

**GOVERNMENT OF BIHAR**

## Department of Tourism

## GUIDELINES FOR RECOGNITION AS AN APPROVED TOUR OPERATOR

[With effect from 11.07.2008]

1. The aims and objectives of the scheme for recognition of Tour Operator are to encourage quality standard and service in this category so as to promote tourism in Bihar. This is a voluntary scheme open to all bonafide tour operators to bring them in organized sector.
2. Definition: A tour operator is one which makes arrangements for transport, accommodation, sight seeing. Entertainment and other tourism related service for tourists.
3. Applications for recognition shall be addressed to the Director, Department of Tourism, Government of Bihar.
4. The recognition as an approved Tour Operator shall be granted by the Department of Tourism, Government of Bihar for three years, based on the Inspection Report /of a committee authorised by Director of the Department of Tourism, Government of Bihar.
5. Applications for renewal/extension shall be addressed to the Director of the Department of Tourism, Government of Bihar.
6. The renewal / extension thereafter shall be granted for three years after Inspection conducted by an Authorised Officer on an application made by the Tour Operator along with the requisite fee/ documents.
7. Documents received form applicants after scrutiny in all respects will be acknowledged by the Authorised Officer. The inspection for renewal shall be conducted by the officer within a period of two months from the receipt of complete application, tailing which it will be deemed as renewed.
8. The following conditions must be fulfilled by the Tour Operator for grant of recognition by Department of Tourism:-
  - i) The application for grant of recognition shall be in the prescribed form and submitted in duplicate.
  - ii) It should be registered under Shops and Establishment Act.
  - iii) The Tour operator should have a minimum paid up capital (or capital employed) of Rs.1.00 lakhs duly supported by the latest audited balance sheet/chartered Accountant's certificate.
  - iv) The tour operator has an office under the charge of a full time member of their staff, who is adequately trained / experienced in matters regarding transport, accommodation, currency, customs regulations and general information about travel and tourism related services. However, greater emphasis may be given to effective communication skills and knowledge of foreign language other than English.

There should be a minimum of three qualified staff out of which at least one should have Diploma/Degree in Travel and Tourism from recognised university, IITTM or an institution approved by AICTE.

The academic qualifications may be relaxed in case of experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with Ministry of Tourism approved tour operators.

Similarly, for the agencies located at religious, remote and rural areas, there should be a minimum of two qualified staff.

- v) The Tour Operator should have been in operation for a minimum period of one year before the date of application.
  - vi) The minimum office space should be of 150 sq. ft. besides the office may be located in neat and clean surroundings and equipped with telephone, fax and computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
  - vii) The Tour Operator should be an income tax assessee and should have filed Income Tax Returns for the last or current assessment year.
  - viii) Tour Operator should employ only State level guide and local guide recognized by Department of Tourism.
  - ix) The Tour Operator shall contract / use approved specialised agencies in the field of adventure options and related services for the tourists.
9. The tour operator will be required to pay a non-refundable fee of Rs.1,000/- while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee will be made payable to the Director, Department of Tourism in the form of a Bank Draft.
  10. Recognition will be granted to the Head Office of Tour Operator. Branch office will be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to Department of Tourism and accepted by it.
  11. Tour operator granted recognition 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 recognition as prescribed from time to time by the Department of Tourism, Government of Bihar.
  12. The decision of the Government of Bihar in the matter of recognition shall be final. However, the Govt. of Bihar may in their discretion refuse to recognize any firm or withdraw/withhold at any time recognition already granted with the approval of the Competent Authority. Before such a decision is taken, necessary show cause notice would invariably be issued and the reply considered on merit. This will be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

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**APPLICATION FORM FOR RECOGNITION/RENEWAL AS  
AN APPROVED INBOUND TOUR OPERATOR**

Attested Passport  
size photograph  
of Managing  
Director/  
Managing  
Partner /  
Proprietor

1. Name of the Organization.....  
Address of Head Office.....  
Telephone Numbers.....  
Fax Numbers.....  
E-mail Address.....  
Website Name.....  
Address of the Branch Office (if any).....  
..... (Please fill up separate application form, in duplicate for Branch  
Office(s). if any).....
2. Name of the Organisation (Proprietary concern, Partnership or Incorporation)  
.....  
year of registration/ commencement of business (with documentary  
proof).....
3. Name of Proprietor/Partners/Directors etc.....  
Details of their interests, if any.....  
in other business may also be indicated.....
4. Name of the Banker and Account No.....
5. Whether registered under shop and established Act. ....
6. Registration Number.....

7. **Particulars of staff employed:-**

Sl. no.	Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
1.						
2.						
3.						
4.						

8. Details of office premises (Documentary proof/Rent Agreement/ Ownership Deed to be made available) - space in sq. ft.....  
Location area (please tick marks the right box) commercial  
residential Reception area..... accessibility to  
toilets. ....
- i. Name of Bankers (please attach a reference letter on original letter head from your Bankers).....
- ii. Name of Auditors. ....  
A balance-sheet and profit and loss statement pertaining to the tour operation business, as prescribed under Company law, must be submitted by each applicant.

These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application. Also furnish details of turnover in the following statement:-

**Particulars of the Tour Operator concerned**

- a) Paid up capital (capital employed).....
- b) Loan:-
  - i) Secured.....
  - ii) Unsecured .....
- c) Reserves .....
- d) Current liabilities and provisions .....
- e) Total (a to d):
- f) Fixed assets (excluding intangible assets).....
- g) Investment.....
- h) Current assets.....
- i) Intangible Assets. ....
- j) Total (f to i) .....

**Notes :**

- i) Reserves should include balance of profit and loss Account and exclude taxation reserve.
- ii) Current liabilities and provisions would include taxation reserve.
- iii) Current assets should include sundry debts, loans advances, cash and bank balance.
- iv) Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.
- v) Copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed .....
- vi) Whether any activities are undertaken by the firm should be enclosed.....
- vii)
  - a) Give details of volume of tourist traffic handled and domestic tourist traffic separately. (Please submit a certificate from a chartered accountant). This certificate should show the receipts from tour operation only during the financial year or the calendar year immediately preceding the date of submission of your applications).
  - b) Clientele : special tourist groups handled, if any, their size, frequency, etc.
  - c) Steps taken to promote domestic tourist traffic and details of the groups handled, if any.
  - d) Special programmes if any, arranged for foreign tourists.
  - e) Please attach publicity material such brochures/folders/leaflets concerning itineraries and website address of the agency.

- viii) Number of conferences handled, any, and the total number of passengers for such conferences with details of locations, etc.
- ix) Certificate of Chartered Accountant on original letter head in support of your turnover in foreign exchange from inbound tour operations only during the last financial/calendar year.
- x) Number of incentive tours handled.

Please enclose Demand Draft Rs. 1,000/- for head Office and Rs. 500/- for each Branch Office as fee for recognition/renewal.

For Head Office, please mention the D.D.no.....  
 Date..... Amount.....  
 For Branch Office(s), please mention the D.D.no. ....  
 Date..... Amount.....

Signature of Proprietor/Partner/Managing  
 Director

Rubber Stamp

**Place:**

**Date:**

- N.B. **I.** This application should be submitted in duplicate along with supporting documents.
- II.** Please quote the reference number of Department of Tourism if the application is for renewal / extension.
- III.** Separate application form to be filled in duplicate, when applying for Branch Office(s).