



Guidelines to Seek Recognition Certificate for Tour and Travel Operators in Uttar Pradesh

Step 1 – Register on Portal

- To seek certificate, entrepreneur will have to register on UP Tourism Portal to avail the respective service. To register on the Portal, visit the official website of UP Tourism (<https://www.uptourism.gov.in/>) and go to **New Tourism Policy 2022** page and click on **UP Tourism Portal** link. Thereafter, click on **Registration for Tour & Travel Operators to get Recognition Certificate** button, after which the user will be redirected to the registration panel of the Portal.
- On registration panel, submit following details in respective fields:
 - Full Name
 - Designation
 - Company/Industry/Organization Name
 - Email ID
 - Mobile No.
 - Create Password
 - Retype Password
- After filling above details, click on **Register** button. Subsequently, entered Mobile No./Email ID will be verified through One Time Password. Once the verification is done, registration on the portal will be completed, and login credentials will be shared on the registered Mobile No. and Email ID.

Step 2 – Login to the Portal

To login, visit the login panel of the portal after which user can:

A. Login through OTP based Mobile No./Email ID Verification

- Fill registered Email ID and Captcha in the respective fields and click on **Proceed to Verify** button. An OTP will be sent on the registered Mobile No./Email ID thereafter. Submit that OTP in respective field and click on **Verify & Login** button. Once the verification is done, user will be logged in to their respective dashboard.

B. Login through Password

- Fill registered Email ID and Captcha in the respective fields and click on **Proceed to Verify** button. Thereafter an option to login through password will appear on the screen. Click on that link, enter the login password and then click on **Verify & Login** button. User will be redirected to their dashboard subsequently.



Step 3 – Submit Application Form

- After Login, user will be redirected to submit the application form by filling below details in respective sections:

A. General Details

- Name of Applicant (Auto-fetched)
- Mobile No. (Auto-fetched)
- Email ID (Auto-fetched)
- Type of Business Entity
- Name of Business Entity (in English)
- Name of Business Entity (in Hindi)
- Year of Establishment
- Category
- Sub-category
- Please note that no changes will be allowed in **Category** and **Sub-category** fields after saving the details.*
- Official Website (if any)
- Address of Registered Office
 - Country
 - State
 - District
 - PIN Code
 - Full Address
- Whether Registered Member of IATA? If yes, then upload:
 - IATA Approval Letter Indicating Numerical Code No.
(File Format: PDF | Max File Size: 5 MB)
 - IATA Accreditation Certificate for the Current Year
(File Format: PDF | Max File Size: 5 MB)
- Whether the organization acts as General Sales Agent (GSA)/ Passenger Sales Agent (PSA) of IATA Member Airlines or passenger agent for any other carrier?
 - Yes
 - No
- Document proof in support of beginning of operations of Firm/Applicant
 - Certificate Issuing Authority
 - Certificate No.
 - Upload Certificate **(File Format: PDF | Max File Size: 5 MB)**

Once all the details are filled, click on **Save & Next** button. Details will be saved thereafter and user will be redirected to the next step.



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B. Staff Details

B.1. Directors'/Managing Directors'/CEOs'/Authorized Representatives' Details:

- Name of Person
- Designation
- Phone No./Mobile No.
- Email ID
- Photograph

To add details of multiple Directors/MDs/CEOs/Authorized Representatives, click on + button. A row will be added thereafter in which user can add required details.

*To delete the added details, click on **Delete** icon of particular entry.*

B.2. Other Staff Details:

- Total Staff Strength (Count)
- Name
- Designation
- Highest Qualification
- Institution
- Experience in Tourism Field
- Certificate of Qualification

To add details of multiple Staff, click on + button. A row will be added thereafter in which user can add required details.

Details of minimum 2 staff are mandatory.

*To delete the added details, click on **Delete** icon of particular entry.*

Once all the details are filled, click on **Save & Next** button. Details will be saved thereafter and user will be redirected to the next step.

C. Infrastructure Details

C.1. Office Space Details:

- Office Space (in Sq. Mtr.)
- Location Area
- Office Ownership Type
- Is Phone Accessibility Available?
 - Yes
 - No
- Is Computer Accessibility Available?
 - Yes
 - No
- Is Toilet Accessibility Available?
 - Yes
 - No



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- Photo of the Front Side of the office showing the Banner/Name Plate of the Firm/Company (File Format: JPG/JPEG/PNG | Max File Size: 5 MB)
- Photo from Inside the Office Premises showing Staff Working Area (File Format: JPG/JPEG/PNG | Max File Size: 5 MB)
- Document of Proprietary/Ownership of the Office Premises (File Format: JPG/JPEG/PNG | Max File Size: 5 MB)

C.2. Financial Details:

- PAN
- GSTIN
- Gross Turnover During the Last 03 Financial Year (INR)
- Upload PAN Card (File Format: JPG/JPEG/PNG | Max File Size: 5 MB)
- Upload GST Certificate (File Format: JPG/JPEG/PNG | Max File Size: 5 MB)
- Upload Income Tax Acknowledgement (File Format: JPG/JPEG/PNG | Max File Size: 5 MB)
- Upload Complete Audited Balance Sheet certified by Chartered Accountant (Last three years) (File Format: JPG/JPEG/PNG | Max File Size: 5 MB)

Once all the details are filled, click on **Save & Next** button. Details will be saved thereafter and user will be redirected to the next step.

D. Additional Details

D.1. Additional Details in relation to Tourists (Optional):

- Year of Visit
- Country from which tourists visited
- Number of International Tourists handled
- Supporting Document (Bill/Voucher)
- Photos of Tourists

To add details of multiple Years/Countries, click on + button. A row will be added thereafter in which user can add required details.

*To delete the added details, click on **Delete** icon of particular entry.*

D.2. International Marts Details (Optional):

- Number of International Marts Participated
- Name of the Event
- Supporting Document (Bill/Voucher)
- Photo of Event



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To add details of multiple Marts, click on + button. A row will be added thereafter in which user can add required details.

*To delete the added details, click on **Delete** icon of particular entry.*

D.3. Declaration

After adding details in all respective fields, read the declaration, select the checkbox of Declaration and thereafter click on **Save & Next** button.

E. Preview and Final Submit

After submitting Additional Details, applicant will be redirected for Preview and Final Submission of the Application.

On this step, a provision will be provided to the applicant to revise the submitted details, if required, by clicking on **Edit** button of the respective form.

Once all the details are revised, if any, click on **Final Submission** button. Application will be submitted thereafter, and no changes will be allowed in the submitted details.

Step 4 – Submit Fee

After final submission of the Application, user will be redirected to submit the Fee through offline mode i.e., Demand Draft.

- DD (Demand Draft) of Registration Fee **Rs. 1,000/- (for Start-up)** and **Rs. 2,500/- (for Experienced)** to submitted in Hard Copy to the Travel Trade Section of Department of Tourism, Government of Uttar Pradesh.
 - DD on the Name of “**DG Tourism, Govt. of Uttar Pradesh**”.
 - Email Copy of DD to ttd.upt@gmail.com .
 - Address to send Hard Copy of DD:
Travel Trade Section, Department of Tourism, Govt. of Uttar Pradesh,
C-13, Rajarshi Purushottam Das Tandon Paryatan Bhavan,
Vipin khand, Gomati Nagar, Lucknow – 226010.

Applicant is advised to visit the respective bank and submit the specified fee amount through Demand Draft, at the earliest.

Once the amount is paid, login to your dashboard, visit Fee Payment Details page, and submit the details of the payment.

Once the payment details are submitted, application will be forwarded to UP Tourism Headquarters (Admin) for further processing.

Please note that no changes will be allowed in the payment details once submitted. So be attentive while filling the payment details.



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Any action performed by the Admin will be notified to the applicant through SMS, Email and Dashboard Notification.

Also, applicants are advised to redress the query if raised by the department in relation to the application. If query is being raised by the Department then the Department can proceed with the application only after the redressal of the query by the applicant.

Furthermore, Department may schedule an onsite inspection. Applicant will be notified about the same, if scheduled. In such case, applicant will have to ensure their onsite availability and keep their registered Mobile No. active.

On issuance of **Recognition Certificate for Tour and Travel Operators** by the Admin, applicant can download the same from their respective login.