



**GOVERNMENT OF INDIA
MINISTRY OF TOURISM**

**GUIDELINES FOR RECOGNITION / RENEWAL OR EXTENSION AS AN
APPROVED DOMESTIC TOUR OPERATOR (DTO)**

[Revised with effect from 18th January 2011]

1. The aims & objectives of the scheme for recognition of Domestic Tour Operator (DTO) 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 tour operators to bring them in organized sector.
2. **Definition:** A DTO is the one who makes arrangements for transport, accommodation, sight seeing, entertainment and other tourism related services for domestic tourists.
3. The application for **recognition** shall be addressed to the Additional Director General, Ministry of Tourism, Transport Bhawan, 1, Parliament Street, New Delhi- 110 001.
4. The **recognition** as an approved DTO shall be granted by the Ministry of Tourism (MOT), Government of India (GOI), New Delhi initially, for five years, based on the **Inspection Report / Recommendations** of a Committee comprising the **concerned Regional Director (RD) and a member of Association of Domestic Tour Operators of India (ADTOI)**.
5. The application for **renewal / extension** shall be addressed to the RD 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: indtour6100@dataone.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@vsnl.com , regdir.indtour@gmail.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

- 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@dataone.in
- e) The Regional Director (North – East), India Tourism, Asom Paryatan Bhawan, 3rd 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

6. The renewal / extension, thereafter, shall be granted for five years after inspection conducted by a Committee comprising of concerned RD and a member of ADTOI, on an application made by the DTO along with the requisite fee / documents.

7. The documents received from applicants after scrutiny in all respects would be acknowledged by the Travel Trade Division (TT Division) in MOT in respect of first approval and by the concerned RD for renewal or extension. The inspection for first approval / renewal or extension 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 DTO for grant of recognition / renewal or extension by MOT:

- i) The application for grant of recognition / renewal or extension shall be in the prescribed form and submitted in duplicate along with the required documents.
- ii) DTO should have a minimum Paid up Capital (or Capital employed) of **Rs.3.00 lakh** duly supported by the latest Audited Balance Sheet / firm's Statutory Auditor's certificate.
- iii) The turn-over of the firm from domestic tour operation business only should be a minimum of **Rs. 20.00 lakh** duly supported by firm's Statutory Auditor's certificate.
- iv) DTO 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, 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 four 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. The owner of the firm would be included as one of the qualified employees.

The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with MOT approved tour operators.

For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

- v) DTO should have been in operation for a minimum period of one year before the date of application.
 - vi) 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 should be located in neat and clean surroundings and equipped with telephone, fax and computer/computer reservation system etc. There should be sufficient space for reception and easy access to toilets.
 - vii) DTO should be an income tax assessee and should have filed Income Tax Returns for the last or current assessment year. They should have registered for Service Tax and made full payment of the assessed service tax for the preceding year.
 - viii) **Disclaimer:** The DTO should employ only Regional Level Guides (RLG) trained and licensed by MOT, GOI and State Level Guides approved by the State Governments. The implementation of this clause would be subject to the decision of Hon'ble High Court of Rajasthan in Writ Petition No. 5607 / 2004 and other Hon'ble Courts.
 - ix) DTO shall contract / use approved specialized agencies in the field of Adventure Options and related services for the tourists.
- 9.** DTO would be required to pay a non - refundable fee of **Rs.3, 000/-** while applying for the recognition and renewal of Head Office as well as each Branch Office. The fee would be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft.
- 10.** DTO should adhere to the tenets of the Code of Conduct for "Safe & Honourable Tourism" for which the following action would have to be taken:

- (i) A signed copy of the pledge of commitment towards “Safe & Honourable Tourism” should be attached with the application. The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
- (ii) On the day a staff member joins the DTO, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.
- (iii) Two focal points would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the DTO in the case of organizations which have more than 25 personnel. In the case of DTOs with less than 25 personnel, one focal point would have to be nominated.
- (iv) The training would be provided to the staff of the approved DTO by MOT under its Capacity Building of Service Providers (CBSP) scheme in connection with “Safe & Honourable Tourism”. The focal points of the DTO would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in – house training to the staff which would be arranged within next six months.
- (v) The Pledge of Commitment towards “Safe & Honourable Tourism” would have to be displayed by the DTO prominently in the front office area / lobby of the service provider.
- (vi) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of renewal.

11. The recognition / renewal or extension would be granted to the Head Office of the DTO. The Branch offices of DTO would be approved along with the Head Office or subsequently, provided the particulars of the Branch offices are submitted to MOT for recognition and for renewal or extension to the concerned RD and accepted by it.

12. DTO so granted recognition / renewal or extension 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 MOT, GOI.

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 MOT 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 / renewal or extension given by MOT 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 MOT, GOI in the matter of recognition / renewal or extension shall be final. However, MOT may in their discretion refuse to recognize / renew or extend 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 would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is effected would also be indicated.

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**APPLICATION FORM FOR RECOGNITION / RENEWAL OR EXTENSION AS AN
APPROVED DOMESTIC TOUR OPERATOR (DTO)**

Self attested Passport size photograph of Managing Director / Managing Partner / Proprietor
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1. Name of the Organization

Address of Head office.....

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Telephone Numbers.....

Fax Numbers.....

Email Address.....

Website Name.....

Address of the Branch offices (if any).....

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Telephone Numbers.....

Fax Numbers.....

Email Address.....

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

2. Nature of the Organization (Proprietary concern, Partnership or Incorporation).....

3. Year of registration/commencement of business (with documentary proof).....

4. Name of Proprietor/Directors/Partners etc.

Details of their interests, if any

In other business may also be indicated.....

5. Particulars of staff employed:

Total number of staff:

Name	Designation	Qualifications	Experience	Salary	Length of Service with the firm
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- I.
- II.
- III.
- IV.

Names of focal points for Safe & Honourable Tourism:

- (i)
- (ii)

6. Details of office premises (Documentary proof / Rent Agreement / Ownership Deed to be made available) – Office Space in sq. ft.....Location area (please tick mark the right category) commercial residential Reception area in sq. ft.....Accessibility to toilets (Please write Yes or No).....

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

8. Name of Auditors A complete Audited Balance-Sheet and Profit & Loss Statement pertaining to the domestic tour operation business, 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. Also furnish details of your turnover in the following statement:-

Particulars of the Domestic Tour Operator (DTO) concerned

- a) Paid up Capital (Capital employed)
- b) Loans:
 - i) Secured
 - ii) Unsecured
- c) Reserves.....
- d) Current liabilities and provisions....
- e) Total (a to d):
- f) Fixed assets (excluding intangible assets).....
- g) Investment
- h) Current assets
- i) Intangible Assets
- j) Total (f to i)

Notes:

- i) Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.
- ii) Reserves should include balance of Profit and Loss Account and exclude taxation reserve.
- iii) Current liabilities and provisions would include taxation reserve.
- iv) Current assets should include sundry debts, loans advances, cash and bank balance.

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

10. Certificate of firm's Statutory Auditor in original regarding turn over from Domestic Tour Operations only for the preceding or latest year.

11. Documents pertaining to any promotional activities undertaken by the firm should be enclosed.

12. Please indicate membership of International Travel Organizations, if any

13. Give details of:

- a) Volume of domestic tourist traffic handled (Please submit a certificate from Chartered Accountant). This certificate should show the receipts from Domestic Tour operation only during the financial year or the calendar year immediately preceding the date of submission of your application.
- b) Clientele: special tourist groups handled, if any, their size, frequency, etc.
- c) Steps taken to promote domestic tourist traffic and details of the groups handled, if any.
- d) Special programmes if any, arranged for domestic tourists.
- e) Please attach publicity material such as brochures / folders / leaflets / posters concerning itineraries and website address of the agency.

14. Number of conferences handled, if any, and the total number of passengers for such conferences with details of locations, etc.

15. Number of incentive tours handles.

16. Please enclose Demand Draft of Rs. 3, 000/- for Head Office and Rs. 3,000/- for each Branch Office as fee for recognition / renewal or extension payable to the Pay & Accounts Officer, Ministry of Tourism.

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:



Incredible India

**PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM
AND SUSTAINABLE TOURISM**

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature:.....

Name:

On behalf of:.....

In the presence of:.....



अतुल्य!भारत

सुरक्षित और सम्मानजनक पर्यटन और सतत पर्यटन के प्रति प्रतिबद्धता के लिए प्रतिज्ञा

मैं/हम हमारी समृद्ध और प्राचीन सभ्यता की संस्कृति और लोकाचार तथा हमारी बहु-सांस्कृतिक समाज की सहनशील और उदार प्रकृति को कायम रखते हुए अपना कार्य करने की सत्य नि-ठा से प्रतिज्ञा करता हूँ/करते हैं और अपनी वचनबद्धता दोहराता हूँ/दोहराते हैं। हम उन सभी अपमानजनक कार्यों, जो हमारे देश की प्रवृत्ति के विपरीत हैं, से सभी व्यक्तियों विशेषकर महिलाओं और बच्चों की सुरक्षा सुनिश्चित करते हुए उद्यम करेंगे। हम एतद्द्वारा सुरक्षित एवं सम्मानजनक पर्यटन हेतु आचार संहिता के पालन का वचन देते हैं।

यह स्वीकार करते हुए कि पृथ्वी के प्रत्येक संसाधन सीमित तथा नाशवान है, मैं/हम सर्वोत्तम पर्यावरण और विरासत संरक्षण मानकों के अनुकूल सतत पर्यटन व्यवहारों को पूर्णतः कार्यान्वित करने की भी प्रतिज्ञा करता हूँ/करते हैं, ताकि मेरे/हमारे वर्तमान पर्यटन संसाधन की आवश्यकताओं का स्थानीय समुदाय के लाभ और भावी सतत उपयोगों, दोनों के लिए अधिकतम उपयोग किया जा सके।

_____हस्ताक्षर

_____नाम

_____की ओर से

_____की उपस्थिति में

**LIST OF DOCUMENTS REQUIRED (CHECK LIST) FOR APPROVAL / RENEWAL OR
EXTENSION AS AN APPROVED DOMESTIC TOUR OPERATOR (DTO)**

1. Application form duly filled in.
2. Two attested photographs.
3. Documentary proof (preferably registration certificates from the Government) in support of beginning of operations of your firm.
4. A signed copy of the Pledge of Commitment towards "Safe & Honourable Tourism". The pledge is attached in English & Hindi as **Annexure I & II**, respectively.
5. A copy of complete Audited Balance Sheet along with the Director's Report for the latest financial year.
6. Income Tax Acknowledgement for the latest assessment year.
7. Service Tax Registration Number from the concerned authority.
8. Certificate of firm's Statutory Auditor stating the Paid-up Capital not less than Rs. 3.00 lakh.
9. Reference letter from Bank on its original letterhead regarding the firm's bank account with address and telephone numbers.
10. Details of staff employed giving names, educational qualification & experience if any in tourism field, and length of service in your organization (copies of certificates to be enclosed).
 - a) There should be a minimum of four 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. The owner of the firm would be included as one of the qualified employees.
 - b) The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personnel in Airlines, Shipping, Transport, PR Agencies, Hotels and other corporate bodies and those who have two years experience with Ministry of Tourism approved tour operators.
 - c) For the agencies located in the North – Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.
 - d) Names of focal points.
11. List of Directors/Partners or name of the Proprietor.
12. Details of office premises, whether located in commercial or residential area, exact office space in sq. ft. (at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are located above 1000 meters from sea level) and accessibility to toilet and reception area)
13. Certificate of Statutory Auditor of the firm on original letter head in support of turnover from domestic tour operations only which should not be less than Rs. 20.00 Lakh during the last financial/calendar year.
14. Demand Draft for Rs. 3,000/- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Govt. of India.
15. Documents duly stamped & attested by the Managing Director / Managing Partner/ Proprietor of the firm.

NOTE:

- I. The guidelines including application form etc., may be downloaded from websites www.tourism.gov.in & www.incredibleindia.org .
- II. The application form along with all supporting documents should be submitted in duplicate.
- III. Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.
- IV. When applying for Branch Office(s), separate application forms should be filled and submitted along with the required documents, in duplicate.

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Kavita: 18.01.2011