

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

Photo of
the
applicant

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.