

NO. C.31012/3/2020-TOUR/12
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Mineco, Building 2, Room No. 027/028
Ph.No. 0389-2334435

Aizawl the 28th August 2020

NOTIFICATION

In the interest of the public and for the Development of Tourism Industry in the State, the Governor of Mizoram is pleased to notify the “**Guidelines for Tour Guides in Mizoram**” as enclosed.

SD/-ESTHER LALRUATKIMI
Commissioner & Secretary
Govt. of Mizoram
Tourism Department

Memo. NO. C.31012/3/2020-TOUR/12 : **Aizawl the 28th August, 2020**

Copy to:

1. Secretary to Governor of Mizoram
2. PS to Chief Minister, Govt. of Mizoram
3. Speaker/ Dy. Speaker, Mizoram Legislative Assembly
4. All Ministers/Ministers of State, Govt. of Mizoram
5. All Members of Legislative Assembly, Mizoram
6. Sr.PPS to Chief Secretary, Govt. of Mizoram
7. All Administrative Heads/All Heads of Department
8. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
9. Director, Tourism Department for information & necessary action.
10. All Tourist Lodges/Facilities under Tourism Department
11. Guard File.


(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram
Tourism Department

GUIDELINES FOR TOUR GUIDES IN MIZORAM

1. Introduction and Objectives:

Tour Guides play a vital role in bringing satisfaction to tourists visiting a place. The opportunity of direct interaction with the tourists makes them all the more responsible for projecting the correct image of the State, giving factually correct information about the destination, ensuring the safety and well being of the tourists as well as pleasant and satisfying stay for them during their visits. The institution of guides is a basic component of the infrastructural requirement both for International and Domestic tourism. These Guidelines shall be applicable to Tour Guides in Mizoram only.

2. Scope:

Generally, Tour Guides in Mizoram would be authorized to work in the whole State of Mizoram on a full time basis. Adventure Tour Guide and Ecotourism Tour Guide are also eligible to work in the whole State of Mizoram

3. Eligibility:

3.1 Educational qualification(s):

The following educational qualifications are prescribed for the selection of tour guides and all applicants should have fulfilled the criteria on or before the date of publication of the first advertisement for selection and training.

- a) Certificate in Class XII **or** holder of three year Degree in Tourism & Hospitality **or** holder of Diploma in Archaeology from an Institute recognized by UGC, Association of Indian Universities (AIU), AICTE or any other State / Central Government body;
- b) Fluency in English language is essential. Working knowledge of Hindi is desirable;
- c) Candidate should have studied English as a subject at 10 plus 2 levels;
- d) For Adventure Tour Guide, holder of at least certificate course in adventure or adventure sports related tourism;
- e) For Ecotourism Tour Guide, experience in ecotourism or ecology or environmental studies at least for 1 year prior to selection as Tour Guide;

3.2 Age Limit:

The applicant should be at least 20 years of age on the date of the first advertisement appearing in the media for selection of Tour Guides.

3.3 Domicile Proof:

Candidates who wish to apply for Tour Guide will have to submit his/her residence proof of the State of one of the following documentary proofs

- a) Certificate of Residence proof issued by the competent authority;
- b) Voter Identity Card;
- c) Passport;
- d) Passport Size Photographs – 2 copies;
- e) Medical Fitness Certificate from registered medical practitioner

4. Process of selection:

4.1 The assessment of the requirement of Tour Guides would be as per the inbound tourist arrivals, number of ASI monuments, growth potential, availability of assignments to guides and all other relevant factors and would normally be done once in two years by the Tourism Department through a pre-defined process involving the stake holders.

4.2 The process of selection would be undertaken by the Tourism Department or any other agency or Institute designated by the Government of Mizoram for conducting this process.

4.3 The applications shall be invited through open advertisement specifying the seats available for training. Applicants shall submit their applications in the prescribed proforma (**Annexure III**) along with photocopies of all documents required as proof of their eligibility and in no case; applicants would be allowed to submit any additional documents as proof at a later stage.

5. Entrance Test:

5.1 An entrance test would be conducted to evaluate the general intelligence and suitability of applicants for admission to guide training. The entrance test would be of three hours duration and cover the following subjects:

- a) Knowledge of tourism destinations in India – 20 marks
 - b) Knowledge of monuments in India – 20 marks
 - c) Indian History & Indian Culture – 10 marks
 - d) Knowledge of tourism destinations in Mizoram – 50 marks
 - e) Knowledge of monuments and historical places in Mizoram – 50 marks
 - f) Knowledge of forest ecology, ecotourism in Mizoram – 50 marks
 - g) General Knowledge - 100 marks
- Total Marks – 300 marks

Note: All applicants shall obtain at least 150 marks out of total marks of 300 for qualifying the written test.

5.2 Preparation of Qualified List:

A merit list of all applicants who pass the entrance test would be prepared on the basis of aggregated marks. In case of a tie at cut-off level in the merit list, the merit will be decided on the basis of the age of applicants with applicant of older in age will be placed higher in merit list.

5. Guide Training Courses:

5.1 Training shall be imparted and conducted by the Tourism Department. Duration of the period of training shall be fixed by the Government. The trainees would be imparted knowledge of essential guiding skills, tourism products and aspects of India and Mizoram, and fair knowledge of social, political and economic policies etc. of Mizoram. The detailed syllabi would be laid down with the approval of Government of Mizoram and would be regularly updated.

5.2 Field training shall also be conducted for the Tour Guides with special practical training as well as visits to important landmarks, places of interest etc., in Mizoram. During the training course frequent group discussions shall be arranged to improve their interactive and relational abilities.

5.3 After the training is over, the candidates would submit a report of their learning before the viva-voce.

6. Examination

6.1 On the completion of training programme, all candidates would be evaluated through an examination consisting of a written test and viva voce.

6.2 Written Test: The written test would be of 200 marks covering the entire syllabus during the training course and the guide/trainees must secure minimum 100 marks in the written test to be eligible for viva voce.

6.3 Viva-Voce: After passing the written test the trainees would undergo a viva voce test of 100 marks where the guiding skills, knowledge of the monuments/destinations, communication skills, fluency in English etc would be tested.

6.4 Trainees would be eligible for successful completion of guide training certificate after passing both the written test and viva-voce.

6.5 Refresher Course will also be conducted for qualified or licensed Tour Guides once in a year which shall be made compulsory to attend for all licensed Tour Guides. The licensed guides would be required to successfully pass the Refresher Courses for Renewal of their licenses. The Courses would be so organized that the guides are able to attend the same, prior to the Renewal of guide license. The designated Institute for the purpose of guide training, the syllabi etc shall be decided from time to time by the Government

7. Supplementary Examination:

In case the candidate does not secure minimum passing marks in the written test or viva-voce after training; he would be given two opportunities to appear for supplementary examination and viva voce, at an interval of three months', each

counted from the date of declaration of last result. If a candidate fails to pass in the supplementary chances, his candidature would be cancelled. After all supplementary chances are exhausted; candidate would have to seek fresh admission and repeat the guide selection and training process.

8. Attendance: A minimum of 80 per cent attendance, both in class room teaching and field training, taken separately, would be essential before taking the final examination. However, relaxation up to 10% can be given in genuine cases of sickness, specific family circumstances or otherwise satisfactory reasons.

9. Issuance of guide license:

9.1 On successful completion of their guide training course, the successful candidates will have apply for Tour Guide license to the Prescribed Authority in the prescribed format in **Form 10** of the Mizoram (Registration of Tourist Trade Rules) 2020. The license would be valid for a period of 3 years.

9.2 Verification of antecedents: Prior to issuing of guiding license, the candidates would have to submit verification report of their antecedents from Police and any adverse report would lead to immediate disqualification of the candidate.

10. Renewal and duplicate certificate of guide license:

Tour Guide licenses would be renewed every three years and subject to the performance of guides and passing one Refresher Course conducted by Tourism Department or any other institute identified/designated by the Government of Mizoram. The guide must submit the guide license for renewal 30 days prior to date of expiry of its validity along with certificate of successful completion of Refresher Course in **Form 16** of the Mizoram (Registration of Tourist Trade Rules) 2020. For duplicate license or certificate, application would be submitted in **Form 15** of the Mizoram (Registration of Tourist Trade Rules) 2020

11. Course fee:

The selected candidates would not be required to pay the course fee including the examination fee.

12. Other Conditions: The licensed Tour Guides would have to work as licensed guides for a minimum of 30 days in a year.

13. Signing of Regulatory Terms and Conditions:

All licensed guides would be required to sign their acceptance and observance of rules and regulations as prescribed by the Ministry of Tourism, Government of India in the Terms and Conditions regulating the conduct and performance of licensed guides, prior to their being issued a guide license (**Annexure I**).

14. Penal Provisions:

14.1 Penalty proceedings against licensed guides can be initiated if any complaint or information regarding misconduct or violations of terms and conditions of Ministry of Tourism is received by the Tourism Department, Association of Tour Operators in Mizoram (ATOM)

14.2 On receipt of any complaint or such information against an approved Tour Guide, Tourism Department shall undertake a fact finding inquiry by self or through any subordinate officer. After ascertaining the facts and having being convinced that a prima facie case exists, a Show Cause Notice would be issued to the said guide, giving him/her, an opportunity to submit a representation in defence of the allegations levelled against him/her within a period of 30 days from the date of receipt of the notice. Show Cause Notice can be issued by the designated Prescribed Authority.

14.3 The Prescribed Authority will resolve the issue and communicate the order to the Tour Guide. In case the guide is found guilty for the first time, his/her guide license shall be suspended for a period of upto six months. In case any guide is held guilty for the 2nd time, his/her guide license shall be suspended for a period above 6 months but not exceeding one year and in case of the 3rd default, the guide license shall be withdrawn permanently by the Prescribed Authority. If a Tour Guide is not satisfied with the decision of the Prescribed Authority, appeal can be made to the Appellate Authority. If a Tour Guide is still not satisfied with the decision of the Appellate Authority, appeal can be made to Revisional Authority. The decision of Revisional Authority shall be final and binding.

14.4 The decision imposing the penalties would be a speaking order, after considering the case on merit and after careful consideration of all material facts brought to the notice and clearly mentioning the reasons for the decision.

15. Guide Fees:

The fees to be charged by the guides would be fixed and revised from time to time by the Government of Mizoram in consultation with the ATOM. However, the State Government is not bound to accept suggestions and recommendations of ATOM while fixing or revising the Guide fees.

16. Guide License:

The guide license or ID Card would be issued as per **Form 22** of the Mizoram (Registration of Tourist Trade Rules) 2020.

17. Report and Jurisdiction: Tour Guides should submit quarterly report as per **Form 28** of the Mizoram (Registration of Tourist Trade Rules) 2020 to the Director,

Tourism Department without fail. The area of operation of the licensed Tour Guides would be the whole of Mizoram.

18. Retirement:

There would be no retirement age prescribed for licensed guides. However, after attaining the age of 55 years they have to undergo a physical and mental fitness test and produce a Medical Fitness Certificate from Registered Medical Practitioner (RMP) before their licenses are renewed.

19. As initiatives to promote 'responsible tourism' Tour Guides and their clients are responsible for ensuring safety, privacy and dignity of the areas visited. Their clients are expected to respect the local culture and practices of the areas they visited. They are also required to ensure safety, conservation and preservation of the State's flora and fauna from their clients.

20. All licensed Tour Guides and their clients are required to take a pledge on 'responsible tourism' while travelling in Mizoram for tourism purpose as below:

-----Responsible Travel Pledge-----

I pledge to be a responsible traveller

When I explore new places,
I will leave nothing but footprints
and take away only memories

I shall not harm,
what does not harm me

I shall travel clean and green
I shall respect the local culture,

And I shall promote sustainable tourism

21. Tourism Department, Government of Mizoram reserves the right to issue clarifications, modify or amend the guidelines from time to time, without assigning any reasons.

Annexure I

Terms and conditions regulating the conduct and performance of licensed Tour Guides

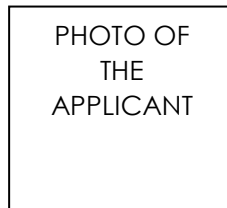
- 1.** The licensed guide, when on duty, shall always wear prescribed uniforms with laminated guide license issued by Tourism Department and also wear the name tag while accompanying tourists.
- 2.** The guide license is strictly non-transferable and the licensed guide would not lend his/her guide license or any other document which may have been issued to him/her by Tourism Department to any other person(s). Any violation of this rule would make him/her liable to disciplinary action and withdrawal of the guide license granted to him / her.
- 3.** In case of loss or damage to the guide license the guide would immediately inform the office of concerned India Tourism and the nearest Police Station. The Guide would have to apply a fresh for the duplicate guide license on the basis of First Information Report (FIR) and statement that the guide license has been lost. The guide would be responsible for the safe custody of the guide license.
- 4.** The guide would not solicit tips from tourists.
- 5.** The licensed guide would dress in a presentable manner to uphold the dignity and honour of the profession to which he/she belongs and of the State.
- 6.** The guides would charge the guide fees fixed from time to time by Government of Mizoram.
- 7.** The guide would not canvass business of any kind on behalf of the business houses, travel agents, hoteliers, paying guesthouses, shopkeepers, transport operators, etc., nor he/she would accept monetary commission from them or indulge in any other unethical practices.
- 8.** The guide would not enter into any other business arrangements with any of the establishments either by way of partnership or on commission basis.
- 9.** The Tour Guides should not be regularly/permanently employed in Travel & Hospitality industry.
- 10.** Guides found to be canvassing for shopping establishments like shops selling handicrafts etc., would be liable for cancellation of their license.

- 11.** The guide would take tourists only for sightseeing to the monuments and public buildings, which are a part of the sightseeing tour included in the itinerary of the tourists. Under no circumstances should any guide accompany the tourists to shops. In case, any guide is found to have contravened this provision his/her license is liable to be cancelled/revoked.
- 12.** The guide would not refuse without valid reasons any assignments given to him/her by the offices of the Central/State Governments or other agencies such as travel agents/tour operators/hoteliers, etc. If the guide repeatedly refuses three assignments in a season, his/her guide license would be liable to be suspended or revoked.
- 13.** The Tour Guides licensed by Tourism Department would not refuse assignments from Ministry of Tourism or Tourism Department, Government of Mizoram unless there is a valid reason for doing so.
- 14.** The guide would maintain good conduct and courteous behaviour towards tourists or other officials with whom he/she comes in contact during the course of his/her assignment.
- 15.** The guide would be liable to following penalties in case of late arrival for assignments:-
- (a) First late arrival: warning in writing.
 - (b) Second late arrival: deduction of 25% of fees.
 - (c) Third late arrival: disqualification for one month when the second and third late arrivals are both within a period of six months.
 - (d) Total absence: disqualification for a period of three months.
- 16.** The guide would accept all assignments including those for FIT's, groups, coach tours, excursion, etc. These would be accepted as per the rules.
- 17.** The guide should submit quarterly statement indicating the number of assignments handled including handling of VIPs, groups, FITs in the prescribed proforma to the Director, Tourism Department (**Form 28** of the Mizoram (Registration of Tourist Trade Rules) 2020)
- 18.** A licensed guide would be compulsorily required to attend any short term training, refresher courses that may be as directed by the Tourism Department from time to time.
- 19.** The guide would be required to submit a medical certificate of fitness on entry into the profession and thereafter, whenever required by the concerned Prescribed Authority.
- 20.** Absence of more than three months from the guiding profession must be reported to the Tourism Department in writing.

- 21.** The guide license of a guide who is arrested by the Police for offence of misconduct involving moral turpitude shall be withdrawn during the pendency of the case against him / her. In the event of his conviction by a Court of Law, the guide license would be forfeited forthwith.
- 22.** The guide would be responsible for warning foreign tourists against taking photographs of places which are prohibited by law or which may reflect adversely on the country's image.
- 23.** On receipt of any complaint against an approved Tour Guide, the concerned Prescribed after a fact finding exercise would issue a Show Cause Notice to the said guide giving him/her an opportunity to submit a representation in defence of the allegations levelled against him/her within a period of 30 days from the date of receipt of the notice. In case the guide is found guilty, his/her guide license shall be suspended for a period of upto six months. In case any guide is held guilty for the 2nd time his/her guide license shall be suspended for a period above 6 months but not exceeding one year and in case of the 3rd default, the guide license shall be withdrawn permanently. However, a final decision on all such occasions would rest with the Revisional Authority.
- 24.** If a guide remains absent from active guiding for a period exceeding two years due to reasons of health, absence from country, etc., he/she shall be deemed to have left the profession and in that event the guide license issued to the guide shall stand cancelled. However, in case a guide wants to rejoin the profession after an absence of two years he/she would have to undergo a Refresher Course to be conducted by designated Institute in coordination with the Tourism Department.
- 25.** The guide would abide by the existing rules and any other rules and conditions that may be framed from time to time by the Tourism Department and the Archaeological survey of India, failing which the guide license issued to him/her shall be withdrawn.
- 26.** The Guide shall, at the time of being granted the license, sign a pledge of commitment to abide by the Code of Conduct for Safe and Honourable Tourism and the Responsible Tourism Pledge as adopted by the Tourism Department and at all times follow the provisions of the code.
- 27.** The Guide shall abide by the provisions of Ancient Monuments and Archaeological Sites & Remains Act (AM & ASR) Act 1958 and Rules 1959 and instructions issued by Art & Culture Department, Government of Mizoram from time to time.
- 28.** The Guide would have to pay an annual fee for entrance to the precincts of protected monuments which would be decided in consultation with concerned authority from time to time if required
- 29.** The Guide shall abide to the instructions given by site in-charge or field staff of the premises.

30. The guide shall make entry, if necessary, in the register kept at monument sites while taking visitors to that particular monument.

DECLARATION



“I hereby solemnly agree to abide by and accept all the above ‘Terms & Conditions’ (Annexure I). I have also read and understood the ‘Code of Ethics for Tourist Guides’ attached as Annexure II hereto and I undertake to uphold them faithfully in the discharge and conduct of my profession.”

Name & Signature:

Place:

Date:

Annexure II

Code of ethics for Tour Guides

- 1.** The Tour Guide shall always be aware of projecting a good and positive image of Mizoram.
- 2.** The Tour Guide shall consider himself/herself a friend of the tourists, be courteous and helpful and never betray the trust placed in them by the tourists and carry out his ethical and moral responsibilities with dignity.
- 3.** The Tour Guide would, therefore, bear in mind that “word of mouth”, publicity and comments have a tremendous impact on the creation of an image for the country. This is several times more valuable than the most expensive advertisement that can be put out.
- 4.** The Tour Guide would always be courteous, efficient, tactful, kind, understanding and project the warm and hospitable nature of Indians.
- 5.** The Tour Guide would ensure to give correct and all possible information of the latest developments in the country and keep himself/herself up to date. He/she would understand and convey the positive aspects of his culture and tradition, and be well versed with matters relating to local customs, habits and traditions to ensure that both the tourists and the local people respect each other.
- 6.** The Tour Guide would always be punctual, well groomed, presentably dressed, well mannered, sober and cultured. His/her dedication and conduct should ensure that the image of the profession or that of the country is never tarnished.
- 7.** The Tour Guide shall at all times be reliable with the entrusted duties and be of exemplary conduct, not only, in dealing with tourists but, with others such as the Government Officers and members of the public.
- 8.** The Tour Guide shall refrain from unethical or discriminatory conduct and deal with propriety and impeccable honesty. He/she shall refrain from entering into shady deals for monetary and other gains nor would he/she intentionally, mislead the tourists.

9. The Tour Guide shall refrain himself/herself from all possible arguments and remember that the customer is always right.
10. The Tour Guide shall uphold his/her status and reputation with a view to foment closer co-operation, understanding and collaboration with his/her counterparts throughout India.
11. The Tour Guide would respect and safeguard the heritage, monuments and ecology of Mizoram
12. The Tour Guide shall refrain from discussing politics with his clients

Annexure III

Application form for admission to training as Tour Guide

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF THE APPLICANT

Sir,

Sl.No	Particulars	
1	a) Name of applicant with full address	
	b) Contact No	
	c) Email Address	
2	Father's Name	
3	Whether ST/SC/OBC? (Attach Certificate)	
2	a) Educational Qualifications (Attach certificates)	
	b) Year of passing	
3	Language known or proficient other than Mizo	
4	Date of Birth (attach proof)	
5	Any other information or qualification which the applicant wishes to give in support of his application	

Yours faithfully

Name & Signature of the applicant