

CITIZENS CHARTER

**Corporate Office:
KVS Hyper Market Building
Pallakunnu
Po-Bekal
Kasaragod.
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BEKAL RESORTS

DEVELOPMENT CORPORATION LIMITED
(A Government of Kerala Undertaking)

CITIZENS CHARTER

Objectives

1. To carry on the business of planning, development, implementation and management of infrastructure facilities at Bekal for the promotion of tourism in all its aspects, including acquisition of land and properties, building of roads, bridges, airports, sea ports and other structures, construction of hotels, motels, tourist and leisure facilities, Cinema Theaters, transportation and communication facilities, to enter into collaboration with other agencies both in India and abroad for the purpose of setting up, establishing facilities for the promotion of tourism, infrastructure facilities development of township, to act as property developers, contractors and engineers, nodal agency for development schemes in the development area, to collect taxes, fees and such other revenue from users of facilities, setting up of power generating stations, for development of alternate energy sources.

2. To own, set up, run, and manage of lease Hotels, Restaurants, Parlors, Casinos, Tourist Lodges, Golf Courses, Waterways and Boat clubs, Sports and Recreation Centres, Swimming Pools, Health Clubs, Gardens, Farm and Parks, Amusement and Theme Parks, Common facility centres like Water supply, Sanitation, electricity supply, effluent treatment, Yathri Nivas, Highway Inns.
3. To give advice and/or give, take, circulate and/or otherwise organize, accept or implement any take over bids, mergers, amalgamation, acquisitions, diversification, rehabilitation or restructuring of any business concern, undertaking, Company, body corporate, partnership firm or any other association of persons whether incorporated or not, by acquisition of shares or assets and liabilities, and whether as a going concern or as a part of the concern, or otherwise as may be required having regard to business exigencies and to promote or procure incorporation, formation or setting up or concerns and under taking whether as company, body corporate, partnership or any other association of persons for engaging in any industrial, commercial or business activities.
4. To identify projects, project ideas, to prepare project profiles, project reports, market research, feasibility studies and reports pre-investment studies and investigation of industries on micro and macro level, to undertake appropriate service to identify scope of potential for tourism and hoteliering, economic and industrial development in any particular geographical area or location whether in India or abroad, to act as an adviser in the management of undertaking, business enterprises, offices, trade, occupations and professions by introducing modern method and techniques and

systems and render all assistance as may be necessary including by acting as agents for recruitment of personnel, technical, skilled, unskilled supervisory, managerial or otherwise, and to act as an adviser in the selection of technical process ,sources or plant and machinery and other utilities for business entrepreneurs.

5. To promote and market Bekal as an a International tourist destination in the national and global tourism market.
6. To conserve and preserve the art, culture and heritage Bekal area.
7. To create and tourism consciousness among local people make the honest population a tourism friendly society.
8. To involve local entrepreneurs/NGOs in the developments of tourism facilities in the region.
9. To play the roll of catalyst and facilitate in the developments of resort, backwater development, eco friendly projects, beach tourism and other tourism avenues in Bekal area

Commitment

We are committed to develop Bekal in Gods own country in an up market high quality tourist destination through optimal utilization of resources with due emphasis on conserving and preserving the heritage and environment. Creating employment opportunity and there by enhancing the income generation making tourism as an important sector in the socio-economic development area.

1. We are providing regular information to the Tourist /entrepreneurs/ local people regarding the avenues in Bekal area through our information centre at Thanal Vishram Kendram.
2. We have our Corporate Office at "KVS Hyper Market Building", Pallakunnu, Post Bekal, Kasaragod District. 671 318. We have set up an enquiry counter and information window at the Corporate Office to receive applications, complaints, suggestions and tour enquiries.
3. The requests/ suggestions/ complaints will be received at the enquiry counter and necessary action will be taken on the same.
4. In case of any complaints or request not properly handled or processed you are welcome to approach the Managing Director or an officer designated for the purpose.
5. BRDC will consult all sections of the tourism industry in the area while framing the programme/ activities, the valuable suggestion will be considered for the improvement tourism industry in the area
6. Facilities for the visiting public to Bekal area like drinking water toilet, seats for waiting persons etc are provided at our tourism centres like Thanal Vishram Kendram, Parking bay near Bekal Fort, Bekal Beach Park and Amenity Centre at Kottapuram.