

BODOLAND TOURISM
DIRECTOR CUM CHD, TOURISM DEPARTMENT

Guidelines for registration of Tourist Guides (*Form A*)

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1. Introduction

Tourist guides play a vital role in ensuring that visitors have a memorable and enriching experience. The following guidelines are designed to establish a standard of excellence for tourist guides representing the Tourism Department, Bodoland Territorial Council (BTC).

2. Roles and Responsibilities of a Tourist Guide

- Welcoming Visitors: Greet tourists warmly and ensure they feel welcomed.
- Providing Information: Offer accurate, informative, and engaging information about the attractions, history, culture, and local customs.
- Guiding Tours: Lead tours in a safe and efficient manner, adhering to the itinerary while allowing for flexibility as needed.
- Answering Questions: Address all questions from tourists courteously and accurately.
- Assisting with Logistics: Help with practical aspects of the tour, such as transportation, accommodation, and meal arrangements.

3. Professional Conduct and Ethics

- Punctuality : Always arrive on time for tours and appointments.
- Appearance : Maintain a neat and professional appearance.
- Respect : Show respect towards all tourists, colleagues, and local residents.
- Integrity : Provide honest information and never accept bribes or engage in dishonest practices.
- Confidentiality : Protect the privacy of tourists and do not disclose personal information.

4. Communication Skills

- Clarity : Speak clearly and at an appropriate volume to ensure all tourists can hear.
- Engagement : Use storytelling and interactive techniques to engage tourists.
- Language Skills: Be proficient in the local language and at least one international language.
- Listening : Actively listen to tourists' feedback and respond appropriately.

5. Safety and Emergency Procedures

- Safety Briefings : Conduct safety briefings at the start of each tour.
- First Aid : Have basic first aid knowledge and carry a first aid kit.
- Emergency Contacts : Know the local emergency contacts and procedures.
- Risk Assessment : Be aware of potential hazards and take proactive measures to ensure safety.

6. Knowledge and Education

- Local Knowledge : Be well informed about the history, culture, flora, and fauna of the area.
- Continuous Learning : Stay updated with new information and continuously improve your knowledge.
- Certifications : Obtain and maintain necessary certifications and licenses.

7. Interaction with Tourists

- **Courtesy** : Treat all tourists with kindness and patience.
- **Inclusivity** : Be inclusive and considerate of tourists from diverse backgrounds.
- **Feedback** : Encourage and act upon feedback from tourists to improve the quality of the tour.

8. Cultural Sensitivity and Environmental Awareness

- **Respect for Culture** : Show respect for local customs, traditions, and sacred sites.
- **Environmental Stewardship** : Promote and practice sustainable tourism by minimizing environmental impact.
- **Waste Management** : Encourage tourists to dispose of waste properly and reduce plastic use.

9. Legal and Regulatory Compliance

- **Adherence to Laws** : Comply with all local, state, and national laws related to tourism.
- **Permits and Licenses** : Ensure all necessary permits and licenses are obtained and up-to-date.
- **Insurance** : Have appropriate insurance coverage for guiding activities.

10. Training and Development

- **Initial Training** : Complete the mandatory training program provided by the Tourism Department, BTC.
- **Ongoing Development** : Participate in regular training sessions, workshops, and seminars to enhance skills and knowledge.
- **Peer Review** : Engage in peer reviews and feedback sessions to maintain high standards of guidance.

Documents To be submitted

1. Address proof. (Voter I'd or Aadhar)
2. Training certificate
3. Guide I'd card. (For renewal)
4. Passport photograph. (Soft & hard copy)

(Form A)
APPLICATION FORM
For Registration of
Tourist Guide under
Tourist Trade SOP 2024

To,

The prescribed Authority
Director cum CHD
Tourism Department,
BTC
Kokrajhar- 789970



Sir,

I request that I may be registered as a Tourist Guide within the meaning of the BTR districts, Registration of **Tourist Trade SOP, 2024**. The other particulars are as under:

New Registration **Renewal**

In case of Renewal, enter Identity card No.: _____

Renewal for: _____ years (maximum 2, Two years).

1. Details.

Name			
Address (permanent)			
Police Station		Postal code	
Pan Card		Mobile no.	
Aadhaar		State	
Email			

2. Applicant permanent resident of BTR: Yes No

3. Highest Education qualification: _____

4. Languages Known:

- _____
- _____
- _____
- _____
- _____

5. Undertaking

I _____ hereby state that I have read and shall strictly abide by the “Terms and Conditions” governing the registration/renewal of Tourist Guide as stated in the Tourism departments Registration of Tourist Trade SOP 2024 and rules made thereunder, Bodoland Tourism direction issued by the Bodoland Territorial Council, Management Authority (Tourism Department, BTC) along with all amendment and all other orders relating to the registration/renewal of Tourist Guide in BTR from time to time. In case of default/violation or breach of non-compliance by me to any of the terms and conditions of the SOPs/Rules/Policy or any violation as are prohibited under prevailing laws, will lead to immediate cancellation of the Registration/License/NOC and Fees/Security Deposit if paid would be forfeited to Government treasury and necessary action would be taken up against me by the Tourism department.

Place: _____

Signature of Applicant: _____

Date:

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NOTE:- 1) THE APPLICANT SHALL BRING ALL ORIGINAL DOCUMENTS FOR VERIFICATION AT THE TIME OF REGISTRATION/RENEWAL.

For Office Use Only

Application Received On: _____

Verified By: _____

Remarks: _____

Approval Status: Approved / Rejected

Date of Approval: _____

Registration Number: _____

Documents to be Attached

- Proof of Identity (Aadhaar/Passport/Driving License/Voter ID):
- Proof of Address (Aadhaar/Passport/Driving License/Voter ID):
- Educational Certificates:
- Experience Certificates:
- Language Proficiency Certificates (if any):
- Character Certificate:
- Medical Fitness Certificate:
- Passport Size Photographs (2 copies):
- Police Clearance Certificate:

Compliance and Guidelines

- Applicants must be a permanent resident of BTR.
- Applicants should have completed at least 12th standard (Higher Secondary) education.

- Applicants should have a good command of at least one foreign language apart from English.
- Applicants must provide proof of experience or training in the tourism sector.
- Applicants must undergo a medical examination and provide a fitness certificate.
- Applicants must have a clean criminal record and provide a police clearance certificate.
- Applicants should attend the mandatory training provided by Bodoland Tourism Department.
- Applicants must agree to adhere to the guidelines and code of conduct set by the Bodoland Tourism Department.

Checklist for Submission

- Completed and signed application form.
- Proof of Identity.
- Proof of Address.
- Educational Certificates.
- Experience Certificates.
- Language Proficiency Certificates (if any).
- Character Certificate.
- Medical Fitness Certificate.
- Passport Size Photographs (2 copies).
- Police Clearance Certificate.

BODOLAND TOURISM
DIRECTOR CUM CHD, TOURISM DEPARTMENT

Guidelines for registration of Tour Operator/Travel Agency (Form B)

1. The accreditation as an approved Tour operator/Travel Agent shall be granted by the Director cum CHD, Tourism Department, Kokrajhar, BTC for a period of 1 (one) year.
2. A draft of Rs. 2000/ as accreditation fee (non refundable) in the name of Director cum CHD, W/No. 5, Depot road shall have to be enclosed with the application form.
3. After the expiry of the registration, the Tour Operator/Travel Agent has to apply for renewal along with requisite documents and fees; otherwise their approval shall remain automatically canceled.
4. The following conditions are to be fulfilled by the Tour Operator/Travel Agent for grant of accreditation by the Tourism Department.
 - i) The application for the grant of registration shall be in prescribed format.
 - ii) The registration of Tour Operators and Travel Agency is mandatory and no one can operate in BTC without the grant of license, irrespective of the size and business turnover.
 - iii) The Tour Operator/Travel Agent should have a minimum paid up capital of Rs. 4.00 Lakhs duly supported by latest audited certificates issued by Chartered accountant.
 - iv) The Turnover of the firm in terms of Tourism related activity should be minimum 7 (Seven) lakhs where 10% of the business should be from selling Tourist destinations of BTC and its allied tourism related products. The applicant should produce a duly supported balance sheet/CA certificate in proof of the same.
 - v) The Tour operator should have a minimum office space of 50 sq ft. with adequate space for reception and easy access to the toilet. The office should be located in neat & clean surroundings equipped with telephone, computer and wifi connectivity.

In case the agent is operating from home, it is mandatory to have a designated office room with requisite stationeries and a dedicated official contact number with wifi connectivity without any hindrance for the convenience of the tourist.
 - vi) The tour operator should have a minimum of 2 (two) staff out of which at least one should have a Diploma/ Degree in Travel & Tourism from a recognised institute approved by AICTE or three years working experience in the Travel & Tourism industry. The owner of the Tour Operator/travel agency will be treated as one of the staff. The academic qualifications may be relaxed in case of experienced staff of Airlines, Shipping, Transport PR agencies, Hotels and other corporate bodies and those who have two years experience with Ministry of Tourism approved Tour operators.
 - vii) The accredited applicant granted license shall be entitled to such incentives and concession 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, BTC, Kokrajhar.
 - viii) The field staff members of the agency such as guide or an escort; must be qualified and well trained for the activity or must have a minimum of 2 (Two) years practical experience in the field of tour operation.
 - ix) The agency must maintain in its office premises all the maps and reference materials concerning the particular activities or destination it desires to promote in BTR.

- x) The accredited applicant shall behave in a civil and orderly manner with the tourists.
- xi) No person shall hold more than one accreditation effective to any person. The applicant shall not lend or transfer the accreditation to any person.
- xii) The tour operator should be registered as per the companies act/registered partnership Deed/sole Proprietorship and should possess all valid documents.
- xiii) The Tour Operator/Agent should maintain a feedback/complaint book which shall be produced at the time of renewal. The renewal may be refused in case of any serious complaint.

5. The tour Operator will be required to pay a non refundable fee of Rs.3000/ (Rupees Three Thousand only) while applying for accreditation and Rs. 2000/ (Rupees Two Thousand only) on renewal

The DD for the above amount shall be in favor of the Director cum CHD, Tourism Department, Kokrajhar, BTC. the application in prescribed pro format with supporting documents should be sent to the below address.

ADDRESS:

The Director cum CHD
Tourism Department
W/No5 Depot road
Kokrajhar, BTC. 783370
E: bodolandtourism@yahoo.com
W: www.bodolandtourism.co.in

6. The Tourism Department may at their discretion refuse to grant accreditation to any firm or withdraw / withhold the registration of those already accredited with the firm approval of the competent authority for reasons to be recorded in writing. The decision of the Tourism Department in the matter of the registration shall be final. However, Show cause Notice shall be served to the applicant and the reply considered on merits.
7. The premises or office of the Tour Operator will be subject to inspection by the designated Tourism Department Official or as assigned by the Tourism Department, BTC, from time to time.
8. The Tour Operator shall ensure the safety of the guests/ Tourists and in case of any untoward incident concerning the safety of the tourists, the tour operator shall inform the Tourism Department, BTC for the necessary assistance and shall give all possible cooperation to such authorities for investigating into such incidents.
9. The accredited applicant shall not concern himself/herself either directly or indirectly with any vehicle that is not covered by a permit.
10. Any complaint received from the guests/tourists about the accredited Tour operator shall be under preliminary enquiry and if required detailed enquiry will be done. Thereafter, on the basis of findings, the action to be taken will be considered by the Tourism Department, for appropriate action including termination.
11. The names of the accredited Tours Operators will be included in all the promotional materials published by the Tourism Department and also at the official website.

12. The Tour operators already approved by the Ministry of Tourism, Government of India will be taken on board after submission of application in prescribed format with the required payments as specified and with the self attested copy of the approval from the Govt of India.
13. For the safety and security of the tourists, it is mandatory for all tourist vehicles to install Global position System (GPS) and Dashcams in their vehicles.
14. Tour operators must submit the total footfall of both domestic and foreign tourists to the Tourism Department, BTC on a monthly basis in the format appended.

Documents To be submitted

5. Registration/ partnership deed of the firm
6. Trade License.
7. Pan and GST
8. Rent Agreement (if on rent)
9. Details of employees with designation, work experience and qualifications.
10. Photographs of the Office Premises.
11. DD in Favor of Director cum CHD, Tourism Department, BTC.
12. Certificate from CA stating the paid up capital and Turnover in original.

Form B
APPLICATION FORM
For
Registration/Renewal of
New Travel Agency & Tour Operators

To,

The prescribed Authority
Director cum CHD
Tourism Department,
BTC
Kokrajhar- 789970

Photo of
the
applicant

Sir,

I/We request that I/We may be registered as Travel agent/Excursion agent/Tour Operator within the meaning of Bodoland Tourism's Registration of Tourist Trade SOP, 2024 for the year _____.
The other particulars are as under,

New Registration **Renewal**

In case of Renewal, enter Certificate No.: _____

Renewal for: _____ years. (Maximum up to 2, Two Years)

1. Registration Type

Travel Agent

Tour Operator

2. Operated by

Individual.

Company. *If company:* *Private Ltd.* *Public Ltd*

3. Details of the person/company with full address intending to operate or is already operating as Travel Agent.

Name			
Address <i>(permanent)</i>			
Police Station		Postal code	
Pan Card		Mobile no.	
Aadhaar incase <i>of Individual</i>		State	
Email		Office No.	

4. Name of the proprietors(in case of company, authorized signatories, in case partners name of all the partners)

SR.NO	NAME	MOBILE	PAN CARD	AADHAAR

5. Tourist area for operating Business

Full Address/Place: _____

6. Name of the firm and its registered address with Tel. Nos.

Name of the Firm			
Address <i>(permanent)</i>			
Police Station		Postal code	
Pan Card		Mobile no.	
Website		State	
Email		Office No.	

7. Year when the firm was Established: _____

8. Whether registered office (Yes/No): _____

9. No. of staff employed: _____

10. Whether premises is Owned On lease

11. Travel mode provided: _____

12. Amenities arranged for Tourist

Excursions Events Sightseeing Cuisine Hotel Accommodation

13. Name of the guide approved by Department of Tourism BTR having been employed

SrNo	Tourist Guide Name	ID No.

14. Declaration

_____ hereby state that I have read and shall strictly abide by the “Terms and Conditions” governing the registration for Travel agent/Excursion agent as stated in the Tourism Service Provider Registration of Tourist Trade SOP 2024 and rules made thereunder, Bodoland Tourism along with all amendment and all other orders relating to the registration for Travel agent/Excursion agent in BTR from time to time. Thereby

States that I have a Registered Office Space at the above mentioned Location in the Application Form.

In case of default/violation or breach of non-compliance by me to any of the terms and conditions of the SOPs/Rules/Policy or any violation as are prohibited under prevailing laws, will lead to immediate cancellation of the Registration/License/NOC and Fees/Security Deposit if paid would be forfeited to Government treasury and necessary action would be taken up against me by the department

Place: _____

Signature of Director/Partner: _____

Date:

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For Office Use Only

Application Received On: _____

Verified By: _____

Remarks: _____

Approval Status: Approved / Rejected

Date of Approval: _____

Registration Number: _____

Checklist

- **Certificate of Incorporation/Business Registration**
- **Proof of Office Address**
- **PAN Card Copy**
- **GST Registration Certificate**
- **List of Services Offered**
- **List of Key Personnel with Qualifications and Experience**
- **Details of Licenses and Certifications**
- **Latest Audited Financial Statements**
- **Income Tax Returns for the last 3 years**

- **Bank Statements for the last 6 months**
- **Insurance Policies**
- **Health and Safety Compliance Certificates**
- **Emergency Response Plan**
- **Passport Size Photographs of Key Personnel (2 copies each)**
- **No Objection Certificate (NOC)**
- **Police Clearance Certificate for Key Personnel**

BODOLAND TOURISM
DIRECTOR CUM CHD, TOURISM DEPARTMENT
Guidelines for registration of Adventure Tourism operator (Form C)

1. Roles and Responsibilities of an Adventure Tourism Operator

- 1.1 Activity Planning : Design and plan adventure activities that are safe, enjoyable, and suitable for the target audience.
- 1.2 Guiding Tours : Lead and supervise adventure activities, ensuring all participants adhere to safety protocols.
- 1.3 Providing Information : Offer clear instructions and information about the activities, including risks and safety measures.
- 1.4 Logistical Support : Manage logistics related to the activities, such as transportation, equipment, and accommodations.

2. Professional Conduct and Ethics

- 2.1 Punctuality : Be on time for all scheduled activities and appointments.
- 2.2 Appearance : Maintain a professional appearance and demeanor.
- 2.3 Respect : Treat all participants, colleagues, and local communities with respect & courtesy.
- 2.4 Integrity : Provide honest information and do not engage in misleading or unethical practices.
- 2.5 Confidentiality : Protect the privacy of participants and handle personal information responsibly.

3. Safety and Risk Management

- 3.1 Risk Assessments : Conduct thorough risk assessments for all activities.
- 3.2 Safety Briefings : Provide comprehensive safety briefings to all participants before activities commence.
- 3.3 Safety Equipment : Ensure all necessary safety equipment is available, well-maintained, and used properly.
- 3.4 Participant Fitness : Assess the fitness and skill levels of participants to ensure they are suitable for the activities.
- 3.5 Acknowledgment Form : An “Indemnity bond” or “Liability waiver” form is to be signed by every participant in adventure activity. The participant needs to read the document and if required explained by the service provider before acknowledgement and signing.

4. Environmental Stewardship

- 4.1 Sustainable Practices : Promote and practice sustainable tourism by minimizing environmental impact.

- 4.2 Waste Management : Implement effective waste management practices and educate participants on responsible waste disposal.
- 4.3 Conservation : Support and engage in conservation efforts to protect natural resources and wildlife.

5. Training and Certification

- 5.1 Qualified Staff : Employ staff who are trained and certified in relevant adventure tourism disciplines.
- 5.2 Ongoing Training : Provide regular training and professional development opportunities for staff.
- 5.3 First Aid Certification : Ensure that all staff have up to date first aid certification.

6. Equipment and Maintenance

- 6.1 Quality Equipment : Use high-quality, industry-standard equipment that is appropriate for the activities.
- 6.2 Regular Inspections : Conduct regular inspections and maintenance of all equipment to ensure safety and functionality.
- 6.3 Replacement Policy : Replace equipment that is worn out or no longer meets safety standards promptly.

7. Customer Interaction and Service

- 7.1 Courtesy : Interact with customers in a friendly and respectful manner.
- 7.2 Feedback : Encourage and act upon feedback from participants to improve services.
- 7.3 Inclusion : Ensure activities are inclusive and accessible to a diverse range of participants.

8. Legal and Regulatory Compliance

- 8.1 Adherence to Laws : Comply with all relevant local, state, and national laws and regulations related to adventure tourism.
- 8.2 Permits and Licenses : Obtain and maintain all necessary permits and licenses for operating adventure tourism activities.
- 8.3 Insurance : Have appropriate insurance coverage for all activities and participants.

9. Emergency Procedures and Response

- 9.1 Emergency Plans : Develop and maintain comprehensive emergency response plans for all activities.
- 9.2 Staff Training : Ensure all staff are trained in emergency response procedures.
- 9.3 Emergency Equipment : Have emergency equipment readily available and ensure it is in good working conditions.

9.4 Communication : Maintain reliable communication methods for use in emergencies.

10. Marketing and Promotion

10.1 Accurate Representation : Ensure all marketing materials accurately represent the activities and experiences offered.

10.2 Ethical Marketing : Avoid misleading claims and provide honest information about the risks and requirements of activities.

10.3 Responsible Promotion : Promote adventure tourism in a way that respects local cultures and environments.

(Form C)
APPLICATION FORM

For
Registration of New Adventure Sports activities
/Renewal of Existing Adventure Sports activities

To,

The prescribed Authority
Director cum CHD
Tourism Department,
BTC
Kokrajhar- 789970

Photo of
the
applicant

Sir,

I/We request that I/We, may be registered within the rules of the Bodoland Tourism's Registration of Tourist Trade SOP, 2024, for the year _____ for the following adventure sports activity:

1. Adventure Sports category: _____

New Registration Renewal

In case of Renewal, enter Certificate No.: _____

2. Operated by: Company Individual

3. Nationality: _____

4. Tourist area for operating business/ Operating Base:

Address/Place: _____

Date of Incorporation(*Company*): _____

5. Details.

Name			
Address (permanent)			
Police Station		Postal code	
Pan Card		Mobile no.	
Aadhaar		State	
Email		Office No.	

- 6. Applicant Permanent resident of BTR: _____(Yes/No)
- 7. Whether operating from winch: _____(Yes/No)
- 8. GSTIN:
- 9. Name of the proprietors(*in case of company, authorized signatories, in case partners name of all the partners*)

SR.NO	NAME	MOBILE	PAN CARD	AADHAAR

10. Equipment Details: _____

11. Undertaking

I _____ do solemnly state that:-

- 1) I shall not overload the equipment
- 2) I shall carry out the activity of adventure sports/ para motor gliding, water sports activity/water sports operator within the permitted zone only as may be specified.
- 3) I shall adhere to all the instructions issued from the Registering authority from time to time.
- 4) I shall provide safety equipment to my client before starting the activity

Place: _____

Signature of Applicant: _____

Date:

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For Office Use Only

Application Received On: _____

Verified By: _____

Remarks: _____

Approval Status: Approved / Rejected

Date of Approval: _____

Registration Number: _____

Documents to be Attached

- Certificate of Incorporation/Business Registration:
- Proof of Office Address:
- PAN Card Copy:
- GST Registration Certificate:
- List of Equipment with Safety Certifications:
- Details of Certified Instructors and Guides:
- Insurance Policies:
- Emergency Response Plan Document:
- Passport Size Photographs of Key Personnel (2 copies each):
- No Objection Certificate (NOC) from Local Authorities:
- Police Clearance Certificate for Key Personnel:

Compliance and Guidelines

- Company must be registered in India.
- Company should comply with all safety standards and regulations set by national and local authorities.
- Company must employ certified instructors and guides for all adventure sports activities.
- Company must have comprehensive insurance coverage for participants and employees.
- Company should have a well-documented emergency response plan.

- Company must agree to adhere to the guidelines and code of conduct set by the Bodoland Tourism Department.

Checklist for Submission

1. Completed and signed application form.
2. Certificate of Incorporation/Business Registration.
3. Proof of Office Address.
4. PAN Card Copy.
5. GST Registration Certificate.
6. List of Equipment with Safety Certifications.
7. Details of Certified Instructors and Guides.
8. Insurance Policies.
9. Emergency Response Plan Document.
10. Passport Size Photographs of Key Personnel (2 copies each).
11. No Objection Certificate (NOC) from Local Authorities.
12. Police Clearance Certificate for Key Personnel.

Guidelines for Homestay
Tourism Department
Bodoland Territorial Council (BTC) (*Form D*)

1. Maintenance: All areas of the house, including the compound, garden, furniture, equipment, fixtures, and fittings, should be well-maintained to meet the tourism standards set by the department.

2. Parking: Adequate and secure parking arrangements should be available for guests.

3. Front Sitting Area/Hall

- a. Arrangement and Comfort: The front sitting area or hall should be arranged in a welcoming manner to accommodate guests comfortably.
- b. Cleanliness and Space: It should be clean, spacious, and well-maintained
- c. Ventilation and Lighting: Ensure adequate ventilation and provide sufficient natural or artificial lighting.
- d. Furniture and Seating: Furnish the area with good-quality furniture that suits the theme of the homestay.

4. Bedroom/Sleeping Area

- a. Proper Sleeping Arrangement: Provide a bedroom or proper sleeping area with an attached bathroom.
- b. Space and Cleanliness: The sleeping area should be spacious, clean, well-ventilated, and well-maintained.
- c. Safety and Privacy: Ensure the safety and privacy of guests, especially within the bedroom.
- d. Windows and Curtains: Equip windows with suitable curtains or blinds to preserve guest privacy and security.
- e. Climate Control: Provide electric fans, air conditioners, and blankets. This guideline may not be mandatory for special situations like eco lodges.
- f. Furniture and Amenities: Include a dressing table with a mirror or a wall-fitted mirror with a shelf, a lockable wardrobe or wall cupboard, cloth hangers, a towel rack (optional), a luggage rack (optional), and a waste-bin.
- g. Bedding: Offer clean, comfortable bedding that matches the homestay's theme. The bed size should be as specified by the authority. Fresh linen to be provided to the guest.

5. Bathroom

- a. Cleanliness: The bathroom floor should be clean and hygienic.

- b. **Fixtures and Amenities:** Equip the bathroom with a wash basin, mirror, towel rails, cloth hooks, geyser and other amenities. Provide good-quality, absorbent towels and change them regularly. Provide an iron & ironing board (optional) upon request. Ensure homes with electricity supply have a plug point inside each guest room.

6. Dining Area

- a. **Cleanliness and Maintenance:** Maintain a clean, well-kept dining area with comfortable seating and serving arrangements.
- b. **Quality Utensils:** Stock the dining area with adequate cutlery, crockery, tableware, and table linen, or authentic materials serving the same purpose.

7. General Requirements

- a. **Guest Register:** Maintain a detailed guest register including names, addresses, contact details, passport numbers/national identity card numbers, dates of arrival and departure, and guest signatures. Issue valid receipts for all transactions and keep accurate records.
- b. **Water Supply:** Ensure a clean, hygienic, and uninterrupted water supply for guests.
- c. **Food and Cooking Facilities:** If meals are provided, offer a menu with food items and meal types along with their charges.
- d. **Bedding and Linens:** Keep an adequate stock of good-quality bedding, towels, cutlery, crockery, and glassware.
- e. **First Aid:** Ensure first aid facilities are available.
- f. **Lighting:** Keep pathways, stairs, and surroundings well-lit for safety.
- g. **Garbage Disposal:** Store garbage in covered bins until proper disposal.
- h. **Transportation:** Arrange for vehicle hire for guest excursions / safaris and transfers when needed.
- i. **Medical Assistance:** Ensure there is a way to contact a qualified medical officer or nearby hospital in case a guest falls ill. It is advisable to have emergency contact with the nearest health centre.
- j. **Accessibility:** Make the homestay as accessible as possible for differently abled guests.
- k. **Power Backup:** Provide power backup with solar charging or inverter facilities.
- l. **Homestay units are required to uphold the prescribed standards at all times. Bodoland Tourism Department officials may conduct surprise inspections of the premises without prior notice. If a homestay fails to maintain the required quality, service standards, hygiene conditions, or engages in misbehavior or malpractices, upon recommendation by the Committee, may cancel the registration after allowing a**

reasonable period for rectification.

- m. Any guest complaint regarding accommodation at any homestay establishment will be thoroughly investigated. If the homestay is found to be at fault, the Tourism Department may pursue legal recourse against the proprietor based on terms of the agreement signed between the Department of Tourism, BTC and Proprietor.
- n. Any changes in facilities, refurbishments, upgrades, or extensions must be communicated in writing to the Tourism Department. The proprietor can only proceed after the permission is granted from the prescribed authority.
- o. Registered homestay units are authorized to market and promote their respective units and activities.
- p. The Department of Tourism will organize periodic training programs on hospitality services to ensure homestay establishments provide adequate service and facilities for tourists. Homestay owners are required to attend these programs without fail.
- q. "Engaging in any illegal practices in accommodation, such as operating without proper licenses, failing to adhere to safety and health regulations, crime activity like Prostitution, providing false information to guests, or discriminating against individuals based on race, gender, religion, or nationality, is strictly prohibited and subject to severe penalties including fines, suspension, or ban of the operating license."

(Form D)
APPLICATION FORM

FOR REGISTRATION / RENEWAL
OF
NEW OR EXISTING HOMESTAY / BED & BREAKFAST

To,

The prescribed Authority
Director cum CHD
Tourism Department,
BTC
Kokrajhar- 789970

Photo of
the
applicant

Sir,

I/We request that I/We may be registered as a Homestay/Bed and Breakfast under the Bodoland Tourism Registration of **Tourist Trade SOP, 2024**. The particulars are as under,

New Registration

Renewal

In case of Renewal, enter Certificate No.:

Operated by: Company / Individual (✓)

1. Details of the person/company authorized to manage the establishment.

Name			
Address			
Police Station		Postal code	
Pan Card		Mobile no.	
Aadhaar			
Email		Office No.	

2. Applicant Permanent resident of BTR:_____ (Yes/No)

3. Name of the proprietors in case of company, authorized signatories (in case partners name of all the partners)

SR.NO	NAME	MOBILE	PAN CARD	AADHAAR

4. Details of Homestay Establishment /with Postal Address

Name of the Homestay: _____

Full Address: _____

Name of the Manager: _____

Mobile No: _____

5. Area for operation of Homestay:

Taluka: _____

Place: _____

6. Hotel Premises: Owned On Lease

7. Traditional Cuisine Served: Yes No

8. Single Bedroom: Yes No

9. Double Bedroom: Yes No

10. Other Details

Facility	Availability (Yes/No)
Parking	
Wi-Fi	
Air Conditioning	
Room Service	
Laundry Service	
Fitness Centre	
Conference rooms	
Spa	

11. Operational Hours:

12. Total Number of Rooms:

*Whether Attached Bathroom: Yes No

13. Plot Area Sq.mtrs:

14. Covered Area Sq.mtrs

(For Office use only)

DATE*: _____

Undertaking

I _____ hereby state that I have read and shall strictly abide by the “Terms and Conditions” governing the registration/renewal of Homestay Keeper as stated in the Tourism Department’s Registration of Tourist Trade SOP 2024 and rules made thereunder, Bodoland Tourism, direction issued by the Bodoland Territorial Council, Management Authority (Tourism Department, BTC), including all amendments and all other orders relating to the Registration of Homestay in BTR from time to time. In case of default/violation or breach or non-compliance by me to any of the terms and conditions of the SOPs/Rules/Policy or

any violation as are prohibited under prevailing laws, will lead to immediate cancellation of the Registration/License/NOC and Fees/Security Deposit if paid would be forfeited to Government treasury and necessary action would be taken up against me by the department.

Place: _____

Signature of Director/Partner: _____

Date:

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For Office Use Only

Application Received On: _____

Verified By: _____

Remarks: _____

Approval Status: Approved / Rejected

Date of Approval: _____

Registration Number: _____

Checklist

- · **Application Form:**
- · **Proof of Ownership:**
- · **Identity Proof:**
- · **Photographs:**Recent passport-sized photographs of the owner. Clear photographs of the homestay property (exterior and interior).
- · **NOC from Local Authorities:**
- · **Fire Safety Measures:**
- · **Sanitation and Hygiene:**
- · **Accommodation Details:**
- · **Tariff Structure:**
- · **Training Certificates:**Proof of attendance in any training provided by the Tourism Department, BTC (if applicable).
- · **Waste Management Plan:**
- · **Insurance:** Copy of insurance coverage for the property (if available).

BODOLAND TOURISM
DIRECTOR CUM CHD, TOURISM DEPARTMENT

Guidelines for registration/renewal of New Hotel or other Accommodation
(Form E)

Eligibility Criteria

1. Submission of legally binding proof of ownership, such as a title deed, or a comprehensive lease agreement detailing the terms and duration of the lease.
2. No Objection Certificate (NOC) from the local municipal authority or Panchayat/VCDCs, confirming that the property complies with local zoning and land-use regulations.
3. Land use permit, if applicable, ensuring that the property is designated for commercial use and suitable for operating an accommodation facility.
4. Infrastructure must meet minimum standards based on the classification of the facility (e.g., budget, standard, deluxe, luxury), including quality of construction, room size, and amenities provided.
5. A sufficient number of guest rooms, each equipped with attached bathrooms, ensuring comfort and privacy for guests.
6. Continuous availability of clean drinking water and a reliable 24-hour power supply to maintain guest comfort and operational efficiency.
7. Effective waste management and sewage disposal systems that comply with environmental regulations to ensure cleanliness and sustainability.
8. Comprehensive fire safety measures, including smoke detectors, fire extinguishers, and emergency exits, in accordance with local regulations to ensure guest safety.
9. Installation of CCTV cameras in common areas to enhance security and monitor activities, ensuring the safety of guests and staff.
10. Employment of adequately trained security personnel to safeguard the property and provide assistance in case of emergencies.
11. Provision of first aid kits and emergency medical facilities, along with staff trained in basic first aid, to handle minor injuries and medical situations.
12. Implementation of regular pest control measures to maintain a hygienic environment free of pests and insects.
13. Maintenance of clean and hygienic kitchen and dining areas, adhering to food safety standards to prevent contamination and ensure the health of guests.
14. Regular housekeeping and maintenance schedules to ensure that the facility remains clean, well-maintained, and operationally efficient.

Application Process

1. Submission of a completed application form along with all required documents, ensuring that all information is accurate and up-to-date.
2. Payment of a non-refundable application fee to cover the administrative costs associated with processing the application.
3. Inspection of the facility by authorized officials to verify compliance with the eligibility criteria and assess the overall condition of the property.
4. Submission of a renewal application at least three months prior to the expiry of the current registration to ensure uninterrupted operation.
5. Payment of the renewal fee to facilitate the processing of the renewal application.
6. Re-inspection of the facility by authorized officials to ensure that it continues to meet the required standards.

Documentation Required

1. Duly filled and signed application form, providing all necessary details about the facility and the owner/operator.
2. Proof of identity and address of the owner/operator to establish authenticity and traceability.
3. Ownership/lease documents of the property to verify the legal status and tenure of the property.
4. No Objection Certificate (NOC) from the local municipal authority or Panchayat confirming compliance with local regulations.
5. Fire safety clearance certificate demonstrating that the facility adheres to fire safety regulations.
6. Health and hygiene certificate from the local health department verifying that the facility maintains necessary sanitary standards.
7. List of staff with details of their roles and responsibilities to ensure accountability and operational efficiency.
8. Security clearance certificate (if applicable) to confirm that the facility meets required security standards.

Compliance and Inspection

1. Initial inspection to verify compliance with eligibility criteria and assess the readiness of the facility to operate.
2. Submission of the inspection report within 15 days of the application, detailing any deficiencies or areas of non-compliance.
3. Periodic inspections to ensure ongoing compliance with regulatory standards and identify any issues that need to be addressed.

4. Surprise inspections may be conducted without prior notice to ensure that the facility maintains standards consistently.
5. Written notice to be issued in case of non-compliance, detailing the deficiencies and providing a timeframe for rectification.
6. Timeframe for rectification of deficiencies to ensure that the facility addresses issues promptly.
7. Penalties or cancellation of registration for failure to comply with the required standards, ensuring accountability.
8. "Engaging in any illegal practices in accommodation, such as operating without proper licenses, failing to adhere to safety and health regulations, crime activity like Prostitution, providing false information to guests, or discriminating against individuals based on race, gender, religion, or nationality, is strictly prohibited and subject to severe penalties including fines, suspension, or ban of the operating license."

Fees and Charges

1. Application fee
 - Hotels, Resort & Lodges : ₹ 2000.
 - Homestays & Bed & Breakfast : ₹ 1000/-
2. Renewal fee:
 - Hotels, Resort & Lodges : ₹ 2000.
 - Homestays & Bed & Breakfast : ₹ 1000/-
3. Inspection fee (if applicable) : ₹1000.
4. Late fee for delayed renewal applications : ₹2000.

Grievance Redressal

1. Complaints regarding non-compliance or grievances can be lodged with the Tourism Department, providing detailed information about the issue.
2. Contact details for grievance redressal to be provided to facilitate easy communication and resolution.
3. Investigation of complaints within 30 days to ensure timely redressal and accountability.
4. Appropriate action based on the findings of the investigation, including corrective measures and penalties if necessary.

5. Address

The Director cum CHD
Tourism Department
W/No5 Depot road
Kokrajhar, BTC. 783370
E: bodolandtourism@yahoo.com
W: www.bodolandtourism.co.in

Miscellaneous

1. Registration is valid for a period of one year, after which renewal is required to continue operations.
2. Renewal required before the expiry of the registration period to avoid penalties and ensure uninterrupted operation.
3. The Tourism Department reserves the right to amend these guidelines as necessary to address emerging issues and improve regulatory standards.
4. Notifications of amendments to be published on the official website to inform all stakeholders of changes in regulations.

These guidelines aim to ensure that all accommodation facilities provide a safe, hygienic, and pleasant stay for guests, thereby enhancing the overall tourism experience.

(Form E)
APPLICATION FORM

FOR REGISTRATION
OF
NEW HOTEL OR OTHER ACCOMMODATIONS
/RENEWAL OF EXISTING HOTEL OR OTHER ACCOMMODATIONS

To,

The prescribed Authority
Director cum CHD
Tourism Department,
BTC
Kokrajhar- 789970

Photo of
the
applicant

Sir,

I/We request that I/We may be registered as a Hotel / Guest House / Lodge under the Bodoland Tourism Registration of **Tourist Trade SOP, (Year)**. The particulars are as under,

New Registration

Renewal

In case of Renewal, enter Certificate No.:

Operated by: Company/Individual (✓)

1. Details.

Name			
Address			
Police Station		Postal code	
Pan Card		Mobile no.	
Aadhaar (incase individual)			
Email		Office No.	

2. Applicant Permanent resident of BTR: _____(Yes/No)

3. Name of the proprietors(in case of company, authorized signatories (in case partners name of all the partners)

SR.NO	NAME	MOBILE	PAN CARD	AADHAAR

4. Details of Hotel / Guest House / Lodge

Name of the Hotel: _____

Full Address: _____

Name of the Manager: _____

Mobile No: _____

5. Area for operation of Hotel:

Taluka: _____

Place: _____

6. Hotel Premises: Owned On Lease

7. Having Restaurant: Yes No

8. Bar: Yes No

9. Swimming pool: Yes No

10. Other Details

Facility	Availability (Yes/No)
Parking	
Wi-Fi	
Air Conditioning	
Room Service	
Laundry Service	
Fitness Centre	
Conference rooms	
Spa	

11. Operational Hours:

12. GST:

(For Office use only)

DATE*: _____

Category: *Silver* *Gold* *Platinum* *Diamond*

Undertaking

I _____ hereby state that I have read and shall strictly abide by the “Terms and Conditions” governing the registration/renewal of Hotels/Guest House/ Lodge as stated in the Tourism Departments Registration of Tourist Trade SOP 2024 and rules made thereunder, Bodoland Tourism, direction issued by the Bodoland Territorial Council, Management Authority (Tourism Department, BTC) including all amendments and all other orders relating to the Registration of Hotel/Guest House/Homestay in BTR from time to time. In case of default/violation or breach or non-compliance by me to any of the terms and conditions of the SOPs/Rules/Policy or any violation as are prohibited under prevailing laws, will lead to immediate cancellation of the Registration/License/NOC and Fees/Security Deposit if paid would

be forfeited to Government treasury and necessary action would be taken up against me by the Tourism department.

Place: _____

Signature of Director/Partner: _____

Date:

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Compliance and Certifications

Please provide the following documents:

- Trade License
- Fire Safety Certificate
- Health and Sanitation Certificate
- GST Registration
- Pollution Control Certificate
- Police Clearance Certificate

Checklist for Submission

Ensure you have included the following with your application:

- Completed Application Form
- Identity Proof of Applicant
- Address Proof of Establishment
- Photographs of Establishment
- Proof of Ownership/Lease Agreement
- Detailed Description of Facilities
- Copies of Certifications and Licenses

Guidelines for Applicants

1. Ensure all information provided is accurate and complete.
2. Attach all required documents as per the checklist.
3. Incomplete applications will not be processed.

4. The establishment must comply with all local, state, and national regulations.
5. The Tourism Department reserves the right to inspect the establishment before granting registration.
6. Any false information may lead to the rejection of the application and legal action.