

Manual 1
Particulars of Organization functions and duties
[Section 4(1)(b)(i)]
ODISHA TOURISM DEVELOPMENT CORPORATION LIMITED
(A Govt. of Odisha Undertaking)
Panthanivas (Old Block), Lewis Road, Bhubaneswar-751014.

1. **Aims & Objectives of the Organisation**

- To develop tourism in the State of Odisha.
- To take-over and acquire from the Government of Odisha all assets belonging to it and situate at any place within or outside the State of Odisha and which were being or are being or can be used in any manner whatsoever in connection with any activity or enterprise relating to tourism together with the liabilities, if any, thereof and in particular to takeover all Tourist Homes, Tourist Bungalows, Holiday Camps, Travelers Bungalows, State Guest Houses, Camping and Caravanning sites, Pavilions and dormitories together with the catering establishments attached thereto, tourist information bureaus, youth hostels, convention centres, electric works and water works and thereafter to run the same with a view to promoting and developing tourism both internal and international in the State of Odisha.
- To acquire, maintain and develop all places of tourist interest like Parks, Beaches, Places of beauty and recreational spots in the State of Odisha.
- To establish and manage transport units travel and transport counters, import, purchase, lease sell and run or otherwise operate cars, cabs, buses, coaches, trucks, launches, ropeways, air-craft, helicopters and other modes of transport.
- To provide entertainment by way of cultural shows, dances, music concerts, cabarets, ballets, film shows, sports and games, son-et-lumiere spectacles and others.
- To produce, distribute and sell tourist publicity materials, edit, design, print, publish, sell or otherwise deal with books, magazines, periodicals, folders, inserts, guide maps, pamphlets, bills, posters, picture post cards, diaries, calendars, slides, cinematograph films and other materials for the purpose of giving publicity to and developing tourism.

- To provide shopping facilities to tourists, establish art galleries for the exhibition of paintings, engravings, sculptures, jewelry and other works of art, to buy, sell and deal in works of art of all kinds including curios, mementoes & gifts, wearing apparel, toilet preparations or goods of things of any description whatsoever which in the opinion of the company may cater to the interest and convenience of tourists.
- To promote tourism by all ways and means and to adopt such methods and devices desirable and necessary to attract tourists in large numbers.
- To promote and operate establishments, undertakings, enterprises and activities of any description whatsoever which in the opinion of the Company are likely to accelerate the development of tourism.
- To plan and execute Schemes for Development of tourist complexes and tourist resorts.
- To establish and administer a Hotel Development Fund and to render financial and other assistance to those establishing hotels, motels, travelers, lodges etc. in Tourist Centres.
- To carry on the business of producers, distributors and exhibitors of cine films, documentaries and the like.
- To establish, manage, run, construct, lease out or acquire hotels, cafes, clubs, restaurants, casinos, cinemas, tourist homes, travelers bungalows, guest houses, house boats, shikaras and the like to afford facilities for boarding and lodging to tourists.
- To organize or conduct all inclusive tours by road, rail, sea, air or otherwise and to enter into agreements for this purpose.
- To run Tourist Information Counters.
- To deal in foreign and Indian goods of all kinds connected with or having a bearing on promotion of tourism, especially textiles, perfumery, Drugs, novelty articles and handicrafts.
- To act as caterers dealing in catering goods, licensed victuallers, wine beer and spirit merchants, bar keepers and importers of aerated mineral and artificial waters and other things.

- To promote and operate anywhere schemes for development of tourism and Handicrafts and for that purpose to operate and get prepared reports, blue prints, statistics and other information.
- To undertake the running of hair dressing and Beauty Saloons, baths, dressing rooms, laundries and chemist shops.
- To carry on business of running boats, yachts, night clubs, swimming pools, bakeries and confectionaries and doing of all such other things as are incidental or conducive to the attainment of the objects.
- To carry out any other activity or enterprise not particularly specified herein above which is generally in the interest of development of tourism in India and particularly in the State of Odisha.
- To act as travel agents for air-lines, railways, shipping companies, road transport operators etc.
- To design, promote, produce, stock, exhibit and sell handicrafts of every description.
- To establish and maintain any agencies in India or any part of the world for the conduct of the business of the Company or for the sale of any materials or things.
- To be interested in, and to promote and undertake the formation and establishment of such institutions, business pools, combines, syndicates-industrial, trading or manufacturing as may be considered to be conducive to the interest of the Company and acquire promote and/or subsidies any industry or undertaking and to carry on any other business (industrial, trading, manufacturing or other) which may seem to the Company capable of being conveniently carried on in connection with any of the main objects of the Company or to render any of the Company's properties or rights for the time being profitable.
- To advertise and adopt means of making known the business activities of the Company in any way as may be found expedient and suitable.
- To enter into agreements and contracts with Indian or foreign individuals, companies or other organizations for technical, financial or any other assistance for carrying out all or any of the objects of the company.

- To act as licensees of the Central and/or State Government to deal in liquor, tobacco or tobacco preparations, goods, or things, for which licenses are required and which in the opinion of the Company may cater to the convenience of tourists.
- To amalgamate with any company or companies having objects altogether or in part similar to those of this company.
- To purchase or otherwise acquire and undertake the whole or any part of the business, property, rights and liabilities of any person, firm or company, carrying on any business, which this Company is authorized to carry on and to purchase, acquire, apply for, hold, sell and deal in shares, stock debentures, or debenture stock of any such person, firm or company to conduct, make or carry into effect any arrangement in regard to the winding up of the business of any person, firm or company.
- To lend or deposit moneys belonging to or entrusted to or at the disposal of the Company to such person or company and in particular to customers and others having dealings with the Company with or without security, upon terms as may be thought proper and guarantee the performances of contracts by such person or company, but not to do the business of banking as defined in the Banking Regulation Act, 1949.
- To make advances upon or for the purchase of materials, goods, machinery stores, or other articles required for the purpose of the Company.
- Subject to the provisions of the Companies Act, 1956, to invest, apply for and acquire, or otherwise employ moneys belonging to, entrusted to or at the disposal of the Company upon securities and shares or without security, upon such terms as may be thought proper and from time to time vary such transaction, in such manner as the Company may think fit.
- To open accounts with any individual firm or company or with any bank or banks and to pay into and to withdraw moneys from such account or accounts.
- To undertake and execute any trust, the undertaking whereof may seem desirable either gratuitously or otherwise.
- To pay all the costs, charges, and expenses of and incidental to the promotion and formation, registration and establishments of the Company and issue of its capital

including any underwriting or other commissions, broker's fee and charges, in connection therewith including costs, charges, expenses of negotiations and contracts and arrangements made prior to and in anticipation of the formation and incorporation of the Company.

- To receive grants, loans, advances and other moneys on deposit or otherwise from the Central Government or State Government, Banks, Companies, Clubs, Associations, Commissions, Trusts, Corporations etc or individuals with or without allowance of interest thereon, and to lend money to such persons or companies and on such terms as may seem expedient and in particular to customers and others having dealing with the Company.
- To remunerate any person or Company for services rendered or to be rendered in placing or assisting to pay or guaranteeing the placing of any of the shares in the Company's or in capital or any debentures, debenture stock or other securities of the Company's or in or about the formation or promotion of the Company or the conduct of its business.
- Subjects to the provisions of the Companies Act, 1956 and the Constitution of India, to subscribe or contribute or otherwise to assist or to guarantee money to charitable, benevolent, religious, scientific, national or other institutions or for any public general or useful objects.
- To buy, lease or otherwise acquire lands, buildings and other immovable and as well as movable property and sell, mortgage assign or lease and in any other manner deal with or dispose of the undertakings of or property of the Company or any part thereof, whether movable or immovable for such consideration as the Company may think fit, and in particular for shares, debentures or other securities of any other company having objects altogether or in parts similar to those of this Company.
- To develop and turn to account any land required by the Company or in which it is interested and in particular by laying out and preparing the same for building purposes, constructing, altering, pulling down, decorating, maintaining, fitting up and improving buildings and conveniences and by painting, drawings, draining, farming

and by advancing money to and entering in to contracts and agreements all kinds with building tenants and others.

- To draw, make, accept, endorse, discount execute and issue promissory notes, bills of bills of exchange, bills of lending, warrants, debentures and other negotiable or transferable instruments.
- To do and to carry out all or any of the above objects and things in any parts of the world and either as principals, agents, contractors, trustees or otherwise and by or through trustees, agents or otherwise and either alone or in connection with others.
- To act as agents and or to enter into agreements with any Government, semi Government or Public undertakings or Government owned Company or any authority, municipal or local or any manufacturer, merchant and others that may seem beneficial to the Company's objects and to obtain from such Government, authority or merchant rights, privileges and concessions which the Company may think desirable and carry out, exercise and comply with any such arrangements rights, privileges and concessions and to transact and carry on agency business of every type and of any description.
- To construct, improve, maintain, develop, work, manage, carry out or control buildings, roadways, tramways, railways, branches of sidings, bridges, reservoirs, water courses wharves, manufactories, warehouses, electric works, shops, stores and other works and conveniences which may seem calculated directly or indirectly to advance the Company's interests and to contribute to subsidise or otherwise assist or take part in the construction, improvement, maintenance, working, management, carrying out or control thereof.
- To employ and remunerate experts or consultants, foreign or Indian in connection with the planning and development of all or any of the business incidental to the operations of the Company.
- To employ and remunerate experts to investigate and examine the condition, prospects, value, character and circumstances of any business or undertakings for the development of tourism and handicrafts and generally of any assets, property or rights.

- To enter into partnership or into any arrangements by way of co-operation, joint venture collaboration or reciprocal concession with any person, firm or company carrying on or engaged in or about to carry on or engage in any business or transaction which this Company is authorized to carry on or engage in, or any business or undertaking or transaction which may seem capable of being carried on or conducted so as directly or indirectly to benefit the Company.
- To borrow or raise money with or without security or to receive money on deposits at interest or otherwise in such manner as the Company may think fit and in particular by the issue of debenture or debenture stock and as security for any such money so borrowed, raised or received, to mortgage, pledge or charge the whole or any part of the property, assets or revenue of the company, present or future including its uncalled capital and to purchase or redeem or pay off any such securities.
- To assist any company or association financially or otherwise by issuing or subscribing for, or guaranteeing the subscription and issue of capital, shares, stock debentures, debenture stock or other securities and to or provide for brokerage, commission and underwriting in respect of any such issue.
- Upon any issue of shares, debentures or other securities of the Company, to employ brokers, commission agents, and underwriters, and to provide for the remuneration of such person for their services by payment in cash, or by the issue of charges, debentures or other securities of the Company, or by the granting of options to take the same in any other manner allowed by law.
- To accept stock or shares in or the debentures mortgage debentures or other securities of any other company in payment or part payment for any services rendered or for any sale made to debt owing from any such Company.
- To direct the management, control and supervision of any company or association or concern by nominating directors, controllers, supervisors, advisors or otherwise, or to collaborate with any company or association or concern, Indian or foreign, formed for carrying on any hotel or other business within the objects of the Company.

- To invest the capital of the Company in or to deal with shares, stocks, bonds, debentures, obligations and other securities of any company or association existing or formed for establishing, or working of any undertakings for promotion of tourism approved by the Company.
- To aid and assist with all means at its disposal undertaking, projects or enterprises and schemes for Tourism Development whether under the Central or the State Government, or any statutory body, Company, firm or individual.
- To establish, maintain and operate technical training institutions and hostels for technical staff of all categories and to make such other arrangements as may be expedient for the training of all categories of offices, workers, clerks, technical and other personal likely to be useful to or assist in any business which the company is authorized to carry on.
- To appropriate use or let out land belonging to the Company for streets, parks, pleasure grounds and other conveniences and to present any such land so laid out to the public or to any person or persons or company conditionally or unconditionally as the Company thinks fit.
- To apply the assets of the Company in any way in or towards the establishment maintenance or extension of any association, institutions, or fund in any way connected with any particular trade or business within the objects of the Company.
- To manufacture, buy, sell, import, export, install work and generally deal in, any plant machinery, substances tools, materials, goods or things of any description, which in the opinion of the Company may be conveniently dealt with by the Company in connection with any of its objects.
- To invest the moneys of the company, not immediately required, in such manner, other than in the shares of this Company, as from time to time may be determined.
- To create any depreciation fund, reserve fund, sinking fund, insurance fund or any special or other fund whether for depreciation or for repairing, replacing, improving, extending or maintaining any of the property of the Company or for redemption of debentures or redeemable preference shares or for special dividends of/for equalizing dividends or for any other purpose whatsoever, and to transfer any such fund or part thereof to any of the other funds herein mentioned.

- To grant funds, annuities, pensions, allowances, gratuities and bonuses to any employees or ex-employees (including Directors and ex-Directors) of the Company or their relations, connections or dependents of any such persons or its predecessors in business and to establish or support associations, institutions, clubs, schools, hospitals, dispensaries, canteens, hotels, restaurants, houses, dwellings, chawls, funds, schemes and trustees (religious, scientific, educational, provident or otherwise) which may be considered calculated to benefit any such persons or the public or otherwise advance the interests of the Company or of its members and to establish and contribute to any scheme for the purchase by trustee of shares in the Company to be held for the benefit of the Company's employees and to lend money to the Company's employees to enable them to purchase shares of the Company and to formulate and carry into effect any scheme for sharing the profit of the Company with its employees or any of them and to subscribe or guarantee money for charitable or benevolent objects of/for any exhibition or for any public general or useful object or earmark a portion of the profits of the Company or create a fund or funds for such objects or purposes.
- The liability of the members is limited.
- The authorized capital of the Company is Rupees Two crores divided into twenty lakhs equity shares of Rs.10/- each with the rights, privileges and conditions attaching thereto as may be provided by the Articles of Association of the Company for the time being, with powers to increase and reduce the capital of the Company and to divide the ordinary shares in the capital for the time being in to several classes and to attach thereto, respectively such preferential, guaranteed qualified or special rights, privileges and conditions as may be determined by or in accordance with the Articles of Association of the Company and to vary, modify amalgamate or abrogate any such rights, privileges or conditions in such manner as may for the time being be permitted by the Companies Act, 1956.

2. **Mission / Vision**

To develop & promote Odisha as No.1 destination of the Country and to transform as a major profit making organization of the State.

3. **Brief history and background for its establishment**

Odisha Tourism Development Corporation was incorporated in the year 1979 to promote tourism in the State and operate some of the existing Tourist Bungalow and Transport Fleet in commercial line. Most of the Tourist Bungalows presently named as Panthanivas have been inherited from Government of Odisha for a value of Rs.92.48 lakhs. This Rs.92.48 lakhs worth of assets were transferred to the Corporation as investment in the share of the Company. Except those properties the Corporation has added accommodation unit at Panthanivas, Bhubaneswar of 52 rooms, Puri of 29 rooms, Cuttack 28 rooms, and Rourkela 20 rooms. These assets valuing Rs.134.17 lakhs were created in the early part of eighties out of institutional finance and share capital assistance of the State Govt. Although the State Govt. has invested further Rs.869.68 lakhs by way of share capital in addition to the initial investment of Rs.92.48 lakhs, the major portion of this investment was eroded by way of loss in eighties. As on 31.3.2013 the Govt. of Odisha has invested Rs.962.16 lakhs and accumulated profit is Rs.538.93 lakhs. At present Corporation is having 22 Hotels, 2 Transport Units and 1 exclusive Restaurant under its management. The details of Hotel & Transport Units run by the Corporation is given as below :

<u>Sl. No.</u>	<u>Name of the Units</u>	<u>No. of Rooms</u>
1	BHUBANESWAR	54
2	PURI	37
3	CUTTACK	28
4	CHANDIPUR	41
5	KONARK	40
6	SAMBALPUR	34
7	ROURKELA	31
8	BARKUL	37
9	RAMBHA	19

10	TAPTAPANI	11
11	GOPALPUR	16
12	LULUNG	10
13	PARADEEP	9
14	BALASORE	8
15	DHAULI	3
16	Y.N.SATAPADA	28
17	TALSARI	31
18	PANCHALINGESWAR	30
19	CHANDBALI	16
20	KEONJHAR	9
21	BHATTARIKA	5
22	BARIPADA	10

3. **Duties to be performed to achieve the mission**

To promote OTDC as one of the leading State Tourism Corporation. To achieve the mission there is a need of improvement in facilities, infrastructure, providing easy assessable transport between different tourist destination, improvement in service through continuous training and induction of professional human resources.

4. **Details of service rendered**

- Hoteliering
- Tourist Transport
- Cruising & Boating facilities
- Execution of Tourist Infrastructure
- Air Ticketing
- Organizing Fairs & Festivals for Tourism Department

5. **Citizen Interaction**

The Corporation is having 23 Hotels, 2 Transport Units and 1 exclusive Restaurant under its management. In addition to this the Corporation is having its Regional Office at New Delhi, Mumbai, Kolkata, Chennai. All the Units along with Regional Offices directly interact with the Citizens / Tourists to facilitate their comfortable stay inside the State.

Interactive Portal www.visitOdisha.org has been launched to provide detail tourist information through online.

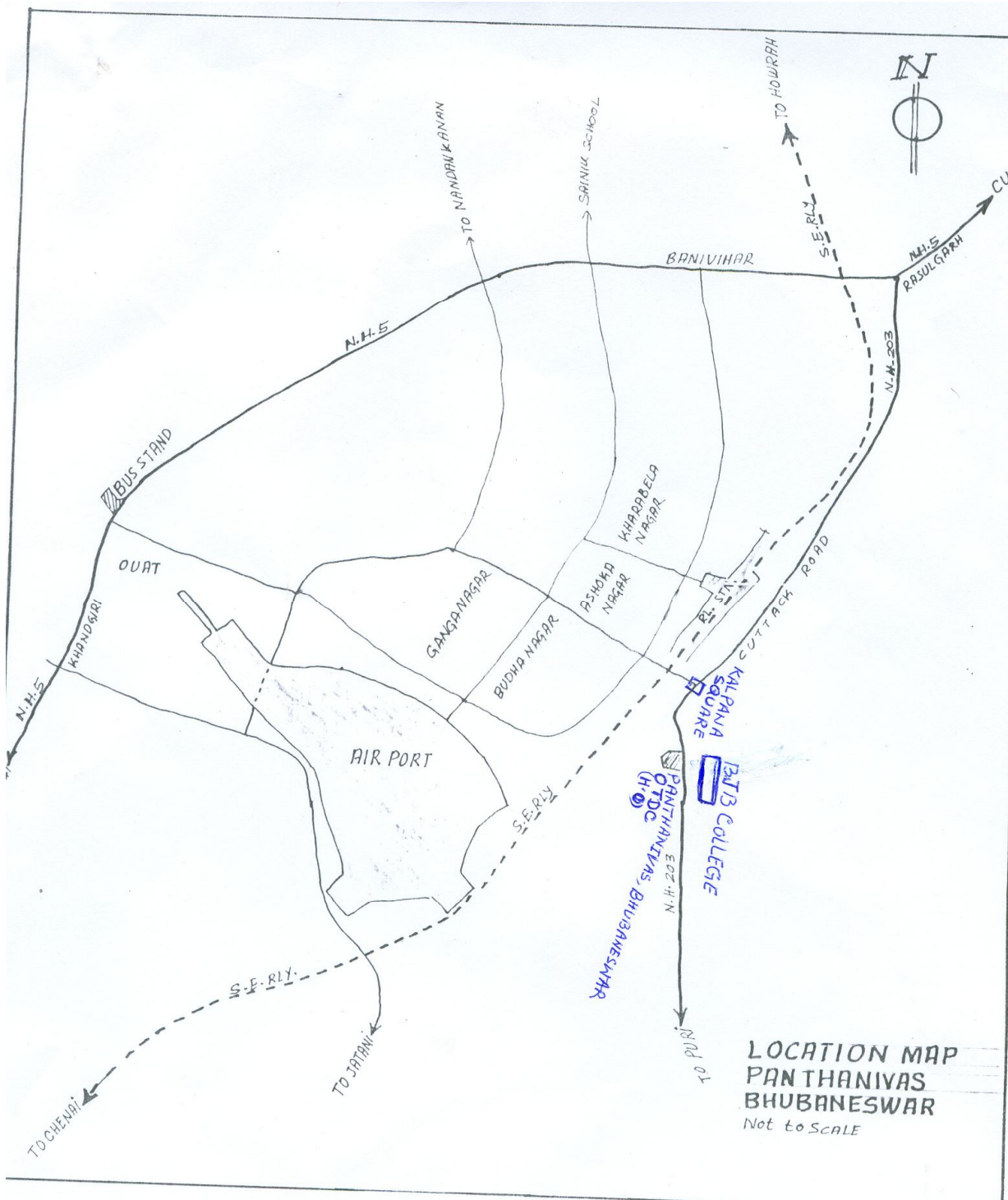
6. **Postal Address of the Main Office, attached / subordinate office / field units.**

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| 1. OTDC Head Office
Panthanivas Old Block
Lewis Road, Bhubaneswar-14
Email : otdc@panthanivas.com | 2. Regional Office
Govt. of Odisha Tourist Office
Utkal Bhawan, 55, Lenin Sarani
Kolkata |
| 3. Regional Office
Govt. of Odisha Tourist Office
B/4 Emporia Complex
Baba Kharag Singh Marg
New Delhi | 4. Regional Office
Govt. of Odisha Tourist Office
Tamilnadu Tourism Complex
Ground Floor, Wallajah Road,
Chennai – 600 002. |
| 5. Panthanivas Bhubaneswar
Lewis Road,
Bhubaneswar – 751014 | 6. Panthanivas Puri
Chakratirtha Road
Puri – 752001 |

7. Panthanivas Konark
At/Po. Konark
Dist. Puri – 752111
8. Panthanivas Barkul
At/Po. Balugaon
Dist. Khurda – 752030
9. Panthanivas Rambha
At/Po. Rambha
Dist. Ganjam – 761028
10. Panthanivas Gopalpur
At/Po. Gopalpur
Dist. Ganjam
11. Panthanivas Taptapani
At. Pudamari
Dist. Ganjam – 761014
12. Panthanivas Cuttack
At/Po. Buxi Bazar
Cuttack – 753001
13. Panthanivas Chandipur
At/Po. Chandipur
Dist. Balasore – 756025
14. Aranyanivas Lulung
Kochilaghati, Shyamakhunta
Mayurbhanj.
15. Panthanivas Sambalpur
Brooks Hills
Sambalpur – 768001
16. Panthanivas Rourkela
Sector - 5
Rourkela – 769005
17. Panthanivas Balasore
Near Police Line
Balasore
18. Panthika Dhauli
Dhauri Hill Top
Bhubaneswar.
19. Panthanivas Paradeep
Near Revenue Circuit Area
Sea Beach, Paradeep.
20. Panthanivas Keonjhar
At/Po. Judia
Keonjhar - 758002
21. Yatrivas Satapada
Via – Brahmagiri
Puri – 752001
22. Panthasala Panchalingeswar
Po. Shyamasundarpur
Via. Rajnilagiri, Balasore
23. Panthasala Chandaneswar
At. Talsari, Po. Chandaneswar
Dist. Balasore – 756085.
24. Aranyanivas Chandbali
At/Po. Chandbali
Dist. Bhadrak
25. Panthasala Bhattarika
At.Ogalpur, P.o.Sasanga
Via – Baramba, Dist. Cuttack.
26. Panthanivas Baripada
At/Po. Murgabadi, Karanjia
Baripada, Mayurbhanja

7. Map of office location:

Map of Office location is given below.



8. **Working hours both for office and public:**

10.00 A.M. to 5.00 P.M. for normal office work and business hour round the clock.

9. **Public Interaction if any:**

The Public as well as Tourist is free to interact and get information from the above mentioned Branch Offices and Regional Offices.

10. **Grievance, redress, mechanism:**

- (a) At unit level, the Managers of the Units have been authorized to ensure redressal of the tourists as well as public relating to their grievances within the same day.
- (b) Regarding other grievances, the manager shall dispose off the same within three days under intimation to the party as aforesaid.
- (c) In the Head Office level, Divisional Managers have been authorized to ensure redressal of tourists/ public of the respective divisions within seven days of receipt of grievances.
- (d) Public are to redress their grievances with Managing Director between 4.00 PM to 5.00 PM on every Saturday.