

TOURISM CORPORATION OF GUJARAT LIMITED
GUIDELINES FOR RECOGNITION / RENEWAL OR EXTENSION AS AN
APPROVED TOUR OPERATOR/AGENT

Tourism Corporation of Gujarat Limited (TCGL) invites applications from reputed and experienced service providers (Travel Agents/ Tour Operators) for empanelment as service provider on fixed TAC basis for operation & management of Domestic, Inbound tour packages for different institutions, individual groups including FITs, Packages & more of TCGL.

Eligibility

- 1) Must be an individual or proprietorship/partnership firm/company duly registered in India.
- 2) Preference would be given to accredited/member either with IATA/ TAAI/ IATO/ TAFI/ ADTOI or should be recognised/ registered from Ministry of Tourism, Govt. of India & having experience of providing such services to Govt./PSUs. The accreditation must be current and proof of the same is mandatory. The profile/experience/marketing standing of the applicant would be taken into consideration before final approval.
- 3) Must possess own website as marketing & promotional tool. Details of website have to be submitted.
- 4) Must have service tax registration & PAN Card (Be an income tax assessee) .Details to be submitted.

Physical inspection:

Physical inspection of each applicant would be scrutinized in terms of the following points:

1	Office premises as mentioned in the application
2	Existing operational website of the applicant
3	Inspection of documents in original- Accreditation papers, Service Tax, PAN card, Income tax returns
4	List of tour packages/hotels sold in the last one year with client details. Corporation reserves the rights to get feedback from the clients serviced
5	Printed promotional material produced by the applicant

The applicant has to necessarily fulfill all the above conditions to qualify.

Scope of Work

The Scope of work pertains to Gujarat State:

1. Provide accommodation (Hotel/Motel/Resorts) booking facilities in all categories (Budget/ Deluxe/ Super Deluxe) within Gujarat. Booking and marketing of Toran Hotels of the Tourism Corporation.
2. Provide transportation which include all, Road (By good condition vehicles AC/N AC Buses, Mini Buses, SUVs, Cars & Tempo Travellers), Rail Air Transport, where required. Booking and marketing of transport fleet of the Tourism Corporation.
3. Provide tour packages/customized itineraries for the State of Gujarat. Booking and marketing of tour packages/ customized itineraries of the Tourism Corporation.
4. Provide Tour Guides/Escort Services, as required by TCGL.
5. Depute liaison officer for coordination with clients/Nodal Officer of TCGL for smooth operation/implementation of the service contract.

Benefits offered:

1. The names/contact details of the accredited tour operators will be included the official website of Gujarat Tourism along with their website links.
2. Automatic registration of the operator in the online booking system for Gujarat tourism products/hotels.
3. The operator can use Gujarat Tourism logo in his/her promotional material during the tenure of accreditation.
4. Preference will be given to the operator for participating in FAM tours to Gujarat.

Payment Terms:**a) Mode of Payment:**

After deducting TAC amount by the Agency/Operator rest should be deposited in TCGL Account and only after transfer of fund, services shall be honored by TCGL. In case of private domestic operations on all India, TCGL will pay for the services after deducting TAC on rate offered by Agency.

b) No commission on cancelled booking.

TCGL reserve the right to cancel any confirmed booking under extra ordinary circumstances without offering any claim damage/ Compensation

Documents to be Submitted

- 1) Name & full address (es) of all offices of the applicant with Telephone No. (s)/Fax No. (s) and name of the contact person (s) with mobile No.
- 2) Amount of non-refundable Rs.1000/- through online only.
- 3) Documents related to status of the bidder as Company/Partnership or Individual firm.
- 4) Turnover detail for the last three years (Balance Sheet & Profit and loss account of the last three financial year, duly certified by the CA)
- 5) As mentioned in checklist for submission of documents in EOI form.

General Terms & Conditions:

5. The party must have good quality printing brochures and a website clearly describing its present activities.
6. Should own an office premises with amenities like telephone & fax under the charge of a full time member of their staff, who is adequately trained/experienced in the matter regarding travel and tourism related services. However for new entrants in the business, relaxation may be considered on merits.
7. The Officers of the Corporation may inspect the premises of the operator office periodically.
8. The recognition shall be granted for a period of 3 (three) years initially subject to payment of non-refundable fee of ₹ 1000/- (Rupees one thousand) only, in favor of "Tourism Corporation of Gujarat Limited" being the registration fee.
9. TCGL reserves the right to sanction extension after recognition period which is initially for the period of 3 yrs.
10. Complaints received from the guests about the accredited tour operator will be referred to the Corporation for a preliminary enquiry and if required a detailed enquiry thereafter and their findings and recommendations on the action to be taken will be considered by the Corporation for appropriate action including termination.

11. All documents enclosed with application for empanelment should be self attested by the Applicant.
12. TCGL reserves the right to de-list any applicant or at the option of the recognized operator during the tenure/ validity period of recognition.
13. TCGL reserves the right to withdraw/cancel recognition of any recognized operator /operators giving short notice in the public interest.
14. The legal jurisdiction for any dispute will be Gandhinagar,Gujarat.

Checklist of Documents to be submitted

Sr. No.	Documents Required	Details(filled by applicant)
1	Name & Full address (es) of all offices of the applicant with Telephone & Fax No. and Names of the contact person with mobile no.	
2	Area of specialization of activities	
3	Registration fees details	
4	Documents related to status of the Agency/Operator as Company/Partnership or Individual firm.	
5	Turnover detail for the last three years (Balance Sheet & Profit and loss account of the last three financial year, duly certified by the CA)	
6	Experience in travel & trade business (Offer letters/Payments remitted and other documents providing successful completion of the tour packages)	
7	Documents Providing accreditation with IATA/ TAAI/ IATO/ADTOI/ TAFI or recognition by Ministry of Tourism	
8	Website detail of Agency/Tour Operator	
9	Copy of the Income Tax Return of the last financial year	
10	PAN Card detail	
11	Service Tax No. & copy of service tax returns for the last financial year	

I/We _____do hereby declare that the entries made in the above form are true to the best of my/our knowledge and also we shall be found by the acts of my/our duly constituted attorney. I/We hereby understand that the submission of application doesn't guarantee Empanelment as service provider of TCGL. I/We further understand that in case of any information submitted by me/us , found to be incorrect either before or even after the empanelment, TCGL will have the right to summarily reject the application/cancel the empanelment at anytime without assigning any reason whatsoever.

Dated :

SEAL_____ Signature of the applicant_____