DIRECTORATE OF TOURISM
GOVERNMENT OF ASSAM
GUIDELINES for REGISTRATION

Guidelines for Licensing 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, station road, Panbazar, Guwahati – 1 have 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.

4. The application for grant of registration shall be in the prescribed form.

5. The licensee shall possess and maintain fully furnished office with adequate staff to attend the need of customer and to look after their luggage and shall maintain records containing complete particulars regarding names and addresses of the tourists and the tour details. The tour operators have to submit the number of tourists, both domestic and international handled by them every year to the department.

6. 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 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. Tour Operators should have been in operation for a minimum period of one year before the date of application.

8. 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.

9 The applicant should have a Permanent Account No. (PAN) and should have Service Tax No., if already in business and shall file proof thereof along with latest Income Tax Return for the Current financial year.

10 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. However, the period of license will be as per the approval granted by the tourism department. 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. A committee comprising of Director of Tourism or a nominee, and a member of the Executive committee of tour operators will jointly inspect the offices of the applicants.

11 The license shall be granted for three years and renewal thereof after every three years on the application of renewal submitted.

12 License will be granted by the Tourism Department, Govt. of Assam to those Tour Operating Agencies whose head offices are situated in Assam.

13 Department may in 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.

14 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. Assam.

15. The licensee shall not concern himself/herself either directly or indirectly with any vehicle that is not covered by a permit.

16. The licensee shall behave in a civil and orderly manner with a passenger or passengers.

17. No person shall hold more than one license effective to any person.

18. 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 Govt. Assam.

19. The Applicant shall not lend or transfer the license to any person.

20. 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.

21. The Applicant shall maintain a suggestion/complaint book which shall be produced at the time of renewal. The renewal shall be refused if there is any serious complaint

22. The applicant shall ensure safety of tourists and incase of any untoward incident concerning safety of tourists, the tour operator will inform the concerned authority and give all possible cooperation to such authorities for investigations into such incidents.

APPLICATION FOR A LICENCE AS TOUR OPERATOR.

Attested passport size photograph of Managing Director/ Partner/ Proprietor

To

The Licensing Authority (Tourism),
Tourism Department,
Govt. of Assam

Sir/Madam,

I hereby apply for the license of a Tour Operator for which, I hereby tender registration fee of Rs. 2,000/- (non- refundable) as prescribed under the same.

The particulars required for the purpose are given hereunder:-

1. Name of the firm with address (es)……
   ……
   ……
2. Year the firm started working……
3. Whether the firm is proprietor/partnership/Private or public limited company (please attach copy of document in support)
   ……
   ……
4. Month and date when the firm was registered (with documentary proof)
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   ……..
5. Financial Status (please attach latest Balance Sheet and Profit & Loss A/c)……
6. Name(s) of the Director (s)/Partner(s) etc.-…… …… …
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7. Details of interests, if any, in any other business of the Director(s)/ Partner (s), etc……
8. Name of the bankers ……
9. Pan Card No…… (ii) Service Tax No……
10. Activities undertaken by the firm besides tourism……

11. Any other Branch (s) of the firm in the country with complete address (s)
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12. Particulars of foreign firms with complete address and details (applicable in case of joint venture with foreign companies)
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13. In case of any tie-up with airlines/carriers, Registration No. and date (with true copy attached)……

I hereby declare that to the best of my knowledge and belief, the particulars given above are true and correct and I undertake to abide fully by the terms and conditions of the license.

Yours faithfully,

(SIGNATURE OF THE APPLICANT/
DIRECTOR/PARTNER, ETC. WITH SEAL)

Date……
Place……