

## **A FRAMEWORK FOR TRANSPARENCY AUDIT**

The RTI Act under section 4 provides a comprehensive framework for promoting openness in the functioning of the public authorities.

While Section 4(1) (a) provides a general guideline for record management, so that the information could be easily stored and retained, the sub-sections b, c and d of Section 4 relate to the organizational objects and functions. Sub-sections (b), (c) and (d) of Section 4 of the RTI Act and other related information can be grouped under six categories; namely, 1-organization and function, 2- Budget and programmes, 3- Publicity and public interface, 4- E. governance, 5- Information as prescribed and 6. Information disclosed on own initiative.

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### **1. Organization and Function**

<b>S. No.</b>	<b>Item</b>	<b>Details of disclosure</b>	<b>Particulars</b>
1.1	Particulars of its organization, functions and duties [Section 4(1)(b)(i)]	(i) Name of the Organization and its website	Tourism Department, Chandigarh Administration. <a href="http://chandigarhtourism.gov.in">http://chandigarhtourism.gov.in</a>
		(ii) Head of the organization	Mrs. Hargunjit Kaur, IAS Director Tourism, Chandigarh Administration.
		(iii) Vision, Mission and Key objectives	Tourism promotion in Chandigarh
		(iv) Function and duties	Chandigarh Tourism achieves various strides of progress in domestic & international tourism scenario, besides creation of tourism infrastructure facilities for inbound tourists to the 'City Beautiful'. Chandigarh Tourism organizes a number of tourism events, which include the Rose Festival, World Music Day, Teej Festival, World Tourism Week, Chandigarh Carnival, Lohri festival etc. The Tourism Department, Chandigarh Administration collects the data from various Govt. approved Hotels, Restaurants and Guest Houses located in Chandigarh regarding visiting of domestic as well as International tourists and forward the compiled data to the Ministry of Tourism, Govt. India. Chandigarh Tourism operates Single Window System service through its Bollywood Facilitation Cell.

		(v) Organization Chart	Placed at Annexure I
1.2	Power and duties of its officers and employees [Section 4(1)(b)(ii)]	(i) Powers and duties of officers (administrative, financial and judicial)	Head of the Department
		(ii) Power and duties of other employees	Employees deals with establishment matters, court cases, financial matters, purchases through GEM, RTI Matters, collects data from the Hotels and submits statistical report to the Ministry of Tourism, Govt. of India.
		(iii) Rules/orders under which powers and duty are derived and	As per Chandigarh Administration Rules.
		(iv) exercised	Chandigarh Administration Rules and Regulations
		(v) Work allocation	As per guidelines of the Ministry of Tourism, Govt. of India and Chandigarh Administration.
1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]	(i) Process of decision making. Identify key decision making points	1. Proposal 2. Approval 3. Implementation
		(ii) Final decision making authority	Head of the Department/Secretary Tourism, Chandigarh Administration
		(iii) Related provisions, acts, rules etc.	As per Chandigarh Administration
		(iv) Time limit for taking a decisions, if any	As per Chandigarh Administration Guidelines
		(v) Channel of supervision and accountability	1. Dealing official 2. Assistant Controller (F&A) 3. Director Tourism 4. Secretary Tourism 5. Adviser to the Administrator 6. Administrator
1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/ services offered	Promotion of Tourism in Chandigarh for the facilitation of tourists and visitors.
		(ii) Norms/ standards for functions/ service delivery	As per Chandigarh Administration Guidelines
		(iii) Process by which these services can be accessed	By visiting/calling in the office during office hours.

		(iv) Time-limit for achieving the targets	As per Rules
		(v) Process of redress of grievances	Through Chandigarh Administration online Portals
1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1)(b)(v)]	(i) Title and nature of the record/ manual /instruction.	Tourism related files, establishment matters, Accounts and events files etc.
		(ii) List of Rules, regulations, instructions manuals and records.	Tourism Department, Chandigarh Administration follows the Rules, Regulations, instructions and guidelines issued by Chandigarh Administration from time to time.
		(iii) Acts/ Rules manuals etc.	
		(iv) Transfer policy and transfer orders	As per Chandigarh Administration orders.
1.6	Categories of documents held by the authority under its control [Section 4(1)(b) (vi)]	(i) Categories of documents	Office record
		(ii) Custodian of documents/ categories	Lying with the dealing officials in the office.
1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]	(i) Name of Boards, Council, Committee etc.	Society for Tourism & Entertainment Promotions in Chandigarh (STEPS).
		(ii) Composition	Tourism promotion in Chandigarh
		(iii) Dates from which constituted	2006
		(iv) Term/ Tenure	N.A.
		(v) Powers and functions	Tourism promotion in Chandigarh
		(vi) Whether their meetings are open to the public?	Yes
		(vii) Whether the minutes of the meetings are open to the public?	Yes
		(viii) Place where the minutes if open to the public are available?	Office situated at Paryavaran Bhawan, 4 <sup>th</sup> floor, Sector 19-B, Chandigarh

1.8	Directory of officers and employees [Section 4(1) (b) (ix)]	(i) Name and designation	Sr. No.	Name of the Officers/officials	Designation	Mobile No.
			1.	Mrs. Hargunjit Kaur, IAS	Director Tourism	0172-2700225
			2.	Sh. Rajnish Malhi	Asstt. Controller (F&A)	8054010399
			3.	Sh. Narinder Kumar	Tourist Officer	988818 9026
			4.	Sh. Kulwant Singh	Reception Officer	9781348825
			5.	Smt. Veena Madan	Statistical Assistant	9988752120
			6.	Ms. Tanya Kumari	Clerk	7018328648
			7.	Smt. Kanika Dhiman (Contract basis)	Reception Officer	8307321217
			8.	Ms. Priyanka Bhalwal	Steno-typist	6283037550
			9.	Sh. Kewal Krishan	Peon	8054357127
			10.	Sh. Udhey Singh	Peon	9646615133
	(ii) Telephone, fax and email ID	Phone: 0172-2700225 Mail ID: Chdtourism123@gmail.com				
1.9	Monthly Remuneration received by officers & employees including system of compensation [Section 4(1) (b) (x)]	(i) List of employees with Gross monthly remuneration	Sr. No.	Name of the Employee with designation	Gross monthly remuneration	
			1.	Sh. Narinder Kumar, T.O.	Rs. 80,702/-	
			2.	Sh. Kulwant Singh, R.O.	Rs. 81,332/-	
			3.	Smt. Veena Madan, S.A.	Rs. 88,764/-	
			4.	Ms. Tanya Kumari, Clerk	Rs. 56,048/-	
			5.	Smt. Kanika Dhiman, R.O (on contract)	Rs. 30,189/-	
			6.	Ms. Priyanka Bhalwal, Steno-typist	Rs. 23,393/-	
			7.	Sh. Kewal Krishan, Peon	Rs. 59,325/-	
		8.	Sh. Udhey Singh, Peon	Rs. 59,325/-		
			(ii) System of compensation as provided in its regulations	As per Rules		
1.10	Name, designation and other particulars of public information officers [Section 4(1)]	(i) Name and designation of the public information officer (PIO), Assistant Public Information (s) & Appellate Authority	Sr.No.	Name of the Officer	Designation	
			1.	Mrs. Hargunjit Kaur, IAS	Appellate Authority	
			2.	Sh. Rajnish Malhi, AC(F&A)	CPIO	

	(b) (xvi)]	(ii) Address, telephone numbers and email ID of each designated official.	Sr. No.	Name of the Officer	Designation	Tel.No.& Email ID	
			1.	Mrs. Hargunjit Kaur, IAS	Appellate Authority	Mobile:0172-700225 Email ID: <a href="mailto:ssfdhe@yahoo.com">ssfdhe@yahoo.com</a>	
			2.	Sh. Rajnish Malhi, AC(F&A)	CPIO	Mobile: 8054010399 Email ID: <a href="mailto:rainishmalhi1975@gmail.com">rainishmalhi1975@gmail.com</a>	
1.11	No. Of employees against whom Disciplinary action has been proposed/ taken (Section 4(2))	No. of employees against whom disciplinary action has been (i) Pending for Minor penalty or major penalty proceedings (ii) Finalised for Minor penalty or major penalty proceedings	Nil  Nil				
1.12	Programmes to advance understanding of RTI (Section 26)	(i) Educational programmes	N.A.				
		(ii) Efforts to encourage public authority to participate in these programmes	N.A.				
		(iii) Training of CPIO/APIO	As per Chandigarh Administration Instructions from time to time.				
		(iv) Update & publish guidelines on RTI by the Public Authorities concerned	Pamphlets regarding awareness to apply online on the <a href="http://rtionline.gov.in">rtionline.gov.in</a> have been received from the Information Technology Department, UT, Chandigarh and have been pasted on the Notice wall of this Department.				

## 2. Budget and Programme

S.No.	Item	Details of disclosure	Particulars
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc. [Section 4(1)(b)(xi)]	(i) Total Budget for the public authority	Rs. 7,56,79,000/- (Financial Year 2021-22)
		(ii) Budget for each agency and Plan & programmes	i) Grant in aid to CIHM: Rs.3,15,00,000/- ii) Direction & Administration: Rs. 11,74,000/- iii) Medical expenses: Rs.1,00,000/- iv) Other Expenses D&A :Rs.6,00,000/- v) Strengthening of : Rs.38,35,000/- Tourism Organisation vi) Wages : Rs.83,60,000/- vii) Medical expenses(STO): Rs. 10,000/- viii) Office expenses: Rs. 1,00,000/- ix) Tourism Facilities: Rs. 3,00,00,000/-
		(iii) Proposed Expenditures	Expenditure made : <b>Rs.7,59,43,000/-</b>
		(iv) Revised Budget for each agency, if any	i) Grant-in-aid to CIHM: Rs. 3,15,00,000/- ii) Direction & Administration: Rs.12,48,000/- iii) Medical expenses(D&A): Rs.1,00,000/- iii) Other Expenses D&A :Rs.6,00,000/- iv) Strengthening of : Rs.40,25,000/- Tourism Organisation v) Wages : Rs. 83,60,000/- vi) Medical expenses(STO): Rs. 10,000/- vii) Office expenses: Rs. 1,00,000/- viii) Tourism Facilities Rs.3,00,00,000/- Total Final/Revised Budget: <b><u>Rs.7,59,43,000/-</u></b>
		(v) Report on disbursements made and place where the related reports are available	Record is placed in the office.
2.2	Foreign and domestic tours during 2021-22	(i) Budget	Nil
		(ii) Foreign and domestic tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the department.	Nil
		a) Places visited	Nil
		b) The period of visit	Nil
		c) The number of members in the official delegation	Nil
d) Expenditure on	Nil		

		the Visit	
		<p>(iii) Information related to procurements</p> <p>a) Notice/tender enquires, corrigenda if any thereon,</p> <p>b) Details of the bids awarded comprising the names of the suppliers of goods/services being procured,</p> <p>c) The works contracts concluded – in any such combination of the above- and</p> <p>d) The rate/rates and the total amount at which such procurement or works contract is to be executed.</p>	<p>1. Tender for Outsource Services through GeM Portal</p> <p>2. Outsource Services provided by CREST</p> <p>i)M/s.Orrionstars Innovates Pvt. Ltd. for providing other staff.</p> <p>ii)M/s.Jaharveer for providing outsource Security Services.</p> <p>iii)Wages provided to CREST for providing services.</p> <p>Providing of outsource manpower services.</p> <p>Financial implication for one year amounting to Rs.83,60,000/-</p>
2.3	Manner of execution of subsidy programme [Section 4(i)(b)(xii)]	<p>(i) Name of the programme of activity</p> <p>(ii) Objective of the programme</p>	<p>Nil</p> <p>N.A. in view of (i) above.</p>
		<p>(iii) Procedure to avail benefits</p> <p>(iv) Duration of the Programme/ scheme</p> <p>(v) Physical and financial targets of the programme</p> <p>(vi) Nature/Scale of subsidy/amount allotted</p> <p>(vii) Eligibility criteria for grant of subsidy</p> <p>(viii) Details of beneficiaries of subsidy programme</p>	<p>N.A.</p> <p>N.A.</p> <p>N.A.</p> <p>N.A.</p> <p>N.A.</p> <p>N.A.</p>

		(number, profile etc.	
2.4	Discretionary and non-discretionary grants.	(i) Discretionary and non-discretionary grants/ allocations to State Govt./NGOs/ other institutions	Grant in aid to CIHM: Rs.3,15,00,000/- Grant in aid to STEPS: Rs.90,00,000/-
		(ii) Annual accounts of all legal entity who are provided grants by public authorities	Grant in aid to CIHM: Rs.3,15,00,000/-
2.5	Particulars of recipients of concessions, permits of authorizations granted by the public authority [Section 4(1)(b)(xiii)]	(i)Concessions, permits or authorizations granted by public authority	Issues permits to visit Capitol Complex to the tourists/visitors.
		(ii)For each concessions, permit or authorization granted a)Eligibility criteria b)Procedure for getting the concession/ grant and/or permits of authorizations c)Name and address of the recipients given concession / permits or authorizations d)Date of award of concessions/ permits of authorizations	Copy of identity proof To apply for permission to visit the Capitol Complex.  Tourists visiting the Capitol Complex.  As and when required by the tourists.
2.6	CAG & PAC paras	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of Administrator, UT, Chandigarh.	Nil



### 3. Publicity Band Public interface

S.No.	Item	Details of disclosure	Particulars
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of [Section 4(1)(b)(vii)]	Arrangement for consultations with or representation by the members of the public (i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	As per Chandigarh Administration instructions.
		(ii) Arrangements for consultation with or representation by (a)Members of the public in policy formulation/ policy Implementation (b)Day & time allotted for visitors (c)Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	Any working day during working hours Sh. Rajnish Malhi, CPIO Mobile:8054010399
		Public-private partnerships (PPP) (i) Details of Special Purpose Vehicle (SPV), if any	Nil
		(ii) Detailed project reports (DPRs)	Nil
		(iii)Concession agreements	Nil
		(iv)Operation and maintenance manuals	Nil
		(v)Other documents generated as part of the implementation manuals	Nil
		(vi)Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorization from the government	This department provides Cycles to the tourists on rental basis.
		(vii)Information relating to outputs and outcomes	Revenue generated: Rs.600/-
(viii)The process of the selection of the private sector party (concessionaire etc.)	Nil		

		(ix)All payment made under the PPP project	Nil
3.2	Are the details of policies/decisions, which affect public, informed to them [Section 4(1)(c)]	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive;	Nil
		(i)Policy decisions/ legislations taken in the previous one year	Nil
		(ii) Outline the Public Consultation process	Nil
		(iii)Outline the arrangement for consultation before formulation of policy	Nil
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]	Use of the most effective means of communication (i) Internet (website)	<a href="http://chandigarhtourism.gov.in">http://chandigarhtourism.gov.in</a>
3.4	Form of accessibility of information manual/handbook [Section 4(1)(b)]	Information manual/handbook available in (i)Electronic format	Through website
		(ii) Printed format	Tourist Literature
3.5	Whether information manual/handbook available free of cost or not [[Section 4(1)(b)]	List of materials available (i) Free of cost	Tourist Literature Yes
		(ii)At a reasonable cost of the medium	Nil

4. E-Governance

S. No.	Item	Details of disclosure	Particulars
4.1	Language in which information Manual/Handbook available	(i)English	Yes
		(ii) Vernacular/ Local Language	No
4.2	When was the information Manual/Handbook last updated?	Last date of Annual Updation	23.04.2019
4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i)Details of information available in electronic form	Website <a href="http://chandigarhtourism.gov.in">http://chandigarhtourism.gov.in</a>
		(ii)Name/title of the document/ record/other information	Information on Chandigarh Tourism
		(iii)Location where available	<a href="http://chandigarhtourism.gov.in">http://chandigarhtourism.gov.in</a>
4.4	Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i)Name & location of the facilities	Tourist Information Centres 1. Capitol Complex, Sector 1, Chandigarh 2. Sukhna Lake, Sector 1, Chandigarh 3. Palm Garden, Sector 42, Chandigarh 4. Plaza, Sector 17, Chandigarh
		(ii)Details of information made available	About tourist spots of Chandigarh, Hotels & Restaurants available in Chandigarh
		(iii)Working hours of the facility	24x7 on tollfree helpline No.18001802116
		(iv)Contact person & contact details (Phone, fax email)	Sh. Deepak Rohilla, Information Assistant Mobile: 9216535045
4.5	Such other information as may be prescribed under section 4(i)(b)(xvii)	(i) Grievance redressal mechanism	CPGRAMS Portal Grievances Portal
		(ii) Details of applications received under RTI and information provided	28 Nos. of applications have been received from 01.04.2021 to 31.03.2022 and the information was provided to all.
		(iii)List of completed schemes/ projects/ programmes	N.A.
		(iv)List of schemes/projec ts/programme underway	N.A.

		(v)Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	<p>1.M/s. Orrionstars Innovates Pvt. Ltd. was given contract from February, 2021 to 28.02.2022.</p> <p>2.M/s. Jaharveer from February, 2021 to 28.02.2022</p> <p>3.CREST for providing outsource services Total Amount : Rs.83,60,000/-</p>
		(vi)Annual Report	<p>The Tourism Department, Chandigarh Administration organises mega annual events such as Rose Festival, Chandigarh Carnival, World Tourism Week, World Music Day, Teej Festival, Lohri Festival and other such events towards the promotion of tourism, culture and festivity in the City beautiful of Chandigarh which gives an immense image to the City beautiful.</p> <p>This department organised the following events during 2021-2022:-</p> <ol style="list-style-type: none"> <li>1. An Awareness Camp regarding following COVID protocol for the prevention of third wave of COVID was organised in July, 2021 at various tourist places in Chandigarh.</li> <li>2. Vaccination Drive was held in co-ordination with Health Department, UT in the month of July, 2021 with on-the-spot registration for the tourists above the age of 18 years with ambulance facility at Rock Garden, Chandigarh on Saturdays.</li> <li>3. Celebrated World Tourism Day on 27.09.2021 and 28.09.2021 as a part of "Azadi ka Amrit Mahotsav". During the evenings, a sufi Musical live evening was organised with performance by Ali Brothers on 27.09.2021 and Prabh Gill on 28.09.2021 by following COVID protocol and proper social distancing was maintained in sitting arrangements.</li> <li>4. Celebrated Rashtriya Ekta Diwas in co-ordination with Police Department, Deputy Commissioner, Municipal Commissioner, Sports Department, Public Relations &amp; Cultural Affairs, Education Department and Engineering Department, UT, Chandigarh on 31.10.2021, for which Laser &amp; Sound Show, Cycle Rally and Run for Unity was organised as a part of event.</li> <li>5. A special guided Heritage Walk of the Capitol Complex was conducted on 31.10.2021 as part of Foundation Day Celebrations of Chandigarh.</li> </ol>

			<p>6. A fun-filled guided tour followed by a sketching competition based on the Capitol Complex was organised for students of Government schools on 14.11.2021, Children's Day at Capitol Complex.</p> <p>7. A guided tour-cum-workshop on miniature furniture making for students of Architecture was organised at Jeanneret House on 04.12.2021 on Pierre Jeanneret's death anniversary.</p> <p>8. Prepared the tableau on the theme <b>"APNA SHEHAR APNA JASHAN"</b> which was displayed in the Parade Ground on 26<sup>th</sup> January, 2022 on the occasion of celebration of Republic Day, 2022.</p> <p>9. Celebrated Iconic week of 'Azadi Ka Amrit Mahotsav' from 06.03.2022 to 13.03.2022, on which popular singers performed their live performances at New Lake, Sector 42, Sector 17 Plaza and Open Ground, Sector 10, Chandigarh which endeavours to promote cultural and festive traditions of City beautiful..</p>
		(vii)Frequently Asked Question (FAQs)	Nil
		(viii)Any other information such as a)Citizen's Charter	Nil
		c)Six monthly reports loaded on the website or not	N.A.
		d)Performance against the benchmarks set in the Citizen's Charter	N.A.
4.6	Receipt & Disposal of RTI applications & appeals	(i)Details of applications received and disposed	28 nos. from 01.04.2021 to 31.03.2022 received and disposed off.
		(ii)Details of appeals received and orders issued	Nil
4.7	Replies to questions asked in the parliament, if any, [Section	Details of questions asked and replies given	27 Nos. Lok Sabha/Rajya sabha questions received from 01.04.2021 to 31.03.2022 and all were replied well in time.

4(1)(d)(2)]		
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5. Information as may be prescribed

S.No.	Item	Details of disclosure	Particulars		
			Year	Name of the First Appellate Authority	Name of the CPIO
5.1	Such other information as may be prescribed	(i)Name & details of (a)Current CPIOs & First Appellate Authority(FAAs) from 1.1.2015	1.1.2015	Sh. Jitender Yadav, IAS	Sh.Akhil Kumar, AC(F&A)
			1.1.2016	Sh. Jitender Yadav, IAS	Sh. Mandeep Kumar, SAS
			1.1.2017	Sh. Jitender Yadav, IAS	Sh. Mandeep Kumar, SAS
			1.1.2018	Sh. Jitender Yadav, IAS	Sh.Jagdeep Sherawat, SAS
			1.1.2019	Sh.Rakesh Kumar Popli, PCS	Sh. Rajnish Malhi, SAS
			1.1.2020 to 22.11.2020	Sh.Rakesh Kumar Popli, PCS	Sh. Rajnish Malhi, AC(F&A)
			23.11.2020 to 31.03.2021	Smt. Nitika Pawar, IAS	Sh. Rajnish Malhi, AC(F&A)
			01.04.2021 to 16.11.2021	Smt. Nitika Pawar, IAS	Sh. Rajnish Malhi, AC(F&A)
			17.11.2021 till date	Smt. Hargunjit Kaur, IAS Ph:0172-2700225	Sh. Rajnish Malhi, AC(F&A) M:8054010399
				(ii) Details of third party audit of voluntary disclosure	Yes, the audit has been carried out on 25.05.2022 for the F.Y. 2021-22
	(a)Dates of audit carried out				
	(b)Report of the audit carried out				

		(iii)	Appointment of Nodal Officers not below the rank of Joint Director/Additional Director	Nil
			(a) Date of appointment (b) Name & designation of the officers	N.A.
		(iv)	Consultancy committee of key stake holders for advice on suo-motu disclosure	Nil
			(a) Dates from which constituted (b) Name & designation of the officers	Nil
		(v)	Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI	
			(a) Dates from which constituted (b) Name & designation of the officers	Since 2005 Present Appellate Authority: Smt. Hargunjit Kaur, IAS CPIO: Sh. Rajnish Malhi, AC(F&A)

6. Information disclosed on own initiative

S.No.	Item	Details of disclosure	Particulars
6.1	Item/Information disclosed so that public have minimum resort to use of RTI Act to obtain Information	Through website at <a href="http://chandigarhtourism.gov.in">http://chandigarhtourism.gov.in</a>	By visiting the website, one can obtain the useful information about Chandigarh.

Organisation Chart

Director Tourism

