

**GUIDELINES FOR
ACCREDITATION / RENEWAL
OF
TRAVEL AGENT / AGENCY (TA) &
TOUR OPERATOR (TO)**



*Uttarakhand
Tourism*

UTTARAKHAND TOURISM DEVELOPMENT BOARD

TRAVEL AGENT / AGENCY (TA) & TOUR OPERATOR (TO)

1. Aims and objectives: The aims and objectives of the scheme for Accreditation/ renewal of Travel Agent / Agency (TA) & Tour Operator (TO) organization are to encourage quality standard and service in this category so as to promote tourism in Uttarakhand. This is a voluntary scheme open to all bonafide travel agencies / agent & Tour Operator to bring them in organized sector.

2. Definition:

- i. A Travel Agent / Agency (TA) is the one who makes arrangements of tickets for travel by air, rail, ship, passport, visa, etc. and It may also arrange accommodation, tours, transport , entertainment and other tourism related services.
- ii. A Tour Operator (TO)/ organization is the one who makes arrangements for transport, accommodation, sightseeing, entertainment and other tourism related services for domestic tourists.

3. Registration :- All applicants seeking Accreditation / renewal of **Travel Agent / Agency (TA) & Tour Operator (TO) organization** shall be addressed to the Chief Executive Officer (CEO) Uttarakhand Tourism Development Board (UTDB), Pt. Deendayal Upadhyaya Paryatan Bhawan, Garhi Cantt, Dehradun – 248001, Tel No. 0135 - 2559898, Fax No. 0135 - 2559988 on the format prescribed on **Annexure - '1'** in duplicate and submit to concerned District Tourism office.

3.1 All applicants must be registered under Uttarakhand Tourism & Travel Trade Registration Rules.

3.2 Security Deposits:- All applicants shall pay Rs. 10,000/- (subject to change as decided by CEO of UTDB in time to time) as security deposit (refundable) in form of demand draft (in favor of the CEO, UTDB, Dehradun or in cash). Incomplete application forms will not be entertained.

4. Duration of Accreditation / Renewal:- The Accreditation / renewal of TA & TO organization shall be granted by Chief Executive Officer of Uttarakhand Tourism Development Board, Dehradun initially for five years, based on the Inspection Report / Recommendations of a Inspection Committee as mentioned below :-

- A-** Chief Executive Officer, Uttarakhand Tourism Development Board
- B-** Addl. Chief Executive Officer, Uttarakhand Tourism Development Board
- C-** Nominated member of Travel Agent Association of India (TAAI) for TA or Indian Association of Tour Operator (IATO) for TO.
- D-** Nominated member of Transport Commissioner for TO.
- E-** Joint Director (Travel Trade), Uttarakhand Tourism Development Board
- F-** Concerned District Tourism Development Officer (DTDO)

5. The documents received from the applicant after scrutiny by the concerned DTDO would be acknowledged by the CEO, UTDB in respect of Accreditation / renewal. The inspection for Accreditation / renewal shall be conducted by the above mentioned Committee within a period of two months from the receipt of complete application.

6. The following conditions must be fulfilled by the TA & TO organization for grant of Accreditation / renewal by UTDB:-

i) The application for grant of Accreditation / renewal shall be in the prescribed form and submitted in duplicate along with the required documents.

ii) TA & TO organization should have a minimum Paid up Capital (Capital employed) of **Rs. 1.00 lakh** duly supported by the latest audited Balance Sheet / firm's Statutory Auditor's certificate.

iii) The TA & TO organization should have ability to provide tourist vehicle as and when required. They should comply with all the conditions of State Transport Department.

iv) Chauffeurs / Drivers / Conductors of tourist vehicles should be well behaved and have knowledge of tourist places and should have neat and smart appearance.

v) TA & TO organization should have an office under the charge of the Owner or a full time member of their staff, who is adequately trained, experienced in matters regarding, transport, accommodation facilities, currency, customs regulations and general information about tourism and travel related services. However, greater emphasis may be given to effective communication skills in Hindi and English.

There should be a minimum of two qualified staff out of which at least one should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. Who are exceptionally experienced personnel in Airlines, Shipping, Transport and PR agencies, Hotel and other Corporate Bodies. The owner of the firm would be included as one of the qualified employees.

vi) The minimum office space should be at least **200 sq.** feet in Uttarakhand. The office should be located in a neat and clean surrounding and equipped with telephone, fax and computer reservation system etc. There should be sufficient space for reception and easy access to toilet facilities.

vii) TA & TO organization shall contract / use approved specialized agencies in the field of Adventure Options and related services for the tourists.

7. TA & TO organization should adhere to the tenets of the Code of Conduct for Sustainable & Responsible Tourism (SRT)". A signed copy of the SRT should be attached with the application as **Annexure -II**.

8. The Accreditation / renewal would be granted to the TA & TO organization, would be registered, provided the particulars are submitted to UTDB for Accreditation / renewal to the CEO of UTDB and accepted by it.

9. TA & TO organization would have to report action taken by them in their Annual Report which shall be kept with them & shown to the Inspection Committee(s) at the time of renewal.

10. It shall be mandatory for a registered service provider of Travel Trade to prominently display the Certificate of Accreditation given by UTDB in the office.

11. The decision of CEO, UTDB in the matter of Accreditation / renewal shall be final. However, UTDB may in their discretion refuse to accredit / renew any firm or withdraw / withheld at any time Accreditation / renewal already granted with the approval of the Competent Authority at any time. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

12. TA & TO organization already approved by Ministry of Tourism, Government of India will be taken on board and shall be registered by CEO of UTDB in the same manner as prescribe in rule-3.

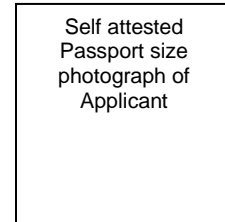
13. The firm/ company / TA & TO must be registered under Uttarakhand Travel Trade Registration Rules-2014 & Amendment-2016.

14. Penalty clause

- a) Any TA & TO organization carrying on any Travel Trade business without a proper Accreditation or supply of false statement or any malpractice shall be punishable under the provisions of appropriate law or a minimum fine of Rs. 1,00,000/- (Rupees One Lakh) shall be Charged and if the breach is a continuing one, with a minimum fine of Rs. 1000/- per day and a maximum of Rs. 2000/- per day till the default continues shall be charged or his Accreditation shall be revoked or cancelled or the firm can be black listed and security deposit may be forfeited.
- b) The TA & TO organization shall keep the environment clean. In case, any operator or participants is found not adhering to the environment guidelines or prevailing rules, his Accreditation will be suspended or cancelled and a minimum fine of Rs. 50,000/- (Rupees Fifty Thousand) shall be fined and if the breach is a continuing one, with a minimum fine of Rs. 500/- per day and maximum of Rs. 1000/- per day shall be fined till the default continues.

ANNEXURE – I

APPLICATION FORM FOR ACCREDITATION / RENEWAL AS AN REGISTERED TRAVEL AGENT / AGENCY (TA) & TOUR OPERATOR (TO) ORGANIZATION



- 1. Name of the Organization
- (i)Address
-
- (ii) Telephone Numbers
- (iii) Fax Numbers
- (iv) Email Address
- (v) Website Name
- 2. . Accreditation No. & Year (with documentary Proof)
- 3 . Accreditation No. & Date (only for renewal cases).....
- 4 Service Tax Accreditation Number
- 5 Nature of the Organization (Proprietary concern, Partnership or Incorporation)
- 6. Name of Proprietor / Partners / Directors, etc.
- Details of their interests, if any
- In other business may also be indicated
- 7. Particulars of staff employed:
Total number of staff:

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
I.
II.
III.
IV.
- 8. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed to be made available) –
(i) Office Space in sq. ft
- (ii) Accessibility to toilets (Please write Yes or No).....
- 9. Name of Bankers (please attach a reference letter on original letterhead from your Bankers)
- 10. Name of Auditors (only for renewal cases)

Signature
Name of Proprietor / Partner / Managing Director
Place:
Date:

(Seal)

Sustainable & Responsible Tourism

Schedule-A

Yes/No

1.	The organization complies with all applicable central and state legislations and regulations including those related to health, safety, labour & environment.	
2.	The organization communicates its SRT plan to customers and staff and engages their support. The staff are duly trained in this respect.	
3.	A customer feedback is in place, and in cases of negative feedback, corrective actions taken.	
4.	Promotions and SRT claims therein do not promise more than what is being delivered.	
5.	Buildings and infrastructure design and construction comply with zonal requirements and relevant laws at the time of construction whatever the prevailing laws were, should have to be followed and in no way encroach upon public spaces or government property through illegal extension.	
6.	There should be no court case at any level involving the organization in which government is a party.	
7.	The organization provides information about and interpretation of natural surrounding, local culture and cultural heritage, and educates customers regarding appropriate behavior while visiting natural areas, living cultures and cultural heritage sites.	
8.	The organization respects labour rights and complies with Minimum Wages Act and Child Labour (Prohibition & Regulations) Act and in no way violates provisions of Sexual Harassment of Women & Bounded Labour System.	
9.	The activities of organization do not adversely affect basic services like food, water, healthcare, sanitation.	
10.	Historical and archaeological artifacts are not sold, traded or displayed, except as permitted by state or central law.	

11.	The organization seeks to reduce transportation requirement, promotes climate-friendly transport options. Alternative transport options like bike rentals, car-sharing, pick-ups facilitated. Public transport also should be encouraged wherever possible.	
12.	The organization support and contributes to biodiversity conservation and takes measures to avoid introducing invasive species. Also, the organization takes steps to minimize disturbance to wildlife. Housing, care and handling of all wild and domestic animals meets the highest standards of animal welfare and no illegal harvesting or trade of wildlife takes place.	
13.	The organization coming up post the implementation of the guidelines must provide access and information for persons with special needs, where appropriate.	
14.	It provides fair opportunities for employment to local residents.	

Signature
Name of Proprietor / Partner / Managing Director
Place:
Date:

(Seal)

SCHEDULE – B

		Y/N	Remarks
1	Purchasing policies favour environmentally sustainable suppliers & products including capital goods, food beverages, building materials & consumable. Besides, the organization carefully manages the purchasing of consumable and disposable goods, including food, in order to minimize waste. Purchasing favours reusable, returnable & recycled goods. Unnecessary packaging (especially from plastic) is avoided, with buying in bulk as appropriate. Use of Polythene is as per Central, State & local body norms.		
2	The organization has measured energy consumption and has taken steps to minimize overall, energy consumption. Renewable energy, LEDs, energy audit are encouraged. Internal audit can be done by management. Equipments and practices that minimize energy are used. Staff and guests are guided to minimize energy use.		
3	Water consumption is measured by type and steps taken to minimize overall consumption through equipments and practices. Water sourcing is sustainable and does not adversely affect natural flows. Staff and guests are guided to minimize water consumptions. Water recycling, reuse is promoted.		
4	Significant greenhouse gas emissions within the organization identified, calculated and procedures implemented to minimize them.		
5	Waste water is efficiently treated and is reused or released safely, with no adverse effect to local population or environment. Waste water can be disposed off to a municipal or government approved treatment system or onsite treatment can be put in place as per NGT guidelines		

6	Solid waste including food waste is measured, mechanisms in place to reduce waste and wherever possible, it is recycled. Any residual waste disposal has no adverse effect on local population or environment. Solid Waste Management Plan includes action to reduce, separate and recycle food waste. Waste disposal is to a government run or approved facility. Customers and staff are guided to minimize waste.		
7	The organization must use locally appropriate and sustainable practices and materials in new construction / properties in existing structure where ever possible. It must give preference to local purchasing and local entrepreneurs as far as practicable. It must have a plan to promote local craft and cuisine. For hotels, it is mandatory to include local cuisine in menu. For local crafts, display or shops within premises or any measure which facilitates customer in		
8	The organization is involved with sustainable tourism planning and management in the destination, where such opportunities exist.		
9	The organization actively supports initiatives for local development by way of education, health, sanitation, environment etc.		
10	The organization contributes to the protection, preservation and enhancement of local tourist sites and traditions of historical, archaeological, cultural and spiritual significance and does not impede access to them by local residents.		

Signature
Name of Proprietor / Partner / Managing Director
Place:
Date:

(Seal)