

# **KERALA TOURISM DEVELOPMENT CORPORATION LIMITED**

## **CITIZENS' CHARTER**

### **OUR PROFILE**

KTDC Limited (KTDC) was incorporated on 29 December 1965 as a private limited company under the provisions of the Companies Act, 1956. The Registered/Corporate Office of the corporation is situated at Mascot Square, Thiruvananthapuram. The initial name of the company was Kerala Tourist and Handicrafts Corporation Private Limited. The name was changed as Kerala Tourism Development Corporation Limited from 15 July 1970. KTDC has been playing a key role in the development of infrastructure facilities required by the rapidly growing tourist traffic into the State of Kerala and has been the prime mover in the progressive development, promotion and expansion of tourism in the State. Apart from developing the largest hotel chain in Kerala, KTDC offers tourism related facilities like conducted tours, boating, tourist reception centers, centralized/online reservations, conventional services, customized tour packages etc. The authorised share capital of the corporation is 85 crore and the paid up capital as on 31-03-2011 was 75.70 crore. The entire paid up capital of the corporation is held in the name of Governor of Kerala. Working on the philosophy of public sector, KTDC succeeded in achieving its objectives by promoting the largest hotel chain in the State and providing all tourist services.

### **OUR MISSION**

**‘To provide leadership and play a catalytic role in the development of tourism infrastructure in the State and to achieve excellence in strategic business operations through professionalism, efficiency, value for money and customer satisfaction’.**

### **OUR VISION**

To make KTDC the official host to God’s own country, the best service provider in the hospitality industry with basic infrastructure and state-of-the-art facilities, focusing on environment conservation and preservation, adding impetus to local supplies and human resources and thereby positioning as a Premier PSU in the hospitality sector in Kerala.

### **OUR KEY OBJECTIVES**

- To be a major player in the development of tourism infrastructure in the State.
- To treat the tourists as our Guests (Adhidhi Devo Bhava) and ensure customer delight by providing value for money.
- To provide elegant accommodation and better quality services in KTDC Hotels and Restaurants.
- To function as an efficient corporate house with improved productivity levels and

profit margins.

- Achieve high levels of productivity of its employees by way of better training, motivation and HRD techniques.
- To empower the host population through responsible tourism.
- To promote and market our products at National and International level and thereby making Kerala as a premier Global tourism destination.
- To promote sustainable and eco-friendly tourism in the state based on the carrying capacity of the destinations.
- To conserve, preserve the art, culture and heritage of the State.
- To promote new innovative tourism products, lesser-known destinations.
- To provide transport, entertainment, shopping, convention and recreational services.
- To render consultancy and managerial services in the hospitality industry.
- To undertake pioneering efforts for destination development.
- To play an active role in association with the State Tourism Department/Directorate in conceptualizing and execution of tourism projects, publicity, promotion and training.

## **OUR BRANDS & PRODUCTS**

### **Premium Hotels**

1. Mascot Hotel, Thiruvananthapuram.
2. Samudra, Kovalam.
3. Waterscapes, Kumarakom
4. Aranya Nivas, Thekkady
5. Tea County, Munnar.
6. Bolgatty Palace & Island Resort, Kochi
7. Lake Palace, Thekkady

### **Budget Hotels**

1. Chaithram, Thiruvananthapuram
2. Periyar House, Thekkady.

3. Garden House, Malampuzha.
4. Nandanam, Guruvayoor..
5. Pepper Grove, Sulthan Bathery.
6. Golden Peak, Ponmudi
7. Rain Drops, Chennai

### **Tamarind Easy Hotels**

1. Tamarind Easy Hotel, Neyyadam
2. Tamarind Easy Hotel, Kollam.
3. Tamarind Easy Hotel, Changanasery.
4. Tamarind Easy Hotel, Alappuzha.
  
6. Tamarind Easy Hotel, Thrissur.
7. Tamarind Easy Hotel, Guruvayoor.
8. Tamarind Easy Hotel, Mannarkadu.
9. Tamarind Easy Hotel, Nilambur.
10. Tamarind Easy Hotel, Kondotty.
11. Tamarind Easy Hotel, Thirunelly.
12. Tamarind Easy Hotel, Kannur.
13. Tamarind Easy Hotel, Parasinikkadavu

### **Motels**

1. Motel Araam, Kottarakkara
2. Motel Araam, Palaruvi
3. Motel Araam, Punalur.
4. Motel Araam, Kayamkulam.
5. Motel Araam, Alappuzha
6. Motel Araam, Vaikom
7. Motel Araam, Athirappally.

8. Motel Araam, Erumayur.
9. Motel Araam, Vadakara.
10. Motel Araam, Kuttipuram.
11. Motel Araam, Kannur.

### **Restaurants**

1. KTDC Restaurant, Veli,  
Thiruvananthapuram.
2. KTDC Restaurant, Museum,  
Thiruvananthapuram.

### **Others**

1. Central Reservation Centre,  
Thiruvananthapuram.
2. Tourist Reception Centre,  
Thiruvananthapuram.
3. Tourist Reception Centre, Ernakulam.
5. Shopping Complex, Shanmugam  
Road, Ernakulam.
6. Watersports, Veli.

### **Others on lease basis**

#### **Budget Hotel**

1. Malabar Mansion, Kozhikode

#### **Restaurant & Beer Parlours**

1. Karamana, Thiruvananthapuram.
2. Peyad, Thiruvananthapuram.
3. Statue, Thiruvananthapuram.
4. Balaramapuram.
5. Kazhakuttam

6. Varkala..
7. Attingal..
8. Harippad..
9. Karukachal
10. Muvattupuzha.
11. Kanjikode, Palakkad.
12. Kozhinjampara, Palakkad.
13. Ramanattukara
14. Changaramkulam
15. Koyilandy
16. Payyannur.
17. Kanhangad, Kazarcod.
18. Kannur

## **Room Tariff**

Room tariffs are published every year for the period from October to September. For tariff please contact the respective hotels or our reservation centers or visit our web site [www.ktdc.com](http://www.ktdc.com)

## **Reservations & Sales**

Bookings for our Hotels can be made from our Central Reservation Centre, Tourist Reception Centers and the respective Hotels with advance payments. For bookings please contact,

1. Central Reservation Centre,  
KTDC Ltd., Mascot Square,  
Thiruvananthapuram – 33.  
Phone: ++ 91 471 2316736/2725213  
Fax: ++ 91 471 2721254/2721249 E-  
mail:centralreservations@ktdc.com

## 2. Tourist Reception

Centre, KTDC Ltd.,

Thampanoor, Thiruvananthapuram – 695 001

Tel: 0471 2330031

## 3. Tourist Reception Centre,

KTDC Ltd., Shanmugam Road,

Ernakulam, Cochin – 682 531

Tel: 0484 2353234, Fax: 0484 2382199

Email: ktdccok@sancharnet.in

### **Cancellation Rules**

For peak season from Dec 15<sup>th</sup> to Jan 15<sup>th</sup>

Before 21 days of the date of arrival – 90% refund

Before 15 days of the date of arrival – 75% refund

Before 10 days of the date of arrival – 50% refund

Before 09 days of the date of arrival – No refund and the advance paid will be forfeited.

For season and off season from Jan 16<sup>th</sup> to Dec 14<sup>th</sup>

Before 14 days of the date of arrival – 90% refund

Before 10 days of the date of arrival – 75% refund

Before 05 days of the date of arrival – 50% refund

Before 04 days of the date of arrival – No refund and the advance paid will be forfeited.

### **Website**

For more details about the corporation, unit profile, virtual walkthrough and other details please browse [www.ktdc.com](http://www.ktdc.com).

### **Our Service**

Our efforts will be to provide the highest standards of service to all citizens. Our performance may be measured in the respective area against timely service on various activities being undertaken by the corporation.

### **Feedback & Grievances**

We welcome comments from our citizens to help us to make our service better. Feed backs including compliments, suggestions and complaints are welcome as they help us to improve our services.

Should you wish to provide feedback including any complaints about our service and quality of food, you may contact the following officers:

Grievances regarding, Heritage, Premium, Tamarind, Budget brands and Motels please contact the Managers of the respective units.

Grievances regarding the restaurants and beer parlours at Karamana, Statue, Peyad, Museum, Veli, Balaramapuram, Attingal, Kazhakuttom, and Varkala and Boat club at Veli, please contact the Manager, Regional Office (South), KTDC Ltd., Corporate Office, Mascot Square, Thiruvananthapuram – 695 033. Tel: 0471 2722385.

Grievances regarding the restaurants and beer parlours at Harippad, Karukachal, Muvattupuzha, and New Delhi please contact the Manager, Regional Office (Central), KTDC Ltd., Shanmugam Road, Ernakulam, Cochin – 682 531 Tel: 0484 2373587, Fax: 0484 2362843.

Grievances regarding the restaurants and beer parlours at Kanjikode, Kozhinjampara, Ramanattukara, Pantheerankavu, Changaramkulam, Koilandy, Payyanur, Kannur and Kanjagaud please contact the Manager Regional Office (North), KTDC Ltd, Malabar Mansion, S M Street, Kozhikode. Tel: 0497 2722391, Fax: 0497 2722392

### **Public Information Officer**

Smt. Shahina Bai H  
Deputy Manager (Personnel)  
P & A Section,  
Corporate Office

### **State Public Information Officers of the De-Centralized units**

The Managers/Unit officers

### **State Public Information Officers of the units under the three regions**

- i. Manager, Regional office (South)
- ii. Manager, Regional office (Central)
- iii. Manager, Regional office (North)

**Appellate Authority**  
Shri. Sasidharan Nair V.A  
Secretary & Finance Controller  
Corporate Office