

GOVERNMENT OF PONDICHERRY
DEPARTMENT OF TOURISM
CITIZENS' CHARTER

Information and Facilitation Counter to the Public

1. Tourism Department and its employees at all level are dedicated to serve to the visiting tourist and general public on various tourism activities.
2. The Director of Tourism is the Head of Office. He is assisted by the Junior Accounts Officer, and other Technical and Administrative staff to discharge his functions for the welfare of the tourist.
3. The Department of Tourism is functioning in the capacity of Directorate since 1986 in its own building at 40, Goubert Avenue (Beach Road), Pondicherry. The Department of Tourism have branches in Karaikal and Guest Houses in New Delhi and Chennai. Tourist Home in Karaikal, Mahe and Yanam. In addition, Tourist Homes at Uppalam and Yatrivas are also functions under the control of Tourism Department. A Tourist Information Bureau is functioning at Pondicherry and Karaikal.
4. With the financial assistance of the Government of Pondicherry Tourism and Transport Development Corporation is operating various inter-state buses, maintaining Seagulls and Le-cafe and organising water sports in the back waters of river Chunnambar at Pondicherry and in Arasalar at Karaikal.
5. The Pondicherry Institute of Hospitality Crafts was started for establishment of training institute for hospitality industry at craft level. The institute offers the courses like Hostel Reception and House-Keeping, Food and Beverage Service and in Food Production.
6. The important activities of the Tourism Department are furnished here below :-
 - i. **To promote tourism in Pondicherry.**
 - ii. **To provide and maintain accomodation facilities.**
 - iii. **Preparation and distribution of publicity materials like brochures, posters, picture postcards, etc.**
 - iv. **Erection of hoardings for publicity.**
 - v. **Participation in tourist exhibition.**
 - vi. **Release of advertisement for the promotion of tourism.**
 - vii. **Conduct of daily sight seeing tour by**

Pondicherry Tourism and Transport Development Corporation Limited, and conduct of chartered tours by the Corporation.

viii. Conduct of fairs and festivals.

7. At present, a computerised information booth has been set up at the entrance of the Tourism Department to furnish various tourist information to the visiting tourists/general public. The booth is connected by National Informatics Centre, Chief Secretariat, Pondicherry.
8. The visiting tourist may contact the Director or the Public Relations Officer of this department for any tourist information or any tourist guidance and redressal of grievances. For this purpose the Junior Accounts Officer of the department is designated as Public Relation Officer. One suggestion box has been kept in the Tourism Department. The Post Master, Head Post Office has been requested to allot a separate Post Box for the Tourism Department at Head Post Office at Pondicherry for quick redressal of grievances.
9. A counter has been opened at the Tourism Department by the Pondicherry Tourism and Transport Development Corporation for booking of tickets for daily sight seeing tours, package tours etc. A counter has been opened at the New Bus stand by the Pondicherry Tourism and Transport Development Corporation for advance booking for Transport vehicles plying to various places.
10. Also, a Tourist Reception Centre has been proposed to be set up with the central financial assistance at the ground floor of the Directorate of Tourism for furnishing tourist information on various tourist important places of Pondicherry, Karaikal, Mahe and Yanam and other places in India. The information on railway timings, list of hotels, list banks including banks which are operating foreign exchange are also made available to the tourists.
11. Recently, this department has commissioned the following website and E-mail addresses for the Pondicherry Tourism :-

Website address :

www.nic.in/Pondicherry
www.pon.nic.in

E-mail address :

<mailto:tourism@pondy.pon.nic.in>

The above addresses will be linked with the "Ministry of Tourism" and in turn will be linked with various websites of State Governments State Tourism Development Corporations and high quality tourism websites of other sectors. This website will help this department to speed up communications to various sectors

