



**GOVERNMENT OF ASSAM
TOURISM DEPARTMENT
DISPUR::GUWAHATI-6**

Block-D, 3rd Floor, Janata Bhawan, tourism.assam.gov.in, trsmdept.assam@gmail.com

**ORDERS BY THE GOVERNOR
NOTIFICATION**

No.eCF – 252461/40

Dated:

In partial modification of previous Office Memorandum No.TSM.65/2020/37, Dated 12th July,2021, the Governor of Assam is pleased to notify and revise the timelines of the following services of the Tourism Department under Section 4 of Assam Right to Public Services Act, 2019 (As Amended) in the interest of public service and timely disposal:-

1. Name of Service : Registration of Tourist Guide

Service	Registration of Tourist Guide				
Eligibility Criteria	10+2 Passed and must possess Tourist guide training certificate				
Documents Required	Educational Qualification certificate, Aadhaar Card, PAN Card, Tourist Guide Training Completion Certificate provided by Directorate of Tourism or India Tourism or Assam Skill Development Mission				
DPS	Director of Tourism, Assam				
Timeline (in days)	60				
Workflow	DA -> TDO/ Dy.Dt -> Director - > TDO/ Dy.Dt -> Director				
	DA	TDO/ Dy.Dt	Director	TDO/ Dy.Dt	Director
Working Timeline (in days)	4	6	8	6	6
Revert/De-escalation Timeline (in days)	5	6	6	6	7
First Appellate Authority	Dr. Debajit Khanikar, ACS, Addl. Secretary, Tourism				
Stipulated time for First Appellate Authority	30 days				
Second Appellate Authority	Dr. J.B. Ekka, IAS, Principal Secretary, Tourism				
Stipulated time for Second Appellate Authority	60 days				
Third Appellate Authority	ASCRTPS				
Stipulated time for Third Appellate Authority	As prescribed in the ARTPS Act				
Fees (in Rs.)	NIL				

2. Name of Service : Renewal of Tourist Guide

Service	Renewal of Tourist Guide				
Eligibility Criteria	10+2 Passed				
Documents Required	Educational Qualification certificate, Aadhaar Card, PAN Card, Tourist Guide Training Completion Certificate by Directorate of Tourism or India Tourism or Assam Skill Development Mission, Previous Registration Card, Activity Report of Last two years				
DPS	Director of Tourism, Assam				

Timeline (in days)	60				
Workflow	DA -> TDO/ Dy.Dt -> Director -> TDO/ Dy.Dt -> Director				
	DA	TDO/ Dy.Dt	Director	TDO/ Dy.Dt	Director
Working Timeline (in days)	4	6	8	6	6
Revert/De-escalation Timeline (in days)	5	6	6	6	7
First Appellate Authority	Dr. Debajit Khanikar, ACS, Addl. Secretary, Tourism				
Stipulated time for First Appellate Authority	30 days				
Second Appellate Authority	Dr. J.B. Ekka, IAS, Principal Secretary, Tourism				
Stipulated time for Second Appellate Authority	60 days				
Third Appellate Authority	ASCRTPS				
Stipulated time for Third Appellate Authority	As prescribed in the ARTPS Act				
Fees (in Rs.)	NIL				

3. Name of Service : Registration of Tour Operator

Service	Registration of Tour Operator				
Eligibility Criteria	Copy enclosed				
Documents Required	House Rent Agreement, Trade Licence, GST Certificate, Partnership Deed(wherever applicable), 3 Photographs of The Office, Degree/Diploma in Tourism, I/T Return Certificate (3yrs), Balance Sheet (3yrs), List of employees				
DPS	Director of Tourism, Assam				
Timeline (in days)	60				
Workflow	DA -> TDO/ Dy.Dt -> Director -> TDO/ Dy.Dt -> Director				
	DA	TDO/ Dy.Dt	Director	TDO/ Dy.Dt	Director
Working Timeline (in days)	4	6	8	6	6
Revert/De-escalation Timeline (in days)	5	6	6	6	7
First Appellate Authority	Dr. Debajit Khanikar, ACS, Addl. Secretary, Tourism				
Stipulated time for First Appellate Authority	30 days				
Second Appellate Authority	Dr. J.B. Ekka, IAS, Principal Secretary, Tourism				
Stipulated time for Second Appellate Authority	60 days				
Third Appellate Authority	ASCRTPS				
Stipulated time for Third Appellate Authority	As prescribed in the ARTPS Act				
Fees (in Rs.)	Rs. 2000.00 (Non refundable)				

4. Name of Service : Renewal of Tour Operator

Service	Registration of Tour Operator				
Eligibility Criteria	In addition to the guidelines prescribed for Tour Operator license, the registered tour operators should furnish last 3 years statistical data along with feedback of tourists for renewal of license. They should also submit previous Tour operator license.				
Documents Required	House Rent Agreement, Trade Licence, GST Certificate, Partnership Deed(wherever applicable), 3 Photographs of				

	The Office, Degree/Diploma in Tourism, I/T Return Certificate (3yrs), Balance Sheet (3yrs), List of employees, Original license issued/ granted, Tourist statistical data for the last 3 years, Copy of the complaint book/feedback book				
DPS	Director of Tourism, Assam				
Timeline (in days)	60				
Workflow	DA -> TDO/ Dy.Dt -> Director - > TDO/ Dy.Dt -> Director				
	DA	TDO/ Dy.Dt	Director	TDO/ Dy.Dt	Director
Working Timeline (in days)	4	6	8	6	6
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Stipulated time for Second Appellate Authority	60 days				
Third Appellate Authority	ASCRTPS				
Stipulated time for Third Appellate Authority	As prescribed in the ARTPS Act				
Fees (in Rs.)	NIL				

Secretary to the Govt. of Assam,
Tourism Department, Dispur, Guwahati – 6.

Memo No.eCF – 252461/40- A ,

Dated, Dispur 19th September, 2024.

Copy for information and necessary action to:-

1. The Secretary to the Govt. of Assam, Administrative Reforms Training, Pension & Public Grievances Department, Dispur, Guwahati-6 .
2. The Secretary Coordination to the Chief Secretary, Assam, Dispur, Guwahati-6 for kind appraisal of the Chief Secretary, Assam.
3. Dr.Debajit Khanikar, ACS ,Addl. Secretary to the Govt. Assam, Tourism Department.
4. The Director of Tourism, Assam, Station Road, Pan Bazar, Guwahati-1.
- 5 . The Managing Director, Assam Tourism Development Corporation Ltd., A. K. Azad Road, Paltan Bazar, Guwahati-8.
6. P.S. to Hon'ble Minister, Tourism etc., Assam, Dispur, Guwahati-6 for kind appraisal of Hon'ble Minister, Tourism etc., Assam.
7. P.S to the Principal Secretary to the Govt. of Assam, Tourism Department, Dispur,Guwahati-6 for kind appraisal of Principal Secretary.
9. P.A to the Secretary to the Govt. of Assam, Tourism Department, Dispur, Guwahati-6 for kind appraisal of Secretary.

By order etc.,

e-signed

Secretary to the Govt. of Assam,
Tourism Department, Dispur, Guwahati - 6