

LETTER FROM THE MANAGING DIRECTOR

Namaste!

It is a matter of great honor and privilege for me to be associated with ITDC as its Managing Director. The Corporation with its vibrant bouquet of services, stands tall as a pioneer in the field of tourism development for more than six decades. Many industry stalwarts owe their formative foundation to this organization and I am sure that it is a matter of pride for you all to be a part of this wonderful family for many years.

Being in the evolving business landscape of the tourism and hospitality sector, customer centricity, curating personalized experiences with capacity to adapt quickly, continuous engagement with all stakeholders, openness to innovation and sustainable practices are non-negotiables for us. Being in the Public Sector, transparency and integrity are imperative too. To be at the top of our game, we need to have a unity of purpose and focus, with no silos or pursuing activities, harming the organization. We are a team of well-trained, experienced and highly motivated members, empowered to make decisions and take ownership of customers' interactions, supporting the organizational goals. Grounded in this primacy, our endeavor henceforth is to prioritize exceptional service delivery, aligned with organizational growth, as we synergise our efforts in making ITDC a force to reckon with in the hospitality and tourism domain.

I am excited to be your team leader and I will make special efforts to create a positive, inclusive and innovative work environment to enable each one of you to contribute their best to take ITDC to newer heights.

I sincerely wish each one of you and your families a very happy and prosperous Diwali; May Goddess Laxmi bless you all with riches of good fortune, well-being and abundance.

Jai Hind!

M. R. Synrem, IAS