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

Scheme for Registration of Tour Operators, 2017  

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 in accordance with the following guidelines.

“Tour Operator” for the purpose of this scheme shall means any person engaged in the business of planning, scheduling, organising or arranging tours (which may include arrangements for accommodation, sightseeing or other similar services) by any mode of transport, and includes any person engaged in the business of operating tours in a tourist vehicle or a contract carriage by whatever name called, covered by a permit, other than a stage carriage permit, granted under the Motor Vehicles Act, 1988 (59 of 1988) or the rules made thereunder;

Explanation:- For the purposes of this clause, the expression “tour” does not include a journey organised or arranged for use by an educational body, other than a commercial training or coaching centre, imparting skill or knowledge or lessons on any subject or field.

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 or CA certificate by
the Firm's statutory Auditor.

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 should be an income tax assesse and should
have filled Income Tax Returns for the last or current assessment
year.

d. 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.

e. The tour operator shall have adequate office space either owned
by him or on rent/ lease.

f. The tour operators who are accredited by recognized
associations [IATO / ADTOI] will be eligible to be registered
under this scheme on production and submission of the
certificate from the association and receipt for payment of
registration / renewal fees provided they fulfil the conditions laid
down in these guidelines.

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, Passport, 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 the 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. 3,000 only. In case of female applicant owning the business, the registration fee and amount of security deposit shall be 50%”. The fee shall be payable in favour of the Punjab Heritage and Tourism Promotion Board in the form of a bank draft. The amount of registration fee 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 for carrying out 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, police verification shall be got done by the Board about the genuineness and correctness of the information given by the applicant. However, a provisional registration certificate can be issued by the competent authority after submission of complete information by the applicant and subject to the condition that the
registration certificate shall be cancelled forthwith and without any further notice in case the police report contained any adverse remark.

**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 may lead to deregistration of the registered tour operator,
striking down of the name from the register and the website of the
board and other such 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 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 accommodation 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 or tailor made according to the requirement, 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 and claims arising out of violation of the code of ethics by the tour operator. The third party 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.

**Indemnity**

The tour operator shall indemnify the Board against any civil or criminal liability which may arise due to any lapse or deficiency in service or for any reason whatsoever.

**Disclaimer**

Though every care has been taken to safeguard the interest of the visiting tourists and the tour operators, the Board shall not be responsible for the correctness or otherwise of any business relations, exchange of information and provision of service between the service provider, tour operator and the tourist.

**Reports from Registered tour operators**

16. Every registered tour operator shall prepare the monthly details of the information in his office and submit quarterly report on the format given in appendix-2, to the Executive Director of the Board
giving details of the number of tourists served by him during the period.
Appendix - 1

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 : 

Photograph: Passport size
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.
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:**

#### Tour details

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Tour Date</th>
<th>Place of Origin</th>
<th>Destination</th>
<th>Mode of Transport</th>
<th>Tour Group size</th>
<th>Domestic Tourists</th>
<th>Foreign Tourists</th>
<th>Sites visited during the Tour</th>
<th>Tour Duration</th>
<th>Day Tour (Yes/No)</th>
<th>Nights spent</th>
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**Quarter ending:**
- **Year:**

**Authorised Signatory**