

# *Citizen charter*

## Introduction

The main objective of the exercise to issue the Citizen's Charter of an organization is to improve the quality of public services. This is done by letting people know the mandate of the concerned Ministry/ Department/ Organization, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights.

## Objectives

- To acquire and take over any or all of the assets and liabilities of the Department of the tourism and other departments of the government of Bihar and in particular, to take over as a going concern any or of all tourist Bungalows, State Guest Houses, Inspection Bungalows, Youth Hostels, other bungalows , ropeways, archaeological sites and catering establishments already established and maintained by the Government of Bihar in various places and to run the same efficiently and on profitable lines with the object of promoting tourism.
- To start, operate and promote, activities of any description whatsoever which in the opinion of the corporation will facilitate or accelerate the development of tourism and to run ,promote, operate or encourage establishments, undertakings, organizations, enterprises for the development of tourism and the facilitation or acceleration of the development of Hotel/Motels/Resorts in connection with tourism promotion.
- To acquire, take over , maintain, develop and run places of tourist interest, wild life sanctuaries, parks, river banks, avenues beauty and recreational spots, mountainous places, religious and archaeological sites, open spaces in the state of Bihar and elsewhere .
- To import, purchase, lease, sell and run or otherwise operate cars, cabs, buses, trucks, launches, ropeways and other modes of transport to carry the tourists from place to place and to run Tourist Information Centers wherever necessary.

## Government Scheme

- Budget Hotel facility at various Tourist Bungalows
- Transportation Service for local sight Sightseeing
- Readymade Tour Packages.
- Tenders of BSTDC
- BSTDC Newsletters

## Regional set up

To carry out the objectives and programmed of the BSTDC and to render service to the visiting Tourists, regional offices have been established at the following District headquarters and importance Tourist Information Centers.

Place	Address	Phone Number
Bhagalpur	Tourist Information Center, D.N.Singh Road.	
Bodhgaya	Tourist Information Center.	0631-2200672
Calcutta	Tourist Information Center, Neelkanth Bhawan, 6-B Camac Street.	033-22803304
Gaya	Tourist Information Center, Railway Station.	0631-2420155
Munger	Tourist Information Center, Fort Area.	06344-222392
Muzaffarpur	Tourist Information Center, Railway Station.	0621-268512
New Delhi	Tourist Information Center, Hotel Janpath, Room No.-6, Janpath Road.	011-23368371
Patna	Director of Tourism, 9D, Hutments, Main Secretariat.	0612-2224531
Patna	Tourist Information Center, Fraser Road.	0612-2225295
Patna	Tourist Information Center, Patna Junction.	0612-2221093
Patna	Tourist Information Center, Patna Airport.	0612-2220146
Rajgir	Tourist Information Center, Kund Area.	06112-25273
Raxaul	Tourist Information Center, Railway Station.	06255-262393
Vaishali	Tourist Information Center.	06225-285425
Varanasi	Tourist Information Center, Jawahar Lal Nehru Market, 3rd Floor, Hans Sarowar	0542-2223821

## Bihar State Tourism Development Corporation Ltd,Bihar

Bihar State Tourism Development Corporation (BSTDC) was established in the year 1981 for the development of tourism in the State of Bihar and for commercialization of Tourist Resources available with the State. To achieve this objective various tourist infrastructure like Tourist Bungalow, Cafeteria, Restaurant, Transportation facilities and Ropeway are provided at various tourists spots by Bihar State Tourism Development Corporation.

BSTDC has taken major initiatives to show the potential of tourist places of Bihar to the World. This website is an effort to provide easy information to the tourists visiting Bihar. It aims to provide information related to important tourist places of Bihar State. The details of available facilities such as Accommodation, Transport, Tour Packages, Tourist Information Centers are available with the site.

### Transport Services

Bihar State Tourism Development Corporation provides Tourist Coach and Taxis for local Site seeing as well as outstation sites. Corporation also operates some buses on daily basis on certain routes. Corporation has its own fleet of several Buses, Cars, Vans etc. which can be given on hired basis at a very moderate rate.

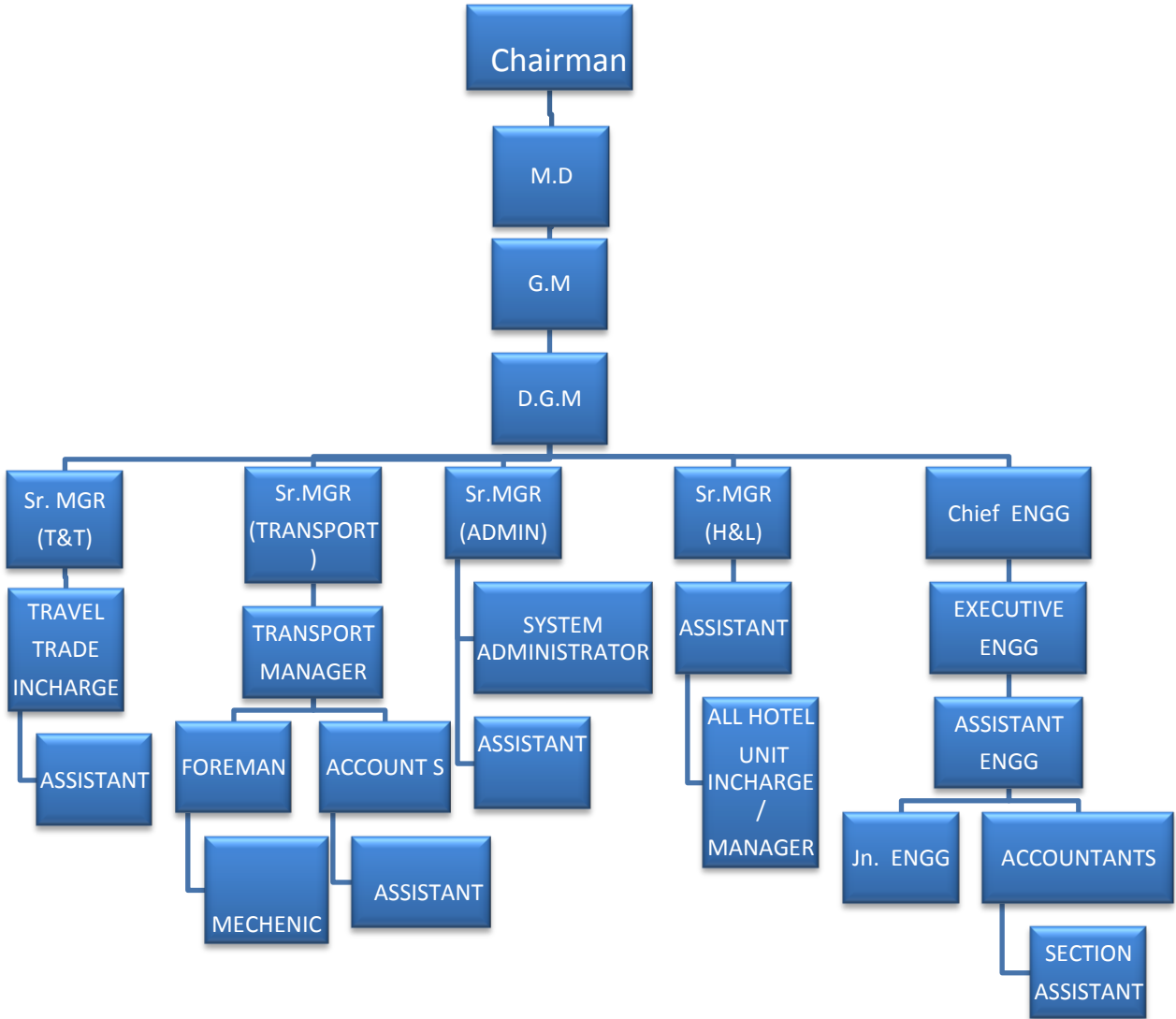
1. [Tourist Taxi Tariff \(Local Booking\)](#)
2. [Tourist Coach Tariff](#)
3. [Out Station Booking](#)
4. [Pre-Paid Taxi Tariff](#)
5. [Daily Bus Service](#)
6. [Conducted Tour](#)

Bihar State Tourism Development Corporation Ltd. has introduced Ultramodern New VOLVO LUXURY BUSES in its fleet of vehicles. Bihar State Tourism Development Corporation has already have fleet of cars like Toyota Inova, Qualis, Indica, Ambassador, Maruti Alto, Maruti Esteem, Tata Sumo, Logan, Scorpio, Tata Winger A.C. Mini Bus (13 Seater), Mini bus and Deluxe A.C. buses.

#### **For further detail and booking please contact**

Manager, Transport-cum-Travel Trade  
Paryatan Bhawan,  
Beerchand Patel Path Patna – 800 001  
Tel. No. : +91-612-2225411 +91-612-2506219

### Organization Chart



SN.	Name	Designation	Phone Number	Mobile Number
1.	Deepak kumar (IAS)	Chairman	+91-612-2222622	9431012381
2.	D.K Shukla (IFS)	M.D	+91-612-2222622	
3.	Ghanshyam Prasad Daftuar	G.M	+91-612-2225411,2506219	9431210958
4.	Navin Kumar	D.G.M	+91-612-2225411,2506219	9431020809

5.	Gauri Shankar Prasad	Chief Engineer	+91-612-2225411,2506219	9939632305
6.	Gajendra Singh	Manager Travel Trade	+91-612-2225411,2506219	9708066612
7.	Raj Kishore Prasad	Manager/Incharge (Transport)	+91-612-2225411,2506219	9835497704

S.N	NAME OF THE UNIT/HOTEL	DESIGNATION	MOBILE	OFFICE
1	HOTEL KOUTILYA VIHAR, PATNA	INCHARGE	9852274834	0612-2210219
2	HOTEL TATHAGAT VIHAR, RAJGIR	MANAGER	9905238719	06112-255176
3	HOTEL AJATSHATRU VIHAR, RAJGIR	MANAGER	9905238719	06112-255027
4	HOTEL GOUTAM VIHAR, RAJGIR	MANAGER	9905238719	06112-255273
5	HOTEL SIDHARTH VIHAR, BODHGAYA	MANAGER	9939602355	0631-2200127
6	HOTEL KAIMUR VIHAR, MOHANIA	MANAGER	9973309775	06187-222822
7	HOTEL LICHHAVI VIHAR, MUZAFFARPUR	INCHARGE	9835096540	0621-2228512
8	HOTEL VISHAWAMITRA VIHAR, BUXAR	INCHARGE	9835676673	06183-232383
9	HOTEL KOSHI VIHAR, SAHARSA	INCHARGE	9931835966	06478-222478
10	HOTEL SINGHAWAR VIHAR, MADHEPURA	INCHARGE	9470465997	
11	CHANDRAGUPTA JAL VIHAR, PATNA	INCHARGE	9430954519	0612-2692553
12	HOTEL RENU VIHAR, PURNIA	INCHARGE	9608400995	06454-228877
13	HOTEL SURYA VIHAR, AURANGABAD	INCHARGE	9334384141	
14	M.V GANGA VIHAR, PATNA	INCHARGE	9334199197	0612-2506219
15	ROPEWAY ,RAJGIR	INCHARGE	9430518676	06112-255258
16	MAYA SAROVER BODHGAYA	INCHARGE	9431487531	