

GOVERNMENT OF ASSAM
TOURISM DEPARTMENT :: DISPUR

ORDERS BY THE GOVERNOR OF ASSAM
NOTIFICATION

Dated Dispur, the 22nd September, 2014

No. TSM.125/2014/11-12. In cancellation of notification No. TSM.55/2011/82 dt. 26/02/2014, the Governor of Assam is pleased to notify the Guidelines for registration and functioning of Tour Operators operating within the State of Assam.


Guidelines for registration of Tour Operators

1. Application for licensing shall be addressed to the Director of Tourism, Assam, Station Road, Panbazar, Guwahati – 781001, Assam.
2. A draft of Rs. 2000/- as license fee (non refundable) in the name of Director of Tourism, Assam, has to be enclosed with the application form.
3. The licensing of all tour operators will be mandatory and no one can operate in Assam without grant of license, irrespective of the size of business turnover.
The application for grant of registration shall be in the prescribed form.
The licensee shall possess and maintain fully furnished office with adequate staff to attend the needs of the customers and to look after their luggage and shall maintain records containing complete particulars regarding names and addresses of the tourists, the fare collected from each group of travelers, the particulars of journeys and the particulars of the contract carriage for the journey. These records are subject to inspection of the Licensing Authority.
There should be a minimum of two staff out of which at least one should have Diploma/Degree in Travel and Tourism from recognized University/ITTM/Institution approved by AICTE or three years working experience in the travel and tourism industry. The owner of the Tour Operating Agency will also be treated as one of the staff. The academic qualifications may be relaxed in case of Airlines, Shipping, Transport, PR Agencies, Hotels and other Corporate bodies and those who have experience with Govt. of India, Ministry of Tourism approved Tour Operators.
7. The minimum office space should be at least 200 sq. ft. Besides, the office should be located in neat and clean surroundings and equipped with telephone, fax and computer/computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
8. The applicant should have a Permanent Account No. (PAN) and should have Service Tax No., if already in business and shall file proof thereof alongwith latest Income Tax Returns for the current financial year.
9. The Tour Operators already approved by Ministry of Tourism, Govt. of India will be taken on board and will be granted licenses by the Tourism Department, Govt. of Assam. However, all tour operators approved by Ministry of Tourism, Govt. of India will have to apply to the Director of Tourism, Govt. of Assam for license in the prescribed form along with the prescribed fee. The Tourism Department, Govt. of Assam will not insist on inspection at the time of grant of license as such inspection has already been carried out by the Ministry of Tourism, Govt. of India. The period of license will be as prescribed as per the approval granted by the Ministry of Tourism, Govt. of India. The Tourism Department, Govt. of Assam will evaluate the cases of renewal of licenses as per its own criteria/guidelines at the time of renewal of license. As regards new applicants not approved by Ministry of Tourism, Govt. of India, inspections/evaluation will be done by Tourism Department as per its approved guidelines.
10. The license shall be granted for three years and renewal thereof after every three years on the application of renewal submitted.
11. License will be granted by the Tourism Department, Govt. of Assam to those Tour Operating Agencies whose head offices are situated in Assam (whether having Head Office or Independent Office outside Assam).
12. Department may at their discretion refuse to grant license to any firm or withdraw/withhold, at any time, the license already granted with the approval of the competent authority for reasons to be recorded in writing. The decision of the Director of Tourism, Govt. of Assam in the matter of licensing shall be final. However, before such a decision is taken, necessary Show Cause Notice will invariably be issued and the reply considered on merits.

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13. The applicant granted license shall be entitled to such incentives and concessions as may be granted by Government from time to time and shall abide by the terms and conditions of license as prescribed from time to time by the Tourism Department, Govt. of Assam.
14. The licensee shall not concern himself/herself either directly or indirectly with any vehicle that is not covered by a permit.
15. The licensee shall behave in a civil and orderly manner with a passenger or passengers.
16. No person shall hold more than one license.
17. The Licensing Authority may vary the conditions of license or attach new conditions(s) to such license anytime. However, any changes or amendments envisaged in the license agreement shall be with prior consultation of all stakeholders but final decision shall be that of the Govt. of Assam.
18. The Applicant shall not lend or transfer the license to any person.
19. The Applicant shall undertake to maintain an office under the charge of a full time member who should be in a position to give accurate and up to date information.
20. The Applicant shall maintain a complaint book which shall be produced at the time of renewal. The renewal shall be refused if there is any serious complaint.
21. The Applicant shall ensure safety of tourists and in case of any untoward incident concerning safety of tourists, the tour operator will inform the Director, Tourism and give all possible cooperation to such authorities for investigations into such incidents.
22. The existing premises of the Tour Operators will be subject to inspection by a designated Tourism Department official or by an officer from the Office of the Deputy Commissioner under their respective jurisdiction and representative from India Tourism, Guwahati.
23. Tour Operators will submit the total footfalls of both domestic and foreign tourists to the Assam Tourism Development Corporation Ltd. with a copy to the Directorate of Tourism on a weekly basis in the format appended to the notification.
24. Global Positioning System (GPS) is mandatory for all vehicles engaged for the travel of tourists. This is to enable the Tour Operators to ensure safety and security of the tourists.
25. All Tour Operators will have to furnish a weekly return in proforma annexed to this notification electronically to the Managing Director, Assam Tourism Development Corporation Ltd. and Director, Tourism on every Monday regarding the previous week.

This order will come into force with immediate effect.


(V.S. Bhaskar, IAS)

Principal Secretary to the Govt. of Assam
Tourism Department

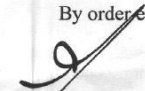
Memo No. TSM.125/2014/11-12-A

Dated Dispur, the 22nd September, 2014

Copy to :

1. P.S. to Hon'ble Chief Minister for kind information of Hon'ble Chief Minister.
2. Staff Officer to Chief Secretary for kind information of Chief Secretary.
3. P.S. to Principal Secretary, Tourism, Assam.
4. Secretary, Tourism, Assam.
5. Director of Tourism, Assam. He is requested to issue the same to all concerned.
6. Managing Director, ATDC Ltd., Paltan Bazar, Guwahati-08
7. Director of Printing & Stationery, Bamunimaidam, Guwahati-21 with a request to publish in the next issue of Assam Gazette.
8. President/General Secretary of Tour Operators Association of Assam.

By order etc.


Deputy Secretary to the Govt. of Assam
Tourism Department