

**ANDAMAN & NICOBAR ADMINISTRATION
DEPARTMENT OF ENVIRONMENT & FOREST
A & N ISLANDS**

Draft

**GUIDELINES FOR REGISTRATION OF
ECOTOURISM OPERATORS
IN
ANDAMAN & NICOBAR ISLANDS**

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1. Purpose of Guidelines

Ecotourism is responsible travel to natural areas that conserves the environment and sustains the well-being of the local people. It can be done with the naked eye, through a visual enhancement device like binoculars and telescopes or by listening to sounds. Most Tourists pursue this activity for recreational or social reasons rather than doing an organized activity using formal scientific methods. However, Guides requires a minimum amount of training for accurate identification of flora, fauna and ecology. Further, because of the remoteness of ecotourism sites in the islands, there is basic requirement of training required to tackle emergency situation.

This guideline has been adapted from “India Adventure Tourism Guideline” issued by Ministry of Tourism which puts onus of registration of service providers on the state/UT Administration. It is also understood that there are scope of improvement in equipment/SOP because of technological improvement and experience of operation of activity in the island. Hence, Nodal department has been given flexibility to prescribe as per the available information for constantly improving the standard of safety.

Guideline is also in coherence with “Ecotourism Policy-2015”, “Tourism Policy 2010” and principles of “Ease off doing business” which envisages encouraging Self-Regulation and established a simple system for operation of the activity. The broader aspects of the guidelines are as follows:-

- To promote A & N Islands as a Ecotourist destination in the National & International Market.
- To establish an open, transparent and safe framework development of Ecotourism activities in A & N Islands.
- To establish a simple system for registration/renewal/information submission for Ecotourism Operators functioning in the island.
- To consolidate directions issued by various Departments of Andaman and Nicobar Administration and Ministries of Govt. of India for defining the principles for operation for Operators in the islands.
- To ensure that Operators sensitize the tourists to protect the ecosystems.
- To encourage self-regulation by operators.
- To ensure Operatorship qualified manpower and use quality equipment/vehicles for their operation.
- To ensure all Tourists are made aware of all attractions/facilities/service providers/risks involved for taking informed decision before doing all activities in islands.
- To streamline Administration of the Operators by clearly mentioning timelines of all administrative action.

2. General Definitions

- a. **Administration** means Andaman & Nicobar Administration, Port Blair.
- b. **Acceptance** means acceptance of application form complete in all respect by the Nodal department.
- c. **Appellate authority** means an authority notified as such by the Nodal Department for hearing and disposing the appeals under section 9 of guideline.
- d. **Bird watching guide** means a guide trained as per section 4.3(f) of the guideline.
- e. **CWLW** means Chief Wildlife Warden of Andaman & Nicobar Islands
- f. **Ecotourism** means responsible travel to natural areas that conserves the environment and sustains the well-being of the local people.
- g. **Focal point** means a person managing day to day activities and who can be contacted for obtaining information regarding operation of activities by ecotourism operator. Focal point shall also coordinate in emergency situation like accident, disaster, etc.
- h. **GST act** means Goods & Services Act, 2017.
- i. **Guide** means trained manpower providing pre-activity briefing & training to Tourist and monitoring Tourist during entire activity conducted by operator and shall include Bird watching guides, Nature guides(Territorial) and Nature guide(Marine life).
- j. **Guideline** means “Guidelines for registration of Ecotourism Operators in Andaman & Nicobar Islands, 2018”.
- k. **Inspection committee** means a committee or a third party authorized by the Nodal Department with the approval of CWLW of A& N Islands for undertaking inspection of establishment and operation of Operators for the purpose of this guideline.
- l. **Nature guides (Territorial)** means a guide trained as per section 4.3(g) of the guideline.
- m. **Nature guides (Marine)** means a guide trained as per section 4.3(h) of the guideline.
- n. **Nodal Department** means the Department of Environment & Forests, Andaman & Nicobar Administration, Port Blair.
- o. **Operator** means an ecotourism operator who makes arrangements for all services provided by bird watching guides, Nature guides (Territorial) and Nature guides (Marine).
- p. **Permitted area** means area allowed for Ecotourism as per existing act/rules/regulations in the Andaman & Nicobar Islands.

- q. **Prescribed** means as prescribed by Nodal department in consultation with Inspection committee and other agencies with expertise in Ecotourism.
- r. **Quarterly information** means information to be submitted in prescribed format for four quarters in a year, namely, January to March, April to June, July to September and October to December.
- s. **Registering Authority** means an authority notified by the Nodal Department for undertaking action as per section 3, 5, 6, 7 and 8 of the guideline.
- t. **Registration** means the registration of Operators under this guideline.
- u. **Tourist** means anyone taking services of Operators registered under the guideline.

3. Procedure for registration/renewal of operator:

Nodal Department shall grant registration to facilitate visit of Tourists in these Islands in permitted areas only as per procedure mentioned below:

3.1 Registration-

- a. All applications for fresh registration shall be received by Registering Authority in the third week of every month. No application shall be received after or before this window.
- b. All application complete in all respect shall be deemed approved if not disposed within 20 working days of acceptance.
- c. All application shall be received online on the website of Nodal department, i.e., www.andnicenvforwl.gov.in . No application shall be received in hard copy.
- d. The registration fee for registration of operator is ₹2,000 (Two thousand only) for each guide per permitted area.
- e. All applications with wrong information shall be rejected by Registering Authority and registration fee shall be forfeited. The reason for rejection shall be communicated electronically to applicant. Applicant can only appeal if wrong information based on which application is rejected is claimed to be accurately provided by the applicant. The decision of Registering Authority in this regard shall be final and binding.
- f. Registering Authority shall forward all complete applications with valid data to Inspection committee for inspection of establishment of Operators and assessment of competence of Guides engaged by the Operator for the permitted area for which permission has been sought for.
- g. If Inspection committee finds any of the information provided by the applicant wrong, the application shall be rejected and registration fee

shall be forfeited. However, if any lacuna is found essential to be addressed by Inspection committee because of ground conditions, the applicant shall be given time to rectify the defect and submit the compliance.

- h. All the operators recommended by the Inspection committee for registration shall be communicated approval for conducting activities electronically by Registering Authority. This approval shall be auto generated and shall be valid till 31st August of the year which is three years from the year of Issue of permission irrespective of date of Issue of permission subjected to validity of all submitted documents. Thus, if permission is issued in the year 2018 by Registering Authority, registration shall be valid till 31st August, 2021.

3.2 Renewal

- a. All applications for renewal shall be received by Registering Authority in the month of June of every year. No application shall be received after or before this window.
- b. All application shall be received online on the website of the Nodal Department, i.e., www.andnicenvforwl.gov.in. No application shall be received in hard copy. The renewal fee for registration of an Operator is Rs 1,000 (one thousand only) for each guide per permitted area.
- c. All applications with wrong information shall be rejected and registration fee shall be forfeited by Registering Authority. The reason for rejection shall be communicated electronically to applicant. Applicant can only appeal if wrong information based on which application is rejected is claimed to be accurately provided by the applicant. The decision of the Registering Authority in this regard shall be final and binding.
- d. Registering Authority shall forward all complete applications after acceptance to Inspection committee for inspection of establishment and operation of Bird watching operators.
- e. If Inspection committee finds any of the information provided by the applicant wrong, the application shall be rejected and registration fee shall be forfeited. However, if any lacuna is found to be addressed by Inspection committee because of ground conditions, the applicant shall be given time to rectify the defect and submit the compliance.
- f. All the Operators recommended by the Inspection committee shall be communicated approval for ecotourism activities electronically. This approval shall be auto generated and shall be valid till 31st August of the year which is three years from the year of Issue of permission irrespective of date of Issue of permission subjected to validity of all submitted

documents. Thus, if permission is issued in the year 2018 by Registering Authority, registration shall be valid till 31st August, 2021.

3.3 Terms and Conditions of Registration/Renewal of operators:

- a. All documents submitted at the time of submission of applications shall be renewed timely. If anyone or more of such document becomes invalid, the registration shall be deemed invalid and operator will have to apply for fresh registration.
- b. Operator shall not start any ecotourism activities without obtaining valid registration/renewal certificate from Registering Authority.
- c. All provisions mentioned in clause 4 of this Guideline shall be followed diligently by operator.
- d. The registration certificate issued by Registering Authority along with conditions shall be prominently displayed in the premises of operation mentioned in the application form and their banners/advertisement/websites at all times during the period of registration.
- e. Operator shall follow all guidelines as listed in the Global Sustainable Tourism criteria.
- f. Operator shall adhere to the tenets of the Code of Conduct for “Safe & Honorable Tourism” for which the following action would have to be taken:
 - i. A signed copy of the pledge of commitment towards “Safe & Honorable Tourism” shall be submitted with the application. The pledge is attached as **Annexure I**, respectively.
 - ii. On the day a staff member is engaged by operator, he / she shall be required to take / sign the pledge. The pledge shall be incorporated in the appointment letter / joining report of the staff.

4. Terms & Conditions for operation of operator:

4.1 Requirements of the Office:

- a. The office space shall be either owned by the applicant(s) or taken on lease or can be shared with other Tourism service providers.
- b. Operator shall define one office as Head office and others shall be designated as branch offices.
- c. The Operator shall have an organized office with a minimum area of 150 sq. ft. for pre-briefing of Tourist, keeping of record, etc.
- d. The office shall be located in an accessible and clean surrounding.

- e. The office shall be equipped with telephone, fax, computerized booking system etc.
- f. There shall be sufficient space for reception specially for seating tourists.
- g. The office shall have easy access to toilets. The area of toilet shall not be less than 30 sq. ft.
- h. The board displayed outside the office should be visible from the road.
- i. The Operator shall have sign boards of direction if office is not located on the main road.

4.2 Requirements of Equipment:

- a. **Footwear:** Tourist shall wear footwear as prescribed for permitted area.
- b. **Clothing:** Tourist shall wear long sleeved jersey/sweat shirt, shirt or T-shirt and long trousers for protecting skin from scratches. Camouflaged cloths shall only be allowed.
- c. **Spares & First Aid:** Guides shall carry prescribed first aid kit and tool kit during an ecotourism activity.
- d. Good binocular / spotting Scope.
- e. **Field book / guide on Birds / Mammals/Snakes / Butterflies/ Insects/ Amphibians** are a must.
- f. Good camera.
- g. A notebook for recording time and place of sightings of fauna.
- h. **Kit:** Measuring tape, magnifying glass, torch light, GPS, POP powder and kit, camera trap.

4.3 Requirements of Manpower:

- a. Operator shall engage minimum 3 guides.
- b. Two focal points shall be engaged (i.e., from HRD, security side etc.) at the time of applying for approval by the Operator in the case of organizations which have more than 25 personnel. In the case of Operators with less than 25 personnel, one focal point shall have to be engaged.
- c. The focal point shall have a minimum of three years of experienced in managing tourists and well qualified executive staff under its direct employment.
- d. The academic qualification of as mentioned at 4.3(f) shall be relaxed in case of experienced personnel in airlines, shipping, transport, PR agencies, hotels and other corporate bodies having two years experience with Ministry of Tourism approved Tourism service providers.
- e. Focal point shall have certificate in Emergency First Responder as prescribed.

- f. Bird watching Guides shall have following qualifications:
- i. Graduation in Botany, Zoology, Forestry Sciences, Conservation, Environmental Science, ornithology or other courses related to Ecotourism from recognized University.
 - ii. Guide shall have certification from any prescribed agency after a training program covering the following topics:-
 - I. Field training in multiple ecosystems to prepare guides for different locations.
 - II. Bird knowledge – migration/distribution of species/endemic bird species.
 - III. Need to understand safe distance necessary to be maintained to prevent animal/insect attack/charge.
 - IV. Emergency manoeuvres in case of a charge/attack by an animal.
 - V. First aid and CPR knowledge/certification
 - VI. An introduction to the Bird watching, protective clothing, equipment and pre-activity briefing.
 - VII. All the endemic and migratory species in the islands.
 - VIII. Risk assessment of permitted area
 - A. Dehydration
 - B. Sunburn/Heat stroke
 - C. Stings
 - D. Injury/bruises/lacerations
 - E. Lost person
 - F. Animal attack
 - IX. Identification of poisonous and non-poisonous snake
 - X. Understanding of group dynamics, rules & communication skills
 - XI. Preparation of Emergency Action plan
 - XII. All Guides shall be familiar with the ecosystem of permitted area.
- g. Nature Guides (Territorial) shall have following qualifications:
- i. Graduation in Botany, Zoology, Forestry Sciences, Conservation, Environmental Science or other courses related to Ecotourism from recognized University.
 - ii. Guide shall have certification from any prescribed agency after a training program covering the following topics:-
 - I. Field training in multiple ecosystems to prepare guides for different locations.
 - II. Knowledge of Flora and Fauna on land – migratory species/distribution of species/endemic species.
 - III. Need to understand safe distance necessary to be maintained to prevent animal/insect attack/charge.
 - IV. Emergency manoeuvres in case of a charge/attack by an animal.
 - V. First aid and CPR knowledge/certification
 - VI. An introduction to the ecosystem, protective clothing, equipment and pre-activity briefing.
 - VII. All the endemic and migratory species in the islands.
 - VIII. Risk assessment of permitted area
 - G. Dehydration
 - H. Sunburn/Heat stroke

- I. Stings
- J. Injury/bruises/lacerations
- K. Lost person
- L. Animal attack
- IX. Identification of poisonous and non-poisonous snake
- X. Understanding of group dynamics, rules & communication skills
- XI. Preparation of Emergency Action plan
- XII. All Guides shall be familiar with ecosystem of permitted area.
- h. Nature Guides (Marine) shall have following qualifications:
 - i. Graduation in Botany, Zoology, Forestry Sciences, Conservation, Environmental Science, marine biology or other courses related to Ecotourism from recognized University.
 - ii. Guide shall have certification from any prescribed agency after a training program covering the following topics:-
 - I. Field training in multiple ecosystems to prepare guides for different locations.
 - II. Knowledge of Flora and Fauna in marine ecology – migratory species/distribution of species/endemic species.
 - III. Need to understand safe distance necessary to be maintained to prevent animal/insect attack/charge.
 - IV. Emergency manoeuvres in case of a charge/attack by an animal.
 - V. First aid and CPR knowledge/certification
 - VI. An introduction to the ecosystem, protective clothing, equipment and pre-activity briefing.
 - VII. All the endemic and migratory species in the islands.
 - VIII. Risk assessment of permitted area
 - M. Dehydration
 - N. Sunburn/Heat stroke
 - O. Stings
 - P. Injury/bruises/lacerations
 - Q. Lost person
 - R. Animal attack
 - IX. Identification of poisonous and non-poisonous snake
 - X. Understanding of group dynamics, rules & communication skills
 - XI. Preparation of Emergency Action plan
 - XII. All Guides shall be familiar with ecosystem of permitted area.
 - XIII. Certificate for Snorkelling and/or SCUBA diving
 - i. There shall be minimum one employee having diploma/degree in travel and tourism from a recognized University, Indian Institute of Tourism and Travel Management or an institution approved by Nodal department or All India Council for Technical Education.

4.4 Standard Operating Procedure:

a. Inspections & Maintenance

- i. Before commencing each activity on each day, guide shall conduct an inspection of permitted area for removing any hindrance which may cause accident and a log shall be maintained as prescribed.

- ii. Binoculars shall be regularly checked for fungus and parallax.
- iii. Medical kit to be checked for expiry date of medicines.
- iv. Guides shall under take refresher course as prescribed.

b. Minimum/maximum age of Tourist:

- i. There shall be minimum/maximum age prescribed for each permitted area based on risk assessment by Nodal department.

c. Pre-activity briefing

- i. Tourist shall receive a basic training course before their tour commences.

The basic minimum trainingcourse shall cover the following:

- I. Tourist shall not take photograph of birds at nest.
- II. Weather/climate briefing: Before setting off on a Birding / Nature Trail, the guide must provide clients sufficient brief on the expected heat/ cold/ rain during the trip. It shall be ensured by guides that tourists are prepared to handle such conditions before start of activity.
- III. Tourists shall be trained in using equipment.
- IV. Tourists shall be briefed about problems which can be created by garbage which can be created by ecotourism.
- V. A brief of all Hazards present in the permitted area and safety precautions to be taken
- VI. Tourist shall not make noises and displaying aggressivebehaviour
- VII. Tourist shall carrying enough water, sunscreen, hat or appropriate clothing to protect from weather
- VIII. Tourist shall not get too close/ use flash on nesting birds/ animals
- IX. Tourist shall be briefed about Bees/ plant inducing allergies, etc present in the area.
- X. Tourism shall be informed about Medical fitness facts for the ecotourism as prescribed.

- ii. It shall be made sure by Guides that Tourists pay attention to the instructions provided and shall not allow any Tourist to start activity if not found following directions.

- iii. Tourist shall be informed about all the risk verbally about all the risks and shall sign an indemnity bond as prescribed. If Tourist is below 18, parent/legal guardian shall sign the prescribed indemnity bond.

d. Conduct of Activity

- i. Each guide shall not take more than 10 Tourists in a group.
- ii. If two or more groups are starting from same starting point, there shall be a gap of minimum 10 minutes in their starting and gap shall be maintained to avoid crowding.
- iii. All Tourists shall wear all protective equipment.
- iv. Guide shall never allow tourist to start activity if found under the influence of alcohol or drugs.
- v. Tourist shall not do crowding, teasing, feeding, using flash etc.

- vi. Tourist shall not collect souvenirs like antlers, feathers, bones, shells and plant parts. Guides shall not budget to client pressure to provide these materials.
- vii. Sight of nesting birds is uncommon. However, we must understand that this is a very sensitive period for the bird. Photographing birds on their nests shall be strictly forbidden.
- viii. Dehydration is a reality. Sufficient fluids and light refreshments for any unexpected delays shall be carried. This becomes even more important with medical backgrounds of some clients that may not be known.
- ix. Tourist shall move only on designated trails.
- x. No plastic shall be carried and no waste shall be thrown in open during the activity.
- xi. Ecotourism can bring in clients who are unfit/ or allergic to certain weather conditions. Brief medical condition of the client should be known (such as asthma and bee sting allergies) and with very specific instructions to carry the necessary medicines – owing to the paucity of good medical help in close proximity to wilderness areas.
- xii. Guides shall make sure that feeding of animals is not done by Tourists.
- xiii. On return from activity, the Guide shall ensure a good post trail de-brief to provide the tourists with a good experience.
- xiv. No photography shall be done when bird is at Nest.
- xv. A vehicle on call for Emergency evacuation shall be available and shall be provided by the operator.

e. Emergency Action plan

An Emergency Action Plan shall be in position and regular training imparted to the staff for the same. The Emergency Action Plan shall have following component:

- i. Rules.
- ii. Wearing of protective gear.
- iii. Indemnity bond by participant.
- iv. Avoiding alcohol prior to/during the activity.
- v. Staying hydrated and rest stops.
- vi. List of possible risks in permitted area
- vii. Location of First Aid kits.
- viii. Contact numbers of the available emergency services.
- ix. Evacuation routes
- x. Emergency procedures for list of risks like snake bites, bee stings, dehydration, accidental falls, etc.

4.5 Inspection:

- a. The Inspection committee will have following members:
 - i. DCF/DFO concerned of permitted area-Chairman

- ii. Representative of ZSI-Member
- iii. Representative of NGO - Member

The chairman may co-opt any other member from departments of Administration and stakeholders based on requirement.

- b. In case of unavailability of committee members, the Nodal department with approval of CWLW shall authorize reputed organizations to accompany the chairman for the purpose of this guideline.
- c. If Inspection committee finds any equipment shown to them not fit for usage, it shall be responsibility of Operator to make it unusable in front of the committee.
- d. The inspection committee shall conduct surprise inspection if directed by the CWLW.

4.6 Compliance of existing regulations/rules/acts etc.

- a. The Operator shall be registered as per the companies'act/registered partnership deed / Sole Proprietorship if applicable and shall possess all valid documents.
- b. The Operator shall be registered with the labour department as per the shop and establishment act.
- c. The Operator shall be registered under GST act.
- d. The office shall be safety audited for fire safety.
- e. The Operator shall conduct CSR activities as prescribed.

4.7 Type of activities:

- a. The Operator shall clearly display type of activities along with following details in the permitted area and office:
 - i. Rate of each kind of activities conducted.
 - ii. Details of activities, i.e., duration of activities, list of flora and fauna available in trail, length of track, description of track and facilities provided by operator.

4.8 Permitted area:

- a. The permitted area shall be approved by CWLW after safety audit by inspection team.
- b. The trail in permitted area shall have suitable number of bio-toilets located at appropriate distance.
- c. Operator shall pay all charges applicable for permission of operation in permitted area to competent authority having jurisdiction in permitted area as applicable.

- d. Permitted area shall be used for the duration permitted by the Nodal department. Nodal department shall prescribe such duration.
- e. The list of permitted area shall be made available on its website by Nodal department.

4.9 Queue system:

- a. If more than one Operator is registered in a Permitted area, guides shall follow queue system.
- b. It shall be responsibility of operators to maintain the queue system as prescribed.

4.10 Conduct with tourist:

- a. All manpower engaged by Operator shall be appropriately dressed at all times while interacting with the Tourists. If Nodal department prescribes a dress, it has to be compulsorily worn by all guides engaged by operators.
- b. No abusive word shall be used at any point of time by anyone engaged by operator.
- c. Tourists shall be provided exact information about every activity conducted.
- d. Bill as prescribed under GST shall be provided for all payments to anyone paying the charged amount for activities related to ecotourism.

4.11 Records to be maintained:

- a. All equipment purchase documentation, including warranty.
- b. Certificates for all guides.
- c. Lists of bird observations compiled by Guides and Tourists.
- d. Training and assessment log for all guides.
- e. Following records to be maintained in format prescribed by Nodal department:
 - i. Name, age & address of all Tourists
 - ii. Prescribed Indemnity bond signed by all Tourists.
 - iii. All documents prescribed under GST act.
 - iv. Operator shall maintain register of bills for last five years at all times.
 - v. All documents submitted by operator during registration/renewal.
- f. All the documents submitted to Nodal department shall be kept in the Head office and branch office at all times.

4.12 Information to be submitted to Nodal Department

- a. In case of any accident met by tourist or unresolved complaints received from the guest, information shall be provided within 24 hours in the format prescribed.
- b. Operator shall submit quarterly information for following:
 - i. Details of Tourists in the format prescribed.
 - ii. GST return filed
 - iii. Any other information as may be prescribed by Nodal department.
- c. All information shall be submitted on the website of the Environment and Forest department, www.andnicenvforwl.gov.in.

4.13 Incentives

- a. The names of the registered Operator alone will be included in all the promotional materials published by the Nodal department and also in the official website.
- b. Registered Operator alone shall be entitled to the incentives and concessions if any granted by the Administration from time to time and shall have to abide by the terms and conditions of accreditation as prescribed from time to time by the Administration.
- c. Registered Operators shall be allowed to take online booking from the website of the Nodal department, i.e., www.andnicenvforwl.gov.in and tourism department.

4.14 Disposal of complaints:

- a. Anonymous complaints shall not be entertained by the Nodal department.
- b. Complaints received from the Tourist about the registered Operator shall be referred to the Inspection committee for a preliminary enquiry and if required a detailed enquiry thereafter and their findings and recommendations on the action to be taken shall be considered by the Registering Authority for appropriate action as per section 5, 6, 7 & 8.

4.15 Insurance:

- a. Operator shall have insurance for manpower and Tourists for the activity.
- b. The Administration shall not be responsible for any claims by the Tourists catered by the approved operator.

4.16 Requirement of quality advertisement materials:

- a. The Operator shall maintain in its office premises all the advertisement and education material concerning the particular activities it desires to conduct.
- b. The Operator shall have good quality printed brochures and a website clearly describing its activities. All pictures/videos used for publicity of activities in Andaman & Nicobar Islands shall be of Andaman & Nicobar Islands.

5. Cancellation of registration:

5.1 Conditions for cancellation:

The registration shall be cancelled by Registering Authority under following conditions:

- c. If Operator ceases to operate for a continuous period of 6 months or ceases to operate for the purpose for which it has been registered.
- d. If convicted of any cognizable/ non-bailable offence under any penal law or noncompliance of Government regulations relating to safety standard measures prescribed by A & N Administration or Government of India from time to time.
- e. If any manpower(s) engaged is(are) convicted of any offence under Andaman & Nicobar Islands (Protection of Aboriginal Tribes (PAT) Regulation, 1956, including subsequent amendments or carrying out activities in contravention of the policies for Aboriginal Tribes.
- f. If owner(s) of Operator has been declared insolvent by a court of competent jurisdiction and has not been discharged.
- g. If Operator fails to comply with any of the provisions of this guideline.
- h. If any complaint of malpractice is received and proved against operator.
- i. If the certificate of registration is obtained by misrepresentation or fraud.
- j. Non-compliance of govt. regulations relating to safety standards /measures prescribed by the Administration /Government of India from time to time.

5.2 Process of cancellation:

- a. Necessary show cause notice shall be issued by Registering Authority.
- b. Operator shall submit its reply within 15 days. Reply of the Operator shall be considered on merit and disposed within 30 days.
- c. Termination shall be done only after careful consideration and generally as a last resort.

- d. Reasons for cancellation shall be mentioned by Registering Authority in the show cause notice and final order.

6. Suspension of registration:

6.1 Conditions for suspension of registration:

The Registering Authority shall suspend the registration at any point of time under following conditions:

- a. If nodal department finds it absolutely necessary for public safety.
- b. If process of cancellation is initiated.
- c. If fine levied under section 7 of guideline is not paid in prescribed period.

6.2 Process of suspension of registration:

- a. Necessary show cause notice shall be issued by Registering Authority.
- b. Operator shall submit its reply within 15 days. Reply of the Operator shall be considered on merit and disposed within 30 days.
- c. Suspension shall be done only after careful consideration and generally as a last resort.
- d. Reasons for Suspension shall be mentioned by Registering Authority in the show cause notice and final order.

7. Fine:

7.1 Conditions for imposing fine:

- a. The Registering Authority shall levy a fine of any amount as deemed fit for following purposes:
 - iv. If Operator has not followed tenets of the Code of Conduct for “Safe & Honorable Tourism”
 - v. For disposal of complaints.
 - vi. Operator fails to maintain cleanliness in office premises and area of operation.

7.2 Process of imposing fine:

- a. Necessary show cause notice shall be issued by Registering Authority.
- b. Operator shall submit its reply within 15 days. Reply of the Operator shall be considered on merit and disposed within 30 days.
- c. Reasons for imposing fine shall be mentioned by Registering Authority in the show cause notice and final order.

8. Blacklisting:

8.1 Condition for Blacklisting:

- a. Registering Authority shall consider black listing of owner or any manpower engaged by Operator for period as deemed appropriate if conditions mentioned under clause 5.1 of this guideline.

8.2 Process of Blacklisting

- a. Necessary show cause notice shall be issued by Registering Authority.
- b. Operator shall submit its reply within 15 days. Reply of the Operator shall be considered on merit and disposed within 30 days.
- c. Blacklisting shall be done only after careful consideration and generally as a last resort.
- d. Reasons for Blacklisting shall be mentioned by Registering Authority in the show cause notice and final order.

9. Appeal:-

- a. Any operator shall prefer an appeal against any order issued by Registering Authority under section 3, 5, 6, 7 & 8 to the appellate authority.
- b. Every such appeal shall be preferred within Thirty (30) days from the date of communication of the order.
- c. Every appeal shall be accompanied by such fees as may be prescribed and the original or an attested copy of the order appealed against.
- d. The appellant shall have a right to be represented by a counsel or by a duly authorized agent and the Registering authority may be represented by such officer or person as the prescribed authority may appoint.
- e. On receipt of any such appeal, the appellate authority shall after giving the appellant a reasonable opportunity of being heard and after making such enquiry as it deems proper, pass such order as it may deem fit, after appeal for reasons to be recorded.
- f. The proceeding before the appellate authority shall be completed within four months of its institution.

ANNEXURE – I

PLEDGE FOR COMMITMENT TOW ARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE ECOTOURISM

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 Ecotourism.

Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable ecotourism 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:

