

An Organisational Study on India Tourism Development Corporation Ltd

(18MBAOS307)

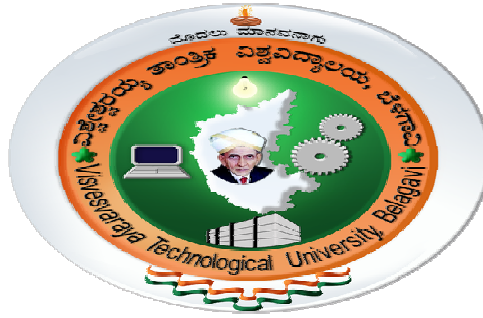
By

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1CR19MBA48

Submitted to

**VISVESVARAYA TECHNOLOGICAL UNIVERSITY**



In partial fulfilment of the requirement for the award of the degree of

**MASTERS OF BUSINESS ADMINISTRATION**

Under the guidance of

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Assistant Professor

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Bangalore



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## **DECLARATION**

I Megha Prakash Nair hereby like to declare that the internship report of “Organisational Study of India Tourism Development Corporation Ltd” was being prepared by me under the guidance and supervision of Mr. Manjunatha. S, faculty member, department of management studies, CMRIT, Bangalore and is being now submitted to VTU, Belgaum in the possible fulfilment of the university regulations.

I further declare that this report prepared by me is original and has not formed any bases for the award of any other degree of VTU or other university.

Place: Bangalore

Signature

Name: Megha Prakash Nair

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## **ACKNOWLEDGEMENT**

It is gratitude and great pleasure to thank the beloved ones for helping and motivating me for doing this internship report a successful one.

I would firstly like to thank CMRIT, Mr. Sandeep Kumar M HOD – Department of management studies for encouraging in doing the internship by seeing that all the formalities are being followed. And to my internal guide Mr. Manjunatha. S, Assistant Professor, Department of management studies, for guiding me and clarifying the doubts that has helped me in doing the internship successfully.

Place: Bangalore

Name: Megha

Prakash Nair

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## **EXECUTIVE SUMMARY**

Tourism has evolved as one of the key enablers of a nation's socio-economic growth. Tourism offers enormous growth prospects in India. Given its diverse socio-cultural precincts and heritage, India offers wide ranging options to inbound tourists and is thus, well positioned to harness its tourism growth potential.

The India Tourism Development Corporation (ITDC) is a hospitality, retail and education company owned by Government of India, under Ministry of Tourism.

The corporation is running hotels, restaurants at various places for tourists, besides providing transport facilities. In addition, the corporation is engaged in production, distribution and sale of tourist publicity literature etc. The projects are sanctioned from Ministry of Tourism, Govt. of India/ State/ U.T. Tourism Departments. These projects are assigned on a turnkey basis.

The report focuses on the ITDC and the various divisions that caters to the need of the people.

# **Chapter 1**

## **INTRODUCTION**

The tourism industry, also known as travel industry, is linked to the idea of people travelling to other locations, either domestically or internationally, for leisure, social or business purposes. It is also a wide-ranging industry, which includes the hotel industry, transport industry and a number of additional industries or sectors. It offers a wide range of benefits, including economic benefits for other countries attracting large number of visitors, due to the money they spend not only on their actual stay, but also in local businesses.

There are various sectors within the tourism industry which includes

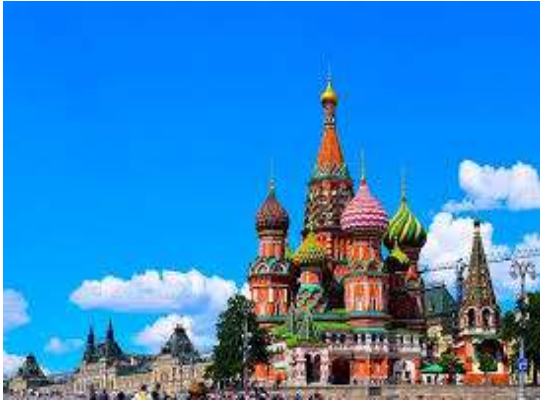
1. **Transportation:** the transportation sector is concerned with helping tourists to get where they need to go, via provisions of transport. This sector includes Airline Industry, Car Rentals, Water Transport, Coach services, Railways, Spacecraft.
2. **Accommodation:** the accommodation sector is central to the travel and hospitality industry, because people travelling to different areas require somewhere to stay, rest, sleep and unwind. This has sub-sections which include hotels, shared accommodation, hostels, camping, bed & breakfast, cruises etc.
3. **Food and Beverage:** the food and beverage sector has an interesting role within the tourism industry, providing tourists with essential refreshments at all stages of their travel experience, including during travel, when spending time with their chosen accommodation, and when they are out and about exploring the location they have travelled to. This sector includes restaurants, catering, bars and cafés, nightclubs.



4. Entertainment: entertainment attractions or venues are sometimes the main things drawing a traveller to a particular tourist location. This includes casino, tourist information, shopping, tourist guides and tours.
5. Connected industries: there are number of industries connected directly or indirectly connected to tourism industry. These include industries based on actually connecting customers with travel services, as well as industry based on providing customers with important information that can assist them in their travels. Some of the related industries are travel agents, tour operators, online travel agencies (OTA), tourism organisations etc.

## **History of tourism**





We know that cultures and nations moved their armed forces around in order to conquer other areas, and to control trade routes and various sources. This created the foundation for future travels. The Empire era (beginning with Egyptians, including the Greeks and stretching until the eventual form the Roman Empire) was influential in the development of travel and tourism. As time went on, people travelled more. They travelled for various reasons such as commercial, educational, governmental and religious purposes.

Pilgrimage and its religious goals coexist with defined routes, commercial hospitality, and an admixture of curiosity, adventure, and enjoyment among the motives of the participants. Pilgrimage to the earliest Buddhist sites began more than 2,000 years ago, although it is hard to define a transition from the makeshift privations of small groups of monks to recognizably tourist places. Tourism has been a global phenomenon from its origin.

Modern tourism is an increasingly intensive, commercially organized, business-oriented set of activities whose roots can be found in the industrial and post-industrial West. The aristocratic grand tour of cultural sites in France, Germany, and especially Italy-including those associated with Classical Roman tourism- had its roots in the 16<sup>th</sup> century. It grew rapidly, however, expanding its geographical range to embrace Alpine scenery during the second half of 18<sup>th</sup> century, in the intervals between European wars. By the early 19<sup>th</sup> century, European journeys for health, leisure, and culture became common

practice among the middle classes, and paths to the acquisition of cultural capital (that array of knowledge, experience, and polish that was necessary to mix in polite society) were smoothed by guidebooks, primers, the development of art and souvenir markets, and carefully calibrated transport and accommodation systems.

## **Tourism in India**

Tourism in India has seen exponential growth in the recent years. India is one of the most preferred destination for both overseas and domestic travellers.

The main reason for the growth of tourism in India is the tremendous progress made by the Indian economy. To sustain the current growth, the government should invest in infrastructures like transport, accommodation, better roads, health and hygiene etc. the scope of travel and tourism is truly immense. It has created 11 million jobs and has the potential to create another 37 million jobs (estimated by the NSSO, Ministry of Tourism) of the 120 million projected requirement by 2020.



## **Chapter 2**



# **India Tourism Development Corporation Ltd.**

**Type: Public Sector Undertaking**

**Founded: 1966**

**Headquarters: New Delhi, India**

**Key people: G. Kamala Vardhana Rao, Chairman and Managing  
Director**

**Products: Ashok Group Hotels, Duty Free, Travel Solutions,  
Advertising Solutions, Engineering Consultancy, Education and  
Training, Event Management, Art Gallery**

## **History**

ITDC came into existence in October 1966 and has been the prime mover in the progressive development, promotion and expansion of tourism in the country. The corporation is running hotels, restaurants at various places for tourists, besides providing transport facilities. In addition, the corporation is engaged in production, distribution and sale of tourist publicity literature and providing entertainment and duty free shopping facilities to the tourists.

The Ashok Institute of Hospitality and Tourism Management of the corporation imparts training and education in the field of tourism and hospitality. As of 31<sup>st</sup> March 2019, the corporation has four subsidiary companies: Pondicherry Ashok Hotel Corporation Ltd, Ranchi Ashok Bihar Hotel Corporation Ltd, Utkal Ashok Hotel Corporation Ltd and Punjab Ashok Hotel Company Ltd. The Hotels Units were set up under the aforesaid subsidiary companies at Puducheery and Ranchi respectively.

The main objectives of the corporation are:

- To construct, take over and manage existing hotels and market hotels, Beach Resorts, Traveller's Lodges/Restaurants;
- To provide transport, entertainment, shopping and conventional services;
- To produce, distribute, tourist publicity materials;
- To render consultancy-cum-managerial services in India and abroad;
- To carry on the business as a Full-Fledged Money Changers (FFMC), restricted money changers etc;
- To provide innovating, dependable and value for money solutions to the needs of tourism development and

engineering industry including providing consultancy and project implementation.

With these objectives, ITDC in its history of over three decades has achieved long term goals and remained profitable. It has opened new destinations, created tourist infrastructures and provided a package of facilities and services, vital to the industry. Therefore, ITDC has a giant network, with offices both in India and abroad.

With its head office in New Delhi, it is supported by four regional offices- Delhi, Mumbai, Calcutta, Chennai, New Delhi, being India's convention centre, has 6 hotels for the needs of this prestigious form of tourism. Further, every state has hotels and ITDC also cooperates with the state tourism bodies for the development of tourism.

### **Nature of Business**

### **Duties and Responsibilities**

- 1) To develop tourism infrastructure
- 2) The construction, management, and marketing of tourism products including hotels and catering units.
- 3) Establishment and management of tourist transport facilities.
- 4) The setting up of shopping facilities, i.e., duty-free shops and tax-free shops.
- 5) Creating convention and conference facilities.
- 6) Promote tourism traffic in the country through food festivals, fairs and joint-ventures abroad.
- 7) Organise cultural and entertainment programmes.
- 8) Provide publicity abroad.

## **Role of ITDC**

During the recent years, the corporation has entered into joint venture agreements with several state government to set up mid-market or budget hotels. It has also offered tour packages in collaboration with Air India, Indian Airlines, State Tourism Corporation, and Indian Railways, as 'enjoy India' for domestic tourists and 'discover India', 'Pilgrims Tours', and 'Buddhist Package' etc.

The role of ITDC can be understood by the following points:

- Helps in the development of infrastructure
- Promotes India as tourist destination
- Helps in the promotion of domestic tourism in collaboration with the railways
- Provides consultancy services
- Promotes inbound tourist traffics
- Provides training facilities

## **Mission/Vision**

To provide leadership and play a catalyzing role in the development of tourism infrastructure in the country and to achieve excellence in its strategic business units through professionalism, efficiency, and value for money and customer focused services.





## **Product/Services**

ITDC provides one of the most greatest products and services. They are:

1. Ashok Group of Hotels
2. Ashok International Trade
3. Ashok Travels and Tours
4. Ashok Consultancy and Engineering Services
5. Ashok Institute of Hospitality and Tourism Management
6. Sound and Light Show
7. Ashok Events
8. Catering Units

## **ASHOK GROUP OF HOTELS**

### 1. **The Ashok**



In harmony with its amazing Lutyen's setting rises The Ashok. An inspirationally conceived architectural marvel designed to capture the essence of surrounding natural wonders amidst the hustle and bustle of the capital city. The pillar-less Convention hall has been for many decades the largest in the city and a host to many milestone banquets. The Ashok has hosted several prestigious national and international conventions, events and the highest level of dignitaries,

including Head of States and luminaries across the world. Truly world class cuisine is served at various restaurants. The Ashok is the classic example of authentic Indian hospitality with world-class infrastructure.

### **ROOMS AND SUITES**



With a total inventory of 550 rooms, The Ashok has 389 appointed premium rooms with latest in in-room comforts like choice of bed size (King, Queen & Twin), complimentary wireless internet, electronic in-room safe and a host of welcome amenities. In addition,

there are 150 luxuriously appointed 'Suites', 10 one bedroom apartment style 'Deluxe Suites', and 01 Grand Presidential Suite- 'The Ashok Suite', each depicting the grand and vibrant ethos of India. Dedicated rooms & suites for non-smokers and differently abled.

The hotel facilities have high speed Wi-fi internet, Bank with ATM, Currency Exchanges, Electronic safes, Executive Lounge with Board Room Facility, Non-smoking Rooms, Car Rental, 24 hours in-Room Dining, Express Check-In, Check-Out, Travel Desk, Valet Parking, Airport Transfer on request. Beauty parlour, Doctor on call, Florist, Laundry and Dry Cleaning, Shopping Arcade, Major Credit Card accepted.







## 2. Hotel Samrat



Set in the green and serene locality of Delhi's Diplomatic Enclave, Hotel Samrat – an elegant stone and marble structure is built around a centrally filled atrium and open-air courtyard. The hotel is within the reach of business arenas, shopping malls, and various cultural and monumental attractions away from the crowded hubs. The Hotel with centrally air conditioned rooms and other contemporary amenities offers a concept of royal living.

The Hotel provides facilities which includes Comfortable Twin & Queen beds, Electronic Safes, TV, Tea/Coffee Makers, Wi-fi, Beauty Parlour, Swimming Pool, Gym, Business Centre, Non-Smoking Rooms, In-House Laundry, Parking facility, Doctor on Call, Irons on request.



Central location, personalized service and courteous staff make Hotel Samrat the perfect venue and excellent host for mega events and theme parties. Hotel Samrat is a perfect venue to hold conventions, exhibitions and weddings.



**banquets**



**Gym**



**Pool**

### **3.Kalinga Ashok**



The Temple city of Bhubaneswar presents a glimpse into 2500 years of history. The Ashok Group's Hotel Kalinga Ashok compliments this ancient city. The hotel is a gracious blend of traditional courtesy and modern living with an ambience that includes Odisha handicrafts, handlooms and cuisine to create the complete Odishan experience.

The grand white building stands in the heart of the city at Kalpana Square.

The hotel provides the facilities which includes Tea / Coffee Makers in Suite rooms, Airport pickup service on demand, Early check-in / late check-out on demand, Wi-Fi internet facility, Laundry, Doctor on call, Money changer, Parking facilities, Postal services, Courier, room service, credit card.



Lawn



Rooms



Banquets

Kalinga Ashok offers visitors a taste of times in all its multi-faceted avatars with:





Phulbani Coffee shop-cum-Restaurant

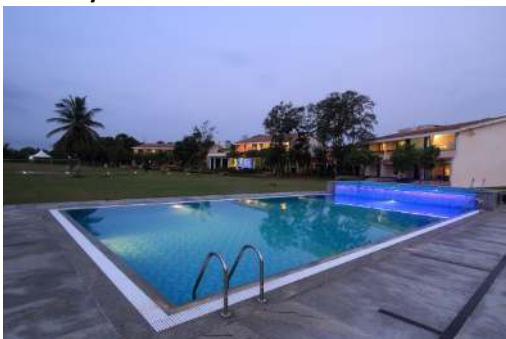


Phulbani Bar

#### **4. Pondicherry Ashok**



Hotel Pondicherry Ashok, is one of the few beach resorts on the eastern coastline of vast southern expanse of the Bay of Bengal. On one side the sun and surf-washed beach and on the other hand the greens offer an exquisite mixture of solitude from the hustle bustle of city life.





### **Hotel facilities**

All credit cards, laundry service safe deposits, car parking, taxi service (on hire) – sight -seeing, visit Auroville or rendezvous to the city or the Sri Aurobindo Ashram on hire, Doctor on Call. Internet connectivity, Indoor (Carroms, Chess) and outdoor games like Beach Volleyball, Cricket, Badminton etc. Unmatched meetings, events and exhibition facilities.

The hotel arranges conferences at their Duplex Hall at short notice or at the convenience of the customers. The hotels verdant lawn are ideal for a moonlit night beachside Barbeque and party.

### **ASHOK INTERNATIONAL TRADE**

ITDC is the pioneer of Duty Free Business in India, with the changing times they have also changed their Business focus from operating Duty Free Shops at International Airports to diversifying into other locations such as seaports etc.



These shops have World's best-known brands of spirits, wines and top selling brands of cigarettes and made in India products like handicrafts etc. as well as a large assortment of teas at most competitive prices. As a part of the overall strategy of making shopping at the shops an incredible experience, the Ashok enterprise have modelled the shops on the latest designs and from time to time bringing out product promotions or price off promotions etc. They strive to strengthen their position by optimizing their strength of being in the business of Indian Duty Free for the last more than 50 years. The selection offered at the Duty Free Shops are:

- a) Liquor
- b) Cigarettes
- c) Indian handicrafts & Assorted Teas

## **ASHOK TRAVELS & TOURS**



Ashok Travels & Tours (ATT) is one of the largest travel and tour operations in India, with experience of being in the travel industry over 40 years. ATT is an IATA approved agency and is a member of both National & International Travel & Tourism organisation like TAAI, IATO & PATA.

ATT caters to various travel needs of the traveller- Air ticketing, Transport, Customized packages and city sightseeing tours. ATT has also forayed into the area of cargo handling. ATT operates from important destinations throughout India such as Delhi, Bangalore, Kolkata, Hyderabad and Patna. Manned by professionals with years of expertise, ATT offers friendly and personalized services to ensure memorable experiences. The comprehensive services are executed with maximum efficiency taking into account every minute detail. ATT is the most preferred agency for providing special darshan facility to its clients for Tirupati conducted tour, operated from centres in south. It is also the most preferred agency in providing the transport services for the big International Events/ Conferences and VVIP State guests received by the Govt. of India through various Ministries.

### **ASHOK CONSULTANCY & ENGINEERING SERVICES**

Ashok Consultancy & Engineering Services is one of the prime verticals of ITDC and has a large contribution to the overall progress of ITDC. The division has a pool of experienced Engineers and Architects. The division has unmatched experience of more than 5 decades in the execution of the Tourism related infrastructural projects. The objectives are:

- 1) To provide innovative, dependable and value for money solutions to the needs of Tourism industry.
- 2) To adopt state-of-the-art technology in construction.
- 3) To promote responsible and community based tourism for the socio-economic benefits to society.
- 4) To eliminate the gaps between existing and requirements of tourism infrastructure.
- 5) To conserve and protect the natural environment.
- 6) To increase the economic benefits of the nation from tourism.

## **ASHOK INSTITUTE OF HOSPITALITY & TOURISM MANAGEMENT**

Ashok Institute of Hospitality & Tourism Management (AIH&TM) an ISO 9001:2015 certified Hospitality Training Institute is the Human Resource Development Division of India Tourism Development Corporation Ltd. This Institute is spread over two campuses, one at Hotel Samrat, The Centre of Excellence, New Delhi and the other at Qutub campus in Qutub Institutional Area, New Delhi. The Institute came into existence in 1971 for in-house training of staffs and executives in ITDC hotels. Post disinvestment, in the year 2002, it became a Strategic Business Unit for undertaking education and training related assignments in the Hospitality Education. Having more than 4 decades of experience in hospitality training and skills development programmes, with a pool of experienced and enthusiastic trainers and faculty, AIH&TM boasts of its quality and excellence in training deliverables, particularly in Hospitality areas like food production, food production etc.

## **SOUND AND LIGHT SHOWS**

Ishq-e-Dilli, a state-of-the-art multi-media show on a gigantic scale, is an interesting story of bygone era. It narrates how Dilli was destroyed seven times and rebuilt. The show starts from the period of Prithvi Raj Chauhan and ends with the launch of Delhi Metro.

## **Ownership pattern**

### **Board of Director**

Chairman & Managing Director: G KAMALA VARDHANA RAO

Full Time Director: PIYUSH TIWARI

Company Secretary: V K JAIN

Vigilance General Manager: RANJEEV MEHTA

HR General Manager: SHALINI DEWAN

IT General Manager: SANDEEP MOHAN

The Ashok General Manager: MR. VIJAY DUTT

Hotel Samrat General Manager: RAJIV CHOPRA

Pondicherry Ashok General Manager: RAJIV NAIR

## **AWARDS & ACHIEVEMENTS**



The Ashok becomes first five-star hotel to earn LEED Gold Certification for existing buildings.



Best Luxury Hotel



ASIA Awards for excellence 2017



Fastest Growing Miniratna Award' at 7<sup>th</sup> DSII PSU Annual Awards 2018

### **Growth prospect**

Presently, ITDC has a network of eight Ashok Group of Hotels, six Joint Venture Hotels, two Restaurants (including one Airport Restaurant), 12 Transport Units, one Tourist Service Station, 37 Duty Free Shops at International as well as Domestic Custom Airports, one Tax Free outlet and two sound & light shows.

ITDC is also managing a hotel at Bharatpur and a restaurant at Kosi on behalf of the Department of Tourism. In addition, it is also managing catering services at Western Court, Vigyan Bhawan, Hyderabad House and National Media Press Centre at Shastri Bhawan, New Delhi. With all major retail operations in India having been bagged by major International players, ITDC is aiming for airports in the tier 2 cities in the country subject to viability, as the international passengers flow has increased at these airport also.



## **CHAPTER 3**

### **MCKENSY'S 7S framework**

i. **Strategy**

- One stop service provider
- Offers and Promotions

ii. **Structure**

- Organisation structure
- Structure describes the hierarchy of authority and accountability in an organisation. These relationships are frequently diagrammed in organisational charts. Most organisations use some mix of structures -pyramid, matrix or networked ones to accomplish their goals

iii. **Systems**

System is the formal and informal procedures, and including the innovation systems, compensation systems, management information systems and capital allocation systems, that govern everyday activity.

iv. **Style**

The management style of ITDC is top to down as per the organisational structure.

Participative style of management has resulted in the development of committed and motivated workforce, which is ready to meet the challenges of the future.

v. **Staff**

ITDC has number of staffs working under the various heads and senior functionaries. This includes in the various divisions headed by the a Managing Director.

vi. **Skill**

Skill is what the company does best; the distinctive capabilities and competencies that reside in the organisation.

- Social skills
- Organisational skills

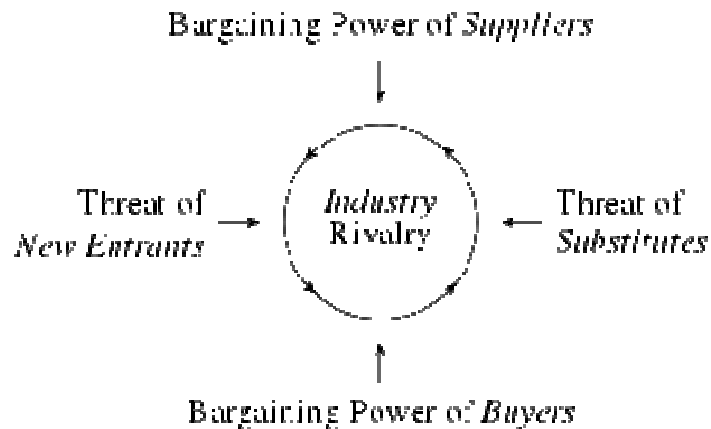


- Technical skills
- Artistic and creative skills

vii. **Shared Values**

Shared values are what engender trust. Values are the identity by which a company is known throughout its business areas. These values must be explicitly stated as both corporate objectives and individual objectives. Shared values are the stated objectives of ITDC.

**PORTERS FIVE FORCE ANALYSIS**



**Threat of Substitute Goods**

Firms appears at all price ranges, with variations in the levels of services and amenities. The constant challenge will always be to get customers to choose your services over the competitor. With the technological advancement the internet makes the overall market to be more efficient while expanding the size of the potential market and creating new substitution threats. The threat is that another firm chain may erode the customer base with a newly formulated internet approach for the marketing campaign.

**Bargaining Power of Buyers**

The Tourist who are the major consumers in tourism industry are more and more capable of making use of the technological advancements in the means of communications such as the internet to increase their bargaining power. Due to the increased bargaining power of consumers, they are finding internet businesses websites which will negotiate or bargains for them. These processes shifts the bargaining power to the end users.

### **The Rivalry among existing competitors**

The rivalry amongst the competitors is fierce. When the potential customers learn about the hotel online, the internet reduces the differences amongst the competitors. The tourism industry covers wide area so the market is widened which increase the number of competitors. ITDC competitors are Westlife Development Ltd, Chalet Hotels, Mahindra Holidays & Resorts India Ltd.

### **Barriers to Entry**

A vital barrier is differentiation. A firm that can successfully differential itself by the location, services, amenities or other quality has the greatest potential to attract and keep the clients. Another barrier to entry is the expertise. It is in the area of expertise and differentiation that a firm can make the greatest impact on its clients and thereby on the bottom line.

### **Bargaining Power of Suppliers**

The employees to the firm are the major suppliers, the bargaining power of the labor supply is higher when there are fewer people to fill service section of the industry, and firms can attract excellent staff and create a chance of providing excellent and exceptional

experience to their clientele. As part of their strategy all the firm chains should have section employee recruitment. The other supplies needed by hotels are also easier to attain through internet channels whether originated by the supplier or by the hotel chain. With their products in the greater demand by greater numbers of the firms the suppliers gain more measure of power by competition for their offerings.

## **CHAPTER 4**

### **SWOT Analysis**

#### **1) Strength**

- Government aided with a good workforce
- Years of expertise in the hospitality sector
- Brand equity and strong brand presence in India
- Around 16 hotels across India. They are increasing their hold in India through the Ashok Alliance Hotel scheme

#### **2) Weakness**

- Changing consumer behaviour and requirements
- Insufficient marketing and digitalization as compared to global players
- No global presence as compared to other leading hotel chains

#### **3) Opportunities**

- Increasing desire to visit hotels with an air of authenticity
- Hotel management is now a popular career choice, using their expertise to train the youth, hence, increasing manpower to be recruited
- Increased influx of foreigners visiting the country looking to experience “Incredible India”
- Increase in business travels within the country

#### **4) Threats**

- Global leaders are increasing their penetration in the country
- Competitors are offering more innovative services
- Increasing terrorist attacks

## **CHAPTER 5**

### **FINANCIAL ANALYSIS**

#### **Consolidated Balance Sheet as on 31<sup>st</sup> March 2020**

Particulars	As at 31.03.2020( in lakhs)	As at 31.03.2019(in lakhs)
ASSETS		
Non - Current Asset		
Property, Plant and Equipment	4,207.86	4,702.49
Capital Work In Progress	313.86	295.71
Intangible Assets	52 .51	42.39
Financial Assets		
(i) Investments	927.98	927.98
(ii) Other Financial Assets	263.86	317.64
Deferred Tax Assets	3,757.26	3,971.80
Other Non - Current Assets	1.072.14	61.15
Total Non - Current Assets	10,675.47	10,319.22
Current Assets		
Inventories	993.22	994.51
Financial Assets		
(i) Trade Receivables	9,560.15	9,730.97
(ii) Cash and Cash Equivalents	2,326.93	2,488.98
(ii) Cash and Cash Equivalents	2,326.93	2,488.98
(iii) Other Bank Balances	23,790.80	26,475.46
(iv) Loans	1,391.26	1,361.77
(v) other Financial Assets	4,978.21	6,755.83
Other Current Assets	8.882.66	8,964 .11
Non- Current Assets classified as held for sale	89.14	2.56
Total Current Assets	52,032.37	56,774.19
Total Assets	62,707 .84	67,093.41

EQUITY AND LIABILITIES		
Equity		
Equity Share Capital	8,576.94	8,576.94
Other Equity	26,072.25	26,761.40
Total Equity Liabilities	34,649.19	35,338.34
Non - Current Liabilities		
Financial Liabilities		
(i) Borrowings		
(ii) Trade Payables		
- total outstanding dues of micro enterprises and small enterprises		
- total outstanding dues of creditors other than micro enterprises and small enterprises		
(iii) Other Financial Liabilities	1,163.67	815.17
Provisions	5,830.70	4,438.57
Deferred Tax Liabilities		
Government Grants	90.28	111.15
Other Non - Current Liabilities		
Total Non-Current Liabilities	7,084.65	5,364.89
Current Liabilities		
Financial Liabilities		
(i) Borrowings	-	-
(ii) Trade Payables	-	-
- total outstanding dues of micro enterprises and small enterprises	966.45	-
- total outstanding dues of creditors other than micro enterprises and small enterprises	4,380.21	6,332.12
(iii) Other Financial Liabilities	6,095.65	9,955.17
Provisions	2,173.45	2,253.69
Government Grants	15.84	13.66
Other Current Liabilities	7,342.40	7,835.54
Non- Current Liabilities classified as held for sale	-	-
Total Current Liabilities	20,974.00	26,390.18

Total liabilities	28,058.65	31,755.07
Total Equity and Liabilities	62,707.84	67,093.41

### **Cash flow statement for the year 31<sup>st</sup> March 2020**

Particulars	Year ended 31-03-2020	Year ended 31-03-2019
A Cash flow from operating activities		
Net profit before tax	4,267.53	6,223.02
Adjustments for		
Depreciation and amortisation	720.38	711.82
Profit on Exceptional Item	(299.83)	(2,027.89)
Profit/Loss on Foreign Exchange Variations	(13.79)	(1.11)
Deferred Government Grant	(16.47)	(15.65)
Non-Cash Item of Discontinued Operation	117.70	71.64
Finance Cost	-	-
Write off/Provision for Inventories (Net)	-	-
Write off/Provision for doubtful trade receivables ( Net)	354.89	250.30
Interest Income	(1,656.04)	(1,816.85)
Bad Debts/Advances Written Off	0.38	131.68
(Gain)/ loss or. sale of fixed assets (net)	(7.31)	(7.05)
Changes In Defined Benefit Obligation	(1,080.10)	273.00
Gain on financial assets/liabilities carried at amortised cost	(113.81)	(122.67)
Profit/(loss) from discontinuing operations	(505.21)	431.45
Finance Cost (Assets/Liabilities Carried at amortized cost)	92.17	53.41
Operating cash flows before working capital changes	(2,407.04)	(2,067.95)
	<u>1,860.48</u>	<u>4,155.07</u>
<u>Changes in operating assets and liabilities</u>		
(Increase)/Decrease in trade receivables	150.82	54.85
(Increase)/Decrease in other non-current assets	(1,010.99)	4.67

(Increase)/Decrease in Inventories	1.29	58.47
(Increase)/Decrease in other financial assets -Current	1,777.62	(1,730.43)
(Increase)/Decrease in other financial assets-Non current	53.76	(3.45)
(Increase)/Decrease in otherBank Balance	2,684.66	(396.96)
(Increase)/Decrease in Loans-current assets	(29.49)	(125.41)
(Increase)/Decrease in other current assets	81.45	(1,541.72)
(Increase)/(Decrease) in non-current assets held for sale	(86.58)	270.46
	3,622.56	(3,409.52)
Increase/(Decrease) in trade payables	(985.46)	327.90
Increase/(Decrease) in long term provisions	1,392.13	(2,480.51)
Increase/(Decrease) in short term provisions	(71.69)	56.32
Increase/(Decrease) In other Financial liabilities	(3,859.52)	190.72
Increase/(Decrease) in other Non- Current Financial liabilities	348.50	154.29
Increase/(Decrease) in other current liabilities	(493 .14)	(916.311)
Changes in Employee benefit obligations	(3,669.18)	(2,667 .59)
Cash inflow/(outflow) from operations	<u>1,813.86</u>	<u>(1,922.04)</u>
<u>Direct Tax Paid</u>		
Income Tax Paid	988.11	955.54
Income Tax for Earlier Years	980.11	955.54
Net Cash Inflow/(Outflow) from operation (A)	<u>825.75</u>	<u>(2,877.58)</u>
B Cash Flow from Investing Activities		
Purchase or construction of Property, plant and equipment	(474.71)	(1,007.98)
Purchase of Investments	-	-
Proceeds on sale of Property, plant and equipment	-	1,498.11
Proceeds on sale of Investment	-	-
Deposits with bank not considered as cash and cash equivalent	-	-
Interest Income	1,644.51	1,816.85
Dividend received	-	-
Net cash generated from investing activities (B)	1.169.80	2.306.98
	1.169.80	<u>2.306.98</u>

C Cash Flow from Financing Activities



Increase in Share Capital	-	
Increase/(Decrease) in Borrowings	-	-
Finance Cost Paid	-	-
Dividend Paid	(1,801.16)	(1,586.73)
Dividend Tax Paid (370.23)	(323.02)	
Deferred Government Grant	-	(15.64)
	<u>(2,171.39)</u>	<u>(1,925.39)</u>
Net cash generated from investing activities (C)	(2,171.39)	(1,925.39)
Net cash increase/(Decrease)in cash and cash equivalents (A+B+C)	(1,75.84)	(2,495.99)
Cash and cash Equivalents at the beginning of the year	2,488.98	4,983.86
Effect of Exchange Rate changes on Cash and Cash Equivalent	13.79	1.11
Cash and cash equivalents at the end of the year	2,326.93	2,486.98
Movement In cash balance		
Reconciliation of cash and cash equivalents as per cash flow statement		
Cash and cash equivalents as per above comprise of the following		1.11
Cash on hand	55.26	15.90
Balances with banks.		
On current accounts	2,271.67	2,473.05
On deposits with original maturity upto 3 months - -	<u>2,326.93</u>	<u>2,490.09</u>

1. Cash And Cash Equivalents Consist Of Cash And Bank Balances Including Fixed Deposits and liquid Investments
2. The Above Statement Of Cash Flows Has Been Prepared Under The indirect Method As Set Out In Ind As 7 Statement of Cash Flows Notified U/S 133 Of Companies Act. 2013 ("Act")
3. Figures in brackets shows Cas Outflow.

## **CHAPTER 7**

### **Learning Experience**

Learning about ITDC is one of the best experience. ITDC showcases the best hospitality in India. It is a good place for learning about the hospitality and tourism industry. Showcasing various activities and having various hotels shows how this industry prospers in India. I have learnt about the services provided and how it works. India Tourism Development corporation (ITDC) is very excellent government organisation.

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