) Office Equipments (Normally having useful life above 5 years)	25%
c) Electronic Gadgets (normally having useful life below 5 years)	60%
d) Vehicles (Two wheelers & Four wheelers)	25%
- 2) The depreciation on fixed assets put to use at any time during the year will be provided at the prescribed rate as above.

PLANNING DIVISION

ACTIVITIES OF PLANNING DIVISION

- Seeking Grants & Financial Assistance from Govt. of NCT of Delhi as Well as Govt. Of India.
- Co-ordination for state funding with Tourism Department, Govt. of NCT of Delhi.
- Co-Ordination for Central Financial Assistance with Ministry of Tourism, Govt. of India.
- Preparation of Annual Budget both BE & RE for seeking funds from Govt.
- Liasoning for Parliament Questions/ Assembly Questions.
- Co-ordination with all the Divisions for various proposals /reports and implementation/ utilization of funds received from the state as well central govt.
- Submission of Weekly Reports on the Activities of DTTDC.
- Submission of Monthly/ Quarterly Reports on Plan Schemes of DTTDC.

ORGANIZATION CHART OF THE VIGILANCE DIVISION

There is full fledge Vigilance Division under the charge of Sr. Chief Vigilance



Officer and important matters relating to Vigilance Division are put up to GM through the Sr. Chief Vigilance Officer of the Corporation.

Functional Structure

CHIEF MANGER (VIGILANCE)

Deputy Manager

Asstt. Manager

Jr Asstt.

Asstt. Gr. I

Attendand (two)

Objectives

- Initiation of actions against the employees of the Corporation on receipt of any complaint including issuing suspension orders, preparing the charge-sheet, expedite the appointment of Inquiring Authority and Presenting Officer and follow up action on the inquiries pending with various Inquiring Authorities and inquiry report are examined on receipt from Inquiring Authority, expedite the proposal any individual employees.
- Speedy disposal of the matters pertaining to disciplinary proceedings against the employees.
- Co-ordination and persuasion with the Directorate of Vigilance, Govt. of NCT of Delhi and agencies like CVC, CBI, Police Authorities etc. in regard to any vigilance matter of the employees of this Corporation.
- Review of Suspension of the employees at the regular interval by the Suspension Review Committee.
- Nodal officer designation by CEO/GM for RTI Matters.
- Issuance of Vigilance Clearance for various purposes.
- To keep strict vigil on the functioning of entire Corporation.

Bottlenecks

There is a lack of resources for functioning of the division. There is an emergent need to strengthen the Vigilance Division for smooth functioning of the division. Further, there is a need to import training among the staff of the Vigilance Branch from time to time in the present emerging global innovation and environment.



Future Plan

- To minimize the irregularities at various units of the Corporation by submitting the departmental cases against the employees and taking actions thereof in pursuance of the decisions of the competent authority.
- To keep strict vigil on functioning of entire Corporation.

ORGANIZATION CHART OF THE LEGAL DIVISION

Legal Division is functioning from Dilli Haat, INA. The division works under the guidance of Sr. Chief Manager (Legal).

1.	Sr. Chief Manager (Legal)	1
2.	GCA. Grade-II	2
3.	Office Assistant Cum Helpers	2

Powers and Duties of its Officers and Staff:

1. Sr. Chief Manager (Legal)

Chief Manager (Legal) is authorize to sign all legal document to be filed before the Legal authorities, Quasi Judicial Authorities, Courts including the High Court and Supreme Court of India and to hire the services of Advocates with the approval of the Competent Authority and to brief them on all legal matters and coordinate and maintain liaison with the Advocates as well as to appear before the Courts and legal authorities on behalf of the Organizations.

Sr. Chief Manager (Legal) also advising the Corporation on various legal matter, rules and regulations.

Legal Division also empanelled Advocates on the panel of Advocates of DTTDC on the terms and conditions of empanelment.

FUNCTIONS OF DIVISION:

1. To deal with the legal matters.
2. To engage and assist the lawyers to handle cases in Courts for & against the Corporation.
3. To obtain legal opinion in the matters where legal opinion required from lawyers or Secretary (law), Govt. of NCT Delhi.
4. To vet draft and execute legal matters.
5. To advise the Corporation on legal matters.



6. To attend cases before all Courts such as District Courts, High Court, Supreme Court of India and the various Quasi Judicial authorities.
7. To co-ordinate with other divisions of the Corporation in relates to legal matters.
8. Verification of date/events for paradise comments for the cases limit defended in the Court of law.

The Procedure Followed in decision making process, including Channels of supervision and accountability in the legal division.

All documents, files papers, petitions etc. are received in the division by the staff and put up the same to the General Manager through Sr. Chief Manager (Legal) with his observations / recommendations and after seeking approval of the Competent Authority, decisions are implemented at the lower level.

Centralized Diary System

PROCEDURES

Receipts of Dak- The entire dak of the department including the addressed to MD/ Sr.Chief Manager (Legal) of the department received in the corporation would be diarized by the recipient in the Central register.

Acknowledgment of Dak- The receipt of dak, except ordinary postal dak, will be acknowledged by the recipient signing his name in full and in ink with date and designation. The acknowledgement of e-mail received will, as far as possible, be sent electronically.

Distribution of Dak:

- 1) Urgent dak will be separated from other dak and dealt with first.
- 2) All file/envelops except those addressed to the Sr. Chief Manager (legal) will be opened by the Division.
- 3) On opening dak, recipient will check enclosures and make a note of any item found missing.
- 4) On opening of Dak as well as the envelops of unopened dak, will be date-stamped (vide specimen as under)

Department of-----

Received on-----

R & I No.-----

Sec.Dy.No.-----



Diarizing of receipts addressed to Chief Manager (Legal)

- 1) The Personal staff of officers will diarize receipts addressed to the Chief Manager (Legal) in respective personal section diary. Envelops received without contents or with material not marked to any officer also be diarized.
- 2) The entire Dak will then be submitted to the chief Manager (Legal).

Action by the Chief Manager (Legal):

- 1) Go through the receipts and initial them; and
- 2) Disposed of the receipts which he may like to dispose of without assistance from section; or to submit to higher officers; and
- 3) Where necessary, give directions regarding line of action to be taken on receipts.

Movement of file and other papers: (1) Movement of files will be entered in the file movement register.

RECORDS BEING MAINTAINED AT DIVISION LEVEL:

Attendance Register:

The register will be maintained under the personal supervision of Sr. Chief Manager (Legal) who will see that the entries are made correctly. The Sr. Chief Manager (Legal) will draw the attention of the Private Secretary of the Branch to the names of persons who were frequently or habitually late during the month without prior permission. The following abbreviations will be used by the Private Secretary to denote the reasons of non attendance--

- I. C.H- Compensatory Holiday in lieu of attendance on a holiday.
- II. C.L. – Casual Leave
- III. EL- Earned Leave
- IV. ML- Medical Leave
- V. RH- Restricted Holiday
- VI. Absent without leave or permission (this entry should be made in pencil-when leave of any kind is sanctioned, the appropriate abbreviation as indicated above should be substituted in ink.)

File opening Register:- A record of file opened will be kept in a file register to be maintained by the diarist.

Advocates Payment Register:- A record of Advocates payment Register will be maintained by the diarist.



Dak Register:- A record of dak receipt register will be kept in a file register and maintained by the diarist.

FINANCIAL RECORDS

Advocate payment Register is being maintained in the Legal division.

MONITORING OF COURT / CAT CASES AND IMPLEMENT OF COURT / CASE ORDERS

Legal division will maintain a details of Court / Cat cases from the date of filing of the petition / application in Court / Cat. To keep a watch on status of implementation of Court/CAT Judgments / orders Legal division will maintain details and mark out prominently those Court/ CAT cases finally implemented and give date of implementation of court/CAT orders.

On the 1st and 15day of each month Legal division will submit the file with details to the Sr. Chief Manager (Legal). The details with the remarks of Chief Manager (Legal) General Manager, will be submitted to the MD, DTTDC for Monitoring of Court/CAT cases.

RESPONSIBILITIES OF STAFF AT DIVISION LEVEL

Private Secretary:

- I. Maintenance of Secret files and receiving all communications brought by hand which are either addressed to the Sr. Chief Manager (Legal) by name or marked 'CONFIDENTIAL', 'SECRET', 'TOP SECRET' and check e-mail on computer and also taking print out and inform. Also maintain confidentiality and secrecy of the division as well as confidential and secret papers entrusted to her.
- II. Keeping a list of meeting and engagements and reminding the officer well in advance.
- III. Arrangement for the official tours of Sr. Chief Manager.
- IV. Taking dictation in shorthand and its transcription and carrying out the corrections and making fair copies of the DFA/D.O./official letters/Notes to be signed by the Sr. Chief Manager.
- V. Screening the telephone calls and the visitors and maintaining and verifying the telephone calls.
- VI. Assisting Chief Manager for the Coordination Committee Meeting and other meetings.
- VII. Maintaining, in proper order, the papers required to be retained by the Chief Manager.



- VIII. Keeping a check on the movement of files.
- IX. Maintaining the papers/office order/circulars/notes etc required to be retained by the Chief Manager and also ensuring that the matters/engagement/meeting dealt with by him are not lost sight of and dealt with promptly and in due order.
- X. Keeping track of the progress of the action taken by him on important matters as required by him.
- XI. Familiarizing herself/himself with the practice and procedure followed in connection with the legal matters.
- XII. Tries to maintain cordial relation with the person who come in contact with her/his boss and also assisting him as he directs.

GCA

- I. To maintain files/records or whatever job assigned to him and to enter all receipts marked to him.
- II. To examine cases in the light of instructions, if any given or line of action indicated by his immediate officer.
- III. To seek assistance of the Chief Manager for the disposal of the work entrusted to him, in case of difficulties and also follow the instruction of the officer who he is reporting to.
- IV. To examine promptly all receipts marked to him and to submit them on the due required dates.
- V. To put up the cases after examination to the Chief Manager (Legal) on the stipulated date.
- VI. To submit weekly arrears statement, pending Court Cases/Orders, Court fee, advocate fee etc. in time to avoid Contempt of Courts.
- VII. To maintain list of file he deals with and watch their movements and if the file is held up at any level for an unduly period.
- VIII. To attend to such other work as may be assigned to him by the Chief Manager.
- IX. To comply the instructions of the office and assist him.
- X. To deal with the legal matters.
- XI. To engage and assist the lawyers who handle cases in Courts for & against the Corporation.



XII. To obtain legal opinion in the matters where legal opinion is required from lawyers or Secretary (Law), Govt. of NCT of Delhi.

XIII. To vet, draft and execute legal documents.

XIV. To advise the Corporation on legal matters and also to assist Chief Manager (Legal).

XV. To attend cases before all Courts such as District Courts, High Court, Supreme Court of India and the various Quasi Judicial authorities.

XVI. To co-ordinate with other divisions of the Corporation in relates to legal matters.

Office Assistants:

1. To see that all tables, records in the division present a neat and tidy appearance.
2. To ensure cleanliness in the division with the help of sweepers.
3. To attend office half an hour early than the hour described for office.
4. To attend any other work which may be assigned to him by the staff/Chief Manager (Legal).
5. He should remove all the waste papers etc for disposal.
6. Before leaving office, he ensures the switching off the light and close the doors/windows.

Working hours both for office & public

Office: 9.30 A.M. to 6.00 P.M.

Public: Nil (being not a public dealing department).

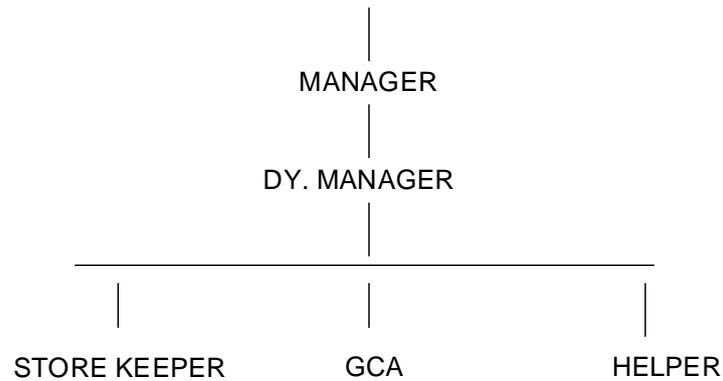
Public interaction if any :- Nil in view of above.

Grievance redress mechanism: Petitions/Suits/ Legal Notices

References/complaints/grievances received by the Legal Division are promptly attended to and appropriately transmit onward to the concerned/division/departments/unit for their comments and communication thereof and after receiving comments on the petitions/ suits /legal notices/ references/ complaints from the concerned division a reply thereof is filed.



SR. CHIEF MANAGER



The P.R. and Publicity division of the Corporation has been primarily working with a domain to building of Public image exercise through Media Relations besides carrying out various publicity related activities like-Production of Tourist Literature on Delhi, advertising in Print & Electronic media, Trade Magazines etc. from time to time, on behalf of Govt. of NCT of Delhi.

Publicity and promotion is an important aspect to showcase any Tourist destination. This is all the more important in order to build up positive prospective about the destination and to create the brand image especially in present in present scenario where all destinations are facing great competitions.

Therefore, Publicity through Print, Electronic and internet media is all the more necessary to achieve this objective to promote the capital city which receives over 60% of the total international tourist traffic 50.80 lakhs (5.8 million) and 360 million domestic tourists every year.

The Following are the key areas of deliverables:

Public Relations-Key Accountabilities

- Media Planning and Public Relations conceptualization, selection of advertising campaigns and other sales promotion technique for the promotion of the various activities of the corporation.
- Promote a positive image of the corporation by working closely with the Print and electronic, online Media & Travel Magazines.
- Responsible for Planning a Public Relations Strategy to minimize negative Publicity and promote the activities.
- A preparation of Media invites, Press Releases, background notes, advertorials etc.



- Compilation of regular data base of Media, including contact Details , (Mob./Email, addresses etc)
- Maintaining a Photo Bank
- Organization of conferences
- Issuance of Media invites and Follow up with Journalists on one on one basis to ensure coverage of the events
- Mailing of Press releases, during and post events
- Thanks letter to Media, Post event
- Scanning of English-Hindi news paper and online news items on daily basis
- Preparation of Media clippings on daily basis and forwarding the same to the senior officials.
- Processing of proposal received from various agencies for release of advertisement in trade magazines, journals, tender notices etc
- Planning and execution of advertising campaign in consultations with the advertising agencies. This include inviting of creative designs, estimates, processing of proposals for seeking approvals from the management, co-ordination with Adv. Agencies to ensure timely delivery for material such as : invites, Newspapers Advertisements, Brochures, Outdoor Publicity, standees, FM radio jingles, SMSes, backdrop, signage's etc
- Deployment of transport for the Media during the events and its close co-ordination by deputing staff for their picking/ dropping at the designated spots.
- Processing of bills received from the agencies (post event)
- Maintaining expenditure record
- Photography /vide coverage of the events and maintenance of its records.
- Facilitation of Media at the venue of the event including refreshments
- Designing of exhibitions for the corporation while participating in Travel Marts Seminars etc.
- Organizing Interviews of the MD & CEO for the print and Electronic Media
- To maintain Publicity Literature in a centralized store and its distribution to various outlets of the corporation and during conferences, organized by various government / non-governmental organizations.



- Maintaining update records of issuance/ availability of Publicity Literature at the store
- Distribution of Gifts to the Media-as and when required
- Co-ordination with PHD Chambers, CUU, FICCI, etc. for Tourism Promotions activities
- Corporate image building
- Consistent Promotional efforts for retaining the Brand Image of Tourist Products and services.

Production of Publicity Material

- Planning of Annual budget plan for seeking Publicity Grant form Govt. of NCT of Delhi and regular co-ordination with Planning division.
- Conceptualization, Planning and Production of Tourist Literature for the corporate Promotion of Delhi as a Tourist destination such as Delhi Maps, Folders, Guide, Books, Brochures, Posters, Kit Bags, CDs etc
- The Process includes- brief to the agency, drafting of technical specifications, visualizing the design and its impact, proof-reading of the dummy of the material being printed, supervision of printing process (wherever required)
- Regular co-ordination with advertising agencies for inviting expression of interest, Designs & Execution of Jobs
- Conceptualization of Publicity and Promotion campaign through print and Electronic media
- Production of Newsletter, coffee table book, Souvenir on various Promotional Events.
- Production of Films on Delhi
- Development of various exhibitions in flex, digital prints, stand alones etc. To promote Delhi as a cultural destination during international exhibitions such as PATA, SATTE, WTM, ITB etc.
- Preparation of utilization certificate on completion of the financial year.
- Co-ordination of Advertising campaigns for the promotion Cultural Tourism such as Fair and Festival related to Tourism Development.

Staff Strength:- To carry out the above mentioned tasks, the P.R & Pub. Division is presently functioning with below mentioned staff:



Serial No.	Designation	Number
01.	Sr. Chief Manager	01
02.	Manager (PR & Pub)	01
03.	Dy. Manager	02
04.	Store Keeper	01
05.	GCA	01
06.	Helper	01

Contractual Staff

Serial No.	Designation	Functional
1.	Management Trainee	02
2.	PR Trainee	01

ORGANIZATION OF THE ENFORCEMENT DIVISION

CHIEF MANAGER -II (ENFORCEMENT)

PS attached with division

Manager-II

Asstt. Manager-II

FUNCTIONS OF DIVISION:-

The officers conduct the Inspections of the various units of the the Corporation

As per the directions of the Chief Manager (Enforcement) and submit report. A separate file is being maintained of every Unit Inspection in by Enforcement Division.

Number Of Employees Designation Wise:-

- Chief Manager – II (Enforcement) 1
- Manager – II (Enforcement) 1
- Deputy Manager – II (Enforcement) 1
- PS 1
- Office Asstt 1
- Records being maintained at Division Level:



- Attendance Register
- File Register
- Unit Inspection Register
- Files related to each unit Inspected

FINANCIAL RECORDS

- No financial records are being maintained in the Enforcement Division as no financial transactions are being done in the division.

Responsibilities of Each Employee at Division/Unit Level.

- To carry out the Inspection as per the directions received.
- To submit the Inspection report to General Manager
- To issue the memo as per the directions.
- To put up the reply of the memo received from the concerned Employees to the General Manager.
- Time required performing a specific job.
- With in the timing of the Units being Inspected.
- Normal office tours at HQ
- For specific job depends upon the nature of job.

Finance Division

1. Organizational Chart of Finance Division:

- o Financial Controller
- o Chief Managers
- o Managers
- o Deputy Managers
- o Assistant Managers/PS
- o Assistant Grade-1
- o AACC
- o Junior Assistant /Data Entry Operator
- o Office Assistant



2. Functions of Finance Division / Unit:

Finance Division is responsible for overall financial management and budgetary control in line with the short and long term cooperative objective.

Finance Division is also responsible for maintenance of proper financial accounting and other statutory records prescribed under the Indian Companies Act, Income Tax Act, Accounting standards and other Acts.

Finance Records

- Vouchers (cash/bank /General)
- Petty Cash Book/Cash Book /Bank Book/Journal Book
- Bank statement/Bank Reconciliation Statement/Trial Balance
- Asset Register.
- Annual Financial Statements including profit and loss account, balance sheet, cash flow statement.

Responsibility of each employee in Finance Division / Finance Units

- Maintain up-to-date accounting records to generate prescribed financial statements for presentation to audit /BOD /Share holders.
- Coordination with internal auditor / statutory auditors/ government auditor
- Deposition of statutory dues including excise income tax, service tax with the designated authorities in a timely manner.
- Prepare annual returns of income tax, service tax and VAT.

Time required for performing the official duties:

Normally, personnel's posted in finance division are expected to observe the prescribed time of duty, i.e. 9.30 a.m. to 6 p.m. everyday with weekly off of Saturday's and Sundays or as per timing of unit where posted outside head office.

Chief Manager (F) looks after the taxation following staff are posted in Taxation Division.

- | | |
|-----------------|-----|
| • Manager- | One |
| • Deputy Mgr- | One |
| • Asstt.Mgr.-II | One |
| • PS | One |
| • Jr. Asstt.- | One |



ORGANIZATION CHART OF THE INFORMATION TECHNOLOGY DIVISION

Information Technology Division – Manual

The Computerization process in Delhi Tourism was initiated in the early 90's by setting up a small computer room with the help of one contractual official taken through NIC. Further, internal officials were trained to further strengthen the computerization process. At the first instance the software for salary disbursement was implemented.

Concrete process for computerization in the corporation was initiated in the year 1992 with setting up of an Electronic Data Processing (EDP) Cell by recruiting manpower in the following categories;

- Computer Programmer
- System Analyst
- Computer Operator
- Data Entry Operator

During this period, focus was to get data from different divisions and process the same in Electronic format by data entry and provide desired results to the end user, thus naming the cell as EDP cell. Training was imparted to various sections of staff such as stenographers and accountants. Things were never the same again and journey on information Technology has actually begun during this period.

The software for Salary was redeveloped by the EDP CELL and various new additions such as Provident Fund Trust, Pay commission processing as per 6th Pay Commission were added making it a comprehensive salary software.

There was no looking back as almost all divisions of the Corporation were studied and process for systems study and software development was initiated for creation of an automated management information system thereby leading to a better decision support system.

Gradually the small computer cell have grown up as EDPCELL and now matured with in the new era as Information Technology Division, becoming integral part of all activities of the Corporation.

Some of the activities taken up since that period and implemented are as under;

- Website of the Corporation
- Liquor Inventory Management System



- Financial Accounting System
- Payroll System
- PF Trust computerization
- Project Management System-Engineering Division
- Taxation System
- Airline Reservation System
- Foreign Exchange Services software
- Ticketing at Dilli Haat and Garden of Five Senses
- E-Newsletter for Corporation
- Tourist reservation system with e-commerce facility for DTTDC packages
- Space Booking System for Dilli Haats at INA and Pitam Pura and Garden of Five Senses

OTHER PROJECTS OF DELHI GOVERNMENT UNDER IMPLEMENTATION AND FUTURE PROJECTS

- Delhi State Spatial Data Infrastructure (DSSDI) Project with IT Department, GNCTD and Survey of India
- E-Tendering System with Delhi Government for Head office (completed for Engineering Division)
- Virtual walk through/ Panoramas for Website and independent monuments
- Barcode Based Liquor Inventory Management System with Excise Department, GNCTD

PROPOSED

- File Management System
- Artisan Management System for Dilli Haat
- HRD Management System
- Transport Management System
- Stock Management System
- ERP Management System
- ERP System



Locations where computer are installed in the Corporation

- Head Office
- Laxmi Nagar
- Tourism-CRO
- Travel – N-Block
- Dilli Haat –INA
- Dilli Haat – Pitam Pura
- Legal Division
- Garden of Five Senses
- Engineering Division
- DITTM
- Transport Division

ACTIVITIES FOR THE IT DIVISION AT HEAD OFFICE

1. Identification and Initial System Study for designing of new computerized systems.
2. Processing of tenders for technical evaluation
3. Coordination between various vendors for procurements, maintenance of the Website, Hardware and Software.
4. Coordination with various Government Departments
5. Preparation of presentations
6. Processing of Files
7. Training – In house
8. Maintenance / Updation of existing Softwares
9. Hardware and Software Management for Head office and various divisions of the Corporation.

EDP CELL – Head Office

A Brief write-up on present software systems

Computerization and maintenance of systems in the Corporation for all Divisions for the following projects, which includes data base and software management:



1. Inventory Management for Liquor Division

A new Inventory Management software is got developed from M/s TBL Ltd. and implemented at Liquor Division, Laxmi Nagar and Head Office, Defence Colony. The software is developed in VB.Net with SQL Database. It covers areas from weekly shops reconciliation, ordering process, payment thereof and various MIS reports.

The system is developed for the Liquor Division i.e., IMFL and Country Liquor Division. The same is being utilized presently by the IMFL division at Laxmi Nagar for ordering and at Head Office for payment purpose. The same is to be implemented in the Country Liquor Division where the ordering process is handled partially by the Excise Department. M/s TBL Ltd. is being called for finalizing the issue of AMC as the warranty period is already over.

2. Financial Accounting System

Presently the accounts of the Corporation are computerized through “Tally” Software. The Corporation awarded the work for development of new software to M/s TBL Ltd., who was not able to complete the task. Enterprise partners of “Tally” are called for customized solution on present software.

3. Salary System and CPF Trust System

The salary system is handled through “Payman Software”. The main function includes implementation of changes in the employees profile from financial and personnel angles. The system is proposed to upgrade as a HRD system, for which work is underway.

4. Travel Bureau System

“Travel ease” software is implemented in Travel Division at N-Block office. The software handles the front office operations such as sale of tickets and IATA based reports.

5. FOREX Bureau System

“Forex ease” software is implemented in Foreign Exchange Division at N-Block office. The software handles the front office operations such as sale of currency and RBI based reports.

6. Ticketing System at Dilli Haat and Garden of Five Senses

Ticketing software was developed to handle sale of tickets at these two projects. The system is being reviewed as required support is not being provided by the developer.



7. Project Management System – Engineering Division

The Engineering Division purchased project Management System “Primavera”. The same is being implemented by the Engineering Division. It enables the project management at the project level with a possible consolidation effect at the Corporate level.

On-Going Projects (Under CFA by Ministry of Tourism, Govt. of India)

1. Multilingual website of the Corporation (CFA)

The Corporation's first website was launched in the year 2000, which provides static information on the activities and facilities of the Corporation. In this new era, a new multilingual website in English, Japanese, German and Spanish language is being developed, work for which is awarded to M/s Cincom Ltd. The website is designed and submitted to National Informatics Centre, Delhi for security audit. As informed by NIC the e-commerce facility is to be incorporated through a banker. The Corporation is tying up with ICICI for the purpose. Besides it is noticed that content in other languages is not completed, which M/s Cincom is advised to complete at the earliest so that the site is launched. Total cost of the project is Rs.9.87 lakhs with AMC @Rs.4.00 lakhs/year for a period of 3 years.

2. Reservation System (CFA)

M/s SARK Ltd. developed a web-based system for Package Tour reservation system. This system is proposed to be made available at the “Sugam Kendras” at MCD offices in Delhi (134 nos.) This system provides facility for on-line booking for package tours offered by the Corporation. Required training was provided at the Central Reservation System on which a few changes are suggested by the Tourism Division. Total cost of the project is Rs.2.25 lakhs/year for a minimum period of 2 years.

The newly developed website of the Corporation also has the Tourism Reservation system with e-commerce facility. This would be used by our officials as well as General Public for making booking on-line.

3. Handy Audio Reach Kit (HARK) (CFA)

It is proposed to install HARK at Jantar Mantar. The HARK provides facility to the tourist to know about the monument before which he/she is standing, by keeping a small receiver in hand. The transmitters would be installed at monuments strategic locations. The total cost of the project is Rs.3.25 lakhs. The project once installed may be handled by the staff of ASI at Jantar Mantar.



4. Help Line / Call Centre (CFA)

It is proposed to set up single telephone line based help line / call centre for helping the tourist. A CFA of Rs.28.50 lakhs was sanctioned by Ministry of Tourism, Government of India. As informed by IT Department, GNCTD, a company is selected by Delhi Govt. for setting up of one number based Call Centre. They are expected to visit the Corporation as per schedule provided by Govt.of Delhi.

They may further be advised to provide a new number to the Corporation for Tourism in Delhi on the same lines as Delhi Government.

The Corporation may take two seats initially for a period of 12 hours locally. The time duration and reach may further be extended to India and the World in future.

5. Networking for Internet facility at HO, Tourism and Liquor Division (CFA)

A broadband internet facility is installed at Head Office, Tourism – Central Reservation office, Connaught Place and Liquor Division, Laxmi Nagar. The same is proposed to be upgraded to better connectivity based leased lines in near future.

6. HRD System for Personnel Division

It is proposed to implement HRD based system in the Corporation.. Presently C-DAC (A scientific society under Ministry of IT, GOI) is called for a detailed presentation. It is proposed to computerize the entire Personnel Division through new software including the functions such as personnel record files, leave records, training, vigilance etc.

STATUS OF COMPUTERIZATION

S. N.	Activities under Computerization
1	Web Site with information on Delhi
2	Salary & CPF Trust system
3	Liquor Inventory Management System
4	Financial Accounting System
5	International and Domestic Air Ticketing
6	Money Changing System
7	Taxation System



8	Ticketing System – Dilli Haat
9	Ticketing System – Garden of Five Senses
10	Transport Management System
11	Assets Management System
12	First information based CD on Tourism in Delhi
13	First Virtual Walkthrough based CD on Jantar Mantar Monument

S. N.	Services offered to citizens
1	Web Site
2	CD Rom on Delhi
3	Touch Screen Kiosk
4	Reservation System (Amadeaus, Galelio & IA) Airline/Hotel/Car Rentals
5	FOREX Services

S. N.	More Services identified for computerization
1	Website with multilingual contents & e-commerce
2	Virtual Walkthrough based CD on monuments
3	File Management System
4	Reservation of tours through Citizen Service Bureaus at the office of MCD, DTC, Employment Exchanges etc. in Delhi
5	HRD Management System
6	Call Center /Help Line

1. Inventory Management for Liquor Division

The Corporation shifted to computerized Inventory Management System nearly 9 years back. The software was got developed from M/s Magic Software in Dbase /Clipper based platform. The system was aimed at automating the process at Liquor Division at Liquor Division and payments thereof at Head office with data

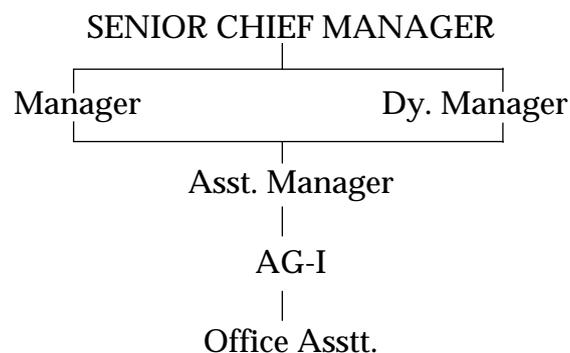


transfer facility to the Excise Department, GNCTD. As the database capabilities were limited a need was felt to upgrade to a better platform keeping in view the growing needs in the organization. At that time the software could only be implemented at Liquor Division for ordering purposes only.

A new Inventory Management software is got developed from M/s TBL Ltd. and implemented at Liquor Division, Laxmi Nagar and Head office, Defence Colony. The software is developed in VB.Net with SQL Database. The software was implemented and made operational in September 2004. It covers areas from weekly shops reconciliation, ordering process, payment thereof and various MIS reports. In the process, the weekly reconciliation statements (receipts and sales) received from the vends are fed in the computer system. The system then based on the formula devised calculates the next weeks ordering pattern. The options for festivals /events anticipating more/ less sales are also advised in the system in the process. The output of the ordering process once approved by the management is transferred to the Excise Department, GNCTD for Transport Permits issuance to the suppliers. Same data is now being forwarded to the Head office where next part of the system is made functional for payment purpose. The system provides various analytical reports besides record keeping reports as required and devised in the process. Since the system is designed in one of the latest platforms the security issues and better facilities are being provided by the new system. This has resulted in better utilization of resources and creation of superior decision support system for a much better Management Information System.

The system is developed for the Liquor Division i.e., IMFL and Country Liquor Divisions. The same is being utilized presently by the IMFL division at Laxmi Nagar for ordering and at Head office for payment purposes. The same is to be implemented at the Country Liquor Division where the ordering process is handled partially by the Excise Department. Presently matter is being discussed with M/s TBL Ltd. for finalizing the issue of AMC as the warranty period is already over.

OPERATIONAL DIVISIONS
ORGANIZATIONAL CHART OF TOURISM DIVISION





FUNCTIONS OF TOURISM DIVISION:

Following are the different Units (Information Counters) of Tourism Division:-

- Central Reservation Office
- N-Block
- Dilli Haat – INA
- Domestic Airport Terminal –I
- Nizamuddin Railway Station
- I-Centre
- Govt.of India Tourist office (GTO)
- New Delhi Metro Station (Ajmeri Gate Side)
- Shivaji Stadium Metro Station
- Kolkatta
- Chennai

The officials posted at the above mentioned Units impart the Tourist Information Distribute free Literature and book the Package Tours operated by the Tourism Division. Special Bookings as regards to Car and Coach Rental, Hotel Reservation within and Outside Delhi (Empanelled Hotels).

RECORD BEING MAINTAINED AT DIVISION LEVEL / UNIT LEVEL

ADMINISTRATIVE AND FINANCIAL RECORDS.

Administrative Records:

- Attendance Register
- Movement Register
- Regular Tours Register separately for Local Sight Seeing, Agra Same Day, Golden Triangle Tour, Haridwar –Rishikesh Tour, LTC Package Tours, Special Booking Register, Credit Card Bookings & Records of Booking through IRCTC & Online booking.
- Record of Participation in National & International Events in the Calendar Year and the Expenditure incurred.
- Files pertaining to the payment of Electricity, Telephone, Internet, Fax, Pest Control & Portable Drinking Water, Space and security



- Any other miscellaneous files / Records as required
- Files related to Each Information Counter.

FINANCIAL RECORDS

- Cash Memo Booklet on which the manual booking of the Package Tours are done
- Cash Abstract booklet for reconciliation of Monthly Sales
- Receipt Booklet for Cheque/Demand Draft
- Bank Deposition Statement
- Petty Cash Book
- Monthly Sale Records of all Information Counters
- Profit /Loss Statement of Package Tours
- Files pertaining to monthly imprest for day to day maintenance of Information counters
- Files pertaining to Imprest for Regular & LTC Package Tours
- Files pertaining to the expenditure incurred on the publicity of the Package Tours and on printing of the Regular and LTC Package Tour Brochures
- Maintaining the Sale Register
- Records pertaining to the Bookings done by the officials posted in Kolkatta and Chennai Office.

RESPONSIBILITIES OF EACH EMPLOYEE AT DIVISION / UNIT LEVEL

- Maintaining the Sale Register
- Coordination with Transport Division and with officials posted on Information Counter
- Deposition of Sales proceeds with the Cashier
- Imparting the Information to the Tourists to his/her satisfaction
- Escorting the Tour within and outside Delhi
- To set up the Exhibition and manning the booth in the events organized by the Corporation and in National and International Events in which the Tourism Division particulars



- To safeguard the furniture / fixtures / documents available in the unit.
- Any other job assigned to the officials.

TIME REQUIRED TO PERFORM A SPECIFIC JOB

Normally the officials who are posted at the Information Counters Work in shift duties which are as under:-

Morning shift	(7 AM to 2 PM)
General shift	(10 AM to 5 PM)
Afternoon shift	(2 PM to 9 PM) with one weekly off

For specific jobs depends upon the Nature of Job

ORGANIZATIONAL CHART OF THE ADVENTURE TOURISM DIVISION

- Sr. Chief Manager (Adventure)
- Manager (Water Sports)
- Manager (Adventure Marketing)
- Assistant Manager (Water Sports)
- Sr. Rock Climbing Instructor
- Sr. Para Sailing Instructor
- Sr. Marketing Assistant (Adventure)
- Life Guard (Water Sports)
- Motor Boat Operator
- Office Assistant

Functions of Division:

A) Water Sports

The Corporation is having seven functional water sports units. These units are headed by Assistant Manager (Water Sports). The water sport facilities are being sold to general public. The main facilities available are Pedal Boats, Motorized Shikara and Water Ball. Training in Kayaking & Canoeing is also provided.



B) Adventure Division

To prepare and market custom made tours. To organize trekking and mountaineering expeditions. To organize special tours for school children.

Number of Employees Designation-wise:-

• Sr. Chief Manager (Adventure)	1
• Manager (Adventure)	2
• Assistant Manager (Water Sports)	4
• Sr. Rock Climbing Instructor	1
• Sr. Para Sailing Instructor	1
• Sr. Marketing Assitant (Adventure)	1
• Life Guard (Water Sports)	6
• Sr. Motor Boat Operator	1
• Office Assitant	7
Total	24

4. Records being maintained at Division Level / Unit Level:

- Attendance Register
- File Register
- Unit Inspection Register
- Files related to each unit
- Imprest File
- File of electricity bill

5. Financial Records:

- A cash book is being maintained at every unit to record the daily sales.
- Imprest register is also being maintained at unit level.

6. Responsibilities of each employee at Division/Unit Level:-

- To maintain the required files
- To sell the tickets for boating activities and collect the cash



- To deposit the cash at HQ
- To maintain sale register
- To keep the water sports equipment in running condition.
- To help customers board/de-board boats
- To keep an eye on every boat to avoid any mishap
- To improve the water sport activities at lakes with Private participation
- To procure new water sports equipments
- To procure new water sports equipments
- To provide training in the Field of Kayaking and Canoeing
- To organize different activities to promote Adventure/Water Sports
- To participate in state/national level adventure water sports competitions.

7. Time required for performing a specific job:

- Within the timing of the units timings
- Normal office hours of the unit
- For specific jobs depends upon the nature of job.

ORGANIZATIONAL CHART OF TRANSPORT DIVISION

CHIEF MANAGER (TRANSPORT)

MANAGER (TRANSPORT)

Asst. Manager (Accts.)

AG-I (General)

Data Entry Operator

Salesman/Jr. Asst./TCA/Off. Asst./Security Guard/Cleaner/Drivers/ Sweeper/
Contractual Staff (Gardener/Sweeper)

At the outset the Transport Division of the Corporation has been entrusted with the following functions:-

1. Maintenance of all vehicles.
2. Purchase of new vehicles and disposal of old vehicles.
3. Deployment of commercial vehicles.



4. Deployment of staff vehicles.
5. Empanelment of Transport Vehicles (including tendering process).
6. Sale of tourism car rental etc. (Independent booking).
7. Liaison with Govt. Departments for procurement of business.
8. Follow up of payment and rising of bills.
9. Maintenance of History Registers, Log books, Salvage Register, tax register, POI Register and stock Registers etc.
10. Finalization of tenders and contracts.
11. Transportation tariff fixation.
12. Handling of International and National Conferences.

REVENUE SOURCES:

In addition to the DTTDC fleet owned by the corporation, Delhi Tourism has also panel of transporter for different types of vehicles from whom we hired the vehicles as and when required. The details are as under:-

For AC and Non AC Coaches (Valid upto 31.3.2013) 15%

1. M/s Sehgal Transport Service
2. M/s Bakshi Transport Co.
3. M/s Highway Travels
4. M/s The Times Travels
5. M/s Vivek Travels

For AC Tourists Cabs for Airport (Valid upto 31.3.2013) 36%

1. M/s B.S. Travels
2. M/s Bridge the World Tour & Travels
3. M/s Jai Mohan Transport Services
4. M/s Taj India Tours
5. M/s Indira India Taxi Service



Empanelled Workshops are as under:-

S.No.	Name of Workshop	Nature of Job/Repair
1.	Tara Dutt Automobiles 301/5 Sukhdev Market (Opp Defence colony) Kotla Mubarakpur New delhi-110003	CNG Vehicles
2.	Raju Automobiles 808 22-23 Sukhdev Market, Kotla Mubarakpur New Delhi-110003	CNG/Mechanical Repair (Small Vehicle)
3	M/s. Gurdeep Singh 91 DDA Market Apna Bazar Nehru Nagar, New Delhi	Radiator Repair (Small Vehicle)
4.	M/s B.Motors 10 DDA Market Apna Bazar Nehru Nagar New Delhi	Mechanical/Denting and Painting (Small Vehicle)
5	M/s B.Motors 37 DDA Market Apna Bazar Nehru Nagar New Delhi-110065	Electrical Repair (small vehicle)
6	M/s H.S.Automobiles 63, Mohan Singh Market (Behind Super Bazar) INA New Delhi -110023	Mechanical Repair (Small vehicle /Coaches)
7	M/s Air Conditioner Enterprises Back Side-9, Tyag Raj Nagar Market (Prem Nagar) New Delhi - 11003	Air-conditioned repair (Small Vehicle)
8	M/s Narender Singh M/s B.Motors 33 DDA Market Apna Bazar Nehru Nagar New Delhi	Denting & Painting (Small Vehicle)



9	Motors M/s B.Motors 77 DDA Market Apna Bazar Nehru Nagar New Delhi	Upholstery Work (Small Vehicle)
10	German Diesel Service Shop No.C-64, Transport Centre Near Police Station, Timarpur. Delhi - 110054	Diesel Pump (For coaches)
11	M/s S.S.Body Builders D-4. New Truck Parking Transport Centre Timarpur, Delhi - 110054	Fabrication / Mechanical Repair (For coaches)
12	M/s Indersons Motors Pvt.Ltd B-11/98. Mohan Cooperative Industrial Estate, Near Badarpur New Delhi	For coaches/All works
13	M/s Sidwal Refrigeration Industries Pvt.Ltd Transport Centre, Majnu Ka Tila Timarpur, New Delhi	
14	M/s Sita Ram Automobiles Transport Centre, Majnu Ka Tila Timarpur, New Delhi	For coaches
15	M/s Satkar Motors C-4 Transport Centre, Majnu Ka Tila Timarpur, New Delhi	Mechanical Repairs For coaches
16	M/s Ralhan Body Builder D-12, Transport Centre, Majnu Ka Tila Timarpur, New Delhi	For coaches



17	M/s Alisha Glass Fitting Shop No.D-34 Transport Centre, Majnu Ka Tila Timarpur, New Delhi	For coaches
18	M/s R.S.Auto Engineers 31, Jamrudpur Auto Complex Greater Kailash-I New Delhi - 110048	For Diesel coaches /Cars
19	M/s Durga Motors (Regd) Shop No.C-33, 34 Transport Centre, Majnu Ka Tila Timarpur, New Delhi	For coaches
20	M/s Babulal & Sons Garage No.K-10, Sujan Singh Park, New Delhi - 11003	For Cars
21	M/s Bombay Wheels T-807/8, KH.No.301, GF Sukhdev Market, Kotla Mubarakpur New Delhi - 11003	For Tyres
22	M/s Sai Tyre House 252-E, Sant Nagar, East of Kailash New Delhi	For Tyres
23	M/s Goel Motor Works 3978, Ajmeri Gate Delhi - 110006	For Tyres
24	M/s Battery House 26,Mohan Singh Market, INA Market New Delhi-110023	For Battery
25	M/s Sunder Battery 108, Ring Road Market Sarojini Nagar New Delhi - 110023	For Battery



26	M/s Nice Auto Elec. Works S-27, Pratap Market, Jangpura-B New Delhi - 110014	Forbattery/Elect. Works
27	M/s Amrit Battery Junction S-28, Pratap Market, Jangpura-B New Delhi - 110014	Forbattery/Elect. Works
28	All authorized workshops of the manufacture	

IMPREST

An imprest of Rs.2.00 lakhs is sanctioned to Transport Division for day to day expenditure on following heads:-

1. Petrol /diesel for outstation tours
2. CNG for staff vehicles/coaches
3. Minor repair and maintenance
4. Printing and office stationery
5. Payment of inter state taxis during outstation tour
6. TA/DA to the drivers/cleaners for outstation tour
7. Wages to contractual sweeper and Gardener

DETAILS OF VEHICLE HIRE ON MONTHLY BASIS FOR OFFICIAL USE OF DTTDC OFFICIALS

Sixteen Ac Cars as staff vehicles are being hired on monthly basis through empanelled transporter m/s Laxmi Tours & Travels @ Rs.27200 per vehicle for 2500 kms /250 hours / 25 days in a month for the following officers/ projects:

1. Chief Managar (Catering & GAD)
2. Chief Manager (DH-INA) and Co.Secy
3. Sr.Chief Manager (Tourism)
4. Sr.Chief Manager (Adv. & Events)
5. Chief Manager (Liquor)



6. Chief Manager (Finance)-6 vehicles
7. Chief Manager (Personnel & Legal)
8. Manager (PR & Pub)
9. Manager (DHINA Project)
10. Manager (Liquor)
11. General Pool (Liquor Division)

“Economy in both planned and Non-Planned expenditure”

Transport Division is strictly enforcing all guidelines issued by the government of NCT of Delhi from time to time regarding “Economy in both planned and Non-Planned expenditure” Like ceiling drawl of petrol / diesel @200 liters per vehicle per month is being enforced on the staff vehicles of the Corporation despite the fact that the Corporation is commercial organization. The Corporation being a commercial organization the BOD approved 300 liters petrol per moth to Chairman and MD & CEO only. Only enhancements allowed to a maximum of 50 liters per month in exceptional and on commercial consideration to other officers of the Corporation approved by the General Manager.. For CNG vehicle 120 kg. CNG & 20 liter petrol per vehicle per month is being enforced on the staff vehicles other than CMD, GM & FC. Only enhancement is allowed to a maximum of 25 Kg.CNG per month in exceptional and commercial consideration to oth4er officers of the Corporation approved by the General Manager.

REPLACEMENT AGE OF FLEET

DLY Permits (TATA Indica/Indigo)	After 5 years operation
DLZ Permits (Swift Dzire)	After 5 years operation
DLY Permits (Innova/Tavera)	After 5 years Operation
Coaches Diesel Version	After 7 years operation
Coaches CNG Version	After 10 years operation
Staff Car	After 6 & 12 years operation /
1.5 lakh km.	Whichever occur later

VEHICLE MAINTENANCE SCHEDULE

Time/Kms covered by the vehicle regarding change of oil/servicing/major repair:-

1. Servicing cab/Staff car	5000 kms. Covered for Tourist 7500 kms. Covered for coaches
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- | | | |
|----|-------------------------------------|---|
| 2. | Engine Overhauling
cab/staff car | 1 to 1.5 lakh kms. For Tourist
1.5 to 2.00 lakh kms for coaches |
| 3. | Denting/Painting | Condition of the vehicle/
At the time of fitness

(To get the fitness renewal
certificate from

Transport Department GNCTD) |

RECORDS BEING MAINTAINED AT DIVISION LEVEL

ADMINISTRATIVE RECORD:-

1. Attendance Register
2. Files pertaining to the payment of telephone, Fax, Pest Control & drinking water
3. Files pertaining to various Government departments
4. Files pertaining to tender for various sectors/tours

FINANCIAL RECORDS:

- 1 Daily Fleet Utilization Statement along with Hired vehicles
- 2 History Register of each vehicle
- 3 POL Register Vehicles wise
- 4 Inter State Tax Register vehicle wise
- 5 Stock Register
- 6 Salvage Register
- 7 Log Book of each vehicle
- 8 In and out shedding register for vehicles
- 9 Party ledger
- 10 Cash Abstract booklet
- 11 Imprest booklet
- 12 File pertaining to Imprest/Ex-post Facto approval.
- 13 File pertaining to Major repair of each vehicle.



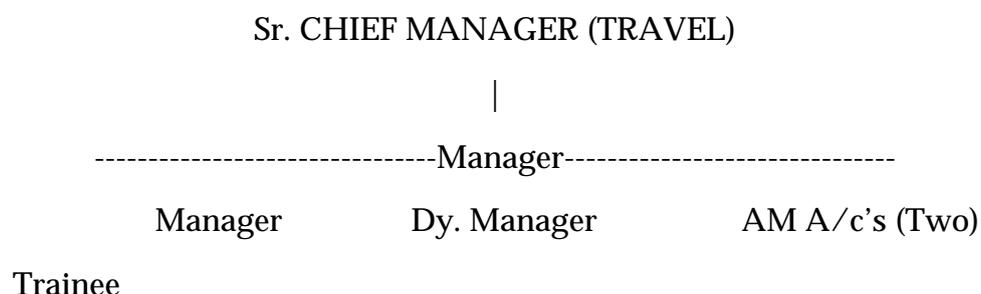
RESPONSIBILITIES OF EACH EMPLOYEE AT DIVISION

- Maintaining the vehicle & Log Book of the Vehicle.
- Maintaining the advance Booking Register.
- Maintaining the IN & Out Register.
- Maintaining the OTA Register.
- Co-ordination with Drivers & Cleaners regarding deployment of the duties.
- Imparting the information to the Govt. Officers/Tourists to his/her satisfaction.
- Maintaining the imprest, POL, Cash Abstract Booklet, Party ledger, History Register, stock Register, Inter state Tax Register, Salvage Register. To safe guard the DTTDC assests available in the unit. Any other job assigned to the officials.

TIME REQUIRED PERFORMING A SPECIFIC JOB

- Normally the officials who are posted at the Transport counter work in shift duties which are as under:-
- Morning Shift (7 Am to 2 Pm)
- Afternoon Shift (2 Pm to 10 Pm)
- Night Shift (9 Pm to 6 Pm)
- General Shift (9.30 Am to 6 Pm)
- Drivers & Cleaners duties depend upon the Nature of requirements.

ORGANIZATION CHART OF THE TRAVEL DIVISION





FUNCTIONS OF DIVISION

The Travel Division was started in 1996 to provide the International and Domestic Ticketing and also the money exchange facility to the Traveler.

- The RBI License to the Corporation as (FFMC) Full-Fledged Money Changer was issued in the year 1997.
- The official banker for the purpose of Bank of Punjab Ltd. which was now merged into HDFC Bank.

As per the guidelines the division needs to submit the reports of the transaction to RBI by the 10th of the following month on the basis of which RBI can conduct the inspection of the premises. As per policy of RBI the license is renewed on yearly basis. The said license is valid upto 3/4/2015.

The division is authorized to do the sale/purchase of foreign exchange as per the guidelines of reserve Bank of India with two types of clients. One is Walk-in and other one is corporate client.

Full-Fledged Money Changers may freely purchase foreign currency notes, coins and travelers cheques from residents as well as non-residents. The Forex division issues certificate of encashment in cases of purchases of foreign currency notes, coins and travelers cheques. These certificate bearing authorized signatures are being issued on Encashment Certificate containing the address of the Corporation and proper record is also being maintained. FFMCs can purchase from other FFMCs and Ads (Banks) any foreign currency notes, coins and encashed travelers' cheques tendered in the normal course of business. Rupee equivalent of the amount of foreign exchange purchased has to be paid only by way of crossed account payee cheque/Demand draft/Bankers' cheque/Pay order.

FFMCs may sell foreign exchange up to the prescribed ceiling (currently US \$ 10,000), out of which USD 3000 can be given in cash and rest has to be in traveler cheques from, specified in Schedule III to the Foreign Exchange Management (Current Account Transaction) Rules, 2000 during a financial year to person resident in India for undertaking one or more private visits to any country (except Nepal and Bhutan). Exchange for such private visits will be available on a self-declaration basis to the traveler regarding the amount of foreign exchange availed during a financial year.

AMCs may sell foreign exchange to persons resident in India for undertaking business travel or for attending a conference or specialized training or for maintenance expenses of a patient going abroad for medical treatment or check up abroad or for accompanying as attendant to a patient going abroad for medical



treatment/ check-up to the limits (currently US \$ 25,000 per visit) specified in Schedule III to FEMA (Current Account Transactions) Rules, 2000.

FFMCs may accept payment in cash up to Rs, 50,000/- (Rupees fifty thousand only) against sale of foreign exchange for travel abroad (for private visit or for any other purpose). Wherever the sale of foreign exchange exceeds the amount equivalent to Rs. 50,000/- the payment must be received only by a crossed cheque drawn on the applicant's bank account or crossed cheques drawn on the bank account of the firm/ company sponsoring the visit of the applicant or Banker's cheque/ Pay Order/ Demand Draft for this purpose.

Through its Bankers HDFC the Division is also dealing in Western Union Money Transfer on commission basis. The Commissions defers from Country to Country and it is decided on slots. The division was also issuing Travelers cheques from American Express till 31/12/2008. The facility of issuance of American Express Travelers cheques is not available with DTTDC :td. The accounting package of the Forex is through Satnam Compute whose annual fee is Rs. 6618/-. The notifications issued by RBI are provided by Shakun & Company on the annual fee of Rs. 1260/-.

TRAVEL DIVISION

The division got its IATA license in January 1998. The IATA license is mandatory requirement for any travel agency to function world over as it acts as a regulatory body.

Prior to 2003, the division was making payments to the respective airlines after deducting the necessary commission on the tickets issued by the division.

Post 2003 as per the guidelines from IATA all payments as well as issuance of tickets is being handled through its BSP (billing settlement plan). There is no extra fee for the same. The payments are settled with the BSP for international ticket on the 15th and 31st of the month. Domestic payment are settled on the 10th and 25th of the month. The computerized statements generate through IATA.

Since November 2008, the system of charging Handling charges was introduced which is as follows:-

International	Domestic
Economic – Rs.2500/-	Rs.500/-
Business – Rs.5000	Rs.1000/-
Ist Class – Rs,10,000	



However, no service charge is being charged on LTC tickets by the division.

- If the division procures visa through M/s Delhi Visa & Consultancy Services then the division pays Rs.150/- as service charges to that company and retains Rs.50/- as handling charges.
- International Airlines like Air India, Kingfisher Airlines, Jet Airways, THAI Airways, China Eastern Airways and China Airlines give 3% commission.
- Domestic Airlines for which Travel Division does the ticketing like Indian Airlines, Air India, Jet Airways, Kingfisher Airlines and Jetlite give 3% commission.
- On Visa fee handling charges is Rs.50/-
- Overseas Mediclaim is through SMS Travelers which give 20% commission. Rs.150/- is being charged as commission by the division.

Amadeus system is being used for ticketing as well as accounting package.

- As per the requirement of the customer, the rate and availability of the ticket is seen on the Amadeus system installed with Travel division.
- Once the itinerary is finalized, the ticket is issued through the Amadeus system.
- The invoice is also generated through the accounting package/power office of IATA BSP
- In case of Cancellation/Reissuance of tickets the credit note is also being generated through Power Office.
 - The airlines for which the travel division is not equipped with the ticket quota those tickets are booked through approved agency.
 - The division is the member of Travel Agency Association of India and Travel Agency Federation of India.
 - Similarly the division is also booking hotel accommodation for international travelers on commission basis.
 - The division monthly recurring expenditure is Rs.1,00,000/- besides the salary expenditure of Rs.2.75 lakhs.



Staffing Pattern

- Manager Travels – Mr.Rajesh Juneja
- Deputy Manager (Forex) Mr.Ashish Sharma
- Assistant Manager (Accounts) – Mr.Naam Kishore

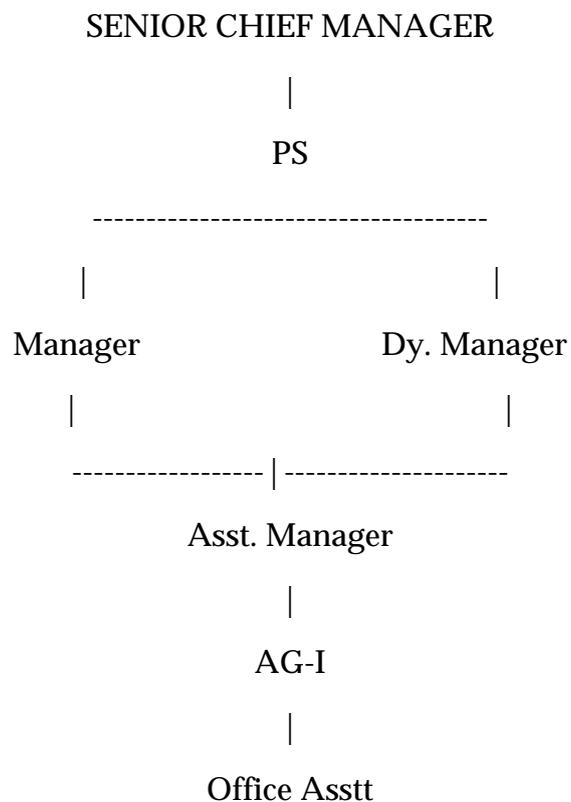
Future Prospects of the Division

Empanelment with Ministry of Finance, Expenditure Department on the lines of Balmer Lawrie and Ashok Tours and Travel.

Opening of Ticketing Extension counters at Delhi Jal Board, Delhi Secretariat, Education Department and the metro station at Shivaji Stadium along with the Tourism Division, so that all facilities are provided under one roof.

Opening up of Forex counters at Dilli Haat and I-Centre alongwith Western Union Money Transfer Services.

ORGANIZATIONAL CHART OF EVENTS DIVISION





ACTIVITIES OF EVENTS DIVISION

1. Planning of Events
2. Execution of events
3. Seeking permission from civil agencies for events
4. seeking grant from GNCTD under plan funds / Ministry of Tourism, GOI
5. Seeking confirmation of international participation
6. Seeking financial assistance from PSU
7. Coordination with different Government departments/ State Tourism Corp
8. Analysis of events and proposal for improvement of events
9. Providing inputs for printing of souvenir
10. Preparation and submission of Utilization certificates for events organized under Plan funds/CFA

REGULAR EVENTRS ORGANISED BY DTTDC – Events Division

- 1 Mango Festival
- 2 International Magic Festival
- 3 International Kite Festival
- 4 Itra Festival
- 5 Sharad Utsav
- 6 Basant Utsav
- 7 Adventure Festival
- 8 Garden Tourism Festival

DTTDC also provides financial assistance to various exhibitors/events / festivals for promotion of tourism in Delhi.

DTTDC also acts as co-sponsor in some events by way of provision of venue / technical support / advertisement space in street furniture etc.



- 3 Vikas Puri Coffee Home
- 4 Shaheed Bhagat Singh Restaurant

The tendering process in respect of Laxmi Nagar Coffee Home is under process. As regards, IGI Coffee Home, the matter is sub-judice.

Records being maintained at Division / Unit level Administrative & Financial Records

ADMINISTRATIVE RECORDS

- Attendance Register
- Movement Register
- Dispatch Register
- File Opening Register
- CL Records
- Files pertaining to the payments of Electricity, Telephones, Pest Control, space and security, Fax, Genset, Payment of Share to NDMC, ATM installed at RK Puram Coffee Home,
- Files pertaining to receipt of license fee in respect of units outsourced by the Corporation on license fee basis.
- Any other miscellaneous files/records as required
- Files related to each units of catering division

Financial records

- Cash Memo booklet in case of power failure and non-functioning of cash register machine
- Cash vouchers
- Bank vouchers
- Journal vouchers
- Ledger in tally system



- Petty cash book in computer
- Cash/cheque receipt book
- Cash Registrax Machine
- Fixed Assets Register
- Stock Register
- Daily consumption register
- Daily MIS register

RESPONSIBILITIES OF EACH EMPLOYEE AT DIVISION/UNIT LEVEL:

- Maintenance of the records of their division/unit
- Coordination with Unit-Incharge for the smooth operation of Unit
- Deposition of sale proceeds on daily basis
- To have courteous behaviour with the customers
- To be regulated in attendance
- To safeguard the belonging of their units
- To keep neat and clean restaurant area and provide hygienic food to the visitors visiting their respective units
- Any other job assigned to the officials

Time required performing a specific job

The staff posted at Connaught Place Coffee Home works in shift as under:-

Morning shift	7 AM to 2 PM
Afternoon shift	12 Noon to 8 PM
General shift	10 AM to 6 PM

The timings of Coffee Home at Connaught Place is from 10 AM to 8 PM

Corporate office timings are 10 AM to 6 PM

Vidhan Sabha Timings are 10 AM to 6 PM



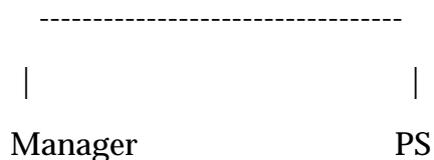
DELHI INSTITUTE OF TOURISM & TRAVEL MANAGEMENT (DITTM)

Following courses run by DITTM which is a unit of DTTDC Ltd

- 1 Basic Course on Airlines Travel Agency and Tour Operation Management
- 2 Foreign Language Course
- 3 Basic course in Computerized Reservation system (AMADEUS)
- 4 IC3 (Internet and Computing Core Certificate)
- 5 Post Graduate Diploma in Travel and Tourism Industry Management
- 6 Basic Course on Air Travel Fares & Ticketing

ORGANIZATIONAL CHART OF THE PROJECT DIVISION

Sr. Chief Manager (Projects)



- 1 Senior Chief Manager (Projects)
- 2 Manager (Projects)
- 3 PS to Sr. CM (Projects)
- 4 Office Assistant

List of projects being handled by the Project Division.

- 1 Chhawla & Kangan Heri at Najafgarh Drain
- 2 Nature Bazaar (Kisaan Haat) at Andheria More
- 3 Neighbourhood Cultural Centre below Raja Garden Flyover
- 4 Signature Bridge at Wazirabad
- 5 World Heritage status for Delhi in association with INTACH
- 6 Wayside Amenities at NH-8



- 7 Sound & Light Show at GTB Memorial
- 8 Soft Adventure Park at Sanjay Lake
- 9 Cultural Hub at Bhairon Marg Opposite Pragati Maidan
- 10 Dilli Haat at Janakpuri

Function of Divisions

- To prepare DPR, RFP
- Pre-Bid meetings, Opening of Bids, Appointment of Transactional Advisors, Signing of MOU with different departments
- Preparation of feasibility reports
- To arrange funds for various projects either through CFA or GNCTD
- PPP cell has been created in DTTDC to fast track the work on various long pending projects.

Records being maintained at Divisional level

- 1 Attendance Register
- 2 File Register
- 3 Files related to each unit

Responsibilities of each employee at division

- To prepare DPR,
- To prepare RFP
- To prepare Bid documents
- To prepare Tender documents both technical & financial
- To answer to RTI

Time required for performing a specific job

- Normal office hours
- For specific jobs depends upon the nature of job



Delhi Tourism

(A Government of Delhi Undertaking)

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Website: www.delhitourism.gov.in



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