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PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

GOVERNMENT OF WEST BENGAL

**Tourism Department,
Establishment Cell,
N.S. Buildings, Block-A, 3rd Floor,
1, K.S. Roy Road, Kolkata-700001**

No. 2308-TM-15013(99)/85/2022

Date: 01.11.2023

NOTIFICATION

WHEREAS the Guidelines for Recognition of Tourism Service Providers of West Bengal, 2021 was introduced vide this Department's Notification No. 621-TM/1T-09/2021 dated 23.09.2021;

AND WHEREAS, it was observed that there was a substantial gap in the registration of the Recognised Tourism Service Providers which necessitated the need for relaxation of Educational Qualification criteria which would ensure registration of existing Tourism Service Providers and would bring them within the ambit of the Tourism Department. This would facilitate in strengthening and providing better services to the tourists.

AND WHEREIN the present provisions laid in the Clause no. 5 (v) regarding qualification requirement in the guidelines are as follows : -

A) For agencies with annual turnover upto Rs. 10.00 Crore/new startup or green shoot-ups :

A minimum of 02 (two) Staff-members with 10+2 or equivalent, out of which, 01 (one) Staff-member may desirably have Degree/Diploma in Tourism/ Travel.

B) For agencies with annual turnover more than Rs. 10.00 Crore :

A minimum of 04 (four) Staff-members with 10+2 or equivalent, out of which, 02 (two) Staff-member may desirably have Degree/Diploma in Tourism/ Travel.

Now, therefore, the Governor is pleased to make the following amendments in the Guidelines and insert sub-clause as detailed below :

Clause No. 5 (v) regarding qualification requirements of Promoters/Partners /Directors/Staff of Organization (Green Shoots/Start Ups) and experienced Tourism Service Providers/Tour Operators/Travel Agents is hereby amended as detailed below :

In case, the above stipulated Staff-member does not have such Degree/Diploma in Tourism/Travel, then they must have 3-years of work experience in the tourism sector. Applicants will submit self-certified qualification-related documents along with relevant documentary evidence like Salary Slips, PF Documents, IT deductions etc. in support of their claim.

The applicants may also desirably submit certificates from the respective associations regarding the work experience as additional supporting documents.

Sub-clause (viii) is inserted under **Clause no. 17** of the Notification as detailed below :

Sub-clause (viii):-Feedback of customer is to be submitted by the Tourism Service Provider.

All the documents stipulated in Serial No: - (i) to (viii) of Clause no. 17 must be submitted by the Tourism Service Provider by 31st March of every year to the Department of Tourism, Government of West Bengal.

This notification issues with the approval of Finance Department vide their U.O. No. Group P2/2022-2023/0729 dated 11-01-2023 and with the approval of the Cabinet vide their U/O No.CAB(D)-761 dated 13.10.2023.

By order of the Governor,

NANDINI CHAKRAVORTY

Principal Secretary to the Government of West Bengal