भारत सरकार/Government of India
पर्यटन मंत्रालय/Ministry of Tourism
यात्रा व्यवसाय प्रभाग/(Travel Trade Division)

Transport Bhawan,
01, Sansad Marg
New Delhi- 110001

File No. TT-701/2/2018-TT

Dated:08.12.2020

OFFICE MEMORANDUM

Subject: Revised Guidelines for Recognition of Tourism Service Providers by the Ministry of Tourism.

The undersigned is to refer to the above mentioned subject and to circulate herewith a copy of revised/amended guidelines for "Recognition of Tourism Service Providers by the Ministry of Tourism".

2. It is requested that the provision as contained in the guidelines may be given wide publicity.

3. The above said revised/amended guidelines will come into operation with effect from 01.01.2021, i.e. that the date by which necessary changes would be made affective in the portal (https://etraveltradeapproval.nic.in).

4. This issues with the approval of competent authority

(Niraj Sharan)
Assistant Director General (TT)

To,

1. All India Tourism offices in India
2. President/General Secretary to ADTOI, ATOAI, IATO, ABTO, ICPB, ITTA, HAI, TAAI, FAITH
3. AD, IT Division - with the request to upload the guidelines on the official website of the Ministry

Copy to information:

1. PS to HM(T)
2. PS to Secy (T)
3. PS to DG(T)
4. PS/PA to JS(T)/ ADG/ADG (MR/Economic Advisor

GOVERNMENT OF INDIA
MINISTRY OF TOURISM
(TRAVEL TRADE DIVISION)

File No. :TT-701/2/2018-TT

Dated:08.12.2020

REVISED GUIDELINES FOR RECOGNITION OF TOURISM SERVICE PROVIDERS BY THE MINISTRY OF TOURISM

[Revised with effect from 08.12.2020 and in supersession of all previous guidelines issued on this subject]

Tourism today is one of the largest global industries and a major engine for economic growth and employment generation, with its multiplier effect. As tourism around the world gets competitive, the tourism service providers play a vital role in presenting the destinations and products of the country and providing high quality service standards, in such a manner so as to differentiate the destination in the minds of customers and prospective visitors to the country. The success therefore is to a large extent dependent on the competence of the service provider mediating the experience for the visitor.

2. BACKGROUND

The Ministry of Tourism, Govt. of India has been giving recognition to tourism stake holders under various categories such as Inbound Tour Operators, Domestic Tour Operators, Travel Agents, Adventure Tour Operators and Tourist Transport Operators under it's voluntary guidelines with an objective to encourage quality and standard of services. However, over a period of time, there have been widespread, global developments and advancements which have had a strong bearing on the Tourism sector as well. With the above in mind, and recognizing the need to continuously examine the sector vis-à-vis the changing traveller and industry landscape, it has been felt necessary to review and revise the guidelines for giving recognition to tourism service providers.

The Government of India aims to encourage new and innovative ideas and facilitate them in contributing to the economy. It also aims at empowering the local service providers to play an important role, thereby making them Aatmanirbhar (Self-dependent). Further, the Coronavirus (COVID-19) pandemic has triggered an unprecedented crisis in the tourism sector. All these factors have necessitated that the guidelines for giving recognition to tourism service providers are amended suitably.

3. APPLICABILITY

These guidelines are applicable to tourism service providers engaged in the profession/business/activities of providing services to the tourists, within the country, and include the following: -

I. Tour Operators

A Tour Operator is one who makes arrangements for transport, accommodation, sightseeing, entertainment and other tourism related services for tourists visiting destinations within the country, including through the online mode. Tour Operators would include:

a. Tour Operators making required arrangements for foreign tourists visiting India
b. Tour Operators making required arrangements for domestic tourists.

c. Tour Operators engaged in activities related to Adventure Tourism in India such as, water sports, aero sports, mountaineering, trekking, safaris of various kinds (as per indicative list at **Annexure-I**) and making required arrangements for the same.
d. Tour Operators making arrangements for Meetings, Incentives, Conferences and Exhibitions held within the country.

II. **Travel Agents**

A Travel Agent is one who makes arrangements of tickets for travel by air, rail, ship, passport, visa, etc. for the tourists visiting India, including through the online mode. It may also arrange accommodation, tours, entertainment & other tourism related services included in the Tour Operator category.

III. **Tourist Transport Operators**

A Tourist Transport Operator is one, who provides tourist transport like cars, coaches, boats etc. to tourists for transfers, sightseeing, river cruise, boat rides and journeys to tourist places, etc. within the country, including through the online mode.

4. CATEGORIES

Recognition will be given to Tourism Service Providers (in the segments of Tour Operators / Travel Agents / Tourist Transport Operators) under the following categories:

a. **Green Shoots / Start Ups**: A new organisation (Proprietorship/Partnership Firm/Company), which has just ventured into the tourism sector and has no previous experience in the field of tourism.
b. **Experienced Tourism Service Providers**: Those with previous experience in the tourism sector.

5. ELIGIBILITY

Any organisation/agency registered in India as Proprietorship/ Partnership firm/HUF/ Trust/ Company, as the case may be, may apply under the relevant category(ies) as mentioned under para IV above subject to fulfilling the following conditions: -

Sr. No	Criteria for Grant of Recognition	Green Shoots/ Start Ups	Experienced Travel Agents / Tour Operators	Experienced Tourist Transport Operators
(i)	**Minimum requirement of Paid Up Capital (Exempted for agency owned/ operated by a Trust)**	Rest of India: **Rs. 1 Lakh** North East Region/ UT of J&K/ Ladakh/ A&N/ Lakshadweep Islands: **Rs. 50,000/-**	Rest of India: **Rs. 3 Lakh** North East Region/ UT of J&K/ Ladakh/ A&N/ Lakshadweep Islands: **Rs. 50,000/-**	Rest of India: **Rs. 3 Lakh** North East Region/ UT of J&K/ Ladakh/ A&N/ Lakshadweep Islands: **Rs. 50,000/-**

(ii)	**Minimum requirement of annual turnover**	**Nil**	Rest of India – **Rs. 20 Lakh** North East Region/ UT of J&K/ Ladakh/ A&N/ Lakshadweep Islands – **Rs. 5 Lakh** ***(Annual Turnover during the Financial Year 2020-21 will not be Taken into consideration in view of COVID 19)***	Rest of India – **Rs. 20 Lakh** North East Region/ UT of J&K/ Ladakh/ A&N/ Lakshadweep Islands – **Rs. 5 Lakh** ***(Annual Turnover during the Financial Year 2020-21 will not be taken into consideration in view of COVID 19)***
(iii)	**Minimum Period of Operational experience prior to submission of application**	**Nil**	**One year**	**One year**
(iv)	**Qualification Requirements of Promoter/ Partners / Directors / Staff Of organisation**	Minimum of **two (2)** staff members. (10+2 or equivalent) Of the two, one staff member to be qualified with Degree/Diploma in Tourism / Travel Management from an approved University including deemed university, IITTM, Institutions approved by AICTE or Basic certificate holder of IITFC.	**<u>For agencies with annual turnover upto Rs. 10.00 Crore</u>** Minimum of **two (2)** staff members. (10+2 or equivalent) Of the two, one staff member to be qualified with Degree/Diploma in Tourism / Travel Management from an approved University including deemed university, IITTM, Institutions approved by AICTE or Basic certificate holder of IITFC. **<u>For agencies having annual turnover more than Rs. 10.00 Crore</u>** Minimum of **four (4)** staff members. (10+2 or equivalent) Of the four, two staff members to be qualified with Degree/	**Nil**

			Diploma in Tourism/ Travel Management from an approved University including deemed university, IITTM, Institutions approved by AICTE or Basic certificate holder of IITFC.	
(v)	**Office Space**	**No requirement subject to compliance instructions/ rules/ regulations of local Government / authority**	**<u>For agencies with annual turnover upto Rs. 10.00 Crore</u>** No requirement subject to compliance instructions/ rules/ regulations of local Government / Authority **<u>For agencies with annual turnover of morethan Rs. 10.00 Crore</u>** **150** sq. ft for rest of India & **100** sq. ft for hilly areas **<u>For agencies located in the North East, UT of J&K/ Ladakh/ A&N/ Lakshadweep</u>** No requirement subject to compliance instructions/ rules/ regulations of local Government/ Authority	**<u>For agencies with annual turnover upto Rs. 10.00 Crore</u>** No requirement subject to compliance instructions/ rules/ regulations of local Government / Authority **<u>For agencies with annual turnover of more than Rs. 10.00 Crore</u>** **150** sq. ft for rest of India & **100** sq. ft for hilly area **<u>For agencies located in the North East, UT of J&K/ Ladakh/ A&N/ Lakshadweep</u>** No requirement subject to compliance instructions/ rules/ regulations of local Government / Authority

6. ADDITIONAL REQUIREMENTS

For Tour Operators engaged in activities related to Adventure Tourism

i. The Agency must clearly indicate its specialization of activities or activity it wishes to pursue as business like trekking, water sports, aero sports, scuba diving, Safaris or any other (indicative list at **Annexure I**).

ii. The operator must have his own Adventure equipment as well as specialized trained staff.

iii. The field staff members of the party must be qualified for the activity or must have minimum of five years of practical experience. The staff member must obtain an Adventure certificate from specialized organizations including State Govt. Institutes like NIM - Uttarkashi, JIM – J&K, AB Institute of Mountaineering – Manali, HMI – Darjeeling, Sonam Gyatso Institute – Sikkim, NIMAS – Arunachal Pradesh, etc.(for Mountaineering), NIWS Goa (for Water Sports/Aero sports, etc.).

iv. Field members of the company must be qualified in First - Aid / C.P.R by Red Cross or equivalent body or Certificate Course conducted by the Adventure Tour Operators Association of India.

v. The party must sign an undertaking for adherence to sustainable ecological practice and protection of environment in keeping with guidelines for eco-tourism and safety and security guidelines of Ministry of Tourism/Adventure Tour Operator Association of India.

vi. It would be recommended to distribute a copy of the Eco - Tourism guidelines to each client.

vii. The agency must maintain in its office premises all the maps and reference material concerning the particular activities it desires to pursue as business.

viii. The party must have printed brochure or website clearly describing its i) present activities (ii) Its area of operation (iii) its commitment to follow Eco - Tourism guidelines.

ix. The firm should clearly indicate the area of specialization in all their promotional and display material.

x. Principles of Eco Tourism as being espoused by ATOAI Membership of PATA Green Leaf are recommended.

xi. A large number of activities are covered under Adventure Tourism, as per indicative list at **Annexure** and recognition will be accorded to Tour Operators dealing with any of these activities which would cover, inter-alia:

- Operators dealing with water sports.
- Operators dealing with aero-sports.
- Operators dealing with safaris of various types.
- Operators dealing with mountaineering, trekking, rock climbing
- Operators dealing with bicycling, motor cycling, motoring tours and expeditions

(xii) ***Safety Guidelines for Adventure related Activities***:

a. Safety guidelines for water sports, aero - sports, safaris, mountaineering and trekking, bicycling, motor cycling, motoring tours and expeditions which have to be followed by Tour Operators are appended for reference at ***Annexure II***. It may be noted that in a number of adventure activities, there may be an element of risk involved and, therefore, it must be ensured by the Tour Operator that safety guidelines are strictly followed.

b. In case the Tour Operator is making arrangements through Sub - Agents, it would be the responsibility of the Principal Tour Operator to ensure that Sub - Agents provide proper equipment to clients and all safety measures are followed to.

c. The Tour Operator may also ensure that his counterpart overseas obtains an undertaking from the foreign tourists that in case of any loss, damage / accident, etc., the operator would not be responsible and the client must be covered by Medical Insurance and should include the cost of repatriation fee if he / she is to continue the tour.

d. Insurance: Since adventure has an in - built risk factor, the Clients / Tour Operators should be covered by insurance or a "Special Contingency Policy".

B. **For Tourist Transport Operators**

i. The applicant should have a minimum number of **six** tourist vehicles -cars/buses, or **two** boats, etc. as the case may be with proper tourist permits issued by the concerned State Transport Authority (STA) / Road Transport Authority (RTA) or any other relevant authority for commercial tourist vehicles / boats, etc. The tourist vehicles/ boats, etc. and the related documents should be in the name of the company except where the owner is a Proprietor. A list of vehicles in the prescribed proforma as at ***Annexure III*** should be attached with the application.

ii. The applicant should have adequate knowledge of handling tourist transport vehicles / boats, etc. as the case may be for transferring tourists from the Airport, Railway Stations, Bus / Boat Stations, etc., and for sight-seeing of tourists, both foreign and domestic. The drivers should have working knowledge of English and Hindi / local languages.

iii. The drivers of the tourist vehicles / boats, etc. as the case may be, should wear proper uniform and must possess adequate knowledge of taking the tourists for sightseeing.

iv. The applicant should have proper parking space for the vehicles / boats, etc. as the case may be.

v. The applicant should be registered with the appropriate authority for carrying on the business of operating tourist transport vehicles.

vi. The applicant should be an income tax assesse and should submit copy of acknowledgement certificate as a proof of having filed income tax return for current assessment year.

vii. For Ex-Defence personnel, the condition of being in the business of tourist transport for one year is relaxable to six months and having six vehicles is relaxable to three tourist vehicles or one boat, as the case may be. In the case of Widow of ex-Defence Personnel, the requirement would be relaxed to 1 vehicle/boat. However, the candidate is to be

sponsored by the Director General of Resettlement, Ministry of Defence, New Delhi. Moreover, the Ex - Defence personnel who apply under this scheme must themselves operate the tourist transport business and should not be hire personnel of other financiers.

7. PROCEDURE TO APPLY

i. Applications for **fresh approval** are to be submitted online on the portal "https://etraveltradeapproval.nic.in". In this regard any query may be addressed to the Assistant Director, Travel Trade Division, Ministry of Tourism, Government of India, 7th Floor, Chandraok Building, 36, Janpath, New Delhi – 110 001, Tel No. 011 23724151, Email ID:technicalhelpttsupport@nic.in

ii. Applications for **renewal / extension** shall also be submitted online on the portal "https://etraveltradeapproval.nic.in". In this regard any query may be addressed to the Regional Director of the concerned region as per the following details :-

a. The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. : (033) 2282 5813/2282 1475, Fax: (033) 2282 3521, Email: indiatourism-kolkata@gov.in , sagnic.chowdhary@gov.in and jyotirmoy.biswas@nic.in

b. The Regional Director (West), India Tourism, Air India Building, Ground Floor, Nariman Point, Mumbai, Maharashtra - 400 021. Phone No. (022) 2222074333 / 2207 4334, Fax: (022) 2201 4496, Email:regdir.indtour@gmail.com; indiatourism-mum@nic.in and toristoffice-mum@nic.in

c. The Regional Director (North), India Tourism, 88 – Janpath, New Delhi 110 001. Phone No. (011) 2332 0342 / 2332 0005 / 2332 0008, Fax: (011) 2332 0109, Email: goitodelhi@nic.in

d. The Regional Director (South), India Tourism, 154, Anna Salai, Chennai – 600 002, Tamil Nadu. Phone No. (044) 2846 0285 / 2846 1459, Fax: (044) 2846 0193, Email: indtour@dataone.in and indiatourism.chn@nic.in

e. The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati – 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: indtourguwahati@nic.in

iii. The authorised person of the agency is required to get himself registered on the portal and in the process create User ID and password, which would be unique to him. All communication would be done on the registered email address and the mobile number of the agency. He will have to submit (upload) the following documents:-

a. A copy of registration of the organisation with Local Authority such as Municipal Corporation/Gram Panchayat/ District Authority, as the case may be. (*For Green Shoots/ Start up category, no such document is required to be submitted*).

b. For paid up capital & turnover requirement, information is required to be given in the form of Statement duly certified by Chartered Accountant. A template for this statement is given at ***Annexure IV.***

c. For address proof - Bankers Certificate showing address of the organisation, name of its Promoter/Partners/Director, as the case may be.
d. Qualification certificates of the staff.
e. Registration Certificates (RC) of the vehicles for the Tourist Transport Operator
f. A self-signed undertaking that all documents and information provided are correct and authentic. In case any such document is found false or fabricated, MoT will be empowered to take suo moto action in the form of withdrawal/ termination/ cancelling the recognition/approval. The sample of the undertaking is given at ***Annexure V.***
g. A pledge of commitment towards Safe & Honourable tourism (***Annexure-VI***).
h. An amount of Rs. 3000/- (Rupees three thousand only) is to be paid through the link of payment gateway provided on the portal.

8. SCRUTINY OF APPLICATION

Immediately on completing the process and submission of application online, a system generated acknowledgement would be sent on the registered mobile number of the agency. The documents would be scrutinized at the level of the Ministry of Tourism (For all fresh cases and Green shoots/start Ups) and at the level of its Regional offices (For renewal of recognition).

In case of any discrepancy in the application, the same would be conveyed to the applicant within 15 days, failing which it would be presumed that all documents are in order. The applicant will submit the required documents / information within 15 days of issue of the letter of discrepancy by the Ministry of Tourism.

9. INSPECTION OF THE OFFICE OF THE AGENCY

(i) For agencies with annual turnover of more than Rs. 10.00 Crore (other than agencies located in the North East, UT of J&K/ Ladakh/ Andaman & Nicobar/Lakshadweep) inspection of the office premises will be undertaken by an Inspection Team for initial approval. The inspection will be undertaken within a period of sixty working days from the receipt of complete application. Following documents would be inspected/ verified by the Inspection committee:

a. Audited balance sheet, Profit & Loss Statement for paid capital and turnover authentication
b. Bankers certificate/Documents of ownership of property /Lease deed/ Rent agreement/GST Certificate
c. Qualification Certificates of the staff
d. RCs, permits of vehicles / boats, etc. as the case may be (for Tourist Transport Operators),
e. Availability of First Aid equipment certificate and Insurance of the agency (for Adventure Tour Operators)

(ii) In the case of agencies which are already approved/ recognized by the Ministry of Tourism and are seeking renewal of approval / recognition, physical inspection at the time of renewal would not be required, subject to the following conditions:-

a. Turnover of the agency for the last two preceding years of submission of renewal application has not gone down by more than 50%. ***(CA Certificate indicating turnover for the preceding two years to be submitted)***

b. There are no complaints of serious nature against the agency regarding deficiency of service or any kind of irregularities, etc., brought to the notice of the Ministry of Tourism or any of its offices.

(iii) Regional Directors will record the justification for not undertaking physical inspection of the agency and send it to the Ministry

(iv) The Committee for inspection of office premises will comprise:

(a) The Regional Director from the concerned India Tourism offices and
(b) A member of the concerned Association, i.e. IATO/TAAI/ADTOI/ATOI/ITTA, etc.

(v) The inspection must be complete within 60 days from the date submission of completed application. In case of failure of doing so, the inspection would deemed to have been completed and recognition/approval would be accorded in favour of the Stakeholders (Tour Operators / Travel Agents / Tourist Transport Operation).

10. GRANT OF RECOGNITION / APPROVAL

(i) In the case of agencies for whom office premises is not a requirement, approval / recognition of the Ministry of Tourism will be accorded based on scrutiny of the documents submitted to ascertain fulfilment of all prescribed conditions, with the approval of the Additional Director General/ Joint Secretary of the Ministry of Tourism, Govt. of India.

(ii) In the case of agencies for whom office premises is a requirement, provisional certificate will be issued based on scrutiny of documents submitted to ascertain fulfilment of all prescribed conditions, subject to verification at the time of inspection of the office premises. Subsequently, based on the recommendations of the Inspection Committee, final approval / recognition of the Ministry of Tourism will be accorded with the approval of the Additional Director General/ Joint Secretary of the Ministry of Tourism, Govt. of India.

(iii) In the case of agencies which are already approved/ recognized by the Ministry of Tourism and are seeking renewal of approval / recognition, renewal will be accorded by the Ministry based on scrutiny of the documents submitted, with the approval of the Additional Director General/ Joint Secretary of the Ministry of Tourism, Govt. of India, subject to conditions enumerated in Clause 9 (ii) of these guidelines.

(iii) The decision of the Ministry of Tourism, Govt. of India in the matter of recognition / renewal or extension shall be final. The Ministry of Tourism may in their discretion refuse to recognize / renew or extend the recognition.

11. APPELLATE AUTHORITY

The agency not satisfied with the decision of the Ministry, may appeal to the Secretary, Ministry of Tourism, Govt. of India giving reasons for the said disagreement. The decision of the Secretary (Tourism) would be final.

12. VALIDITY OF RECOGNITION

(i) The validity of recognition accorded to Green Shoots or Start Up Tourism Service Providers would be for a period of three years. Within the period of three years they should

apply for recognition under Experienced category of Tourism Service Providers. There is no provision of renewal under this category.

(ii) For Experienced Category of Tourism Service Providers, the initial recognition, shall be granted by the Ministry of Tourism, Government of India for a period of five years. The renewal / extension thereafter, shall also be granted for five years by the concerned Regional Director of India Tourism Offices, after inspection conducted by the said Committee where required (as stipulated in Clause 9 (ii) of these Guidelines).

13. TIME LIMIT FOR SUBMISSION OF APPLICATION FOR RENEWAL OF RECOGNITION

The agency must submit their complete application prior to 45 days of expiry of the validity of their existing recognition. Submission of incomplete application not fulfilling all the requirements will not be counted for this purpose. In case of any discrepancy/ deficiency in the application, the same would be conveyed to the applicant within 15 days, failing which it would be presumed that all documents are in order. The applicant will submit the required documents / information within 10 days of issue of the letter of discrepancy by the Ministry of Tourism.

14. WITHDRAWAL/TERMINATION/REVOCATION OF THE RECOGNITION

The Ministry of Tourism shall have full powers to withdraw/ terminate/ revoke, as the case may be, the recognition granted in favour of any tourism service provider. In case the tourism service provider is not found to be working in the manner fulfilling the required service standards or complaints of serious nature related to deficiency in services, irregularities etc. are brought to the knowledge of the Ministry or any of its field offices (Indiatourism offices), or it is found that the agency has got recognition on the basis of false or fabricated documents, etc., the Ministry may consider to withdraw/ terminate/ revoke of the recognition granted. However, before taking a final decision, the opportunity shall be given to the service provider to explain their stand. In case no such clarification or reply is received from the agency with 30 days, the Ministry may take a suitable decision unilaterally.

15. PROVISION OF GRANT OF RELAXATION OF ANY ONE PROVISION OF THE GUIDELINES (EXCEPT EDUCATIONAL QUALIFICATION)

It has been seen that some of the agencies fulfill most of the requisite conditions for getting the recognition, but fail to fulfill one of the conditions. For example, sometimes agencies with promising background in the travel industry, lack the requisite paid up capital or minimum annual turnover. It has been decided to consider those kind of applications as well.

Secretary, Ministry of Tourism, Government of India is the competent authority to relax not more than one specific clause as mentioned under Para V "Eligibility" of the guidelines. However, the requirement of minimum education qualification of staff is essential and this will be kept out of this ambit as this is basic to the standard service being provided to the tourists

16. MISCELLANIOUS PROVISIONS

(i) The Tourism Service Providers should adhere to the tenets of the Code of Conduct for "Safe & Honourable Tourism" for which the following action would have to be taken:

a. A signed copy of the pledge of commitment towards "Safe & Honorable Tourism" should be attached with the application. The pledge is attached in English & Hindi as ***Annexures VI & VII***, respectively.
b. On the day a staff member joins the agency, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.
c. Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval in the case of organizations which have more than 25 personnel. In the case of organisations with less than 25 personnel, one focal point would have to be nominated.
d. The training would be provided to the staff of the approved service provider by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with "Safe & Honorable Tourism".
e. The Pledge of Commitment towards "Safe & Honorable Tourism" would have to be displayed by the agency prominently in the front office area / lobby of the service provider and/ or on digital space.
f. The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this Para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.

(ii) For the monuments protected under the Ancient Monuments and Archaeological Sites & Remains Act, 1958 (24 of 1958), the tourism service providers given recognition by the Ministry of Tourism, Government of India should deploy / engage the services of Regional Level Tourist Guides trained and licensed by Ministry of Tourism, Government of India or other guides authorized by the Government of India or under orders of the Hon'ble Court(s) or Advance category certificate holder of Incredible India Tourist Facilitator Certification Programme (IITFC) given by IITTM. For other monuments and destinations, the guides/ IITF Certificate holders, authorized under the orders of the appropriate authority, if any, of the concerned monument / destination should be deployed / engaged by service providers

(iii) The recognition / renewal or extension would be granted to the Head Office only. There will not be any need to get a separate recognition for the branch office of the same agency (working with the same name and under same owner). However, it will not be applicable to the branch office of the agency working under different ownership such as on franchise basis or an agreement of such nature of any kind, using only the brand name. This agency will have to apply afresh with the name of the agency not with the brand name. In case of change in location of the approved Tourism Service Provider, he will have to seek the approval for the new address giving an application on its letter head supported with documents such as Banker's Reference or copy of Lease agreement/Sale deed and a copy of business registration of the new location with the local authority

(iv) Tourism Service Providers, so granted recognition / renewal or extension shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by MOT, GOI.

(v) Tourism Service Providers would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Committee(s) at the time of renewal.

(vi) Even though the scheme of granting approval of recognition to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of MOT and Travel Trade to ensure that more and more service providers seek approval / recognition. There

is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.

(vii) It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition / renewal or extension given by MOT in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.

17. Following Reports are required to be submitted by Recognized Tourism Service Providers:

i. Volume of international tourist traffic handled by Inbound Tour Operators. (Please submit a certificate from Statutory Auditor of the firm). This certificate should show the foreign exchange earnings receipts from inbound tour operations only during the current financial year or the year immediately preceding the date of submission of your application.
ii. Clientele: special tourist groups handled (international and / or domestic), if any, their size, frequency, etc.
iii. Adventure related activities promoted and groups handled for adventure tourism
iv. Steps taken to promote domestic / international tourism.
v. Special programs if any, arranged for tourists.
vi. Please attach publicity material such as brochures / folders / leaflets / posters concerning itineraries and website address of the agency.
vii. Number of conferences handled, if any, and the details of total number of passengers for such conferences with details of locations, etc.
viii. Number of incentive tours handled.

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LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR FIRST APPROVAL/ RENEWAL OR EXTENSION AS AN APPROVED TOURISM SERVICE PROVIDER

1. Online application duly filled in.
2. Attested Photograph and sign should be uploaded on portal.
3. Documentary proof (preferably registration certificates from Government) in support of beginning of operations of your firm.
4. Certificate given by the chartered accountant regarding Paid up capital, annual turnover and other details given in the **Annexure IV** of the guidelines.
5. Self-Attested Declaration given by the Proprietor/Partner/ Trustees/ Director of the company, as the case may be in the form of **Annexure V** of the guidelines.
6. A signed copy of the Piedge of Commitment towards "Safe & Honourable Tourism". The pledge is attached in English & Hindi as **Annexure VI & VII,** respectively.
7. A copy of complete Audited Balance Sheet with Director's Report for the latest financial year to be shown to Inspection Team.

1. Income Tax Acknowledgement for the latest assessment year to be shown to Inspection Team.

8. GST Registration number from the concerned authority.
9. Reference letter from Bank on its original letterhead regarding firm's bank account and address with telephone numbers.
10. Details of staff employed giving names, designation, educational qualification & experience if any, in tourism field, and length of service in the organization (copies of certificates to be enclosed):
11. List of Directors/Partners or name of the Proprietor.
12. Details of office premises, whether located in commercial or residential area, exact office space in sq. ft. (at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are located above 1000 meters from sea level) and accessibility to toilet and reception area.
13. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.
14. The payment of fee of Rs. 3000/- should be made online only through Debit/Credit Cards, e-banking etc.

NOTE:

1. The guidelines etc., may be downloaded from websites **www.tourism.gov.in, www.incredibleindia.org.** [https://etraveltradeapproval.nic.in]
2. The application form along with all supporting documents should be submitted online through https://etraveltradeapproval.nic.in only.
3. The application for **renewal / extension** shall also be submitted online after being registered online as an approved tour operator through etraveltradeapproval.nic.in.

When applying for Branch Office(s) as mention under para 16. (iii) of the guidelines, separate application should be filled and submitted online along with the required documents, in duplicate.

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ANNEXURE-I

INDICATIVE LIST OF ADVENTURE ACTIVITIES

LAND Based

1. All-Terrain Vehicle (ATV) Tours
2. Bungee Jumping
3. Cycling Tours
4. Camel Safaris
5. Horse Safaris
6. Jeep Safaris
7. Motorcycle Tours
8. Mountaineering
9. Nature Walks / Bird Watching
10. Rock climbing, Artificial Wall, Climbing & Abseiling
11. Personal Light Electric Vehicle (PLEV/Segway) Tours
12. Skiing/Snowboarding
13. Trekking
14. Wildlife Safaris
15. Zip Wires & High Ropes Courses

AIR Based

1. Hot Air Ballooning
2. Paragliding / Hang Gliding
3. Para Motoring
4. Parasailing
5. Skydiving
6. Air Safaris

WATER Based

1. Kite boarding
2. Kayaking / Sea Kayaking
3. Rafting
4. River Cruising
5. Scuba Diving
6. Snorkelling
7. Water Sports Centres

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ANNEXURE II

GUIDELINES FOR SAFETY AND RESCUE IN ADVENTURE SPORTS

INTRODUCTION:

1.1 An ATO is one who is engaged in activities related to Adventure Tourism in India, namely, water sports, aero sports, mountaineering and trekking, safaris of various natures, bicycling, motor cycling, motoring tours & expeditions, etc. In addition to that he may also make arrangements for transport, accommodation etc.

2 GENERAL GUIDELINES FOR ALL ADVENTURE SPORTS

2.1 Every group of persons taking part in adventure sports must be accompanied by a person designated as a "leader".
2.2 "Leaders" must possess appropriate qualification and skills as indicated in relevant chapters of this document.
2.3 Every person joining a group engaged in adventure sports must receive an introductory training and leaders should be satisfied that they have acquired the skills necessary to participate.
2.4 Leaders should have a first aid certification and must be competent to impart first aid training in the use of stretchers.
2.5 Leaders should be familiar with search procedures and should brief all group members in these procedures.
2.6 All group members must be familiar with the use of radios where these are being used.
2.7 Leaders should be familiar with helicopter operations, know how to approach a helicopter and procedures for being winched up and down.
2.8 Leaders should be proficient in the use of maps and compasses in any weather by day or night.
2.9 Leaders should be satisfied that all members are medically fit to take part in the adventure sports.
2.10 Leaders should satisfy themselves that equipment to be used meets all the safety norms for each adventure sport; all inspections have been carried out as recommended by the manufacturer and is fit for use.
2.11 Under no circumstances should the capacity rated by the manufacturer of adventure sports equipment be exceeded, any unauthorized modifications except as additional safety measures be carried out or sub-standard material used.
2.12 Information regarding nature of activity, area of operation, period of activity, possible hazards, persons to be contacted in an emergency and list of members should be given to the concerned safety and rescue committees.
2.13 Suitable hand held devices with graded distress signal capabilities should be made available to adventure tourist groups at suitable prices when available in India.
2.14 A qualified Doctor should be available on call
2.15 Communication facilities such as Mobile Telephone / Walkie - Talkie etc. should be available.

3 GUIDELINES FOR WATER SPORTS

3.1 All leaders or guides must possess a valid certificate or license from a recognized institution or association. They should have an adequate experience in the concerned sport.
3.2 All leaders and guides must be good swimmers and should be well trained in water rescue techniques, first-aid & CPR (Cardio-pulmonary resuscitation).
3.3 A rescue craft should always be in sight or in radio contact of the persons or group engaged in water sports. The rescue craft could be powered or un -powered according to

requirements of the sport but it must have a first aid kit, spare life jackets and throw lines/rescue bags. For river sports, a minimum of two crafts (i.e. two rafts or a raft and one/two safety/rescue kayaks is a must.

3.4 All participants should wear suitable buoyancy aids and where necessary protective headgear. Helmets are a must for river sports.

3.5 In water sports, where there is a possibility of being thrown in the water, all participants should be swimmers.

3.6 All equipment should be inspected by a competent person or the manufacturer once every season or six months, whichever is less.

3.7 A log book should be maintained for each craft, which should be a record of usage, inspection, repairs and modifications. A river logbook must be maintained be maintained for river rafting operations.

3.8 All craft which are away from the base of operations should carry a first-aid kit, emergency equipment and repair kit. They should, where appropriate, carry navigational equipment.

3.9 All craft should display of the list of minimum equipment and accessories as recommended by the manufacturer.

3.10 The capacity rating of the craft should be prominently displayed so as to be visible to the users along with a warning of potential hazards.

3.11 No person should be allowed to participate under the influence of illicit drugs or alcohol.

3.12 Incidents and accidents should be immediately reported to the concerned safety committee.

3.13 Medical concerns: Those suffering from any serious medical conditions such as a weak heart, epilepsy, back / spinal problems (such as slip disc) & expecting mothers should not be allowed to participate in river sports/adventure sports such as scuba diving etc.

3.14 Age limit: The age limit for water sports should be prominently displayed in all literature and also base of operations. For river sports, the age limit is: 14 years & above for all sections, 10 years and above on float trips (grade II). Based on the river section/conditions, this can be relaxed by 1 or 2 years by the trip leader.

3.15 A liability waiver should be signed by the client prior to the river trip. This should clearly mention the inherent risks involved in the sport.

3.16 For river sports, life jackets must be on at all times while on the river. The life-jackets must be fastened properly and have a minimum buoyancy of 8-9 kgs. Appropriate life-jackets should be used. Inflatable life-jackets should not be used on the river.

4 GUIDELINES FOR AERO SPORTS

4.1 All aero sports must be carried out under an instructor or guide holding a valid license or certificate from a recognized institution, club or association.

4.2 All pilots and parachutists must be medically examined and certified fit to participate in aero sports.

4.3 Passengers should be medically fit and briefed on emergency procedures.

4.4 All aero sports should be undertaken only in day light hours.

4.5 Clearance in powered flying, such as micro light and powered hang gliders should be obtained from the concerned air traffic control while flying in controlled airspace. In uncontrolled areas, a responsible person should be available on ground to give take-off and landing clearances.

4.6 For un - powered flying, such as hang gliding and paragliding a launch master should be present at the take off site and a landing area safety officer at the landing zone.

4.7 First aid equipment along with suitable trained person should be available at all times.

4.8 All pilots, passengers and parachutists must wear protective helmets.

4.9 All aero sports activity must be undertaken when sky is clear of clouds; the surface is in sight and with visibility at least one nautical mile.

4.10 No person should be allowed to participate in aero sports under the influence of drugs and alcohol.

4.11 Rules for avoiding collision:

(For these rules micro light, powered hang gliders etc. may be read as aircraft)

a. No aircraft shall be flown in such a way as to create a danger of collision.
b. Formation flying is not recommended.
c. All aircraft must avoid passing under, over or in front of another aircraft unless well clear of it.
d. The lower aircraft always have right of way, except for aircraft in any emergency.
e. When two aircraft approach each other head on, they should turn on their right.
f. Overtaking is not allowed under any circumstances.

4.12 All aircraft, parachutes and airborne equipment must be inspected and certified fit by a competent person on a daily basis.

4.13 Log books should be maintained for all aircraft, parachutes and airborne equipment which would record its usage, inspections, modifications and repairs.

4.14 Repairs and modifications of airborne aero sports equipment must be carried out with the approval of the manufacturer.

4.15 All clubs, associations, government and other bodies offering aero sports facilities must maintain a manual of operation which should be available at the site of the aero sports activity and a copy should be sent to the concerned safety committee for review. This manual should contain standard operating procedures, list of mandatory checks of equipment, details and specifications of equipment and emergency procedures.

5 GUIDELINES FOR MOUNTAINEERING AND TREKKING

5.1 All members of mountaineering expeditions should be adequately qualified for taking part in the sport. Basic course certificate issued by National Mountaineering Institutes should be considered adequate for this purpose.

5.2 Leaders of mountaineering expeditions should possess adequate qualifications approved by Indian Mountaineering Foundation.

5.3 Members of mountaineering expeditions and trekking groups should be physically fit.

5.4 Equipment used for mountaineering and trekking should be UAAI certified or approved by the Indian Mountaineering Foundation.

5.5 Rescue equipment, such as ropes, harnesses, pulley systems and portable stretchers must be maintained as a separate kit in a suitable package marked boldly with the words "Rescue equipment".

6 FORMATION OF SAFETY AND RESCUE COMMITTEE

6.1 In addition to having an element of risk, adventure sports are usually undertaken in remote areas, often inaccessible by road. In order to minimize the risks it must be ensured that adequate safety measures are adopted by all agencies conducting adventure sports especially where tourists are involved. Rescue arrangements also have to be speedily put into operation to minimize loss of life and limb in the event of mishaps.

6.2 The formation, therefore, of state level committees for safety and rescue of tourists, is essential. The committees should be able to oversee implementation of safety measures and co-ordinate rescue efforts.

6.3 The safety and rescue committee should function as a nodal agency for all adventure activities in the state. It should draw its members from the various executive departments such as departments of Tourism, Sports, Police and military authorities and representatives from ATOAL.

6.4 Similar committee should be formed at the District level under the district administration.

7 URGENT SAFETY NOTICES

These notices would be issued subsequently, as and when required, to update these guidelines, based on suggestions and reports received.

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ANNEXURE – III

Particulars of vehicles / boats of TTO (Minimum 06 vehicles or 2 Boats (all in the name of the company/ proprietor) Copies of RC / TC should be attested. More columns may be added for extra vehicles / boats.

S. no.	Type of vehicle	Registered in the name of	Registration No.	RC dated	Tourist Permit	TP dated	Others/ Remarks
1.							
2.							
3.							
4.							
5.							
6.							

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[Letter head of the Chartered Accountant]

ANNEXURE IV

Certificate showing paid up capital & turnover of the Tourism Service Provider

This is to certify that Mr./Mrs./Ms……. is owner of the proprietor---------/Director of the company----------/ Partner of the firm ----------. A copy of the partnership agreement/proprietorship/ registration of the company is enclosed.

This is to further certify that the paid up capital of the company/partnership firm/proprietorship is Rs….. and its total turnover from tour operation of the travel industry business for the financial year ------is ---------.

(***Annual Turnover during the Financial Year 2020-21 will not be taken into consideration in view of COVID 19***)

The aforesaid information are true to the facts best know to me and are based on the audited balance sheet, Profit and Loss A/c and Income Tax returns filed by the Company for the financial year…….

(Proprietor/Director/Partner)

(Chartered Accountant)

Membership No.

****

ANNEXURE V

Self-Attested Declaration

I----------son/daughter of Shri---------- a resident of ----------and owner/Partner/Director of ---------- (Tour Operator/ Travel Agency/ Tourist Transport Operator) on ---------- day of ---------- month ---------year-------- do hereby affirm and declare as follows:

That M/s---------- has got necessary registration with the Local authority (Municipal corporation/Gram Panchayat- as the case may be) and fulfils all the necessary requirements as mentioned in the guidelines such as Paid up capital, Minimum turnover, staff qualification, office space, etc. and the Firm/agency/company has fulfilled all the statutory requirements such as filing the IT return, GST return etc.

That at any stage, it is found that the M/s --------- has misrepresented the facts/ given wrong statement, does not fulfil the statement as mentioned in the Pledge for "Safe & honourable tourism" and the its services are not found up to standard , the recognition/approval given by Ministry of Tourism, Government of India shall be withdrawn with immediate effect and I-------, Proprietor/Partner/Director of M/s-------- shall not have any objection to it.

(Applicant)

[Name of the company/Proprietorship/ firm with Company seal

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ANNEXURE – VI

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature: .....

Name: .....

On behalf of: .....

In the presence of: .....

ANNEXURE – VII

सुरक्षितऔर सम्मानजनक पर्यटन और सतत पर्यटन का प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं / हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु - सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य निष्ठा से प्रतिज्ञा करता हूँ / करते हैंवचनबद्धतादोहराता हूँ / दोहराते हैं।हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृति के विपरीत हैं , से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे ।हम एतद्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतुआचार संघिता के पालन का वचन देते हैं ।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं / हम सर्वोतम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों को पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ / करते हैं , ताकि मेरे / हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके ।

_____ हस्ताक्षर

_____ नाम

_____ की ओर से

_____ की उपस्थिति में