

FAQ for License for Tour Operator/Tourist Transport Operator/Excursion Agents/Travel Agents

Introduction: Tour Operators/ Tour Transport Operators/ Excursion Agents/ Travel Agents grant license under Delhi Motor Vehicle Act -1993 Rule 81, this License Scheme is available of Tour operators who have the office in Delhi and providing required services related to Tourist like taxi service for domestic tourist as well as foreigner's tourist, they also provide tour packages for government employees, i.e. LTC, air ticket booking and provide accommodation also.

Sl. No.	FAQ	Answer
1.	What is Tour Operator/Tour Transport Operator/Excursion Agent/ Travel Agent services scheme?	<p><u>Tour Operator:</u> Tour operator organizes tours for family as well as school tours etc. but not having their own transport.</p> <p><u>Tour Transport Operator:</u> They are having their own transport facility and organizes tour as per the demand of tourists like accommodation /vehicle for their journey.</p> <p><u>Excursion Agent:</u> Excursion Agent provides educational group tours for student or research scholars.</p> <p><u>Travel Agent:</u> Travel agent provides taxi/cab services etc.</p>
2	It is mandatory to obtain is Tour Operator/Tour Transport Operator/Excursion Agent/ Travel Agent License to operate in Delhi?	Yes, it is mandatory as per Rule 81 of Delhi Motor Vehicles Act- 1993
3	If any person/firm do not take license from Tourism Department, then what action will be initiated against them?	If, any person/firm violates this provision then a penalty of Rs. 2000/- or shall be punishable with imprisonment up to six months.
4	What is the concept of Tour operator license ?	<p>The basic philosophy of the Tour Operator License Scheme is to provide a safer service to the tourists, particularly the foreigner's one who intend to visit within Delhi or outside Delhi.</p> <p>Tourists can trust on the service provider as they are registered with Delhi Government after fulfilling all the formalities including the Character verification of the Company's owner.</p>

5	What are the documents required for grant of License?	<ol style="list-style-type: none"> 1. Copy of approval of Ministry of Tourism, Govt. of India, if approved by them and Copy of Registration Certificate. 2. Copy of latest Balance Sheet and Profit and Loss A/c and ITR. 3. Copy of Banker's Certificate. 4. Names of Directors/Partners Certified by Chartered Accountants (Auditors). 5. Character and antecedent certificate of Sole proprietor (in case of proprietorship firm), all partners (in case of partnership firm), Managing Director (Chief Executive) (in case of a Company) from the district Police Authorities. In case character/antecedent certificate has not been obtained, acknowledged copy by the Police Authority on the application requesting for grant of the certificate may be attached to the Application. The words Applied for may be mentioned on the application in this case. 6. Copy of PAN Card. 7. Copy of Service Tax Registration. 8. Qualification of Staff at least one staff member should have Degree/Diploma in travel/tourism from recognized university/IITTM/Institution approved by AICTE OR three years working experience in the Travel and Tourism Industry. Copy of the Certificate required with the application. The Academic qualifications may be relaxed in case of Airlines, Shipping, Transport, PR Agencies and those who have experience with MOT approved tour operators. 9. Proof for promotional/publicity activities undertaken, if applicable and Proof for tie up with Airlines/Carriers with Registration No., if applicable.
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6	If, I am having my office in NCR (Noida, Gurgaon, Ghaziabad etc.), can apply in NCT of Delhi?	No, only applicants having their office in Delhi can apply for license.
7	What is the registration fee?	Rs.5,000/- for license fee Rs.10,000/- for Security amount
8	What are the modes for payment of registration/ security fees?	1. Demand Draft (in favour of Pr. Secretary, Tourism, GNCT of Delhi) 2. Online payment
9	Whether the fees are refundable?	No, only security amount is refundable.
10	Where can I apply?	Two links are available one on the portal of Department of Tourism, GNCT of Delhi and another on the e-District Portal of Govt. of NCT of Delhi. 1. https://delhi.gov.in/ 2. https://edistrict.delhigovt.nic.in/
11	Whether the application form can be submitted manually?	No, only online applications are accepted.
12	What is helpline number of Tourism Department	011-23812940 011-23812876
13	What is location of Tourism Department	Tourism Department, Govt. of NCT of Delhi C-Wing, 2 nd Floor, Vikas Bhawan-II, Upper Bela Road, Delhi-110054 Near – Metcalfe House, Civil Lines.