

Punjab Heritage and Tourism Promotion Board
Archives Bhawan, Sector 38 -Chandigarh

Scheme for Registration of Tour Operators, 2017

1. The Punjab Heritage and Tourism Promotion Board, hereinafter called 'the board', introduces a scheme titled "Scheme for Registration of Tour Operators, 2017". Registration under this scheme shall be optional and shall be open to all tour operators engaged in the business of planning, scheduling, organising or arranging and conducting tours which may include arrangements for travel, accommodation, sightseeing, adventure options or other similar services by any mode of transport as per following guidelines.

Conditions for registration of a tour operator

2. A tour operator having an office, registered or otherwise, in the state of Punjab shall be eligible for registration under this scheme subject to fulfilling the following conditions

- a. The tour operator must be in running business for at least one year in the past with minimum sales/turn-over of Rs. 25 lacs in any one year during last three years. The proof for this will be audited final accounts of the tour operator.
- b. The tour operator must have a minimum equity base of Rs. 10 lacs. The audited balance sheet of the previous financial year shall be evidence for this.
- c. The tour operator must have a minimum staff of three persons, including the owner or owners, at least one of whom should be a degree or diploma holder in tourism and travel management or a related field from a recognised university or institution approved by AICTE or UGC.
- d. The tour operator shall have adequate office space either owned by him or on lease.

Application for registration and submission of documents

3. The application for registration of the tour operator shall be submitted online on the format given at Appendix – 1. The applicant shall upload scanned copies of the documents viz., a recent passport size photo, Aadhar card, PAN card, Income Tax return of the company, owner, leading partner or CMD etc. as the case may be, and audited balance sheet and profit and loss account of the last financial year or last three financial years as the case may be.

Duration and renewal of registration

4. The tour operator shall be registered for a period of three years. The registered tour operator may apply for renewal of registration by submitting online application along with requisite fee. The Board at its discretion may renew the registration of the registered tour operator for a further period of three years at a time if the registered tour operator has not committed violation of the code of ethics. The Board may decline application for registration of dormant tour operator.

Registration fee and security deposit

5. The application for registration or renewal of registration of the tour operator shall be accompanied by a non-refundable registration fee of Rs.10,000 only. The tour operator shall also deposit a refundable security of Rs.1,00,000 only in favour of the board. In case of women individual and organisations headed by women, the registration fee and amount of security deposit shall be 50%." The amount of registration fee and security deposit may be revised prospectively by the board from time to time. The registered tour operator shall not be liable to pay any other fee to the board except any third-party claims, if awarded by any court of law and a fee for carrying optional promotional material on the web-portal of the board as per para 8 below.

On receipt of the application online and the prescribed registration fee, an inspection of the premises/work place of the applicant shall be done by the board through its representatives and having satisfied about the genuineness and correctness of the information, recommendation will be made by the inspection team with 7 days to the Executive Director of the Board for the registration of the applicant.

Approval of application for registration and appeal

6. The application for registration as a registered tour operator shall be decided by the Executive Director of the board as the competent authority within a period of 30 day. If application is not decided or is rejected or any other order deemed to be prejudicial to applicant's or the registered tour operator's interest is passed by the competent authority, an appeal shall lie before the CEO of the board as appellate authority whose decision shall be final. The registration done under the scheme shall be non-transferable.

Administration of the scheme

7. The Board shall maintain a web-portal for the online administration of the scheme. Such web-portal shall have facility for online submission of application for registration or renewal of registration, as the case may be, with provision for uploading scanned documents as required under the scheme. It will also have facility for online approval of such application. The web-portal will have facility for district wise display of list of registered tour operators with contact details and gist of services offered by them. The register shall be maintained in the alphabetical order.

Display of promotional matter

8. The web-portal of official website of Punjab tourism will also have special page for display of standard sized promotional material of the registered tour operator on payment basis. However, the promotional material will be carried on the web portal of the board in random order and no preference will be given to any tour operator except on the basis of charges. The rates for payment for such display of promotional matter shall be as prescribed by the board from time to time for such period as the board may deem fit and necessary.

Agreement to be signed with registered tour operator

9. The Board shall enter into an agreement with the registered tour operator. The agreement shall contain specific provisions requiring registered tour operator to abide by the code of ethics given para 10 below. The Board may make necessary changes in the agreement based on its experience.

Code of ethics for registered tour operator

10. The registered tour operator shall abide by the following code of ethics during the period of registration. Failure to abide by the code of ethics shall lead to deregistration of the registered tour operator, striking down of its name from the register and the website of the board, forfeiture of security deposit and other consequential action as may be decided by the competent authority.

1. The registered tour operator shall publish services offered and tariffs charged for such services in such a manner so as to make its services fully transparent.
2. The registered tour operator shall make every endeavour to provide hassle free service for safe and honourable tourism in the state. In particular, the registered tour operator shall take adequate precaution to ensure safety of women and children in its charge during the course of a tour.
3. The registered tour operator shall make adequate arrangements to answer queries of the tourists or prospective tourists.
4. The registered tour operator shall make adequate arrangements to cater to any unforeseen exigencies of services offered.
5. The registered tour operator shall neither discriminate on the basis of gender, religion, race, caste, creed or region nor indulge in any corrupt or malpractices in any way whatsoever.
6. The registered tour operator shall not indulge in any activity which may be prejudicial to the interest of the state as a tourist destination or the interests of the board, Punjab Government or the Government of India.

7. The registered tour operator shall conduct his business in a manner befitting our cultural ethos and spirit of mutual respect and accommodation for other cultures as also to promote sustainable ecology, conservation of our heritage and public health and sanitation.
8. The registered tour operator shall not misuse or abuse the name or symbols of board or Punjab Government except as expressly allowed under the agreement, if entered into with the board.
9. The registered tour operator shall provide all the necessary assistance and help to the tourists in distress. The tour operator shall provide a copy of the Do's and don'ts and security guidelines issued by Govt. of India to the tourist.
10. The tour operator shall ensure that the service providers have displayed emergency helpline numbers of police, women helpline no. in their vehicles.
11. The tour operator shall display the registration certificate issued by the board in his office and also on his official website.

Services to be offered by the registered tour operator

11. The registered tour operator shall enter into contract or make other arrangement with hotels, registered farm houses, registered bread and breakfast houses, tented accommodate adventure options, tourist vehicle owners, Railways, Airlines and travel agencies to operate packaged tours which may include night halts involving provision of accommodation or day tours and sightseeing on specified predefined tourist circuits, provided that the registered tour operator shall offer at least five predefined packaged tours to destinations within the state of Punjab and provided further that at least two farmhouses shall be included in such packaged tours. The tour operator may also create and operate additional tourism circuits as per demand from the tourists.

Registered tour operator to promote state as a destination

12. The registered tour operator shall agree to promote state as a destination through promotional activities. The registered tour operator in particular, will at its own cost print the standard 'Punjab Tourism' logo containing the 'India begins here' catch line on its stationery and promotional materials without misusing or abusing the same.

Complaints against registered tour operator

13. If any complaint is received, online or otherwise, the board will cause it to be inquired into. The registered tour operator shall provide full support in the conduct of inquiry by providing records, personal deposition and witnesses etc. If the inquiry establishes any serious breach of code of ethics, it may lead to deregistration of the registered tour operator, striking down of the name of the registered tour operator from the board's web-portal and forfeiture of

security deposit. No claim shall lie against the board or its officers on this account. No complaint shall be entertained by the board after an expiry of a period of 3 months from the date of completion of the service availed by the complainant.

Third Party Claims

14. The PHTPB takes no responsibility for any damages or claims which may arise from deficiency in service rendered by the registered tour operator except for claims arising out of violation of the code of ethics by the tour operator. The liability of the board to third parties shall be limited to the amount of security deposit. Any further claims must be raised directly against registered tour operator in appropriate forum. The third parties shall be suitably cautioned through print material and website by the registered tour operator. Such disclaimer shall be carried by the board's website as well.

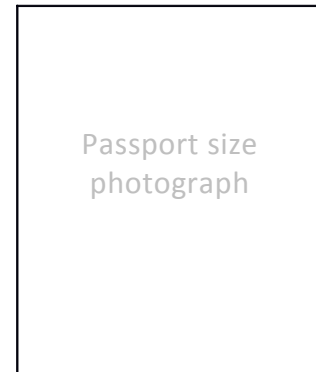
Release of security deposit

15. In the event of expiry of the registration period, the security deposit shall be retained for a period of 6 months, if no complaint against the registered tour operator is received or till the complaint is disposed of in accordance with provisions of this scheme if received by the Board or decided and settled in accordance with directions of the court of law or the other legal forum as the case may be, whichever period is later. The security deposit not forfeited in accordance with the provisions of this scheme shall be refunded to the registered tour operator without any interest.

Reports from Registered tour operators

16. Every registered tour operator shall submit quarterly report on the format given in appendix-2, to the Executive Director, giving details of the number of tourists served by him during the period.

Format for online application for registration as a registered tour operator.



1. Name of the Tour Operator :
2. Office address :
3. Number of branch offices in Punjab :
4. Full office addresses of branch offices :
separated by semi-colons
5. Particulars of the owner, lead partner,
CMD etc. as the case may be –
 - a. Name :
 - b. Status (owner, lead partner, CMD :
etc.)
 - c. Aadhar No :
 - d. PAN No :
 - e. Office phone no :
 - f. Mobile phone no :
 - g. Fax No, if any
6. Organisational Status of the Tour :
Operator (Sole proprietor or Partnership
or Society or Company etc.) and proof
thereof.
7. Equity (paid up capital) of the Tour :
Operator
8. Sales turn-over of last financial year :
9. Sales turn-over of year before last year, :
if above para 8 does not fulfil the
condition in this regard

10. Sales turn-over of 2nd year before last :
year, if above paras 8 and 9 do not fulfil
the condition in this regard
11. Office space details of the tour operator
-
 - a. Address :
 - b. Space measured in sq. ft. :
12. Details of staff employed -
 - a. Number of staff members having :
requisite degree/diploma (Give
detail of the degree/diploma,
university/institute and year of
passing.
 - b. Names of such staff members, :
separated by commas
 - c. Number of other staff members :
 - d. Names of such other staff members :
separated by commas
13. Whether registered with AITO/AIDTO
or any other organisation? if so,
detail thereof including registration
number.
14. Important tour packages being
offered.
15. Emergency contact number :
16. Particulars of registration fee deposited :
17. Particulars of security deposit attached :
18. Particulars of the contracts with hotels, :
tourist vehicle operators, adventure
options and travel agencies which justify
the services offered to tourists

Declaration: I, s/o, resident of
..... aged years solemnly declare that the
particulars given above are true and correct to the best of my knowledge and
belief. If my application is accepted and my agency is registered, I undertake to
execute agreement and to abide by the code of ethics contained in the scheme.

2. That I have neither applied for nor obtained any registration number from the Board earlier in the same name.

Date:

Place:

Applicant

Punjab Heritage and Tourism Promotion Board
Monthly Return of Tours conducted by Registered Tour Operators

Registered Tour Operator:

Registration Number:

Sr. No.	Tour details				Tourists served in the Tour				
	Tour Date	Place of Origin	Destination	Mode of Transport	Tour Group size	Domestic Tourists	Foreign Tourists		
						State	Number	Country	Number

Authorised Signatory

PUNJAB HERITAGE AND TOURISM PROMOTION BOARD
PLOT NO. 03, SECTOR 38 A, DAKSHIN MARG, CHANDIGARH
 Phone :0172-5042955, Fax: 0172-2625952,
 E-mail: phtpb123@gmail.com

Certificate of Registration

Registration No.....

Date.....

This is to certify that Shri/Ms..... address..... has been registered with the Punjab Heritage and Tourism Promotion Board, Plot No. 3, Sector 38-A, Chandigarh with effect from the date of issue of this certificate under the 'Scheme for Registration of Tour operators, 2017' on the terms and conditions given in the scheme.

This certificate is valid upto.....

SEAL

Executive Director
Punjab Heritage & Tourism Promotion Board,
Chandigarh