

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 (permanent)			
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**

- **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**