



KERALA TOURISM DEVELOPMENT CORPORATION LIMITED

(A Government of Kerala Undertaking)

Corporate Office: Mascot Square, PMG, Trivandrum – 695 033, Kerala, India.

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No. KTDC/CM/ANH/10

March 12th 2010.

OFFICE ORDER

Sub: Streamlining of boating operations at Lake Palace, Thekkady

Ref: This office, Office Order of even no. dated 18/10/2008 & 15/04/2009.

As per this office order dated 18-10-2008, permission was granted to the Manager, Aranya Nivas to earmark 70 seats in each boat trip and to sell the tickets to the accommodation providers in the destination approved by the State Tourism Department on certain conditions. Later the units at Thekkady were bifurcated viz, Aranya Nivas and Lake Palace & Boats, the said order stood modified to the effect that the Manager, Lake Palace was permitted to earmark 70 seats in each trip and to sell tickets to the other accommodation providers in the destination approved by the State Tourism Department, on the condition stated in the order dated 18/10/2008.

70 seats per trip was earmarked while the unit had 5 boats with a capacity to carry 279 travelers at a trip. i.e. 25% of the total capacity. Now only 3 boats with capacity of 80 seats are permitted to ply in the reservoir. Moreover it was felt that the same facility should be extended to the Travel Agents & Tour Operators as they are also the tourism promoters. Hence it is decided to earmark 25% of 80 seats i.e. 20 seats in each trip for the sole use of tourists stay in the destination, and for the tourists reserved in advance by the approved Travel Agents & Tour Operators.

Manager, Lake Place is hereby permitted to earmark 20 seats in each trip and to sell the tickets in advance to the accommodation providers in the destination approved by the State Tourism Department and to the approved Travel Agents & Tour Operators on the following conditions.

1. Advance bookings for the seats in the boats can be permitted only to accommodation providers in the destination approved by State Tourism Department and approved Travel Agents & Tour Operators. Bookings for the same day can not be entertained at any cost. Booking for the day should be closed at 5 pm on the previous day. This is similar to the Tatkal reservation in Railways.
2. The bookings will be done only from the reservation department of Lake Palace and not from the Boat ticket counter.
3. The price will be Rs.500/- per individual.
4. The bookings should be made in the name of the accommodation provider/travel agents & tour operators and the name and address of the tourists should be obtained from them during the booking.
5. The accommodation providers, Travel Agents & Tour Operators should be instructed that during the time of check in, the tickets along with the copy of the photo id of the tourists should be produced. If at all for any reasons the tourists can't produce the id, the accommodation provider/travel agents and the tour operators should certify that they are their valid clients.
6. The bookings and the tickets sold are not transferable at any cost and if any breach on this clause, the privilege of the accommodation provider will be lost.
7. Cancellations/amendments at any cost are not permitted.
8. Bookings should be made on first come first serve basis.
9. At any cost no exclusive cruise (separate boat) is allowed. i.e. a few people hiring one boat.

10. The payment should be made by cheques from the respective providers/travel agents and if the cheques are dishonoured the privilege will be lost.
11. The name of the responsible person of each accommodation provider/travel agents should be obtained.

Before introducing the system the Manager should ensure that,

1. The system at the ticket counter and the reservations are linked.
2. The system should be configured to auto release the bookings not made and to account in the general sales mode 5 p.m. each day.
3. To generate reports of the accommodation providers/travel agents, the name of the clients and to preserve in the unit.
4. To generate reports of bookings done by the providers on a daily basis and send it to Corporate Office on a weekly basis.
5. To publicize the system well in advance to make it more transparent.
6. Proper authentications are to be obtained from the Managers of Aranya Nivas Thekkady, Periyar House Thekkady and Yathri Nivas Peermede regarding the genuinity of the clients. Even the details of Lake Palace residents should be recorded.
7. All mandatory certificates/undertakings as per Government notification are obtained from the clients before embarkation.

The Manager will also ensure that,

1. LCD display system will be introduced at the ticket counter showing the number of tickets available for the cruise of the particular time in declining order as per the sales.
2. Information disseminated to the general public regarding the earmarking.

The Manager Lake Palace is allotted a quota of 05 tickets per trip, for the exclusive of VIPs, Govt. Functionaries on payment/complimentary basis subject to maintenance of proper records. Manager will see that the tickets if not used, should be released to the general pool and the Manager will be personally held responsible if there is any misgivings on this quota. The report on this should be sent to the CM I, along with other weekly reports stated above.

The Manager, Lake Palace will acknowledge this order and abide the conditions stated therein.

Managing Director

To

The Manager, Lake Palace, Thekkady

Copy to:

- 1) The Manager, Aranya Nivas, Thekkady
- 2) The Manager, Periyar House, Thekkady
- 3) The Manager, Yathri Nivas, Peermede
- 4) The Secretary & Finance Controller
- 5) The Chief Accounts Officer
- 6) The Marketing Manager
- 7) The Manager, Training
- 8) The Accounts Officer
- 9) The Commercial Manager II
- 10) Central Reservations Centre
- 11) PA to Chairman
- 12) PA to Managing Director
- 13) System Analyst



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KTDC/CM/DOT/10

30/03/2010

The Director,
Department of Tourism,
Park View,
Trivandrum.

Sir,

Sub: Advance reservation facility for Travel Agents and Tour Operators for booking of seats in boats at Thekkady - Reg.

Please refer to the discussion we had on the above subject. As discussed, directions were issued to Manager, Lake Palace to earmark 20 seats in each boat trips for the sole use of the tourists stay in the destination and for the tourists reserved in advance by the approved Travel Agents & Tour Operators.

A copy of the office order issued in this regard is enclosed for your perusal (soft copy is also enclosed).

Yours faithfully,
For KTDC Ltd.,

MANAGING DIRECTOR

Encl: as above