

Procedure followed in decision-making process

Section 4 (1)(b)(iii)

The proposals are initiated at the level of Asst. Managers, which are examined at the level of Managers, Divisional Managers and General Manager and are approved at the level of Managing Director, who is the final authority. All the proposals so approved at the level of Managing Director are submitted to the Chairman for his information before being executed.

In financial matter the proposals are initiated by the Divisional Managers/ Manager (F&A), which processed through the Asst. Manager (Accounts) examined at the level F.C.-cum-Secretary. The Managing Director is the final authority to approve all the expenditure as per financial delegation mentioned at Manual 2.

Flow Process Chart for reservation, cancellation & food service.

Sl. No.	Activity	Level of action	Time frame
1	Reservation of Rooms/ conference hall	Receptionist	One hour
2	Cancellation of rooms/ conference	Receptionist	One hour
3	Service of food in the restaurant	Waiter	Thirty minutes
4	Service of food in rooms	Room Boy	Forty minutes
5	Booking of marriage party	Asst. Manager (F&B)/ Manager	One hour
6	Cancellation of booking of marriage party	Asst. Manager (F&B)/ Manager	Same day
7	Booking for conducted sight seeing tour	Asst. Manager(T)	30 minutes
8	Cancellation of conducted tour	Asst. Manager (T)	Same day
9	Reservation of vehicles	Asst. Manager(T)	One hour
10	Cancellation of vehicles	Asst. Manager (T)	Same day
11	Package Tours	Asst. Manager (T)	One hour
12	Cancellation of package tour	Asst. Manager(T)	Same day
13	Air Ticketing and confirmation of reservation	Booking Clerk	10 minutes
14	Reservation of boat	Booking Clerk	Same day
15	Cancellation of reservation of boat	Booking Clerk	Same day