

GOVERNMENT OF BIHAR

Department of Tourism

GUIDELINES FOR RECOGNITION AS AN APPROVED TRAVEL AGENT

[with effect from 11.07.2008]

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1. The aims and objectives of the scheme for recognition of Travel Agent 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 bonafied travel agencies to bring them in organised sector.
 2. Definition: A Travel Agent is one which makes arrangements of tickets for travel by air, rail, ship, passport, visa, etc. It may also arrange accommodation, tours, entertainment and other tourism related services.
 3. Applications for recognition shall be addressed to the Director, Department of Tourism, Government of Bihar.
 4. The recognition as an approved Travel Agent shall be granted by the Department of Tourism, Government of Bihar for three years, based on the Inspection Report of a committee authorised by the Director of Tourism.
 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 Travel Agent along with the requisite fee/ documents.
 7. Documents received from applicants after scrutiny in all respects will be acknowledged by the Authorised Officer. The inspection for renewal shall be conducted by the Inspection team within a period of two months from the receipt of complete application, failing which it will be deemed as renewed.
 8. The following conditions must be fulfilled by the Travel Agent 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 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.
 - iv) The Travel Agency should be under the charge of a full time member who is adequately trained, experienced in matters regarding ticketing, itineraries, transport, accommodation facilities, currency, customs regulations and travel and tourism related services. Besides this, greater emphasis may be given to effective communication skills, knowledge of foreign languages, other than English. There should be minimum of two

qualified staff out of which at least one should have Diploma in Travel and Tourism from recognized Institutes.

- v) The Travel Agent should be an income tax assessee and should have filed Income Tax Returns for the last or current assessment year.
 - vi) Travel Agent should employ only State level guide and local guide authorised by Department of Tourism, Govt. of Bihar.
 - vii) For outsourcing any of the services relating to tourists, the travel agencies shall use approved specialized agencies in the specific field of activity.
9. The Travel Agency will be required to pay a non-refundable fee of Rs.1000/- while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee will be payable to the Director, Department of Tourism, Bihar, Patna in the form of a Bank Draft.
 10. Recognition will be granted to the Head Office of the Travel Agency. Branch Office will be approved along with the Head Office/ subsequently, provided the particulars of the Branch Offices are submitted to Department of Tourism and accepted by it.
 11. The Travel Agency granted recognition shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time.
 12. The decision of the Government of Bihar in the matter of recognition shall be final. However, the Government 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 as a last resort and circumstances in which withdrawal is effected would also be indicated.

**APPLICATION FORM FOR RECOGNITION/RENEWAL AS
AN APPROVED INBOUND TRAVEL AGENCY**

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 :-

S.I. 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 mark the right box) commercial
residential Reception area accessibility to toilets.
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9. Name of Bankers (please attach a reference letter on original letter head from your Bankers).....
10. 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 your turnover in the following statement:-

Particulars of the Travel Agent 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) Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.
- ii) Reserves should include balance of profit and loss Account and exclude taxation reserve.
- iii) Current liabilities and provisions would include taxation reserve.
- iv) Current assets should include sundry debts, loans advances, cash and bank balance.
11. Copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed
12. Whether any activities are undertaken by the firm should be enclosed
13. Please indicate membership of International Travel Organisations, if any
14. Letter of approval of IATA and Certificate of accreditation for current year should be enclosed. GSAs/ PSAs of IATA airlines should be enclosed (in this regard documentary proof to be attached).

15. Indicate the Air /Shipping/ Railway ticketing agencies held by the firm
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16. Enclosed Demand Draft of Rs. 1,000/- for Head Office and Rs. 1000/- 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).

