

GUIDELINES FOR RECOGNITION AS APPROVED MEGHALAYA TOUR OPERATORS .

1. The aims & objectives of the scheme for recognition of Tour operators is to encourage quality standard and service, in this category so as to promote tourism in Meghalaya. This is a voluntary scheme open to all bonafide tour operators.
2. **Definitions :** A tour operator is one who makes arrangements of tour packages including transport, accommodation. Sight seeing, entertainment and other tourism related service for tourists visiting Meghalaya. This does not apply to Travel Agents involved only in ticketing.
3. All applications for recognition shall be addressed to the Director of Tourism, Government of Meghalaya, Shillong.
4. The following conditions must be fulfilled by the Tour Operators for grant of recognition by the Department of Tourism.
 - i) The application shall be in the prescribed form and submitted in duplicate.
 - ii) Tour Operators should have a minimum paid-up capital of Rs. 2.00 Lakhs/Bank Solvency Certificate duly supported by the latest audited balance sheet/Chartered Accountant's certificate.
 - iii) The Tour Operator has to have 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. Emphasis may be given to effective communication skills and knowledge of foreign languages other than English/Hindi/ local languages would be useful.
 - iv) The Tour Operator should have been in operation for a minimum period of one year before the date of application.

- v) The minimum office space should be of 10 x 8ft. with a permanent address and phone numbers/Mobile phones/Webhsites.
- vi) Tour Operators should employ trained local guides approved by the Tourism Department.
- vii) A provisional recognition will be granted to applicants on submission of a written application stating the following :-

- Name of the Firm/Company/Proprietor/Organisation.
- Address of Office.
- Phone & Mobile No.
- Type of Operations.

A provisional recognition will be granted for 1 (one) year so that the applicants can fulfill all requirements within a year as stipulated by the Application for Recognition of Approved Tour Operators..

- 5. The recognition as Approved Tour Operator shall be granted for three years on payment of an Application fee of Rs. 1000/- and renewal thereafter is to be by the Tour Operator along with payment of extension fee of Rs. 1,000/-.
- 6. Recognition will be granted to the Headquarter Office of the Tour Operator. Branch offices will be approved along with Headquarters Office or subsequently, provided the particulars of the Branch offices to be submitted to Department of Tourism for acceptance.
- 7. The decision of Tourism Department, Government of Meghalaya in the matter of recognition shall be final. However, the Government of Meghalaya may in their discretion withdraw/withhold at any time of recognition already granted on any criminal misconduct.
- 8. Status of applicant :-
 - (a) Private/Public Limited Company – Memorandum and Articles of Association.
 - (b) Proprietor – Registration Certificate.
 - (c) Partnership – Deed of Agreement.

Procedure for recognition :-

1. On receipt of application form, an officer in the Directorate not below the rank of Deputy Director shall conduct spot verification on the genuineness of the claim and fulfillment of criteria and submit report accordingly.
2. The Director of Tourism on having satisfied that the tour operator is eligible for recognition shall send the application form along with Police verification report to Tourism Department, Government of Meghalaya for approval.
3. On approval by the State Government, the Director of Tourism shall issue the certificate of recognition accordingly.
4. The Tour Operator shall give an affidavit to the effect that they shall adhere to the eligibility criteria for the approved period and liable to de-recognition for failure to fulfill the criteria.
5. They are solely responsible for handling of the operation and shall bear the damages to life and property or dislocation of environment, if any.
6. They shall abide by the rules and regulations of the Government of Meghalaya framed from time to time.