

GOVERNMENT OF INDIA  
MINISTRY OF TOURISM

**GUIDELINES FOR RECOGNITION / RENEWAL AS AN APPROVED  
TOURIST TRANSPORT OPERATOR**

[Revised with effect from 4<sup>th</sup> December 2009]

1. The aims & objectives of the scheme for recognition of Tourist Transport Operator are to encourage quality standard and service in this category so as to promote tourism in India. This is a voluntary scheme open to all bonafide tourist transport operators to bring them in organized sector.
2. **Definition:** A Tourist Transport Operator Organization is one, who provides tourist transport like cars, coaches, boats etc. to tourists for transfers, sightseeing and journeys to tourist places etc..
3. The application for **recognition** shall be addressed to the Additional Director General, Transport Bhawan, No.1, Parliament Street, New Delhi-110 001.
4. The **recognition** as an approved Tourist Transport Operator shall be granted by the Ministry of Tourism, Government of India, New Delhi initially, for five years, based on the **Inspection Report / Recommendations** of a Committee comprising of **concerned Regional Director and a member of ITTA**.
5. The application for **renewal / extension** shall be addressed to the Regional Director of the concerned region as per the following addresses:-
  - a) The Regional Director (East), India Tourism, "Embassy", 4, Shakespeare Sarani, Kolkata – 700 071, West Bengal. Phone No. (033) 2282 5813 / 2282 1475, Fax: (033) 2282 3521, Email: [indtour@cal2.vsnl.net.in](mailto:indtour@cal2.vsnl.net.in)
  - b) The Regional Director (West), India Tourism, 123, M. Karve Road, Opp. Church Gate, Mumbai – 400 020, Maharashtra. Phone No. (022) 2208 3263 / 2207 4333 / 2207 4334, Fax: (022) 2201 4496, Email: [indiatourism@hathway.com](mailto:indiatourism@hathway.com), [indiatourism@vsnl.com](mailto:indiatourism@vsnl.com)
  - c) The Regional Director (North), India Tourism, 88 – Janpath, New Delhi 110 001. Phone No. (011) 2332 0342 / 2332 0005 / 2332 0008, Fax: (011) 2332 0109, Email: [goitodelhi@nic.in](mailto:goitodelhi@nic.in)
  - d) The Regional Director (South), India Tourism, 154, Anna Salai, Chennai – 600 002, Tamil Nadu. Phone No. (044) 2846 0285 / 2846 1459, Fax: (044) 2846 0193, Email: [indtour@vsnl.com](mailto:indtour@vsnl.com), [goitochn@tn.nic.in](mailto:goitochn@tn.nic.in)
  - e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3<sup>rd</sup> Floor, Near Nepali Mandir, A. K. Azad Road, Paltan Bazar, Guwahati – 781 008, Assam. Phone No. (0361) 273 7554, Fax No. (0361) 273 7553, Email: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)
6. The renewal / extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising of concerned Regional Director and a member of ITTA, on an application made by the Tourist Transport Operator along with the requisite fee / documents.

7. The documents received from applicants after scrutiny in all respects will be acknowledged by the Travel Trade Division in respect of first approval and by the concerned Regional Director for renewal. The inspection for first approval / renewal shall be conducted by the Inspection Team within a period of sixty working days from the receipt of complete application.

8. The following conditions must be fulfilled by the Tourist Transport Operator for grant of recognition by Ministry of Tourism:-

- (i) The application for grant of recognition shall be in the prescribed form and submitted in duplicate along with the required documents.
- (ii) The applicant should have been in the tourist transport operation business for a minimum period of one year at the time of application.
- (iii) The Tourist Transport Operator has operated in the above period a minimum number of six tourist vehicles with proper tourist permits issued by the concerned State Transport Authority (STA) / Road Transport Authority (RTA) for commercial tourist vehicles. Out of these six tourist vehicles, at least four must be cars. The tourist vehicles and the related documents should be in the name of the company except where the owner is a Proprietor.
- (iv) The applicant should have adequate knowledge of handling the tourist transport vehicles for transferring tourists from the Airport, Railway Stations, Bus Stations, etc., and for sight-seeing of tourists, both foreign and domestic. The drivers should have working knowledge of English and Hindi / local languages.
- (v) The drivers of the tourist vehicles should wear proper uniform and must possess adequate knowledge of taking the tourists for sight seeing.
- (vi) The applicant should have proper parking space for the vehicles.
- (vii) The Tourist Transport Operator is registered with the appropriate authority for carrying on the business of operating tourist transport vehicles.
- (viii) The minimum office space should be at least **150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level.** Besides the office may be located in the commercial area and equipped with telephone, fax, computers etc. Its surroundings should also be neat and clean. There should be sufficient space for reception and easy access to the toilet facilities.

- (ix) The turn-over of the firm from Tourist Transport operations only should be a minimum of **Rs. 25.00 lakh** for rest of India and **Rs. 10.00 lakh** for the North – Eastern region, remote & rural areas duly supported by a Certificate issued by Chartered Accountant.
- (x) The applicant should be income tax assessee and should submit copy of acknowledgement certificate as proof of having filed income tax return for current assessment year.

9. For Ex-Defence personnel, the condition of being in the business of tourist transport vehicles for one year is relaxable to six months and having six vehicles is relaxable to four tourist vehicles provided the candidate is sponsored by the Director General of Resettlement, Ministry of Defence, New Delhi. However, the Ex - Defence personnel who apply under this scheme must themselves operate the tourist transport business and should not be hire men of other financiers.

10. The Tourist Transport Operator is required to pay a non-refundable fee of **Rs. 3,000/-** while applying for the recognition / renewal for Head Office and each Branch Office. The fee will be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.

11. The recognition / renewal will be granted to the Head Office of the Tourist Transport Operator. Branch offices will be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to Ministry of Tourism for recognition and for renewal to the concerned Regional Director and accepted by it.

12. The Tourist Transport Operator so granted recognition / renewal 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 by the Ministry of Tourism, Government of India.

13. Even though the scheme of granting approval of recognition to service providers of Travel Trade is voluntary, in nature, there is a need to have a pro - active role of Ministry of Tourism and Travel Trade to ensure that more and more service providers seek approval and then service the tourists. There is also a need to educate the stakeholders as well as consumers against the potential risk of availing services through the unapproved service providers.

14. It shall be mandatory for an approved service provider of Travel Trade to prominently display the Certificate of approval of recognition given by Ministry of Tourism in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.

15. The decision of the Ministry of Tourism, Government of India in the matter of recognition / renewal shall be final. However, MOT may in its discretion refuse

to recognize / renew any firm or withdraw / withhold at any time recognition / renewal 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 after careful consideration and generally, as a last resort. The circumstances in which withdrawal is resorted would also be indicated.

16. The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)

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**Kavita / 04.12.2009**

**APPLICATION FORM FOR RECOGNITION / RENEWAL AS AN APPROVED TOURIST  
TRANSPORT OPERATOR**

Attested Passport  
size photograph  
of Managing  
Director /  
Managing  
Partner/Proprietor

1. Name of the Organization .....  
Address of Head office.....  
.....  
.....  
Telephone Numbers.....  
Fax Numbers.....  
Email Address.....  
Website Name.....  
Address of the Branch offices (if any).....  
.....

(Please fill up separate application form, in duplicate, for Branch Office(s), if any)

2. Nature of the Organization (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. Particulars of staff (including staff) employed:  
Name Designation Qualifications Experience Salary Length of  
Service  
with  
the firm

- I. ....
- II. ....
- III. ....
- IV. ....
- V. ....
- VI. ....

5. 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 category) commercial  residential  Reception area.....Accessibility to toilets (Please write Yes or No) .....

6. Name of Bankers (please attach a reference letter on original letterhead from your Bankers) .....

7. Name of the Auditors.....  
A Balance - Sheet and Profit & Loss Statement pertaining to the tourist transport operation, 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.

8. A copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed.....

9. Certificate of Chartered accountant in original regarding turnover from Tourist Transport Operations only for the preceding year/latest year.

10. Names of the Travel Agents / Tour Operators / Hotel / Airlines with whom most business is transacted.

11. Please indicate the loans and mortgages as on the date of application.

12. Number of vehicles viz. A / C Coaches, Non -A / C Coaches, Mini Coaches, cars and boats operated as commercial tourist vehicles with their Make, Model and Registration (Attach list of vehicles.)

13. Attested copies of valid permits issued by Road Transport Authority (RTA) / State Transport Authority (STA) for tourist vehicles and R.C. Books of Tourist Vehicles should be furnished.

14. Please attach publicity material such brochures / folders / leaflets / posters concerning itineraries and website address of the agency.

15. Please enclose Demand Draft of Rs. 3, 000/- for Head Office and Rs. 3, 000/- for each Branch Office as fee **for recognition / renewal.**

For Head Office, please mention:

Demand Draft No.....

Date .....

Amount.....

For Branch office(s), please mention:

Demand Draft No.....

Date .....

Amount.....

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

**NOTE:**

- I. The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)
- II. This application should be submitted in duplicate along with all supporting documents.
- III. Please quote reference number of Ministry of Tourism if the application is for renewal of recognition.
- IV. Separate application form to be filled in duplicate along with the required documents, when applying for Branch Office(s).

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**ANNEXURE – 1**

Particulars of vehicles (Minimum 06 vehicles out of which 04 must be cars (all in the name of the company) Copies of RC / TC should be attested.

S. no.	Type of vehicle	Registered in the name of	Registration No.	RC dated	Tourist Permit	TP dated	Others/ Remarks
1.							
2.							
3.							
4.							
5.							

More columns may be added for extra vehicles.



**LIST OF DOCUMENTS (CHECK LIST) REQUIRED FOR APPROVAL / RENEWAL AS  
AN APPROVED TOURIST TRANSPORT OPERATOR**

1. Application form in duplicate duly filled in.
2. Two attested photographs pasted on both the copies of application form.
3. Documentary proof (preferably registration certificates from govt.) in support of beginning of operations of your firm.
4. Copy of Complete Audited Balance Sheet and Profit & Loss Statement for the latest financial year.
5. Income Tax Acknowledgement for the latest assessment year.
6. Service Tax Registration number from the concerned authority.
7. Reference letter from Bank on its letterhead (Original) regarding your firm's bank account.
8. Details of staff employed (including drivers) giving names, educational qualification & experience if any in transport field and length of service in your organization (copies of certificates to be enclosed).
9. Details of office premises, whether located in commercial or residential area, office space in sq. ft. (150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 metres from sea level) and accessibility to toilet and reception area.
10. Certificate of Chartered Accountant on original letter head in support of your turnover from tourist transport operation only which should not be less than Rs. 25.00 Lakh for rest of India and Rs. 10.00 lakh for the North – Eastern region, remote & rural areas during the last financial / calendar year.
11. Name of the Travel Agents / Tour Operators / Hotel /Airlines with whom most business is transacted.
12. Please indicate the loans and mortgages as on the date of application.
13. Number of vehicles viz. AC Coaches, Non –AC Coaches, Mini Coaches, cars and boats operated as tourist vehicles with their Make, Model and Registration (Attach list of vehicles in the prescribed proforma at ANNEXURE - 1)
14. Attested copies of valid permits issued by Road Transport Authority (RTA) / State Transport Authority (STA) for tourist vehicles and R.C. Books of Tourist Vehicles should be furnished.
15. Demand Draft for Rs. 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.
16. Documents duly attested by competent officer.

**NOTE:**

- I. The above - mentioned documents may be submitted in duplicate.
- II. Please fill up separate application form, in duplicate, for Branch Office(s), if any.
- III. The guidelines including application form may be downloaded from website [www.tourism.gov.in](http://www.tourism.gov.in)

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