



COMPENDIUM OF ACTS, RULES, GUIDELINES, POLICIES ETC UNDER TOURISM DEPARTMENT

MIZORAM 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.

TOURISM DEPARTMENT GOVERNMENT OF MIZORAM

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MESSAGE

Mizoram Sawrkar in Allocation of Business Rules 2019 ah tourism leh hospitality sector hrang hrang-a hotel, restaurant etc te dah a nih hnu in Mizoram Tourism chuan nasa zawk in tourism hmasawna hna a thawh theih phah a.

Kum 2020 ah Mizoram Responsible Tourism Policy 2020 chu ti chhuakin, he policy hian tourism hmasawna chu mirethei zawk leh a thalai hna nei lote tan-a nasa zawk a Sawrkar-in hmalakna a neih tur thu te dah a ni a. Tourism lam-a hmasawna reng reng chuan mirethei te a thleng phak tur a ni tih hi he policy in a tum a ni.

Tin, Mizoram a a vawikhat nan heng a hnuai Policy, Act, Rules leh Guidelines chi hrang hrangte Tourism Department chuan ram hmasawn nan a ti chhuak bawk:

1. The Mizoram Responsible Tourism Policy 2020
2. The Mizoram Registration of Tourist Trade Act 2020
3. The Mizoram Registration of Tourist Trade Rules 2020
4. The Mizoram Aerosports Rules 2021
5. The Mizoram River Rafting Rules 2021
6. Guidelines for Caravan Tourism in Mizoram
7. Guidelines for Dormitories & Hostels in Mizoram
8. Guidelines for Homestays in Mizoram
9. Guidelines for Tour Operators in Mizoram
10. Guidelines for Ticketing Sales Agent/Travel Agent in Mizoram
11. Guidelines for Tour Guides in Mizoram
12. Operational Guidelines for Registration of Restaurants in Mizoram
13. Operational Guidelines for Organising Festivals

Tin, Mizoram-a a vawikhat nan Tour Guide training buatsaih a ni a, tunah hian State Level Approved Tour Guide 89 Mizoram ah kan nei mek bawk a ni.

He Compendium of Acts, Rules, Guidelines, Policies etc under Tourism Department hi a hmangtu ten tangkai taka in hman ka beisei.



(ROBERT ROMAWIA ROYTE)
Minister of State for Tourism (I/C)
Mizoram



**No.F.12011/11/2015-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

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Aizawl the 14th August 2020

NOTIFICATION

As per approval of the Council of Ministers in its meeting held on 7th August 2020 and in order to provide economic, social, and environmental benefits to the State through development and management in coordinated manner with line departments, non-government organizations and other private service providers in the sector for responsible and sustainable tourism, the Governor of Mizoram is pleased to notify the **“Mizoram Responsible Tourism Policy 2020”** as enclosed.

**SD/-ESTHER LALRUATKIMI
Commissioner & Secretary
Government of Mizoram
Tourism Department**

Memo No.F.12011/11/2015-TOUR :

Aizawl the 14th 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**

THE MIZORAM RESPONSIBLE TOURISM POLICY 2020

In order to provide economic, social, and environmental benefits to the State through development and management in coordinated manners with other line departments, non-government organizations and other private service providers in the sector for responsible and sustainable tourism, the Governor of Mizoram is pleased to notify the “Mizoram Responsible Tourism Policy 2020” as enclosed.

1. BACKGROUND

Mizoram declared Tourism as an ‘Industry ‘on 18th March 1993 with a view to earn higher income for the industry and boost the service providers in the sector with benefits through promotional activities on tourism.

The National Tourism Policy 2002 put tourism sector as a national priority which provides for a constitutional recognition to the tourism sector, help in channelling the development of tourism in a systematic manner and enable both the Central Government and State Government to legislate tourism development. In this scenario, the vision of the Government of India for tourism development is as follows:

“Achieve a superior quality of life for India's people through Tourism which would provide a unique opportunity for physical invigoration, mental rejuvenation, cultural enrichment and spiritual elevation”.

Similarly, the NITI Forum for the North East which was constituted in February 2018 while identifying various constraints for development of the North East Region identified tourism sector for accelerated, inclusive and sustainable growth in the North East Region. As such, tourism sector has been included as one of the core identified areas by the NITI Forum for the North East.

Mizoram notified its Tourism Policy 2014 on 15th May 2014 with the objective of promoting tourism in the State in consonance with the prevailing socio-economic, cultural and religious practices of the State. The Mizoram Tourism Policy 2014 mainly focuses on eco-tourism and adventure tourism and hence a more comprehensive responsible tourism policy for the State is prepared addressing environmental and sustainability concerns.

A **responsible tourism policy** in Mizoram means that the State's tourism policy shall be beneficial and inclusive and as best possible, accessible to all the people in the State both as visitors and participants of the tourism industry and that everyone takes ownership in tourism. The State tourism policy follows a sustainable development strategy, coordination, strengthening institutional mechanism, and skill development with the following features:

a) Tourism development provides economic, social, and environmental benefits to the State with special emphasis on broad-based local socio-economic

development and spreading benefits to the local community, encouraging local entrepreneurship to secure livelihood for women and youth.

b) Tourism development and management is coordinated with other line departments; support and engagement of local communities, non-government organizations and other private service providers in the sector.

c) Tourism development and management promotes the State's cultural heritage, biodiversity and ecosystems; and works to eliminate unsustainable consumption and minimize pollution and waste.

d) Tourism resources and products shall be of mutual benefit to both the visitor and the local community to ensure a rich and rewarding experience for all.

The State, while pursuing conventional markets in tourism will simultaneously pursue **niche tourism markets**, which support value growth over volume growth, targets a more engaged traveller who seeks new, authentic experiences as opposed to low-budget mass tourism. Mass tourism has become anathema to the host country as it causes negative environmental impacts and limits benefits to local communities. Niche tourism has the potential to enhance the competitiveness of destinations, diversify its product offerings, generate higher yields per visitor, and create more jobs for locals. The State of Mizoram is endowed with a variety of niche markets such as religious tourism, nature-based tourism, cultural and heritage tourism, horticulture tourism, voluntourism, sports tourism, weddings and honeymoons, and adventure tourism.

2. SCENARIOS IN TOURISM

2.1 Global Tourism

Tourism sector is one of the biggest contributors to the global economy. The 3rd edition of the UNWTO/ GTREC Asia Tourism Trends reports that international and regional tourism continues its dynamic expansion, greatly contributing to economic growth, job creation and development in nations around the world. According to the UNWTO, in 2017 tourism accounted for 10% of global GDP, 7% of total exports and one in 10 jobs across the world. In 2017, international tourist arrivals grew by 7% to reach 1326 million (UNWTO/GTERC Annual Report on Asia Tourism Trends (2016) <https://www.e-unwto.org/doi/pdf/10.18111/9789284418312>). The highest tourist arrivals were in Europe which attracted 671.1 million tourists followed by Asia and the Pacific with 323.2 million tourists in 2017. Asia and the Pacific, in particular China, is fast becoming the main source market for many destinations within the region.

2.2 Tourism in India

Tourism is the largest service sector industry in India. The industry provides heritage, cultural, adventure, medical, business and sports tourism. It is expected that the tourism sector's contribution to the country's gross domestic product will grow at

the rate of 7.85% yearly in the period 2013- 2023. It accounts for one-third of the foreign exchange earnings of India and also gainfully employs the highest number of people compared to other sectors. This sector also attracts the domestic tourist and foreign tourist in an enthusiastic way which resulted in improving the economy of the nation. Tourism industry in India has several positive impacts on the economy and society. The following are the significance and importance of tourism in India:

2.2.1 Creation of income and employment: Tourism in India has developed as an instrument of income and employment generation, poverty alleviation and sustainable human development. The World Travel and Tourism Council calculated that tourism generated Rs.16.91 lakh crore (US\$240 billion) or 9.2% of India's GDP in 2018 and it is predicted to grow at an annual rate of 6.9% to Rs.32.05 lakh crore (US\$450 billion) by 2028 (9.9% of GDP) and supported 42.673 million jobs, 8.1% of its total employment as on 2019-2020

2.2.2 Infrastructure development: Tourism tends to encourage the development of multiple-use infrastructure that benefits the host community, including various means of transport, health care facilities, and sports centres, in addition to the hotels and high-end restaurants that cater to foreign visitors. The development of infrastructure has in turn induced the development of other directly productive activities.

2.2.3 Source of foreign exchange incomes: It is an important source of foreign exchange earnings in India and has a favourable impact on the balance of payment of the country. The tourism industry in India generated about US\$240 billion in 2018.

2.2.4 Conservation of national heritage and environment: Tourism helps preserve several places which are of historical importance by declaring them as heritage sites. For instance, the Taj Mahal, the Qutab Minar, Ajanta and Ellora temples, etc, would have decayed and been destroyed had it not been for the efforts taken by Ministry of Tourism to preserve them. Likewise, tourism also helps in conserving the natural habitats of many endangered species.

2.2.5 Encouraging peace and stability: The tourism industry can also help encourage peace and stability in a developing country like India by providing jobs, generating income, diversifying the economy, protecting the environment, and promoting cross-cultural awareness. However, key challenges like adoption of regulatory frameworks, mechanisms to reduce crime and corruption, etc, must be addressed if peace-enhancing benefits from this industry are to be realized. The Indian tourism sector has been flourishing in recent years due to improved connectivity to and from the country. Also, better lodging facilities at the tourist destinations have been a factor which contributes to increase Foreign Tourist Arrivals (FTA).

2.3 Tourism in Mizoram

Tourism in Mizoram is at a crossroads. Mizoram's stunning environment, biodiversity, and the many initiatives taken to ensure its pristine condition have led to

more market opportunities than ever before. Nature has bestowed the State with unique beauty and splendour with its lush green forests, pristine rivers and mountains, a serene, peaceful, hospitable and comfortable environment which are suitable for all kinds of tourism. The major tourist attractions offered by Mizoram to its tourists are beautiful places due to its breathtaking landscape and pleasant climate. During the year 2019-2020, the total number of tourist arrivals in the State stood at **161,677** with domestic tourist arrivals stood at **159,534** and foreign tourist arrivals at **2143**. The State Government is trying to attract quality tourists and increase the stay of the tourists in the State by focusing on quality tourism, promoting sustainable tourism and encouraging the private sector to develop tourism related infrastructure in the State without breaching the existing ecology and environment in a responsible way.

There is annual growth rate of 81.04 per cent for domestic arrivals while the growth rate in case of foreign tourist arrivals was recorded at 30.35 per cent increase for the same period.

Special emphasis is being placed on the development of activity-based tourism and opening up new destinations in the countryside and to lesser-known areas. Appropriate infrastructure will be developed within available resources. According to the latest data compiled by the respective associations of the tourist service providers as on 31st March 2020, Mizoram has a total of 68 hotels with 505 rooms, 41 numbers of Travel Agents and 8 numbers of tour operators.

Tourism in Mizoram, however, remains constrained by erratic air services, inadequate connectivity and destination infrastructure, absence of proper management of heritage and adventure sites and inadequate community engagement and participation. Development and establishment of hotels aim to service the low-end travelers that have cluttered the market and degraded Mizoram's pristine brand. Further, absence of qualified tour guides and lack of awareness on tourism among the public in general and transport service providers in particular are the immediate areas where the Government should intervene. Resolving these issues is therefore crucial and its resolution will require political will and a coordinated industry. Therefore, the Mizoram Responsible Tourism Policy outlines the way forward and urges all citizens and travelers to work together in one voice to implement the needed solutions.

3. TOURISM PRODUCTS IN MIZORAM

Mizoram's tourism industry has been showing no signs of significant progress for many years due to absence of proper infrastructure and facilities for the tourists. However, Mizoram has been recognized for offering plethora of tourism activities despite its limited resources from conventional tourism to adventure tourism apart from its breathtaking natural beauty all the year-round with high quality tourism products enhancing variety of resources in tourism development. These tourism products could be developed with effective use of historical and cultural sites, nature attractions, spa as well as cultural events like festivals and traditional showcases.

The approach to development of Tourism in Mizoram would be an integrated, inclusive and sustainable manner through systematic planning, external financing, mobilization of State resources, and modernization of facilities, community ownership and community participation

Potential areas for the future development of tourism products in Mizoram include:

3.1 Adventure and Adventure Sports Tourism: Mizoram offers immense potential for adventure related activities including adventure sports like rock climbing, paragliding, zip lining, mountain cycling, mountain biking, aerosport, paragliding, etc. Some of the popular adventure activities being promoted in the state are hard and soft treks, rock climbing, and indigenous sports. While promoting adventure sports, it is important to ensure maintenance of international protocols of safety, quality and service by strictly following guidelines issued by the Ministry of Tourism.

3.2 Wildlife and Eco-Tourism: With a large area of the state covered under sub tropical forest region, Mizoram has diverse wildlife ideal for eco tourism purposes. Basic tourism facilities are to be developed around the national and wildlife sanctuary through development of eco-tourism. The Mizoram Eco Tourism Policy which was notified by the Environment, Forest & Climate Change Department on 9th June 2017 focuses on recreation and promote understanding about heritage sites and its values, nature and wildlife conservation with income generation and employment opportunity to local people while according priority to bio-diversity conservation, ecosystem functioning and socio-economic development. Tourism Department shall also co-ordinate with the Environment, Forest & Climate Change Department for further development and improvement of the existing infrastructure for the convenience of tourists.

3.3 Cultural Tourism: The rich cultural heritage of Mizoram depicting different culture and tribes are added attraction for promotion of cultural and heritage tourism as Mizoram resonates with fairs and festivals which are celebrated throughout the year. The major festivals are Chapchar Kut, Anthurium Festival, Thalfavang Kut, Lyuva Khutla of Mara tribe, Hlukhla Kut of Lai tribe, Biju Festival of Chakma tribe and Christmas Festival. These festivals also provide a glimpse of Mizoram's collection of handloom and handicraft, art and craft and other local decorative items. Emphasis will be given to these major festivals and fairs with promotion of local cuisines to attract quality tourists. Calendar of events will be prepared ahead of time with the concurrence of the organisers keeping in mind its effectiveness and purpose.

3.4 Heritage Tourism: Heritage Tourism is the unique form of tourism where historically important monuments, buildings and places are show-cased to the tourists. The Department will take steps to promote places, monuments, etc. connected with famous personalities to promote Mizoram as a destination for Heritage Tourism through tailor-made or customized tour packages.

3.5 Village or Rural Tourism-Home Stay: Village or Rural Tourism has emerged as a new concept in the tourism industry. In this context, Mizoram is fast evolving as a responsible and sustainable tourism product with an important social objective through people's participation. Rural tourism can be effectively implemented to boost tourism in the state. Rural tourism will ensure the dispersal of tourists from the city to villages enabling them to familiarize themselves with the unique culture and heritage prevalent so that they are rejuvenated and culturally enriched. The prime objective is to harness the vast untapped rural tourism prospective of the state so that their multiplier benefit filters out directly to the rural communities. Similar programmes taken up by NGOs and other agencies will also be streamlined by bringing them under one umbrella for convergence in the development and promotion of the product.

3.6 Nature-based Tourism: As Mizoram offers plethora of stunning landscape and pristine mountains covered with lush green forest with abundance of flora and fauna, nature-based tourism is a new concept for the sustainable tourism as it provides environmental sustainability and resilience. Nature-based tourism in Mizoram can be taken up through tea or coffee tourism, horticulture tourism, bird watching, angling and nature watch. These activities can also be performed through tented accommodation and jungle safari.

Apart from the existing and regular products in tourism, the State Government is trying to promote the following tourism products:

3.7 Music Tourism: The people of Mizoram are passionate about music and art. Musical talent needs to be nurtured and recognized in order to promote tourism in the music line through music festivals in the State. Concerned departments will also be consulted for promotion of music tourism in the State.

3.8 Fashion Tourism: People of Mizoram and the North East are known for their fashion sensibilities with trendy clothes and accessories. There are immense opportunities for the fashion entrepreneurs to start fashion industry in the State with an aim to promote fashion tourism through ethnic and traditional trendy wears. Fashion Tourism is defined as the phenomenon where by people travel to and stay in places outside their usual environment to enjoy experience and possibly consume fashion. Fashion tourism is another alternative form of tourism that attracts tourists from different parts of the world, this trend is gradually becoming one of the more sought after niche in the tourism markets.

Tourists seek destination that fulfils their needs, wants and desires for new tastes and the overall experience of the destination's culture that reflects its creativity, innovation and intricate tapestry of skills and knowledge of the host country. Fashion is constantly evolving and the new tourist will not be left behind as they would want to get on board with the latest trends and tastes especially for the purpose of viewing fashion trend in the places they are visiting.

3.9 Film Tourism: Promote Mizoram as a film shooting destination would be a perfect combination of tourism and film shooting as there are many ideal places for

film shooting such as Thenzawl Golf Resort, Hmuifang Tourist Complex, Solomon Temple and Reiek Tourist Complex. Besides gaining wide publicity for the state, the local community also benefits economically from the crew during their stay.

3.10 Weekend Getaway/Retreat or Day Tourism: There are many locations for weekend retreats/getaways in and around the capital viz Khawhpawp, Beraw, Reiek, Hmuifang etc which are popular amongst tourists. State Government will further develop these spots as well as promote new destinations preferably with involvement of the private sector on a PPP mode.

3.11 Golf Tourism: Mizoram has a well-equipped 18-hole golf course at Thenzawl Golf Resort, Serchhip District. Thenzawl and its surroundings offer many attractive destinations such as Tuirihiau, Vantawng Fall, Chawngchilhi Puk, Vaibiak, Thenzawl Dilpui, Deer Park, Bengkhuaia Thlan, LAD Park, Wellness Spa and Vety Farm where one can mimic the 'cowboy life' with proper ensemble.

3.12 Wellness, Health & Herbal Tourism: Spa holidays are becoming popular these days. Mizoram has immense potential in this segment and can be a leading player in health and wellness tourism where professionally devised programmes can be initiated and delivered like ayurvedic treatments, rejuvenating treatments etc. Bestowed with an abundant variety of medicinal plants, the state could promote Health & Herbal Tourism. Areas and locations having valuable medicinal plants will be identified for the purpose of conducting educational herbal trails. There is a Wellness Spa recently developed by the State Government at Thenzawl which shall form part of an important component of wellness tourism. Apart from this, Zoram Medical College, Falkawn, Aizawl has been identified to attract medical tourism through quality low cost surgical procedures and nursing care in the region

3.13 Religious Tourism: Mizoram has potential for religious tourism as the State is predominantly Christians and the social life of the Mizos is deeply intertwined with the religious behaviour and much of the social calendar is dictated by religious events and gatherings. Christmas is still celebrated in the communal vein with street decorations, carols, feasts and music throughout the winter holidays. Religious tourism can also be complimented with the wedding tourism, which the new trend in tourism where people are seeking new and exotic destinations for wedding. Solomon Temple, KV Paradise, Beraw Tourist Complex, Hmuifang Tourist Complex and Thenzawl Golf Resort would be developed as wedding destinations to attract tourists in the State.

3.14 Meetings, Incentives, Conventions & Exhibition Tourism (MICE) : Though a new concept for the Mizoram Tourism, effort is being taken to develop state-of-the-art modern convention facilities with accommodations as Mizoram becoming a preferred destination of the North East, and with tourist arrival increasing substantially every year.

3.15 Sports Tourism: As Mizoram is famous for sending sports persons to the national level particularly many young footballers are playing for the professional clubs across the country. The Aizawl Football Club (AFC) has been playing in the India's top tier league called I League and emerged as the winner for I League 2016-2017 season

and became the first team from North-East India to win the league. Sports tourism garners revenue to the State economy during the I League play-off in Aizawl. Such kind of crowd pulling events is often expected in the State which not only beneficial to the sportspersons but also to the local entrepreneurs.

3.16 Voluntourism: Volunteer Tourism also known as voluntourism has become a global phenomenon in the tourism industry particularly in less developed countries such as India, Peru, Vietnam, Honduras and Guatemala. People come to visit the place and start volunteering for certain causes. Voluntourism can also be propagated in regulated manner to generate revenue for the State economy.

Focus will also be made on decentralizing tourism products to community in Mizoram's rural areas particularly to the women Self Help Groups and local entrepreneurs.

4. WHY RESPONSIBLE TOURISM IN MIZORAM

4.1 Responsible Travel empowers the local community

Local communities are those that have maintained tourist destinations to their best. Responsible tourism helps in benefiting the local community of the place through job opportunities and employment and other related services. Local communities are benefitting from the traveller which has a huge impact on their economic livelihood.

Responsible tourism is all about spending locally and giving money to the local community who plays a major part in maintaining and preserving the essence of that place. It is the local community that infuses those places with the culture, colour, and personality that draw tourists in. In such a way, the State Government will encourage local communities to actively participate in responsible tourism through their simple way of living while maintaining their environmental and ecological balances.

4.2 Responsible Travel helps in preservation and perpetration of the culture

Local culture and heritage are best preserved by the village communities. Experiencing the unique culture of different places is one of the greatest aspects of travel. As local cultures can easily be overrun by outside forces, responsible tourism preserves local culture through respect, education, and monetary support. The State Government will make whole-hearted effort to preserve the local culture and practices in consonant with the prevailing socio-economic and religious practices of the people.

Local food, local arts, and dedicating the spending to the local craftsmen and artisans at markets and small shops make travelling a genuine experience and help to preserve that culture for future generations to come. It is one way of promoting local culture to the rest of the world.

4.3 Responsible Travel helps preserve the environment and provides incentives for preservation

The environmental impact of travel is huge. Even the most eco-conscious individuals create a big carbon footprint while travelling by an airplane. CO2 emissions from flights have increased a whopping 83% since 1990. But there are ways to offset that footprint, and decrease our environmental impact elsewhere along our journeys. Travellers can reduce their environmental impact by travelling light, walking and cycling instead of driving whenever possible, carrying reusable water bottles, purchasing carbon offsets for air travel, and respecting the natural resources.

When travellers seek new things in the unknown destinations to enjoy the beauty of nature around the world, that natural beauty is at risk and to protect that heritage from that risk; responsible tourism encourages environmental protection. Responsible tourism in Mizoram gains from the Swachh Bharat Mission launched by the Government of India which focuses on environment protection, sanitation and cleanliness of tourist places across India.

4.4 Responsible Travel provides jobs for locals

The tourism industry can be a huge supplier of employment to a local community in Mizoram through local vendors, tour guides, tour operators, the organized and unorganized sectors, but only when the tourism industry operates in a responsible manner. Responsible tourism operators seek to keep jobs local. The positions of guide, cook, host, translator, and many more can provide necessary employment to people who may be struggling to find it otherwise.

Filling these positions locally creates a better experience for everyone involved. Locals get to share their culture with visitors, while earning a healthy income, and visitors are treated to the wealth of knowledge and expertise that locals have to offer.

4.5 Responsible Travel makes mutual benefits for visitors and locals

The knowledge that we are doing our best to support the local communities and the natural environment when we travel can make travel much more enjoyable. When travel is about mutual benefits for both visitors and locals, everyone involved can have a more positive experience.

If tourism is taking more than it is giving back, that creates a negative view of tourists. Locals may begin to resent the operators and the visitors to their country, because they see and experience the ways that travel has negatively affected their home. But when we travel responsibly, visitors and locals can enjoy and protect the beautiful places they wish to experience.

4.6 Responsible Travel is an education

Without responsible tourism, travel is less sustainable. When we fail to consider our impact on the places we travel to, we fail to protect them for the future. Some of those places may even disappear.

Travellers are drawn to the State's biodiversity and its natural beauty. But those aspects are precisely what is being damaged when failing to travel responsibly. Responsible travel encourages travellers to constantly educate themselves on how to reduce their impact on places like ecologically threatened locations, so that we can continue to see and experience natural beauty.

4.7 Responsible Travel passes on to generations

As the world live in the society where responsibility has gained paramount importance among the kids as well, the concept of responsible tourism can be passed on to the future generation through local culture, respect for local culture and resources and understanding the impact of irresponsible travelling and vice-versa.

4.8 Participation in Volunteer Programmes (Voluntourism)

With respectful cultural exchange comes empathy. Not only do we begin to understand other cultures, but also we develop a more personal connection that begs us to honour these cultures with our time and support. Voluntourism has become a new concept through which as a tourist, one can volunteer for some purposes in which he is visiting, e.g charity organizations, churches' organizations etc. Volunteering can be an important component of responsible tourism, if done correctly. It has been considered a great way to give back to a place, rather than simply take.

4.9 Promotion of Sustainable Tourism

The State needs to focus on alternative forms of tourism, such as green travel, ethical travel and transformative travel to strive to establish local livelihoods, protect local wildlife, and conserve local ecosystems through sustainable tourism. The World Tourism Organization, 2004 (now known as the UNWTO) states "Sustainable tourism development requires the informed participation of all relevant stakeholders, as well as strong political leadership to ensure wide participation and consensus building. Achieving sustainable tourism is a continuous process and it requires constant monitoring of impacts, introducing the necessary preventive and/or corrective measures whenever necessary. Sustainable tourism should also maintain a high level of tourist satisfaction and ensure a meaningful experience to the tourists, raising their awareness about sustainability issues and promoting sustainable tourism practices amongst them". Mizoram will work towards keeping the local environment clean, the city safe, the infrastructure current, and the local culture intact and **travelling sustainably** is a basic tenet for the Mizoram Tourism.

5. STRATEGY OVERVIEW

Mizoram's Responsible Tourism Policy 2020 shall be guided by the following vision and mission:

5.1 Vision

Mystical Mizoram: A paradise for everyone: Vision of the State Tourism Policy is to put forward its relative advantage in tourism resources and attractions in a sustainable and integrated manner to make Mizoram a preferred national and international destination so that tourism enriches the quality of life and becomes an important catalyst for economic development and for enhancement of livelihood for the people.

5.2 Mission

Mizoram Tourism intend to grow and sustain tourism industry that is responsible and sustainable, respectful of the local people and environment, ensures the optimum flow and generation of revenue in the State's economy, and delivers on the promise of the brand '**Mystical Mizoram: A paradise for everyone**'.

6. TARGETS, OBJECTIVES AND IMPACT

To realize the responsible tourism policy, the vision is supported by **ten targets** for achieving sustainable and responsible tourism in Mizoram. The targets provide the direction for the goals and its objectives that will guide the implementation of the policy.

Key Objectives are statements of the specific outcomes to achieve the targets of the policy framework which would be measurable in terms of successful policy implementation.

Outcome Measures is a method to evaluate the progress and achievements on the State's way-forward toward a responsible tourism and sustainable tourism economy.

6.1 Target 1: Responsible tourism development and promotion is in line with the National Tourism Policy 2002 as the State priority: Tourism development and management is prioritized, organized, and coordinated across the State and local levels – developing linkages between tourism and other economic sectors to maximize benefits.

6.2 Target 2: Promoting sustainable management of tourism in quality infrastructure: Investment in new circuits and destinations is on the basis of its strength and weakness on tourism angle and its sustainability aspect.

6.3 Target 3: Promotion of the brand 'Mystical Mizoram: A paradise for everyone: The complete visitor experience reflects on the tourism products and experiences that are traditional in character as well as on the market demands and expectation of visitors with an interest in supporting responsible and sustainable tourism development through the brand **Mystical Mizoram: A paradise for everyone.**

6.4 Target 4: Responsible product development attracts targeted high-quality niche tourism markets: Diverse niche tourism markets, high quality services, low-impact consumer segments are the core emphasis of Mizoram's tourism industry.

6.5 Target 5: Local entrepreneurs, business, service providers and transport providers are protected and incentives and recognition through awards: Interest of the local business, local entrepreneurs and service providers is protected through coordinated effort of the concerned departments.

6.6 Target 6: Mizoram's Tourism products and resources are responsibly managed: Tourism development and tourists arrivals are managed through sustainable carrying capacity. Tourism products and resources are managed on the basis of a broad-based local socio-economic development and spreading benefits to local community, encouraging local entrepreneurship to secure livelihood for women and youth.

6.7 Target 7. Mizoram's tourism industry provides improved visitor yield: Responsible tourism practice supports optimum generation of revenue in the local economy through promotion of local entrepreneurs and women self help groups.

6.8 Target 8: Mizoram's tourism development is community-based: Communities are actively engaged in responsible tourism in planning and decision making process. They are integrated in tourism development and investment activities.

6.9 Target 9: Skill Development and capacity building for quality service delivery through human resource development: Training and capacity development through human resource development on tourism related services for the personnel in the service sectors and development of tour guides with active engagement of women self help groups.

6.10 Target 10: Facilitating sustainable tourism through inter-sectoral convergence and coordination: Other line departments and other private service providers are included in the development of tourism in Mizoram.

7. PROBLEMS

Tourism creates jobs, promotes economic diversification, adds tax revenue and contributes to the overall economic development of the State. However, despite its scenic beauty and stunning landscape with pristine mountains and rivers, tourism in Mizoram is still on a nascent stage due to absence of proper infrastructure such as air connectivity, road networks and proper infrastructure and lack of general awareness

on tourism and its related aspects. These factors that threaten the sustainability of the growth of tourism in the State need to be addressed. Therefore, a Responsible Tourism Policy Framework is needed to guide and manage tourism growth and harness the industry's ability to contribute broad and equitable social, economic, and environmental benefits.

8. RESPONSE OF THE STATE GOVERNMENT

The primary focus of Mizoram's responsible tourism framework is to shift the current tourism profile from a low-end and disorganized market, to a niche, high-value tourism model coordinated to deliver the brand **'Mystical Mizoram: A paradise for everyone'**.

The directives that justify this framework are designed to achieve ten targets that will impact the State's tourism market by tapping the rich natural resources of the State. These policies are put forward for the further development and promotion of tourism in the State through sustainable and responsible manner where necessary conditions and controls, collaboration, and coordination are put in to place to achieve the targets for sustainability in a long term.

Tourism in Mizoram has been developing in an arbitrary manner as different departments and private sectors are taking tourism in their own hands in isolated manner which has always become an impediment for the Department. As such, it has been felt by the Government that development of tourism would be taken up only in the areas which have potentials for tourism after taking all considerations into account such as exercising SWOT Analysis, feasibility studies and studies on economic viability. Therefore, the need for responsible tourism policy in the State is to address tourism in a holistic manner in collaboration with other stakeholders so that tourism development follows an integrated approach.

9. POLICY STATEMENT

Tourism is a complex industry that encompasses nearly all public and private sectors. It requires that both the public and private sector make significant investments to its development in order to realize its many benefits. To achieve the maximum economic, social and environment balance, Responsible Tourism Policy must be the guiding principle for tourism promotion, investment and development in Mizoram. This means that a proactive approach is needed by the Government, line departments and all industry service providers to develop and manage the sector along sustainability principles and guidelines. The targets, goals and objectives articulated in this framework are designed to promote and strengthen Mizoram's tourism industry to benefit all sections of the society in social and economic development

10. POLICY SOLUTIONS: TARGETS, GOAL, OBJECTIVES AND OUTCOME MEASURES

This framework proposes a two-pronged approach to implementing solutions to the many issues plaguing Mizoram's tourism industry. Firstly, the policy seeks to identify

and support efforts leading to positive tourism outcomes that strengthen and enhance the profitability, resiliency, and sustainability of the industry. Secondly, it seeks to halt, mitigate, and, where possible, reverse the negative impacts arising from present deficiencies in tourism governance and management. This framework is also designed to provide a guide for strategic planning for all government, private sector, non-government, and civil society organizations involved in the management and delivery of tourism. The policies articulated in this document should be integrated into the strategic plans of relevant departments at both the state and local levels and provide guidance for further private sector tourism development and activities. Achieving the following goals, objectives and associated outcomes will result in the attainment of the desired high-value, niche tourism profile for Mizoram.

10.1 Target 1: Responsible tourism development and promotion is in line with the National Tourism Policy 2002 as the State priority

To realize the vision of the policy, it is important to ensure adequate and appropriate capacity to manage the sustainability of the tourism sector. Support a regulatory framework for sustainable development strategy, coordination, strengthening institutional mechanism, skill development, integrated tourism planning, land use, tourism zoning, building control and resource planning to protect cultural, heritage and natural environment. Support a government-to-business mechanism for the collection and dissemination of market intelligence, statistics, marketing plans, and development activities.

10.1.1 Goal: Tourism development and management is prioritized, organized, and coordinated across the State and local levels – developing linkages between tourism and other economic sectors to maximize benefits.

10.1.2 Objective:

a) State Government, private sectors and local level engagements are joining together on the State priority of responsible tourism policy toward the fulfilment of the State's social, economic, environment, and cultural goals;

b) Development of Tourism in an integrated, inclusive and sustainable manner through systematic planning, mobilization of State resources, and modernization of facilities, community ownership and community participation;

c) Tourism development, management, enforcement, promotion and marketing are coordinated between State Government, line departments, local level government, non-government organizations and private sector organizations;

d) The collection, management, and public dissemination of tourism data are standardized. Proper coordination of public and private sector data sources is necessary;

e) Induction of professionally well qualified persons from the tourism industry for ensuring quality planning, research, capacity building, setting of standards and certification and effective marketing;

f) Introduction of standards and certification schemes for tourism related industries with registration and standards of tourism service providers;

g) Establishing Tourist Trade Act, rules, guidelines and regulating the industries through these Acts and rules;

h) Streamlining of different branches in the Department such as Marketing and Promotion, Certification, Planning, Infrastructure etc.

10.1.3 Impact Measures

a) A State level Coordination Committee on Tourism is established with members representing key Departments and service providers associations;

b) Recognition and support of tourism as a major contributor to Mizoram's economy and development increases;

c) Data management and collection of database;

d) Review and clarify the mandates, organizational structures and activities of the Department to support responsible tourism policy objectives, ensure efficiency and cooperation, and route adequate funding;

e) Standardization, certification and licensing to be developed for effective implementation and enforcement of the policy;

f) Conflicting laws, rules, manuals, guidelines and regulations are resolved and reformulated;

g) State tourism revenues increase.

10.2 Target 2: Promoting sustainable management of tourism through quality infrastructure:

10.2.1 Goal: Investment in new circuits and destinations is on the basis of its strength and weakness on tourism angle and its sustainability aspect.

10.2.2 Objectives:

a) New circuits and destinations are developed in potentially viable circuits and destinations only and when responsible and sustainable tourism development strategy is adopted in line with the Mizoram Responsible Tourism Policy 2020;

- b) Arbitrary development of projects including new tourist circuits and tourist infrastructure are prevented from both the other line departments and private players;
- c) All tourism development projects shall conform to the National Building Code of India in the case of civil works;
- d) All tourism development projects from private sectors are screened by Project Appraisal Committee;
- e) Land ownership in the proposed project sites is transferred or donated to the Government by the private players;
- f) Development project proposals include practical and feasible Operation and Maintenance Plan after project completion and the sustainability of the project;

10.2.3 Impact Measures:

- a) New tourist circuits and destinations are developed only when all feasibility studies and SWOT Analysis are conducted keeping in mind the Mizoram Responsible Tourism Policy 2020;
- b) Enhancement of sustainable economic livelihood for the people;
- c) Job opportunities are created for the rural population.

10.3 Target 3: Promotion of the brand 'Mystical Mizoram: A paradise for everyone

Ensure contract compliance, fair pricing in tourism based on demand and quality, incentivize, and enforce standards of quality, sustainability, authenticity, health, safety, and security for all tourism sector products and services.

10.3.1 Goal: The complete visitor experience reflects on the tourism products and experiences that are traditional in character as well as on the market demands and expectation of visitors with an interest in supporting responsible and sustainable tourism development through the brand **Mystical Mizoram: A paradise for everyone.**

10.3.2 Objective

- a) Standards of quality, authenticity, health, safety, and security are established, incentivized, and enforced for all tourism sector products and services. Market research and promotion through social media market and website;
- b) Policies and practices support Mizoram's identity as a natural beauty and a paradise unexplored;

- c) Ensuring strategic and sustained marketing and publicity on Mizoram's tourism brand and engaging professionals for development of a strong brand equity for Mizoram Tourism with comprehensive long term marketing plan;
- d) Promotion of high value and high quality tourism products through nature-based adventure tourism, MICE, golf and health and wellness tourism;
- e) Sustainable management of waste through promotion of zero waste destinations by imposing fines to those who leave non bio-degradable hazard materials or garbage. The norms of Solid Waste Management Rules 2016 and the Plastic Waste Management Rules 2016 shall be implemented in all tourist places;
- f) Strengthening of Tourist Police and security of the travelers;
- g) Complete ban on disposable non-biodegradable items for packing food such as plastics, Styrofoam cups, spoons, forks and plates etc;
- h) Efficient waste management system for hotel and other hospitality industries to be developed in collaboration with the Aizawl Municipal Corporation, Line Departments, Urban Local Bodies or Village Councils.
- i) Tourism standards for certification and operation in all sectors;
- j) Incentives to local tourism local entrepreneurs in the form of infrastructure support, subsidy, marketing and training etc;
- k) Promote and market high quality tourism products through social media, print and online.

10.3.3 Impact Measures:

- a) Travellers are satisfied with improved service delivery and brand experience;
- b) Travellers are satisfied with their experiences during their stay in the State with positive feedback towards the brand marketing;
- c) General awareness, sensitization, activity of both visitors and locals enhanced and revenues to State's economy increase;
- d) Industry certifications program including eco-friendly program is in place and is enforced through sustainable and responsible tourism;
- e) Volume of solid waste minimized;
- f) Increase in local products enterprises and revenue;

- g) Increase in the number of repeat visitors.

10.4 Target 4: Responsible product development attracts targeted high quality niche tourism markets.

Set priority for the development of accommodation units based on potentiality, services, and experiences that meet the market demands and expectations of travelers in the targeted niche tourism markets.

10.4.1 Goal: Diverse niche tourism markets, high quality services, low-impact consumer segments are the core emphasis of Mizoram's tourism industry.

10.4.2 Objective

a) The development of accommodation units, services, and experiences that meet the market demands and expectations of high-value visitors and targeted niche markets such as nature study, bird watching, eco-adventure, cultural heritage, golf, ecotourism, aero sports and water sports activities etc. is prioritized;

b) Marketing activities focus on a variety of high-performing, niche and diverse geographic source markets in pursuit of highest-value customers-those who stay the longest and spend the most;

c) Promote high quality primary and secondary tourism products such as golf, health and wellness, religion-based, MICE, nature-based and rural tourism.

10.4.3 Impact Measures:

a) Percentage increase in number of rooms reflecting higher standard accommodations in Mizoram's tourism profile;

b) Development of new market demand, a high value niche tourism markets increase;

c) Number of tour operators specializing high value market, niche tourism increase;

d) Revenue to State's economy significantly increases from niche tourism markets.

10.5 Target 5: Local entrepreneurs, business, service providers and transport providers are protected and incentives and recognition through awards:

10.5.1 Goal: Interest of the local business, local entrepreneurs and service providers is protected through coordinated effort of the concerned departments.

10.5.2 Objectives:

- a) Use of local transport service providers is made mandatory for tourism purposes in the State;
- b) Service of local tour and travel agents is made mandatory for the State Government employees for reimbursement purposes on official duty, medical purposes and other official purposes;
- c) Recognition through annual awards for hotels, tour operators, homestays, travel agents, tourist car rentals, restaurants and other service providers is institutionalized;
- d) Support and facilitate credit linkages to start-ups, entrepreneurs for tourism development in line with declaration of tourism as an 'industry' by the State Government vide No. F. 14016/5/83 - TOUR the 18th March, 1993.

10.5.3 Impact Measures:

- a) Contribution of tourism sector to the State GDP increases significantly;
- b) Local entrepreneurs are encouraged to take up tourism related industries;
- c) Service providers are morally boosted through awards.
- d) Credit linkages is facilitated to tourism service providers through financial institutions.

10.6 Target 6: Mizoram's tourism products and resources are responsibly managed

Minimize unethical practices and manage tourist arrivals, behaviour, and access to fragile sites to reduce negative impacts on environment, culture, and communities.

10.6.1 Goal: Tourism development and tourists arrivals are managed through sustainable carrying capacity. Tourism products and resources are managed on the basis of a broad-based local socio-economic development and spreading benefits to local community, encouraging local entrepreneurship to secure livelihood for women and youth.

10.6.2 Objective

- a) Sustainable carrying capacity ranges are established, determining acceptable levels of environmental, cultural, and community impacts;
- b) Visits to tourist sites which are considered fragile is closely monitored with carrying capacity, accommodation stock, and targeted markets;

- c) User fees levied appropriately for sustainability of specific tourist sites;
- d) Strengthened visitor communications and outreach ensure that all visitors are provided with clear and compelling information about respectful, appropriate behaviour and environmental dos and don'ts;
- e) Visitor's feedback mechanism is developed to assess tourism pattern and trends;
- f) Designs of local motifs and local culture theme-based are encouraged and introduced;
- g) Checking the smuggling of valuable orchids and medicinal plants and restriction of non native invasive species of plants.
- h) Checking child abuse, exploitation of children and women, human trafficking and prevention of drug and narcotic abuse.

10.6.3 Impact Measures:

- a) Key data is collected to facilitate understanding of the percentage of capacity used, trends relative to capacity, and number of instances where capacity limits are reached or exceeded;
- b) Use of locally available raw materials such as bamboos, local timbers etc are introduced;
- c) Increase in the number of tourism sites with active policies designed to minimize environmental, social and cultural impacts;
- d) People are aware and sensitized on unethical practices in the tourism related services.
- e) User fees are collected to prevent negative impact on desired markets.

10.7 Target 7. Mizoram's tourism industry provides improved visitor yield

Increase local profile and preparation for tourism careers through local entrepreneurs to attract high quality visitors. Improve access to finance and support mechanisms for small, medium, and micro community enterprises; promote high quality niche tourism.

10.7.1 Goal: Responsible tourism practice supports optimum generation of revenue in the local economy through promotion of local entrepreneurs and women self help groups.

10.7.2 Objective

- a) Tourism development projects are evaluated and approved based on their contributions to the local upliftment of the poor;
- b) Local entrepreneurs are encouraged and fostered to take up activities on preservation and promotion of local culture and heritage and use of local resources;
- c) Local level enterprises working towards preservation and enhancement of environment are encouraged;
- d) Creation of jobs for local youth and women for increased revenue generation for the State's economy is encouraged;
- e) Niche tourism markets are strengthened to improve local entrepreneurship, food security, and enhancement of rural economy;
- f) Public-private partnerships support a local made or micro industry production, including the development of handloom, handicraft and artisan products with market links;
- h) Preparation for tourism careers such as tour guides, tourist porters, outdoor photographers and adventure-based activity operators through local tourism entrepreneurs and support through IT services and social media.

10.7.3 Impact Measures:

- a) Responsible tourism principles and strategies are integrated into key planning processes such as Tourism Department, Planning Department etc;
- b) Small, medium-sized, and micro industries have financing opportunities through financial institutions and business management support;
- c) Rate of employment in the tourism industry increases;
- d) Tourism and hospitality skills are integrated and skill development and capacity building imparted;
- e) Strengthening linkages with other sectors of the economy.

10.8 Target 8: Mizoram's tourism development is community-based

10.8.1 Goal: Communities are actively engaged in responsible tourism in planning and decision making process. They are involved in tourism development and investment activities.

10.8.2 Objective

- a) Industry partners work together to educate and inform local media and communities about Mizoram tourism success stories and positive impacts;
- b) Mizoram Tourism Development Authority to engage bottom-up responsible tourism development and follow through;
- c) Public-private partnerships focus on community-driven cultural and nature-based ecotourism at the local level;
- d) Homestay Support to villagers for establishment of guest huts (thlam) with modern amenities by using concrete and locally available raw materials such as bamboos and timbers without breaching environmental concern;
- e) Engaging local women self help groups under MzSRLM as agents of tourism development at the village level.

10.8.3 Impact Measures:

- a) Income of local women self help group at village levels increases;
- b) Conduct survey of residents' attitudes towards tourism to assess resident perception of tourism value and impacts;
- c) Sustainably managed cultural and nature-based ecotourism products increase and state tourism revenue increases.

10.9 Target 9: Skill Development and capacity building for quality service delivery through human resource development:

10.9.1 Goal: Training and capacity development through human resource development on tourism related services for the personnel in the service sectors and development of tour guides, tourist porter etc with active engagement of women self help groups.

10.9.2 Objectives:

- a) HRD Plan for Tourism shall be prepared with standardized training module, manuals etc after identifying gaps in terms of capacity building programmes;
- b) Training and capacity building for employees of the State Government, tourism service providers, and women self help groups;
- c) Familiarization Tour being organized for public and private sector service providers;

d) Instilling awareness on tourism concepts for local taxi drivers, bus drivers etc and continuous certification process for drivers with proper Identity Cards for all tourist drivers;

e) Development and promotion of allied sectors in tourism such as handloom and handicrafts, local souvenirs etc;

f) Identification of tourism related institutes in the State and in the North East Region such as SIHM Shillong, Guwahati and Aizawl for centre of excellence in tourism related training and capacity building;

g) Women entrepreneurs, independent women tourism vendors are given priority on training and capacity building.

10.9.3 Impact Measures:

a) Skills are developed for State Government employees, tourism service providers, local entrepreneurs and women self help group;

b) Best practices from other States or countries through familiarization tours replicated and introduced in the State;

c) Positive trends visible among taxi drivers for tourists visiting the State.

10.10 Target 10: Facilitating sustainable tourism through inter-sectoral convergence and coordination:

10.10.1 Goal: Other line departments and other private service providers are included in the development of tourism in Mizoram.

10.10.2 Objectives:

a) Better coordination with other line departments and other private sectors in the industry for promotion of tourism through formation of Inter-Departmental Coordination Committee on Tourism;

b) Regulation of arbitrary development and promotion of tourism in isolation by other line departments and private players;

c) Converging resources and pooling of resources through inter-departmental convergence/coordination committee;

d) Development of trekking infrastructure on eco-friendly sustainable high quality basis;

e) Conservation of ecology, heritage buildings and historically important structures;



- f) Improvement of directional signages at all tourist places in collaboration with other agencies such as banks, CSR etc;
- g) Establishing grievance redressal mechanism through online and manual forms.

10.10.3 Impact Measures:

- a) Rationalization of development of tourism in the areas potentially viable for tourism;
- b) Streamlining the roles and responsibilities of each Department for promotion of tourism in each aspect.

11. PLEDGE ON 'RESPONSIBLE TOURISM':

11.1 Travellers visiting the State of Mizoram are required to take a pledge on 'responsible tourism' while visiting the State 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.

11.2 Responsible Travel Pledge shall also be made visible to all entry points and strategic locations across the State through promotion and marketing the Mizoram brand. The State Government would also make stamping of the Pledge on the Inner Line Permit at designated entry points.

12. IMPLEMENTATION

The organizational framework for implementing the Responsible Tourism Policy Framework involves the Department as the main agency for tourism development in collaboration with other entities or departments through inter-departmental coordination committee on tourism under the chairmanship of the Chief Secretary. The Inter-Departmental Coordination Committee on Tourism will

include representation from key Government departments, private sector organizations, and NGOs, especially those in the tourism related services.

Tourism Department at the State Government shall be the apex decision making body for all tourism development purposes while Directorate of Tourism shall be the nodal agency for the promotion of tourism and its development in the State.

Directorate of Tourism will also act as institutional arrangement needed to effectively implement the policy framework and Tourism Action Plans. The Mizoram Tourism Development Authority (MTDA) and the State Institute of Hotel Management (SIHM) shall provide necessary support in the form of project management and capacity building respectively.

State's Tourism Department will provide leadership and policy guidance to steer implementation of the Responsible Tourism Policy Framework and Action Plan; provide guidance to related departments, direct the functions of the Directorate of Tourism, MTDA, SIHM and oversee and coordinate the implementation of the actions called for by this framework. While Directorate of Tourism, with the support of MTDA and SIHM, must take the leading role in coordinating these efforts to ensure needed outcomes, the implementation of this framework will require a whole-of-industry approach. Both the government and the private sector must commit to the actions called for in this framework.

13. ROLES AND RESPONSIBILITIES OF KEY AGENCIES AND ORGANIZATIONS

13.1 State Government

The State Government will provide leadership and policy guidance to steer implementation of the Responsible Tourism Policy Framework and Action Plan; provide guidance to related departments, seek support from development partners for priority projects, and convene meetings such as Inter-Departmental Coordination Committee on Tourism under the chairmanship of the Chief Secretary to formulate responses to unforeseen events requiring high-level decision making.

13.2 Directorate of Tourism

The primary government agency charged with the systematic development and management of Mizoram's tourism industry, the Directorate of Tourism will implement and coordinate the policies, projects, and programs endorsed by the State Government, promote national and international investment in the tourism sector; organize programs and training to upgrade the quality and technical skills of the tourism industry, measure the flows and impacts of tourism activity (research), and manage the regulation and enforcement of standards and certifications.

13.3 Mizoram Tourism Development Authority (MTDA)

The MTDA shall be tasked with execution, brand management, promotion, and strategic marketing of Mizoram as a preferred tourism destination. The MTDA shall act as a nodal agency for execution of all civil works under the Tourism Department

13.4 State Institute of Hotel Management (SIHM)

State Institute of Hotel Management (SIHM) shall provide necessary support in the form of capacity building and training for the service providers. The SIHM shall be prepared for the 'centre of excellence' in tourism sector in the North East Region.

13.5 General Administration Department

The General Administration Department through Protocol & Hospitality Wing shall provide data and statistics on foreign tourist arrivals and official visitors to the State every month.

13.6 Home Department

Home Department through Superintendent of Police (CID) shall prepare detailed data and statistics on domestic tourist's arrivals and foreign tourist arrivals every month.

13.7 Other Line Departments

Other line departments, reputed institutes of tourism, private service providers and Non-Government Organization will also provide services to the development and promotion of tourism in Mizoram.

13.8 Recognized Associations of tourism related services

The Mizoram Hotel Owners Association, Association of Tour Operators in Mizoram, Travel Agents Association of Mizoram, All Mizoram Car Rental Association, Mizoram Taxi Association, Aizawl City Bus Owners Association, Mizoram Maxi Cab Owners Association, Mizoram Inter-State Maxi Cab Service Association etc will also provide vital statistics to the Government and their services will also be utilized for the promotion of tourism in the State.

14. MONITORING

While the State Government will provide leadership and policy guidance to steer implementation of the Responsible Tourism Policy Framework and Action Plan; Directorate of Tourism is the primary government agency charged with the systematic development and management of Mizoram's tourism industry. The MTDA will implement and coordinate the projects, and programmes endorsed by the

Directorate of Tourism, and are responsible for monitoring and evaluating Mizoram's Responsible Tourism Policy Framework objectives and activities.

15. FINANCING

The success of the Responsible Tourism Policy Framework is contingent upon sufficient funding support for the Ministry of Tourism, Ministry of DoNER, North Eastern Council, and Other Union Ministries, State Government and other agencies and approved projects. Key priorities will be tourism infrastructure with economic development for the people, support for visitor and impacts research, community outreach, and regulatory and/or standards enforcement. While funding support for some activities has been identified, the majority of the actions necessary for the viability of Mizoram's tourism industry, which are keys to reaching Mizoram's sustainable development goals, require the government's investment.

16. REPEAL AND SAVING

The Mizoram Tourism Policy 2014 notified under Memo No. F. 12011/11/2009 - TOUR the 15th May, 2014 shall stand repealed by the Mizoram Responsible Tourism Policy 2020 with immediate effect.

Notwithstanding such repeal, anything done or any action taken under the policy so repealed shall be deemed to have been made or taken under the corresponding provisions of this policy.



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NOTIFICATION

No.H.12018/254/2020-LJD (TOUR), the 24th March, 2020: The following Act is hereby published for general information.

**“The Mizoram (Registration of Tourist Trade) Act, 2020”
(Act No.2 of 2020).**

(Received the assent of the Governor of Mizoram on 11.3.2020)

Marli Vankung,

Secretary to the Govt. of Mizoram,
Law & Judicial Department.

THE MIZORAM REGISTRATION OF TOURIST TRADE ACT 2020

**An
Act**

To provide for registration of persons dealing with tourists and tourism trades and for matters connected therewith

It is enacted by the Legislative Assembly of the State of Mizoram in the Seventy first year of the Republic of India as follows:

CHAPTER 1

**Short title, extent
and**

1. (1) This Act may be called the Mizoram (Registration of Tourist Trade) Act, 2020

commencement

(2) It extends to the whole of Mizoram
(3) It shall come into force on the date of publication in the Official Gazette

Definitions

2. In this Act, unless the context otherwise requires:-
a) “Act” means the Mizoram Registration of Tourist Trade Act, 2020.

- b) “adventure sports operator” means a person operating adventure sports such as aerosports, bungee jumping, paragliding, hot air balloon, zipline etc.
 - c) “boat” includes a houseboat, motor boat, pedal boat, sail boat (parasailing & canoe) etc.
 - d) “shack” means a purely temporary stall on such material, size and design and for such activities as the Government may, by notification, specify.
 - e) “black-list” means a list maintained and exhibited by Tourism Department for hotels, travel agents and tourist guides who have been blacklisted under Section 7, 12, Section 21 and 30 of this Act, as the case may be.
 - f) “certificate of registration” means a certificate issued under this Act.
 - g) “dealer” means a person carrying on in a tourist area the business of selling any notified article, whether wholesale or retail and includes his agent or employee transacting business on his behalf. Dealer may strictly comply with all the laws/instructions in force in the state relating to running of business.
 - h) “Government” means the Government of Mizoram.
 - i) “hotel” means any premises, establishment or part of premises including hotel, holiday home, resort, homestays, lodges, guesthouses, bread and breakfast, houseboat, bar or a tent where lodging is provided for a monetary consideration.
 - j) “hotel keeper” means any person who owns or operates a hotel as proprietor and includes a person managing or operating the hotel for and on behalf of the proprietor.
 - k) “malpractice” includes cheating, touting, impersonation, obstruction in allowing free choice for shopping or stay or travel management, charging a price higher than that displayed on the label or remuneration higher than that fixed under this Act, failure to display price label on the articles, operation of water sports by a water sports operator without Certificate of Registration or without safety equipment on the vessel, charging of more fees by the tourist taxi operator than the one specified for the purpose, failure to give cash memos and wilful failure to execute an order within the stipulated time and according to the terms agreed.
- Explanation 1:** For the purpose of this clause, labelled price (the price displayed on the label on the article) shall be the reasonable price as may be fixed by the prescribed authority.
- Explanation 2:** The expression “touting” means coercing for shopping, accommodation, transportation, sightseeing or pestering for any particular premises, person, establishment, manufacturer, vending, hawking, massaging, or any other service connected with tourism with consideration of personal benefit.
- l) “notified article” means any article notified by the Government in the Official Gazette for the purpose of this Act.
 - m) “Official Gazette” means the Gazette of Mizoram.

- n) “prescribed” means rules made under this Act.
- o) “prescribed authority” means the authority notified as such by the State Government provided that different authorities may be notified for different provisions of the Act.
- p) “restaurant” means a place where food is being served for monetary consideration and includes a tea stall, dhaba, snack bar, cafe with or without facilities for convention or conference.
- q) “State” means the State of Mizoram.
- r) “tourist area” means any area notified by the Government in the Official Gazette to be a tourist area for the purposes of this Act.
- s) “tourist” means a person or group of persons including pilgrims visiting the State from any part of India or outside India.
- t) “tourist guide” means a person who engages himself as a paid guide for tourists.
- u) “Tourism Department” means the Tourism Department under the Government of Mizoram.
- v) “tour operator” means a person engaged in the business of ticketing, conducting tours and travels, trekking, camping, tour operating including arrangements for lodging, sight-seeing, transportation for tourists for a monetary consideration and includes a travel in connection with tourism.
- w) “water sports operator” means a person operating boats/parasailing/jet ski/kayaking, canoeing, rafting, scuba diving etc to tourists and includes water sports equipment dealer.

CHAPTER 2

Tourist Area

3. The Government shall have the power to declare any area in the state to be a Tourist Area for the purpose of promotion, development, regulation and management of Tourism and related infrastructure and services

CHAPTER 3 REGISTRATION OF DEALERS

Registration

4. (1) Every person intending to carry on business of a dealer under this Act shall, before he commences such business, apply for registration to the prescribed authority in a prescribed manner.

Provided that nothing in this sub-section shall apply to the sale of notified articles in fairs and temporary markets organised during festivals.

- (2) Notwithstanding anything contained in sub-section(1), any person already carrying on business of selling any notified article in a tourist area on the date such article is notified under clause (1) of section 2 shall apply for registration under this Act within 3 months from the date of commencement of this Act.
- (3) Every application made under sub-section (1) shall be disposed of within a period of 3 months from the date of

- receipt of the application failing which the application shall be deemed to have been accepted for registration.
- Certificate of Registration** 5. The prescribed authority shall, unless registration is refused under section 5, direct that the name and the particulars of the dealer be entered in the register for the purpose and shall issue a certificate to the dealer in the prescribed form within a period of three months from the date of receipt of the application.
- Refusal to Register** 6. (1) The prescribed authority may refuse to register a dealer under this Act on any of the following grounds:-
- (a) If he is convicted of any offence under the Indian Penal Code, 1860 and under any law providing for the hoarding, smuggling, gambling or profiteering or adulteration of food or drug and three years have not elapsed since the expiry of the sentence imposed upon him, or
 - (b) If he has been declared insolvent by a court of competent jurisdiction and has not been discharged, or
 - (c) If his name has been removed from the register under clause (a) to clause (d) of sub-section(1) of section 6 and three months have not elapsed since the date of removal, or
- If in the opinion of the prescribed authority there is sufficient ground, to be recorded in writing, for refusing registration.
- (2) No application for registration shall be refused unless the person applying for registration has been afforded a reasonable opportunity of being heard.
- Removal of the name Register** 7. (1) The prescribed authority may after affording a reasonable opportunity of being heard, by an order in writing, remove the name of a dealer from the register and cancel his certificate on any of the following ground:-
- (a) If he ceases to be a dealer
 - (b) If he is convicted of any offence under the Indian Penal Code, 1860 and under any law providing for the hoarding, smuggling, gambling or profiteering or adulteration of food or drug and three years have not elapsed since the expiry of the sentence imposed upon him, or
 - (c) If he has been declared insolvent by a court of competent jurisdiction and has not been discharged, or
 - (d) If any complaint of malpractice is received and proved against him.
- (2) Any dealer whose name is removed from the register under sub-section 1 shall forthwith cease to be a dealer.
- Black-listing of a dealer** 8. (1) The prescribed authority may, on proof of malpractice or for any other offences committed under this Act, for reasons to be recorded in writing, blacklist a dealer after taking into consideration the nature of malpractice or the gravity of offence, for such period as the prescribed authority

may deem fit.

(2) The particulars of a black-listed dealer shall be exhibited at conspicuous places and notified as prescribed.

(3) Notwithstanding action taken under sub-section (1) above, the dealer shall be liable to be prosecuted under the provisions of law if deemed necessary.

(4) If the prescribed authority is satisfied that there are sufficient grounds for removal of a dealer from the black-list, he may, after giving a reasonable opportunity of being heard to the dealer and for reasons to be recorded in writing, order its removal from such list and issue a fresh certificate of registration on payment of prescribed fees and notify the same for the information of all concerned.

(5) Before removing the name of a dealer from the register under section 6 or blacklisting it under section 7 of this Act, the prescribed authority shall give a notice to the dealer the ground or grounds on which it is proposed to take action and hold an inquiry in the presence of the dealer giving him a reasonable opportunity of show cause against it.

CHAPTER 4 REGISTRATION OF HOTELS

Registration

9. (1) Every person intending to operate a hotel under this Act shall, before operating it, apply for registration to the prescribed authority in a prescribed manner.
- (2) Notwithstanding anything contained in sub-section (1), any person already operating a hotel on the date of notification of this Act, shall apply for registration under this Act within 3 months from the aforesaid date.
- (3) Every application made under sub-section (1) shall be disposed of within a period of 3 months from the date of receipt of the application failing which the application shall be deemed to have been accepted for registration.

Certificate of Registration

10. The prescribed authority shall, unless registration is refused under section 10, direct that the name and the particulars of the hotel and the hotel-keeper be entered in the register for the purpose and shall issue a certificate to the hotel-keeper in the prescribed form within a period of three months from the date of receipt of the application.

Refusal to Register

11. (1) The prescribed authority may refuse to register a hotel under this Act on any of the following grounds:
 - (a) If the hotel-keeper is convicted of any offence under the Indian Penal Code, 1860 and under any law providing for the hoarding, smuggling, gambling or profiteering or adulteration of food or drug and three years have not elapsed since the expiry of the sentence imposed upon him,

Removal of the name from Register

12.

- OR
- (b) If hotel-keeper has been declared insolvent by a court of competent jurisdiction and has not been discharged, or
 - (c) If the name of the hotel-keeper has been removed from the register under clause (a) to clause (d) of section 11 and three months have not elapsed since the date of removal, or
 - (d) If the hotel-keeper does not hold a license or certificate required to be held by him under any law for the time being in force, or
 - (e) If in the opinion of the prescribed authority there is sufficient ground, to be recorded in writing, for refusing registration.
- (2) No application for registration shall be refused unless the person applying for registration has been afforded a reasonable opportunity of being heard.

- (1) The prescribed authority may after affording a reasonable opportunity of being heard, by an order inwriting, remove the name of a hotel from the register and cancel its certificate on any of the following grounds:
- (a) If the hotel-keeper ceases to be a owner or proprietor of a hotel as defined under clause (i) of section 2.
 - (b) If the hotel-keeper is convicted of any offence under the Indian Penal Code, 1860 and under any law providing for the hoarding, smuggling, gambling or profiteering or adulteration of food or drug and three years have not elapsed since the expiry of the sentence imposed upon him, or
 - (c) If the hotel keeper has been declared insolvent by a court of competent jurisdiction and has not been discharged, or
 - (d) If any complaint of malpractice is received and proved against a hotel-keeper.
 - (e) If the hotel-keeper has failed to renew the certificate within a period of one month from the date of expiry.
- (2) Any hotel whose name is removed from the register under sub-section 1 shall forthwith cease to be a hotel.

Black-listing of Hotel

13.

- (1) The prescribed authority may, on proof of malpractice or for any other offences committed under this Act, for reasons to be recorded in writing, blacklist a hotel after taking into consideration the nature of malpractice or the gravity of offence, for such period as the prescribed authority may deem fit.
- (2) The particulars of a black-listed hotel shall be exhibited at conspicuous places and notified in a prescribed manner.
- (3) Notwithstanding action taken under sub-section (1) above, the hotel-keeper shall be liable to be prosecuted under the provisions of law if deemed necessary.
- (4) If the prescribed authority is satisfied that there are sufficient grounds for removal of a hotel from the black-list, he

- may, after giving a reasonable opportunity of being heard to the hotel-keeper and for reasons to be recorded in writing, order its removal from such list and issue a fresh certificate of registration on payment of prescribed fees and notify the same for the information of all concerned.
- (5) Before removing the name of a hotel from the register under Section 11 or blacklisting it under Section 12 of this Act, the prescribed authority shall give a notice to the hotel-keeper the ground or grounds on which it is proposed to take action and hold an inquiry in the presence of the hotel-keeper giving him a reasonable opportunity of showing cause against it.
- Display of Information** 14. Every hotel-keeper shall cause to be displayed at some conspicuous place of the hotel such information as may be prescribed.
- Presenting Detailed Bills** 15. Every hotel-keeper shall render detailed bills to the person residing in the hotel and other customers and shall give receipts in acknowledgement of all payments.
- Closure of a Hotel** 16. If the holder of a certificate under section 9 of this Act intends to close down his business in the premises during the period of validity of the certificate, he shall inform the same to the prescribed authority in writing at least fifteen days prior to the date on which he actually intends to close down the business along with original certificate.
- Classification of hotels fixation of rates** 17. The prescribed authority may, after following the procedure as may be prescribed and after giving an opportunity of being heard to the hotel-keeper, by notification in the Official Gazette, classify the hotels and award a grade to each hotel and also fix a reasonable maximum rate and the service charges, if any, commensurate of the hotel and the quality of food, accommodation and service, which may be charged by the hotel keeper for board or lodge or for both from the person staying therein or from other customers.

Provided that nothing in this section shall apply to the hotels which are classified or graded by the Government of India or any board or authority under the Government of India or by an Act of Parliament.

CHAPTER 5 REGISTRATION OF RESTAURANTS

- Registration** 18. (1) Every person intending to operate a restaurant under this Act shall, before operating it, apply for registration to the prescribed authority in a prescribed manner.
- (2) Notwithstanding anything contained in sub-section (1), any person already operating a restaurant on the date of notification of this Act, shall apply for registration under this Act within 3 months from the aforesaid date.
- (3) Every application made under sub-section (1) shall be disposed

- of within a period of 3 months from the date of receipt of the application failing which the application shall be deemed to have been accepted for registration.
- Certificate of Registration** **19.** The prescribed authority shall, unless registration is refused under section 9, direct that the name and the particulars of the restaurant and the restaurant-keeper be entered in the register for the purpose and shall issue a certificate to the restaurant-keeper in the prescribed form within a period of three months from the date of receipt of the application.
- Refusal to Register** **20.** (1) The prescribed authority may refuse to register a restaurant under this Act on any of the following grounds:
- a) If the restaurant-keeper is convicted of any offence under the Indian Penal Code, 1860 and under any law providing for the hoarding, smuggling, gambling or profiteering or adulteration of food or drug and three years have not elapsed since the expiry of the sentence imposed upon him, or
 - b) If restaurant-keeper has been declared insolvent by a court of competent jurisdiction and has not been discharged, or
 - c) If the name of the restaurant-keeper has been removed from the register under clause (a) to clause (d) of section 20 and three months have not elapsed since the date of removal, or
 - d) If the restaurant-keeper does not hold a license or certificate required to be held by him under any law for the time being in force, or
 - e) If in the opinion of the prescribed authority there is sufficient ground, to be recorded in writing, for refusing registration.
- (2) No application for registration shall be refused unless the person applying for registration has been afforded a reasonable opportunity of being heard.
- Removal of the name from Register** **21.** (1) The prescribed authority may after affording a reasonable opportunity of being heard, by an order inwriting, remove the name of a restaurant from the register and cancel its certificate on any of the following grounds:
- a) If the restaurant-keeper ceases to operate a restaurant.
 - b) If the restaurant-keeper is convicted of any offence under the Indian Penal Code, 1860 and under any law providing for the hoarding, smuggling, gambling or profiteering or adulteration of food or drug and three years have not elapsed since the expiry of the sentence imposed upon him, or
 - c) If the restaurant-keeper has been declared insolvent by a court of competent jurisdiction and has not been discharged, or
 - d) If any complaint of malpractice is received and proved

- against a restaurant-keeper.
- e) If the restaurant-keeper has failed to renew the certificate within a period of one month from the date of expiry.
- (2) Any restaurant whose name is removed from the register under sub-section 1 shall forthwith cease to be a restaurant.
- 22. Black-listing of Restaurant**
- (1) The prescribed authority may, on proof of malpractice or for any other offences committed under this Act or any other law in force relating to adulteration of food or drugs, for reasons to be recorded in writing, blacklist a restaurant after taking into consideration the nature of malpractice or the gravity of offence, for such period as the prescribed authority may deem fit.
- (2) The particulars of a black-listed restaurant shall be exhibited at conspicuous places and notified as prescribed.
- (3) Notwithstanding action taken under sub-section (1) above, the restaurant-keeper shall be liable to be prosecuted under the provisions of law if deemed necessary.
- (4) If the prescribed authority is satisfied that there are sufficient grounds for removal of a restaurant from the black-list, he may, after giving a reasonable opportunity of being heard to the restaurant-keeper and for reasons to be recorded in writing, order its removal from such list and issue a fresh certificate of registration on payment of prescribed fees and notify the same for the information of all concerned.
- (5) Before removing the name of a restaurant from the register under section 20 or blacklisting it under section 21 of this Act, the prescribed authority shall give a notice to the restaurant-keeper the ground or grounds on which it is proposed to take action and hold an inquiry in the presence of the restaurant-keeper giving him a reasonable opportunity to show cause against it.
- 23. Display of Information**
- Every restaurant-keeper shall cause to be displayed at some conspicuous place of the restaurant such information as may be prescribed.
- 24. Presenting Detailed Bills**
- Every restaurant-keeper shall render detailed bills to the customers and shall give receipts in acknowledgement of all payments.
- 25. Closure of a Restaurant**
- If the restaurant-keeper who are holder of a certificate under section 18 of this Act intends to close down his business in the premises during the period of validity of the certificate, he shall inform the same to the prescribed authority in writing at least fifteen days prior to the date on which he actually intends to close down the business along with original certificate.
- 26. Classification of Restaurants and fixation of rates**
- The prescribed authority may, after following the procedure as may be prescribed and after giving an opportunity of being heard to the restaurant-keeper, by notification in the Official Gazette, classify the restaurants

and award a grade to each restaurant and also fix the reasonable maximum rate and the service charges, if any, commensurate of the restaurant and the quality of food and service, which may be charged by the restaurant-keeper from its customers.

Provided that nothing in this section shall apply to the restaurants which are classified or graded by the Government of India or any board or authority under the Government of India or by an Act of Parliament.

CHAPTER 6 REGISTRATION OF TOUR OPERATOR & TOURIST GUIDE

Registration

27. (1) No person shall carry on the business of a tour operator or a tourist guide unless he is registered in accordance with the provisions of this Act.
- (2) Every person intending to act as a tour operator or a tourist guide shall, before he commences to act as such, apply for registration to the prescribed authority in a prescribed manner.
- (3) Notwithstanding anything contained in sub-section (2), any person already engaged as a tour operator or a tourist guide on the date of notification of this Act, shall apply for registration under this Act within 3 months from the aforesaid date.
- (4) Every application made under sub-section (2) shall be disposed of within a period of 3 months from the date of receipt of the application failing which the application shall be deemed to have been accepted for registration.

Certificate of Registration

28. The prescribed authority shall, unless registration is refused under section 28, direct that the name and the particulars of the tour operator or tourist guide be entered in the register for the purpose and shall issue a certificate to the tour operator or tourist guide in the prescribed form within a period of three months from the date of receipt of the application.

Refusal to Register

29. (1) The prescribed authority may refuse to register a tour operator or a tourist guide under this Act on any of the following grounds:
- (a) If the tour operator or tourist guide is convicted of any offence under the Indian Penal Code, 1860 and under any law providing for the hoarding, smuggling, gambling or profiteering or adulteration of food or drug and three years have not elapsed since the expiry of the sentence imposed upon him, or
- (b) If the tour operator or tourist guide has been declared insolvent by a court of competent jurisdiction and has not been discharged, or
- (c) If the name of tour operator or tourist guide has been

removed from the register under clause (a) to clause (d) of section 29 and three months have not elapsed since the date of removal, or

- (d) If the tour operator or tourist guide does not hold a license or certificate required to be held by him under any law for the time being in force, or
 - (e) If in the opinion of the prescribed authority there is sufficient ground, to be recorded in writing, for refusing registration.
- (2) No application for registration shall be refused unless the person applying for registration has been afforded a reasonable opportunity of being heard.

Removal of the name 30. (1) The prescribed authority may after affording a **from Register** reasonable opportunity of being heard, by an order in writing, remove the name of a tour operator or tourist guide from the register and cancel its certificate on any of the following grounds:

- a) If he ceases to be a tour operator or tourist guide.
- b) If the tour operator or tourist guide is convicted of any offence under the Indian Penal Code, 1860 and under any law providing for the hoarding, smuggling, gambling or profiteering or adulteration of food or drug and three years have not elapsed since the expiry of the sentence imposed upon him, or
- c) If the tour operator or tourist guide has been declared insolvent by a court of competent jurisdiction and has not been discharged, or
- d) If any complaint of malpractice is received and proved against him.
- e) If the tour operator or tourist guide has failed to renew the certificate within a period of one month from the date of expiry.

(2) Any tour operator or tourist guide whose name is removed from the register under sub-section 1 shall forthwith cease to be a tour operator or tourist guide.

**Black-listing of
Tour Operator or
Guide**

31. (1) The prescribed authority may, on proof of malpractice or for any other offences committed under **Tourist** this Act, for reasons to be recorded in writing, blacklist a tour operator or tourist guide after taking into consideration the nature of malpractice or the gravity of offence, for such period as the prescribed authority may deem fit.

(2) The particulars of a black-listed tour operator or tourist guide shall be exhibited at conspicuous places and notified as prescribed.

(3) Notwithstanding action taken under sub-section (1) above, the tour operator or tourist guide shall be liable to be prosecuted under the provisions of law if deemed necessary.

(4) If the prescribed authority is satisfied that there are sufficient grounds for removal of a tour operator or tourist

- guide from the black-list, he may, after giving a reasonable opportunity of being heard to the tour operator or tourist guide and for reasons to be recorded in writing, order its removal from such list and issue a fresh certificate of registration on payment of prescribed fees and notify the same for the information of all concerned.
- (5) Before removing the name of a tour operator or tourist guide from the register under section 29 or blacklisting it under section 30 of this Act, the prescribed authority shall give a notice to the tour operator or tourist guide the ground or grounds on which it is proposed to take action and hold an inquiry in the presence of the tour operator or tourist guide giving him a reasonable opportunity to show cause against it.
- Restriction to function as recruiting agent** 32. No tour operator or tourist guide registered under **this Act** shall commence or carry on any business of **recruitment** for an employer or by representing such employer with respect to any matter in relation to such recruitment including dealing with the persons so recruited or desiring to be recruited unless he/she has obtained a certificate from the registering authority under the Emigration Act, 1983 (Central Act 31 of 1983).
- Fixation of Rates** 33. The prescribed authority may, by notification in the Official Gazette, fix the reasonable maximum rates which may be charged by a tour operator or tourist guide for the service rendered by him to a person engaging him as such.
- Tour operator or Tourist guide not to demand tip, etc.** 34. No tour operator or tourist guide shall demand any tip, gratuity, presents or commissions other than that permissible under this Act from any persons engaging him or from any dealer selling notified article to any persons or from any hotel-keeper in whose hotel such person resides or intends to reside.

CHAPTER 7 APPEAL AND REVISION

- Appeal** 35. (1) Subject to the provisions of sub-section 2 below, an appeal shall lie from every order of the prescribed authority under this Act to the Appellate Authority to be appointed by the Government.
- (2) Every such appeal shall be preferred within ninety days from the date of communication of the order.

Provided that the Appellate Authority may entertain the appeal after the expiry of 90 days if it is satisfied that the appellant was prevented by sufficient cause from preferring the appeal in time.

- (3) The appellant shall have the right to be represented by a counsel or by a duly authorised agent duly appointed by the

Procedure to be Followed by the Appellate Authority

- prescribed authority
- (4) On receipt of any such appeal, the Appellate Authority shall, after giving a reasonable opportunity of being heard and after making such enquiry as it deems proper, dispose of the appeal for reasons to be recorded in writing.
36. The Appellate Authority shall have all the powers of a Civil Court under the Code of Civil Procedure, 1908 (Central Act No. 5 of 1908) in respect of the following matters:
- (1) Summoning and enforcing attendance of the complainant or the person against whom complaint is made under this Act and witnesses required in connection therewith.
 - (2) Compelling the production of any document.
 - (3) Examining witnesses on oath
 - (4) Summoning and examining suo-moto any person whose evidence appears to be material.

Explanation: For the purpose of enforcing the attendance of witnesses and other persons mentioned above, the local limits of the jurisdiction of the prescribed authority extends to the whole of the State.

Revision

37. The Revision Authority, to be appointed by the Government may, either on his own motion or an application made by an aggrieved party, call for the record of any case disposed off by the appellate authority, for the purpose of satisfying itself as to the correctness, legality or propriety of any order passed by the appellate authority and pass such order thereon as it may deem fit and such order shall be final.

Provided that no such record shall be called for after the expiry of three months from the date of communication of the order;

Provided further that no order under this section shall be made to the prejudice of a person unless he has had a reasonable opportunity of being heard either personally or through a counsel or by a duly authorised agent.

**CHAPTER 8
OFFENCES & PENALTIES**

Penalty for default in registration

38. (1) Any person carrying on the business of a dealer, hotel keeper, tour operator or tourist guide without a certificate of registration under this Act or in violation of any provisions of this Act shall be punishable by the prescribed authority with fine which may extend up to Rs. 50,000/-
- Explanation:** A person who has made an application for renewal of certificate before its expiry and if the same is pending disposal then he shall not be a defaulter for the purposes of this section.

- (2) When the person on whom the penalty of fine is imposed under sub-section (1) does not within 30 days from the date of the order imposing such penalty, pay the fine imposed, then such person shall be liable to pay, by way of penal interest, a sum of:-
- a) Rs. 100 for each day for the first 30 days from the date of expiry of the period of 30 days as aforesaid, and,
 - b) Rs.200/- for each day thereafter for a period of 15 days.
- (3) In case of failure on the part of a dealer, hotel-keeper, tour operator or tourist guide to pay the fine imposed under sub-section(1) and/or penal interest under sub-section(2), the fine shall be recovered as an arrear of land revenue, and the business shall be liable to be closed and the prescribed authority shall be at liberty to institute proceedings in the appropriate Court of Law for enforcing the closure of the business.
- Certificate not to Be assigned** **39.** Any person who lends, transfers or assigns the certificate issued under this Act, shall be punishable by the prescribed authority with fine which may extend upto Rs. 20000/-
- Certificate & documents to be shown to persons on demand** **40.** (1) Any person registered under this Act, shall at all times, on demand, produce and show his certificate or any other documents required under this Act or the rules made thereunder to the prescribed authority or any officer authorised by him in this behalf.
(2) Any person who refuses on demand to show his certificate or document, or allow it to be read by any of the persons authorised to demand it, shall be punishable by the prescribed authority with fine not exceeding Rs. 5000/-.
- Penalty for Malpractice** **41.** If any dealer, hotel-keeper, travel agent, tour operator or tourist guide or any other person to whom this Act may be made applicable, commits a malpractice or contravenes any other provisions of this Act or the rules made thereunder, shall be liable to be punished with imprisonment for a term which may extend to three months or with fine not exceeding Rs. 10000/- or with both.
- Penalty for obstructing lawful** **42.** If any person wilfully obstructs or offers any resistance to, or otherwise interferes to the discharge of the **authorities** functions of the prescribed authority or any other officer authorised by him exercising any power, or performing any duties conferred or imposed upon it or him by or in pursuance of this Act or the rules made thereunder, he shall be liable to punishment with imprisonment which may extend to 3 months or with fine not exceeding Rs. 10000/- or with both.
- Penalty for Subsequent Breaches** **43.** Any person committing a breach of any of the provisions of the Act or the rules made thereunder for which he has been once punished with fine by the prescribed authority under any of the provisions of this Chapter, shall be punishable with imprisonment which may extend to six months or with minimum fine of Rs. 5000/- which may extend to Rs.

- 50,000/- or with both. The offence under this Act shall be cognizable, bailable and triable in summary manner.
- Institution of Proceedings**
44. No prosecution shall be instituted against any person for any offence under this Act except on a complaint made by the prescribed authority.
45. Any fine imposed under this Chapter shall be recovered as if it were a fine recoverable under the provisions of the Code of Criminal Procedure, 1973. (Central Act 45 of 1973)

CHAPTER 9 MISCELLANEOUS

- Notification of Changes**
46. (1) Whenever a business, for which a certificate is held by a person, devolves, by inheritance or otherwise, upon any other person or undergoes a change in respect of any particulars entered in the register under this Act, such person shall, within sixty days of the date of such devolution or change, notify in writing, the fact to the prescribed authority.
(2) The prescribed authority shall make necessary changes in the register maintained for the purpose and in the certificate.
(3) Notwithstanding anything contained in sub-section 2, the prescribed authority may, after giving an opportunity of being heard, remove from the register, the name of the person in whose favour the certificate was issued and cancel the certificate if the successor is not qualified to be registered under this Act.
- Return of Certificate**
47. When a certificate is cancelled under this Act, the person holding such certificate shall, within seven days from the date of communication of the order of cancellation, return it to the prescribed authority.
- Duplicate Certificate**
48. If a certificate issued under this Act is lost, damaged or destroyed, the prescribed authority shall, on an application made in that behalf by the person holding such certificate and on payment of the prescribed fee, issue a duplicate certificate.
- Certificate to be Exhibited**
49. The certificate shall be exhibited by the person holding it in a conspicuous place at the principal place of his business and if he has no place of business, he shall keep it in his person.
- Publication of list of removed the register**
50. The prescribed authority shall from time to time **Persons** publish in such manner as it deems fit, names and **From** addresses of the persons and of the hotel, travel agents, tour operators and tourist guides whose names have been removed from the register and who have been refused registration under this Act.
- Power to inspect**
51. The prescribed authority or any person authorised by him in this behalf may, inspect at all reasonable times, the premises in which a dealer or tour operator or travel agent or tourist guide carries on his business or any premises where a hotel or restaurant is operated and require such dealer, hotel

Powers of Government to apply the Act and to other persons	52.	keeper, restaurant-keeper or travel agent, to produce any document kept in pursuance of this Act or the rules made thereunder for inspection.
Powers & duties of Police in respect of offences and assistance	53.	The Government may, by notification in the Official Gazette, direct that all or any of the provisions of this Act or the rules made thereunder shall, with such exceptions, adaptations or modifications as may be considered necessary, apply to persons during the business of providing such tourist service as may be prescribed.
Indemnity	54.	Every police officer shall give immediate information to the prescribed authority of an offence coming to his knowledge which has been committed against this Act or any rule made thereunder and shall assist the prescribed authority in the exercise of his lawful authority.
Power to make Rules	55.	No suit, prosecution or other legal proceedings whatsoever shall lie against the Government or any officer or employee of the Government in respect of anything which is in good faith done or intended to be done under this Act. (1) The Government may, by notification in the Official Gazette, make rules for carrying out the purposes of this Act. (2) In particular and without prejudice to the generality of the foregoing powers, such rules may provide for: a) the maintenance of registers, books and forms by a hotel-keeper, dealer, etc for conduct of business. b) The form of application for registration and for certificate. c) The fee for registration. d) The manner for giving notices under this Act. e) Classification of hotels, travel agents, tour operator and tourist guides. f) qualification for registration as travel agents. g) manner of publication of the names and addresses of the persons and the hotels removed from the register or to whom registration has been refixed. h) the place where the prescribed authority shall hold enquiry under this Act. i) any other matter which is to be or may be prescribed.
Exemptions	56.	This Act shall not apply to Government Guest Houses, Circuit Houses, Tourist Lodges and Government Rest Houses managed and run by Government primarily for government accommodation.
Power to remove Difficulties	57.	1) If any difficulty arises in giving effect to any of the provisions of this Act, the Government may, by order, remove such difficulty. Provided that no such order shall be made after the expiration of a period of two years from the date of commencement of this Act. 2) Every order made under this section shall, as soon as may be, after it is made, be laid before the Legislative Assembly of Mizoram

**No.C.31012/1/2019-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

Aizawl, the 17th August 2020

NOTIFICATION

In exercise of the powers conferred by section 55 of the Mizoram (Registration of Tourist Trade) Act 2020, the Government of Mizoram is pleased to make the following rules for carrying out the purposes of the aforesaid Act, namely:

1. Short title, extent and commencement:

- a) These rules may be called the Mizoram Registration of Tourist Trade Rules, 2020;
- b) They shall extend to the whole of Mizoram;
- c) They shall come into force from the date of their final publication in the Official Gazette.

2. Definitions: In these rules, unless the context otherwise requires,--

- a) "Act" means the Mizoram (Registration of Tourist Trade) Act 2020;
- b) "Annexure" means an annexure appended in these rules;
- c) "Fee" means fees prescribed and fixed by the Government of Mizoram;
- d) "Form" means a Form appended to these rules;
- e) "Register" means the register of dealers, the register of travel agents or the Register of hotel keepers, as may be, relevant in the context under these rules;
- f) "Section" means a section of the Act;
- g) All words and expressions used in these rules but not defined shall have the meanings assigned to them in the Mizoram (Registration of Tourist Trade) Act 2020.

3. Registration:

1) An application for registration by a person intending to carry on business as a dealer of notified articles or to operate a hotel or a restaurant or to work as a tour operator, tourist guide, excursion agent, adventure tour operator, adventure sports operator, tourist porter, outdoor photographer, boatman, paragliding pilot, sky pilot for parasailing, surfer for water skiing, personal water craft rider, scuba diver or dealer of equipments connected with tourism services and any other businesses connected with the tourism purposes under the Act shall submit application in a prescribed form to the Prescribed Authority in **Forms 1 to Form 14** as the case may be, with a fee as prescribed and fixed by the Government from time to time. List of indicative trade or business under the said Rules is shown below:

Sl.No	Category/Trade/Business
1	Dealer of notified articles
2	Hotel – Category A to D
3	Homestay – Category A to C
4	Lodges/Motel/Resort/Guesthouse/Houseboat/Cruise/hostels & dormitories
5	Restaurant – Category A to C
6	Café/Snack Bar/Dhabas/Tea Stall
7	Tour Operators – Category A to C
8	Caravan/Caravan Parks
9	Adventure & Adventure Sports Tour Operator
10	Ticketing Sales Agents - Category A to C
11	Tour Guides
12	Tourist Porter
13	Outdoor Photographer
14	Dealers of Camping Agency/ Tent & Camping Equipments /Adventure, adventure sports equipment and water sports equipments etc
15	License for Boatman for Parasailing/Canoeing/Kayaking/Rafting
16	License for Parasailing Sky Pilot
17	License for Paragliding Pilot
18	License for Surfer for waterskiing
19	License for Personal Water Craft (Jet Ski etc) Rider
20	License for Scuba Diver
21	Any others specified by the Government

Provided that a handicrafts dealer while applying for registration under these rules shall produce recommendations from the Director, Commerce & Industries Department and the registration of a hotel/guest house/restaurant or any other type of accommodations meant for tourists shall be subject to the verification and satisfaction of the Prescribed Authority to the extent that the person intending to seek registration has sufficient and scientific based management of the solid and liquid waste disposal;

Provided further that the annual renewal of registered tourist units, tour operators, dealers, tour guides, tourist porters and individual service providers etc shall be subject to performance to the satisfaction of the Prescribed Authority. Prescribed Authority may also demand annual returns duly certified by the chartered accountant in respect of hotels, restaurants and tour operators if found necessary.

2) The Prescribed Authority shall, on receipt of the application alongwith the requisite fee, acknowledge or cause the acknowledgement of the receipt thereof indicating the date of their receipt.

3) On receipt of the application, the Prescribed Authority shall scrutinize it and if registration is not refused under section 6, 11, 20 and 29, as the case may be, it shall enter or cause the contents of the application entered in the register. The

Prescribed Authority shall conduct spot verification through Inspecting Officer in the case of hotels and accommodation units, restaurants, tour operators or any other tourist trades if it deems necessary. After inspection, if the inspecting team or the Inspecting Officer is satisfied that its up-keep is of the requisite standard, a certificate of registration, as the case may be, shall be issued to the applicant in **Form 18 to Form 21** as the case may be.

4) If the Prescribed Authority proposes to refuse to register the applicant as a dealer, a hotel-keeper or restaurant or a travel agent or tour guide or any other operations under section 6, 11, 20 and 29 as the case may be, he shall serve upon the applicant a notice indicating the grounds on which the registration is proposed to be refused and asking the applicant to submit his objection, if any, either by himself or through his authorized agent regarding the contemplated order or refusal within a period of 30 days from the date of receipt of the notice

5) If the Prescribed Authority does not receive a reply to the notice issued under sub rule (4) within the stipulated time, or after considering the objection, or if the applicant requests to be heard in person, after hearing him, is of the opinion that the objections or submissions made by the applicant are not satisfactory, he shall pass an order refusing registration and communicate the order to the applicant.

4. Renewal:

Every certificate issued under these rules shall be valid for a period of 3 years from the date of its issue. An application for renewal of the certificate shall be submitted in **Form 16**, for all categories of trade or business including individuals, and the foregoing provisions, mutatis mutandis, shall apply. Every such application shall be accompanied by a requisite fee which shall be fixed by the Government from time to time.

5. Blacklisting:

The Prescribed Authority may, on proof of complaint of malpractice or for any other offence committed under these rules for reasons to be recorded, blacklist a dealer, hotel keeper, restaurant owner, travel agent, tour guide or any other service provider after taking into consideration the nature of malpractice:

1) The particulars of a dealer, hotel keeper, restaurant owner, travel agent, tour guide or any other service provider black-listed shall be exhibited at conspicuous places in all tourist areas or spots and notified to all travel, trade and other concerned organizations after the order of black-listing him has become final.

2) Notwithstanding action taken under sub- rule (1) above, the a dealer, hotel keeper, restaurant owner, travel agent, tour guide or any other service provider as the case may be shall be liable to be prosecuted under the provisions of law if deemed necessary.

6. Cancellation of Certificate:

1) If, at any time, after a person is registered as a dealer, a hotel-keeper, or a travel agent or any service provider under the Act, the Prescribed Authority is satisfied that the dealer, the hotel-keeper, the travel agent or any service provider has incurred any of the disqualifications mentioned in section 7, section 12, or section 21 or section 30, as the case may be, he may serve a notice on him indicating the grounds on which it is proposed to remove his name from the register and requiring him to show cause within fifteen days from the date of receipt of such notice as to why his name should not be removed from the register and the certificate be cancelled.

2) If the Prescribed Authority after considering his reply, or if the applicant requests to be heard in person, after hearing him, is of the opinion that the explanation tendered or submissions made by the dealer, the hotel-keeper, the travel agent or any service provider, as the case may be, is not satisfactory, he shall pass an order removing his name from the register and cancel his certificate of registration and direct him to surrender the certificate for cancellation. Every such order shall be communicated to the dealer, the hotel-keeper, the travel agent or any service provider as the case may be.

3) On surrender of the certificate, it shall be marked with the sign of cross in red colour endorsing thereon: **Removed under Order No. ... date.....** and the endorsement shall then be recorded on the relevant page of the register. Prescribed Authority shall then issue an order of cancellation under the provision of rule 7.

7. Notice to be sent by registered post and email:

Every notice or order issued or communicated under these rules shall be sent by registered post at the address of the dealer, the hotel-keeper, restaurant, travel agent, tour guide or any service provider as shown in the application form and such notice or order, as the case may be, shall be deemed to have been communicated when so despatched. Such orders and notices shall also be sent through email address provided in the application form and may also be collected by the applicant from the Prescribed Authority in person if so desired.

8. Order to be issued by Prescribed Authority:

Every order passed by the Prescribed Authority under these rules shall be issued by the Tourism Department through Office Order

9. Maintenance of books and registers by dealer:

Every dealer shall, from the date of his registration, maintain the following books and registers in such form as may be prescribed and approved by the Prescribed Authority or such other Officer as may be authorised by him in this behalf, namely:

- a) Register or Order Book in **Form 24**;

- b) Bill Book duly numbered & Cash Memo duly numbered;
- c) Receipt Book showing receipts of amount, paid or advances received, alongwith the dates.

10. Maintenance of books and registers by hotel and other accommodation unit:

Every hotel-keeper shall maintain the following books and registers duly prescribed and approved by the Prescribed Authority, namely:

- a) Complaint Book;
- b) Tourist Register in **Form 25**;
- c) Cash Memo;
- d) Bill Book duly numbered;
- e) Receipt Book duly numbered;
- f) Register of advance booking with advance money received;
- g) The name of the person with the address from where order is received;
- h) Monthly Visitor Report in **Form 26** to be submitted to Tourism Department

11. Maintenance of books and registers by restaurant:

The proprietor of a restaurant shall keep the following books and registers duly approved prescribed and approved by the Prescribed Authority, namely:

- a) Bill Book duly numbered. He shall issue bills to all customers;
- b) Suggestions or Complaint Book or Box at the counter;
- c) Rates of items in each table and the counter;

12. Maintenance of register by travel agent or tour operator:

Every travel agent or tour operator or any other type of adventure sports tour operator shall, from the date of his registration, maintain a register approved by the Prescribed Authority, containing the following particulars, namely:

- a) Serial Number;
- b) Date and time;
- c) Number and names of the tourists received;
- d) Name of the place of their destination;
- e) Duration of their stay;
- f) Name of the travel agent;
- g) Name of the hotel/houseboat/tent/private accommodation (name with locations) to which transferred;
- h) Number of the tourists in a party;
- i) Bill number and date;
- j) Receipt number and date;
- k) Name of the approved Tourist Guide;

l) Tourist Register in **Form 27** shall be submitted to Tourism Department monthly (in the case of tour operator, adventure sports and water sports tour operator);

Provided that tour operators dealing only with ticketing shall not be required to maintain register.

13. Information to be displayed on notice board:

1) Every **dealer of notified articles** shall display in a prominent place on a notice board, in respect of his shop or stall or any other the following information, namely:

- a) Name of shop or stall;
- b) Registration No. with validity of license

2) Every **hotel or accommodation unit** shall display in a prominent place on a notice board, in respect of his hotel at the entrance of the hotel or at the reception counter, the following information, namely:

- a) Name of hotel or accommodation unit;
- b) Registration certificate;
- c) Rates approved by the Government;
- d) Emergency contact numbers;
- e) Emergency Exit Plan inside the rooms;
- f) Classification of hotel/accommodation unit.

3) Every **restaurant** shall display in a prominent place on a notice board, in respect of his restaurant at the entrance of the restaurant or at the reception counter, the following information, namely:

- a) Name of restaurant;
- b) Registration certificate;
- c) Classification of a restaurant;
- d) Rates of drinks and eatables;
- e) Restaurant opening and closing time.

4) Every **travel agent or tour operator** shall display in a prominent place on a notice board, in respect of his firm at the entrance of his office or at the reception counter, the following information:

- a) Name of firm;
- b) Registration Certificate;
- c) Classification of a travel or excursion agency;
- d) Rate list as approved by the Prescribed Authority.

5) Every **ticketing sales agent** shall display in a prominent place on a notice board, in respect of his firm at the entrance of his office or at the reception counter, the following information:

- a) Name of firm;
- b) Registration Certificate.

6) Every approved **Tour guide** shall display an identity card (**Form 22**), duly attested by the Prescribed Authority, and shall furnish a copy list of approved rates on demand by a customer. He shall also abide by the conditions laid down under rule 18.

7) Every approved **Tourist Porter** shall display an identity card (**Form 23**), duly attested by the Prescribed Authority, and shall furnish a copy of approved list of rates of portage on demand by a customer.

8) Every registered **outdoor photographer** shall maintain the following books and registers, as approved by the Prescribed Authority, namely:

- a) Monthly Tourist Report as per **Form 29**;
- b) Bill/Cash Memo book duly printed and numbered;
- c) Computer generated bills or cash memos;
- d) He shall also display an identity card (**Form 23**), duly attested by the Prescribed Authority, along with the above documents at the place of his business.

9) Every **individual operator of water sports and adventure sports** shall also display identity card issued by the Prescribed Authority (**Form 27**)

10) Every **caravan or caravan park owner** shall display in a prominent place on a notice board, in respect of his caravan or Caravan Park the following information, namely:

- a) Name of Caravan or Caravan Park;
- b) Registration certificate;
- c) Rates approved by the Government;
- d) Emergency contact numbers;
- e) Emergency Exit Plan inside the rooms;
- f) Monthly Tourist Report in **Form 26**.

11) Every **houseboat or cruise** shall display in a prominent place on a notice board in respect of his houseboat or cruise the following information, namely:

- a) Name of houseboat or cruise;
- b) Registration certificate;
- c) Rates approved by the Government;
- d) Emergency contact numbers;
- e) Emergency Exit Plan inside the rooms;
- f) Monthly Tourist Report in **Form 26**.

12) Any other registered dealer or person who is dealing with equipments related to tourism purposes within the meaning of the Mizoram (Registration of Tourist Trade Act) 2020 shall display the following information in his office at a conspicuous place, namely:

- a) Name of firm or shop;
- b) Registration Certificate and No & validity of Licence;
- c) Bill/Cash Memo book duly printed and numbered;
- d) Computer generated bills or cash memos.

11) Every tourism unit who have made their website is required to write "the rates are approved by the Tourism Department and any complaint, contact Director, Tourism Department, Phone No: 0389-2333475 and Email ID – mizoram.tourism@gmail.com

14. Classification of hotels and other tourists' accommodations:

The Government shall, having due regard to the location, standard, structure, quality of food, accommodation facilities, service amenities and general conditions, etc. and after holding an inspection of the hotel in the presence of the hotel-keeper, and holding such inquiry as deemed fit and after hearing the hotel-keeper, classify the hotels in different categories.

15. Classification of restaurants:

The Government shall, having due regard to the location, standard, structure, quality of food, facilities, service amenities and general conditions, etc. and after holding an inspection in the presence of the owners, and holding such inquiry as deemed fit and after hearing the owner, classify the restaurants in different categories.

16. Classification of travel agents or tour operators:

The Government may, after a thorough inspection, by an order, classify the travel agents or tour operators in accordance with the amount of capital invested, location, general condition, conduct, tourist vehicles owned, reputation, amenities, efficiency, recognition by Airlines/Carriers acting for the promotion of the tourist traffic and active involvement in the publicity of the tourism, etc. within and outside Mizoram.

17. Issuance of duplicate certificate:

If the certificate issued under these rules is lost, damaged or destroyed and the certificate holder desires to have a duplicate, he shall submit an application in **Form 15** with a requisite fee fixed by the Government to the Prescribed Authority. Based on genuineness of the statement of applicant, Prescribed Authority may issue a duplicate certificate to the applicant. If the Prescribed Authority refuses to issue a duplicate certificate, he shall inform the decision to the applicant in writing indicating the grounds for such refusal.

18. Reservation and allotment of mooring sites:

An application for reservation and allotment of mooring sites for boats shall be submitted to the Prescribed Authority in **Form 17** with prescribed fee as may be fixed by the Government from time to time.

19. Licensing of tour guide, tourist porter and outdoor photographers:

1) Any person who is deemed to be eligible for tour guide or tourist porter or outdoor photographer may apply in the prescribed application form in **Form 10, Form 11 or Form 12** as the case may be to the Prescribed Authority. Educational qualification, age limit, training and other requirements shall be fixed by the Government from time to time.

2) Every tour guide, tourist porter and outdoor photographer shall carry ID Card respectively while accompanying tourists all the time and wear the badge or arm band provided by the Tourism Department.

3) Every tour guide, tourist porter and outdoor photographer will charge the fees only at the rate fixed by the Tourism Department. He/she will also carry a copy of the schedule of charges as determined by the State Government

4) He/she will not lend his/her ID Card to anyone.

5) He will show this ID Card and other documents issued by the Prescribed Authority, Tourism Department to the Officer-in-Charge of any historical and tourist places, EF & CC Department, Local Authorities and persons to be guided by him/her on demand.

6) A tour guide and outdoor photographer shall submit the quarterly report of tourists handled to the Prescribed Authority in **Form 28 and Form 29 respectively**.

7) Every tour guide and tourist porter shall wear a uniform prescribed by the Government while carrying on business in the specified tourist area.

20. Licensing of individual service providers:

1) Every person intending to carry on in a tourist area as boatman, paragliding pilot, sky pilot for parasailing, surfer for water skiing, personal water craft rider, scuba diver or dealer of equipments connected with tourism services etc shall have to register himself for carrying on such activities.

2) An application for registration of individual service provider mentioned in rule 17 (1) shall be submitted to the Prescribed Authority in in a prescribed form with a requisite fee fixed by the Government from time to time.

3) Every registered individual service provider shall wear a uniform prescribed by the Government and a badge or an identity card issued by the Prescribed Authority, while carrying on business in the specified tourist area.

4) The rates for hiring tourist boats, personal water craft, water ski, scuba diving, parasailing, paragliding and motor launches etc shall be approved by the Government from time to time and such rates shall be published in the Official Gazette. The person engaged in any of the aforesaid business shall display the said rates at the entrance of his office or at the reception counter or at the place from where the boat, motor launches, jet ski etc are kept for hiring.

5) The rates for hiring tents and tent equipments, camp and camping equipments, shall be approved by the Government from time to time and such rates shall be published in the Official Gazette. The person engaged in any of the aforesaid business shall display the said rates at the entrance of his office or at the reception counter or at the place from where the equipments etc are kept for hiring.

6) Regulations, instructions or guidelines on these trades may be issued by the Government by notification from time to time separately.

21. Standards for the sanitation and maintenance of hygiene and cleanliness:

The Prescribed Authority or any other officer authorized in this behalf by the Government shall from time to time issue instructions to the tourism service operator for the maintenance of hygiene and clean environment in and around the unit. The tourism unit operator shall provide proper sanitation and cleanliness by way of providing clean water and disposing waste in a proper garbage container. The operator shall provide proper provisions for the evacuation of all smoke from the kitchen and proper drainage for all waste water so that it does not stagnate in the vicinity of the tourism unit. Any Tourism Unit Operator which fails to provide the specified standards of sanitation under these rules shall be punishable as per the relevant Act of the State or Central Government.

22. Show Cause Notice:

If any registered person connected thereto business of tourism related trade is found to be removed from the Register, the Prescribed Authority shall cause notice to individuals or business owners under the relevant sections of the said Act in **Form 30** as the case may be.

23. Penalty:

Whoever contravenes any provisions under the said Act and these rules are punishable under section 38, 41, 42 and 43 of the Act as the case may be.

24. Repeal and savings:

The Mizoram Recognition of Tour Operators Rules 2011 notified under Memo No. F. 21014/3/2009-TOUR the 25th May, 2011 shall stand repealed with immediate effect

Notwithstanding such repeal, anything done or any action taken under the rules so repealed shall be deemed to have been made or taken under the corresponding provisions of these rules.

**SD/-ESTHER LALRUATKIMI
Commissioner & Secretary
Government of Mizoram
Tourism Department**

Memo. No.C.31012/1/2019-TOUR : Aizawl the 17th August, 2020

Copy to:

12. Secretary to Governor of Mizoram
13. PS to Chief Minister, Govt. of Mizoram
14. Speaker/ Dy. Speaker, Mizoram Legislative Assembly
15. All Ministers/Ministers of State, Govt. of Mizoram
16. All Members of Legislative Assembly, Mizoram
17. Sr.PPS to Chief Secretary, Govt. of Mizoram
18. All Administrative Heads/All Heads of Department
19. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
20. Director, Tourism Department for information & necessary action.
21. All Tourist Lodges/Facilities under Tourism Department
22. Guard File.



**(ZONUNTHARI)
Deputy Secretary to Govt. of Mizoram
Tourism Department**

ANNEXURE A

CRITERIA FOR CLASSIFICATION OF ACCOMMODATION OTHER THAN HOMESTAY Sophisticated Accommodation: (Category A).

1. Location and Building:

The hotel will be located in an area suitable for the stay of upper middle class tourists with adequate parking place for cars and open spaces.

2. Guest room and bathrooms:

The following amenities should be provided in all the rooms to be occupied by the guests:-

- a) Attached bathrooms with shower, running hot and cold water and adequate supply of soap, toilet paper and towels;
- b) Proper lighting, fans and adequate heating arrangement;
- c) Telephone (except in seasonal hotels where there should be a call bell in each room and a telephone connection on each floor);
- d) Aqua guard and mineral water or RO system;
- e) Proper furniture, wardrobe with one dozen hangers, baggage rack, dressing table and drawing table;
- f) Comfortable beds with high quality mattresses;
- g) High quality one linen and blankets or comforters;
- h) Refrigerator, Colour TV with cable or dish connection and Wi-Fi facility.

3. Public rooms:

The following facilities should be provided in the public rooms:-

- a) Properly staffed Reception and Information Counters with 24 hours service;
- b) Well appointed lounge, provisions for book stalls, money changing, safe deposit, left luggage facilities;
- c) Adequate number of lifts (if needed);
- d) Good quality crockery, cutlery, glassware and linen;
- e) Clean hygienic, well equipped and well maintained kitchen and pantry with cold storage;
- f) Provision of cloak rooms;
- g) Restaurant facilities;
- h) Provision of chamber music – optional;
- i) Swimming pool – optional;
- j) Business centre, ISD & STD facility;
- k) First aid facility;
- l) Power backup (DG set) and firefighting equipment.

4. Service - The following services should be made available:-

- a) Hygienic and clean cooking utensils, crockery, and glassware;
- b) Provision of experienced and smart staff wearing clean uniform;
- c) Provision of dry cleaning and laundry services;
- d) Supervisory staff coming into contact with the guests, should understand English and senior staff should possess a good knowledge of English.

5. Suggestive Minimum Carpet area standards prescribed for construction of bathroom / bedroom etc in Category A Hotels:-

- a) Air Conditioned Single Room - 140 sq.ft;
- b) Non - Air Conditioned Single Room - 160 sq.ft;
- c) Air Conditioned Double Room - 180 sq.ft;
- d) Non - Air Conditioned Double Room - 220 sq.ft;
- e) Bathrooms - 40 sq.ft (if fitted with showers)/45.50 sq.ft (if fitted with tub).

6. Furnishing and fittings.

A. Bedroom:

- i) Spring beds/Foam mattresses with full beddings (Sheets-superior blankets or comforters) and foam pillows with covers and bed spreads of superior quality with matching curtains or blinds;
- ii) Dressing table with mirror full size length and cushioned stool;
- iii) Wall to wall durret with central carpet of standard quality;
- iv) Bedside table with lamps;
- v) Wardrobes with hangers;
- vi) Aqua guard or mineral water or RO system with glass tumblers;
- vii) Curtains or blinds of superior quality;
- viii) Electric fans or enamel painted firewood or electric heating blower;
- ix) Coffee maker/electric kettle;
- x) Call bell;
- xi) Two easy chairs with cushioned seats;
- xii) Baggage rack;
- xiii) Refrigerator, Colour TV and Firefighting equipment.

B. Corridor:

Durret carpet of standard quality runner to size

C. Stairs leading to deck:

Durret carpet runner to size – Linoleum or suitable kind

D. Bathrooms:

- i) Bathtub-Fibre;
- ii) Shower with shower curtains;
- iii) Sanitary fittings with sewage disposal;
- iv) Geysers or boilers with running hot and cold water round the clock;
- v) Jug, mug, towel sets of three different sizes, wash basin, mirror;
- vi) Soaps and Toilet Paper;
- vii) Arrangements for water supply for drinking purposes;
- viii) Bath mats;
- ix) Shaving plug indicating the voltage;
- x) Door and Window curtains;
- xi) Liquid soap filled dispenser/containers;
- xii) Enamelled/Galvanized pipe fittings;
- xiii) Linoleum or tiled flooring.

E. Dining Room:

- i) Refrigerator;
- ii) Dining table and dining chairs;
- iii) Dinner sets (two) superior quality;
- iv) Cutlery and table linen of superior quality;
- v) Side Board;
- vi) Glass tumblers and fruit trays;
- vii) Six service trays;
- viii) Electric fan/electric blower/enamel painted firewood;
- ix) Durret wall to wall with central carpet piece;
- x) Curtains or blinds of superior quality.

F. Drawing Room

- i) Sofa set of superior quality;
- ii) Writing table with cushioned chair/cushioned stool;
- iii) Electric fan/electric blower/enamel painted firewood;
- iv) Stationery-writing pads with address printed and envelopes;
- v) Central table;
- vi) Durret wall to wall with central carpet piece;
- vii) Telephone facilities;
- viii) Emergency lights/Gas lamps/LED lamps;
- ix) Door and window curtains (2 sets);
- x) Wire gauze fitted windows – optional;
- xi) Standing lamp (one) standard quality;
- xii) Special type electric fittings with chandelier – optional;
- xiii) Call-bell;
- xiv) First Aid facility & Doctor on call.

G. Uniforms:

- i) Three sets for each serviceman of white superior cloth.
- ii) Two woollen sets for each serviceman.
- iii) Three apron sets each for cook and pantry man.

H. Upper Deck:

- i) Six Relaxing chairs.
- ii) Canopy.
- iii) Tea/Coffee tables.

I. Front Deck:

- i) Linoleum covered with removable durret piece to size.

Note:- The following service personnel shall be engaged by the owner :-

- i) Cook with sufficient knowledge of preparing local, Indian, Chinese and Continental dishes.
- ii) Pantry man.
- iii) One bearer for each houseboat.
- iv) One part-time scavenger.
- v) Transportation on call
- vi) Travel Desk

ANNEXURE B
CRITERIA FOR CLASSIFICATION OF ACCOMMODATION OTHER THAN HOMESTAY
Medium Class Accommodation: (Category B)

1. Location and Building:

The hotel will be located in an area suitable for the stay of middle income group tourists and must have adequate place for car parking.

2. Guest room and Bathrooms:

The following amenities should be provided in all the rooms to be occupied by guests:-

- a) Attached bathrooms with running hot and cold water, showers, proper sanitary fittings and adequate supply of toilet paper and towels;
- b) Proper lighting fans and adequate heating arrangement;
- c) Aqua guard, mineral water, refrigerator and firefighting equipment;
- d) Proper furniture, wardrobe with hangers, baggage rack, dressing table, drawing table and high quality mattresses;
- e) ISD & STD with internet facility and colour TV;
- f) Call bell in each room;
- g) High quality linen and blankets.

3. Services - The following should be made available:-

- a) Provision for hygienic washing of utensils etc;
- b) Provisions of laundry service;
- c) Provision of smart and experienced staff wearing clean uniforms;
- d) Senior staff coming into contact with the guests should possess working knowledge of English;
- e) A clean hygienic kitchen well-equipped with well maintained pantry;
- f) Reception counters with telephone facilities;
- g) Cook with sufficient knowledge of preparing local, Indian, Chinese and Continental dishes.

4. Suggestive Minimum Carpet area standards prescribed for construction of bathroom / bedroom etc in Category B Hotels:-

- i) Single Room AC and Non AC - 110 sq.ft;
- ii) Double Room AC and Non AC - 168 sq.ft;
- iii) Bathrooms - 40 sq.ft.

5. Uniforms:

- i) Two sets for each serviceman of white superior cloth;
- ii) Two woollen sets for each serviceman;
- iii) Two Apron sets each for cook and pantry man.

ANNEXURE C

CRITERIA FOR CLASSIFICATION OF ACCOMMODATION OTHER THAN HOMESTAY

Economy Class Accommodation (Category C)

1. **Locality and Building** – Suitable locality and building to cater lower income group tourists:-

2. **Guest rooms** - The following amenities should be available:-

- a) The rooms should have capacity ranging from 2 to 10 beds;
- b) The rooms should have attached bathrooms with running hot and cold water;
- c) Rooms should be properly ventilated, furnished, lighted and with adequate heating arrangements and fans in all rooms;
- d) A common restaurant;
- e) Colour TV with cable/dish connection and fire fighting equipments;
- f) Writing table with chair

3. **Services - The following Services should be proved:-**

- a) Clean crockery, cutlery and furniture;
- b) Hygienic washing of utensils under running water having regular outlet of water;
- c) The Manager and the staff should be conversant with Mizo/Hindi/English;
- d) Reception Counter.

4. **Suggestive Minimum Carpet area standards prescribed for construction of bathroom/ bedroom etc. in Hotels:-**

- i) Economy class accommodation - 55 sq.ft for each bed;
- ii) Bathrooms - 40 sq.ft.

Annexure D

CRITERIA FOR CLASSIFICATION OF ACCOMMODATION OTHER THAN HOMESTAY

Economy Class Accommodation (Category D).

1. Locality and Building:

Economy Class accommodation will be located in suitable locality and building to cater lower income group tourists. This category shall include guesthouses, hostels for tourists, dormitories, group accommodations etc. The following amenities shall be available:

- a) The room accommodation for tourist use will have capacity ranging from 2 to 10 beds;
- b) There will be common sanitary fitted lavatories and bathrooms fitted with running water, separately for ladies and gents one each after 6 beds;
- c) Rooms will be properly ventilated, furnished and lighted;
- d) Fans in all rooms;
- e) A common restaurant and room service;
- f) Telephone (land line) with STD/ISD facility;
- g) Bedside table;
- h) Common writing table with chair at appropriate place.

ANNEXURE E

CHECKLIST FOR APPROVAL AND CATEGORIZATION OF HOMESTAY UNITS

1. Front Sitting Area/Lobby

- a) Adequate ventilation and natural or artificial lighting;
- b) Adequate, good quality furniture and in good condition;
- c) Clean, spacious, and well maintained lobby / front sitting area.

2. Bed Rooms

- a) Minimum 3 lettable rooms & maximum 5 rooms (10 beds) with attached bathrooms. All rooms should be clean, airy, pest free, without dampness and with good ventilation;
- b) Minimum size of a single bed room should not be less than 100 sq.ft and the minimum size of the double bedroom should not be less than 120 sq.ft;
- c) Well maintained and well equipped with quality carpets/area rugs/tiles or marble flooring, furniture etc. in keeping with the traditional lifestyle;
- d) Clean, comfortable beds with rubberized or cotton mattresses or foam rubber pillows and good quality linen;
- e) Width of the single bed should not be less than 3 ft and width of the double bed should not be less than 4.6 ft;
- f) Serviceable and safe locks with keys on each door leading out of the bed room;
- g) Windows suitably curtained or fitted with blinds or equivalent;
- h) If air conditioning is not provided all bed rooms should have electric fans;
- i) Internal telephone or call bell system for the convenience of guest;
- j) A dressing table with mirror, ward robe or wall cupboard and/or cloth hangers must be available;
- k) Fresh linen should be provided and bed linen should be changed at least once in 2 days;
- l) An iron and an ironing board should be made available on request;
- m) Air conditioning /heating depending on climatic conditions with room temperature between 20 to 25 degree Celsius;
- n) A 15 amp earthed power socket in the guest room;
- o) Wardrobe with at least 4 cloth hangers in the guest room;
- p) Shelves or drawer space in the guest rooms;
- q) Complimentary aqua guard/RO/Mineral water;
- r) Name, address and telephone numbers of doctors;
- s) Safe keeping facilities.

3. Bathrooms

- a) The size of each bathroom should not be less than 30 sqft;
- b) Western WC toilet to have a seat and lid, toilet paper;
- c) Every toilet should be in a good working condition;
- d) Every bath room should have over-head showers in good working condition;

- e) Bathroom floors should be clean, and of non-skid impervious materials;
- f) Bath room walls should be preferably tiled up to 5ft in height or plastered with smooth cement;
- g) Bathrooms should have wash basin, mirror, towel rail, cloth hooks etc;
- h) Good quality, absorbent towels should be provided;
- i) 24 hours running hot and cold water with water saving taps/shower with proper sewage connections.

4. Dining Area

- a) Clean, well maintained separate dining area with good quality comfortable tables and chairs;
- b) With good quality cutlery, crockery, tableware and table linen.

5. Kitchen

- a) Well maintained smoke free, clean and hygienic, odour free, pest free kitchen and well ventilated kitchen;
- b) Adequate food storage facilities;
- c) An exhaust fan to remove hot air and other odours from the kitchen;
- d) A fire extinguisher or fire blanket should be available in the kitchen;
- e) All drainage in and around the kitchen should be clean, kept covered and lead to a soakage pit.

6. Windows and ventilation:

- a) Every bedroom should have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are not acceptable. If windows are sealed, an approved ventilation system should be provided;
- b) Windows should be well fitted, easy to open and shut, and remain open.

7. General

- a) Guest register with names, addresses, passport number in the case of foreigners and Government issued ID Cards for Indians, with dates of arrival/departure etc for references to be maintained;
- b) First aid facilities should be available;
- c) Adequate fire precaution and fire fighting equipments in good working order to ensure safety of guests;
- d) Garbage should be stored in covered bins until it is disposed as per relevant laws;
- e) Adequate parking facilities for vehicles;
- f) Homestay unit to be covered by an insurance policy including public liability, against any liability claim by guests;
- h) Smoke/heat detectors in the house.

ANNEXURE F

SCORING CRITERIA FOR CATEGORIZATION OF HOMESTAY/HOSTELS/DORMITORIES

Sl.No	Component	Max Mark	Marking Criteria	Mark obtained	Details & Status
1	Location	10	<ul style="list-style-type: none"> • Located at > 4 tourists attractions = 8 marks • Located at >2 but < 4 tourists attractions = 6 marks • Located at 1 to 2 tourists attractions = 4 marks • Located at scenic place = 2 marks • Located at farm /estate = 2 marks 		Mention the tourists destinations, distance from the Homestay and type of Homestay
2	Exterior	10	<ul style="list-style-type: none"> • Exterior environment = 4 marks • Cleanliness = 2 marks • Greenery = 2 marks • Approach = 1 mark • Landscape = 2 marks • Exterior lighting = 2 marks • Parking = 1 mark 		Mention the no of parking space allocated for car/bus/two wheeler etc & overall cleanliness & status
3	Type of Building	8	<ul style="list-style-type: none"> • Heritage building, Farm houses, Estate bungalow = 4 marks • New construction in traditional architecture = 3 marks • Normal RCC structure = 2 marks • Old tiled houses without much heritage value = 1 marks 		Mention the type of building, its status, age of the building etc
4	Guest Rooms	10	<ul style="list-style-type: none"> • Furniture = 5 marks • Good quality chairs, table and other necessary furniture = 3 marks • Wardrobes with at least 4 hangers = 2 marks • Furnishing = 2 marks • basis Comfortable bed = 1 marks 		Mention the no of chairs, tables, the quality of mattress, thickness of the bed, & its status, the overall

			<ul style="list-style-type: none"> • Comfortable bed with good quality linen & bedding = 2 marks • Décor = 2 marks • Room facilities and amenities = 2 marks (such as proper ventilation and lightings etc) 		cleanliness etc
5	Bathroom	6	<ul style="list-style-type: none"> • Facilities (such as 24/7 running water hot/cold running water) = 2 marks • Facilities (such as only cold running water) = 1 mark • Good Fittings = 1 mark • Clean Linen = 1 mark • Toiletries = 1 marks 		Mention the exact size of the bathroom, status of the bathroom such as necessary toiletries, buckets, water, soaps etc are made available to the guests etc
6	Public Areas	4	<ul style="list-style-type: none"> • Antique & good Furniture's such as sofas and tables = 2 mark • Good furniture's such as sofa and tables = 1 mark • Antique Décor = 2 marks • Good Décor = 1 marks 		Mention in brief the number of furniture and the status and décor
7	Food	6	<ul style="list-style-type: none"> • Traditional cuisine = 2 marks • Multiple choice of cuisine = 2 marks • Fresh and good food quality = 2 marks 		Mention the quality of food, the multiple choice of food made available to the tourists etc
8	Kitchen	6	<ul style="list-style-type: none"> • Cleanliness= 2 marks (Daily germicidal cleaning of floors & usage of Good quality cutlery and crockery) • State of repair = 2 marks • Proper storage of food = 2 marks (pest free and Clean) 		In brief mention the quality of utensils, whether the kitchen is well maintained smoke free, clean, hygienic, odour free,

					pest free, methods adopted to keep the kitchen clean
9	Cleanliness	10	<ul style="list-style-type: none"> • Daily germicidal cleaning of floors = 2 marks • Pest /Dust and odour free = 2 marks • Washing machines /dryers in the house with arrangements for laundry/ dry cleaning services = 2 marks • No seepage = 2 marks • No stagnant water or sewerage in and around = 2 marks 		Mention in brief the method adopted to keep the Homestay clean, dust free etc and the status
10	Hygiene	10	<ul style="list-style-type: none"> • Garbage disposal facilities as per municipal laws = 3 marks • Proper Sewerage discharge = 3 marks • Proper Drinking water facility = 4 marks 		Mention the methods adopted towards hygiene and its status, repairs required etc
11	Safety & Security	4	<ul style="list-style-type: none"> • Public area smoke/heat detectors in the house = 1 mark • Public area and room security = 1 mark • Signage = 1 mark • Security guards facilities = 1 mark 		Mention the status and number of security guards etc
12	Communication	2	<ul style="list-style-type: none"> • Phone Service= 1 mark • Internet access = 1 marks 		Mention the status of these
13	Eco-friendly practices & Innovations	14	<ul style="list-style-type: none"> • Proper Waste management = 3 marks • Proper recycling practices = 2 mark 		Mention the type of Eco-friendly practices adopted and



			<ul style="list-style-type: none"> • No plastic = 2 mark • Water conservation / harvesting = 1 mark • Pollution control air/ water/sound/light = 1 mark • Alternative energy usage = 1 mark • Organic gardening = 3 mark • Any innovative ideas = 5 mark 		the status
	TOTAL MARKS	100			

Note: Class A : 75 and above : Gold Guest Class
 Class B : 50- 74 : Silver Guest Class
 Class C : Below 50 : Bronze Guest Class

ANNEXURE G

CHECKLIST FOR APPROVAL OF HOSTELS

1) General requirements defined by Tourism Department for development of hostels under these guidelines include:

- a) The site area on which hostel is located should be at least 0.5 acre;
- b) Ownership/lease of land and rights of land use should be in order;
- c) Should be located on any main road;
- d) The facility must be wheelchair accessible;
- e) Should have at least 3 lettable rooms and 100% of lettable rooms should have attached bathrooms. At least one room must be wheelchair accessible and have attached bathrooms that can be used by disabled persons and or senior citizens;
- f) Should have at least 2 dormitory rooms one for women and one for men as per the requirements specified for constructing dormitories under these guidelines;
- g) Should have a dining hall with sitting area of minimum 30 sq. mtrs. (excluding kitchen, Storage);
- h) The double room and single room should have minimum carpet area of 12 sq.mtrs and 10 sq.mtrs respectively;
- i) Rooms should have adequate furniture, fixtures and linen;
- j) Bathroom carpet area should measure at least 4 sq.mtrs;
- k) Attached toilets for each dormitory or room: Bathroom fittings should be of high quality with ISI mark;
- l) Should have a separate public toilet for men and women and first aid centre;
- m) Internet and wifi facility may be provided in all rooms (optional);
- n) AC may be installed in one or two or all rooms (optional).

2) The following facilities must be provided for hostels:

- a) Front Desk;
- b) Visitors sitting area and lobby;
- c) For every three lettable rooms one car parking must be provided of minimum 5 sq. mtrs;
- d) At least one electrician, plumber, sweeper, etc to be available for general service and maintenance on a 24 hrs basis;
- e) CCTV surveillance at reception and corridors. At least one female security personnel may be engaged;
- f) Power back up system is to be provided in the entire facility to provide uninterrupted power supply for all the appliances in the facility;
- g) 24 hour uninterrupted hot and cold water supply;
- h) Provision of well lit, dedicated visitor parking area is to be provided in the facility for parking of tourist vehicles. These areas should be paved and fenced to suit the type of facility. These areas should have security to ensure safety of the vehicles;

- i) Staff should be in uniform, well groomed and properly trained. Number of workers should be proportionate to the capacity of the unit in all services provided;
- j) Staffs should be trained local residents specialised in the respective fields of hospitality industry;
- k) 24 hrs security may be provided (optional).

3) Operation: Staff should be hospitable and capable to effectively respond to tourist requirements and should have a fair idea of the places of tourist interest in the State.

4) Front desk staff should be well versed in English and other regional languages to communicate with tourists from different regions of the country and abroad. There should be provision of solid waste management and rain water harvesting.

5) Use of non conventional source of energy and new and renewable energy should be encouraged.

ANNEXURE H

CHECKLIST FOR APPROVAL OF DORMITORIES

1. General requirements for dormitories:

1) General requirements specified by Tourism Department for registration of dormitories under these guidelines are as follows:

a) Dormitory for tourists or travelers should be gender specific. Only dormitories meant for tourists and travelers will be considered a tourism product;

b) A standard of space requirement of 5 sq.mtrs per person must be maintained while building a dormitory. For example if the dormitory capacity is 12 beds the dormitory carpet area must be at least 60 sq. mtrs;

c) Each dormitory room should have attached shower rooms (in 1:3 ratio) and toilets (in 1:4 ratio including 1 toilet for differently-abled persons). If the number of beds in a dormitory is less than 12 the number of shower rooms and toilets can be relaxed proportionality. Shower/Toilet/Bathroom carpet area should measure at least 3 sq. mtrs. All bathroom fittings should be of high quality with ISI mark;

d) CCTV surveillance at reception and corridors. At least one female security personnel may be engaged.

2) Operation: Staff should be hospitable and capable to effectively respond to tourist requirements and should have a fair idea of the places of tourist interest in the State.

3) There should be provision of solid waste management.

4) Rain water harvesting system may be encouraged

5) Use of non conventional source of energy and new and renewable energy should be encouraged

2. Operation: Staff should be hospitable and capable to effectively respond to tourist requirements and should have a fair idea of the places of tourist interest in the State.

3. There should be provision of solid waste management and rain water harvesting.

4. Use of non conventional source of energy and new and renewable energy should be encouraged

FORM 1
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORM FOR REGISTRATION OF A DEALER

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as **a dealer of notified articles** within the meaning of the Mizoram (Registration of Tourist Trade Act) 2020 in respect of the notified articles mentioned in the application form. The particulars of my business are mentioned below:

Sl.No	Particulars	
1	Name of the dealer with full address	
2	Permanent residential address	
3	Name of the proprietor(s)	
4	Name of the agents/employees	
5	Nature of business	
6	Date of establishment of the business	
7	Date of submission of the application	
8	Tourist area in which the applicant applies to carry on the business)	
9	Name of the business	
10	Whether the applicant is the permanent resident of Mizoram (Attach EPIC/Aadhaar)	
11	Whether ST/SC/OBC? (Attach Certificate)	
12	Lists of notified articles intending to sell in the tourist area?	
13	GST Registration or Tax Payment Certificate (Attach document)	

Date:

Name & Signature of the applicant

Note: The dealer of notified articles shall affix in separate paper indicating there-in the articles regarding which the dealer wants to be registered.

FORM 2
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)
APPLICATION FORM FOR REGISTRATION OF A HOTEL

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as hotel keeper and my hotel etc known as _____ situated at _____ may be registered under the Mizoram (Registration of Tourist Trade Act) 2020. The particulars are as under:

Sl.No	Particulars	
1	Name of the person with full address	
2	Name of tourist area where the business is to be run	
3	Name of the proprietor(s)	
4	Name of the Manager with full permanent address	
5	Name of the agents/employees	
6	Name of the hotel/business	
7	Date & Year of Establishment	
8	Whether the applicant is a permanent resident of Mizoram? (Attach Proof)	
9	Any other business which the applicant is carrying on in any tourist area in the State or outside the state	
10	Whether the building wherein the hotel etc is operated is owned by the applicant or is rented out or leased	
11	In case of leased building, the period of lease to be mentioned with specific date.	
12	Whether permanent resident of Mizoram & ST/SC/OBC? (attach Certificates etc)	
13	GST Registration or Tax Payment document (Attach document)	
14	Attach blueprint of hotel design etc	

Date:

Name & Signature of the applicant

Note:

1. For registration of hotels only
2. Leave column blank whichever is not application

FORM 3
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORMAT FOR HOMESTAY ESTABLISHMENT

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as homestay owner and my homestay known as _____ situated at _____ may be registered under the Mizoram (Registration of Tourist Trade Act) 2020. The particulars are as under:

1	Name of the Homestay Establishment	
2	Category applied for	
3	Name and address of the promoters/owners with a note on their background in separate sheet	
4	a) Complete postal address of Homestay Establishment	
	b) Tel. No/Mobile No	
	c) E-mail ID	
5	Distance of the Homestay Establishment in kms. from	
	a) Airport	
	b) Railway Station	
	c) City Centre	
	d) Nearest main shopping centre	
	e) Nearest bus stand /scheduled city bus stop	
6	Details of the Homestay Establishment	
	a) Area (in sq. metres) with title – owned/ leased (copies of sale/ lease deed to be enclosed)	
	b) Revenue papers regarding ownership	
	c) Affidavit in case of co-sharer of house/land	
	d) Whether clearance obtained from the Police Authorities regarding the antecedents of the owner /owners and the proposed activity (copy to be enclosed)	
	e) Number of rooms and area for each type of room in sq.ft. (single/double/suites)	

	f) Number of attached baths	
	g) Details of public areas for the following facilities in sq. ft	
	h) Lobby/lounge	
	i) Dining space	
	j) Parking facilities	
	k) Additional facilities available if any (not mandatory)	
	l) Eco –friendly facilities	
	m) Facilities for differently abled persons	
	n) Details of Fire Fighting equipment/ hydrants etc. if any	
7	Photographs of the building including interiors showing types of facilities available, bathroom, living room, bedroom, parking etc	
8	Details of payment of application fee	
9	Police Verification Report	
10	Consent of acceptance of the regulatory conditions (please enclose a copy of the prescribed undertaking as duly signed by the owner of the establishment)	
11	Attach blueprint of homestay design etc	

LIST OF DOCUMENTS REQUIRED FOR REGISTRATION OF HOME STAY

1. Application for registration
2. Inspection Report
3. Revenue Paper (LSC or Land Pass or Lease Certificate)
4. Undertaking from owner on a stamp paper in the shape of affidavit – Rs.10
5. Registration fee or Renewal fees (wherever applicable)
6. Photocopy of signed page of Tourist Register (**Form 25**)
7. Photocopy of signed Bill Book

Undertaking to be signed by applicant in separate sheet:

I have read and understood all the terms and conditions mentioned in the Guidelines for Homestay and also the provisions with respect to the approval and registration of the Homestay establishment in the rules and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Date:-

Signature and name of the owner in block letters



FORM 4
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FOR CARAVAN AND CARAVAN PARKS LICENCE FOR DEVELOPMENT OF TOURISM IN MIZORAM

NAME OF SITE	
--------------	--

DETAILS OF INDIVIDUAL OR COMPANY APPLYING FOR LICENSE

FIRST APPLICANT

Full Name	
Address	
Contact No	
Email	
Date of Birth	
Are you a permanent resident of the State (Attach document)	
Are you ST/SC/OBC (Attach document)	
PAN Card No (Attach document)	
GST Registration No (Attach document)	

SECOND APPLICANT

Full Name	
Address	
Contact No	
Email	
Date of Birth	
Are you a permanent resident of the State (Attach document)	
Are you ST/SC/OBC (Attach document)	
PAN Card No(Attach document)	
GST Registration No (Attach document)	

if more than 2 people applying, provide other details in separate sheet

Details of land in respect of which the application is made, including full postal address or location of the land (please outline the site in red on an accompanying site plan which must be based on a Google Map)



Area of the site in acres:	
Does the applicant own or control any adjoining land?	Yes/No (Please tick)
Please state the use of the land and any buildings (if vacant, please state previous use):	

Maximum number of caravans proposed to be stationed on the site at any one time for the purpose of human habitation:	
Maximum size of caravans:	

Please give details of any existing or proposed vehicular or pedestrian accesses to the site, including the width of the access:

Will the site have the following facilities (Write Yes or No)	
Internal roads and footpaths	
A hardstanding for each caravan	
Surface water drainage	
Piped water to each caravan	
Fire points and equipment	
Fire hydrants	
Recreational/amenity open space	
Parking space for visitors	
Electricity/Solar supply to each caravan	
Parking space for residents	
Toilet blocks with Nos	
Any other facilities:	

Management structure for the site (please include details of any site manager, plus details of experience of managing caravan sites)



Please include details of the management plan for the site to cover matters such as pitch fee collection, proximity of manager to the site, contact details for residents (including emergency contact details), how complaints about the condition of the site are dealt with, routine and cyclical maintenance, staffing, waste water and sewage disposal, refuse removal etc.

--

Details of funding arrangements in place for managing the site (including details of any funding through third parties)

--

Will the applicant hold the site as freehold or leasehold?	
If leasehold, confirm length of lease	
Please confirm details of any other person who holds an interest in the site	
Please confirm any provisions or conditions on the lease which may affect the ability of the applicant to manage the site	
Attach blueprint of caravan design etc	
TWO PASSPORTS SIZE PHOTOS OF EACH APPLICANTS TO BE ENCLOSED	

DECLARATION

I hereby certify that all statements in this application are correct and true to the best of my knowledge. I have read the guidance supplied, enclosed any required documentation and fees, and agree to abide by the conditions placed on the licence should it be granted.

FIRST APPLICANT	
SIGNED	
DATE	
SECOND APPLICANT	
SIGNED	
DATE	

FORM 5
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION PROFORMA FOR THE REGISTRATION OF HOUSEBOATS/CRUISES

1	Name of the houseboat/company, if any	
2	Name of promoters with full postal address	
3	Status of owners/promoters, whether Company is: a. Partnership firm (copy of Partnership deed Certificates of registration under Partnership Act may be furnished) b. Proprietary concern (copy of Memorandum and Articles of Association may be furnished)	
4	Telephone/Fax/Email id	
5	Details of houseboat : a. Length & Breadth b. Old or new: c. Model:	
6	Location from where the houseboat is operated	
7	Mooring site License No	
8	Details of facilities Room type Nos. & size 1. Bedroom (s) 2. Toilet(s) 3. Living/dining 4. Kitchen 5. Passage (width to be given) 6. Others (please specify)	
9	Number of staff	
10	Details of safety equipment : a. Number of lifebuoys- b. Number of fire buckets- c. Number of fire extinguishers- d. Others, if any (Please specify)-	
11	Facilities on board (please tick wherever applicable) a. Solid waste disposal (septic tank/ chemical/ directly into backwater) b. Battery operated: Yes/No c. Provision for electricity for light &	



	fan on board: d. Provision for cold and hot running water on board e. Provision for cold purifying water on board f. Refrigerator/icebox on board g. Arrangements for food as per the menu of Guest's choice	
12	Signed copy Acceptance of regulatory conditions of Tourism Deptt attached?	
13	Details of application fee	
14	Give details of solid waste system to be used in separate sheet	
15	Use of alternate source of energy (in separate sheet)	
16	Garbage disposal method (in separate sheet)	
17	Practices to avoid use of polythene bags (in separate sheet)	
18	Practices of using local ethnic materials for construction and furniture (in separate sheet)	
19	Employment from local communities Total number of employees : Number of employees from the district Of houseboat's operation	
20	Details of certification obtained from competent authority on the performance of engine (Attach document)	
21	Are you permanent resident of Mizoram (Attach document)	
22	Are you ST/SC/OBC (Attach document)	
23	Attach blueprint of design etc	
24	ENCLOSE ONE COPY OF PASSPORT SIZE PHOTOGRAPH	

SIGNATURE APPLICANT	
SIGNED	
DATE	

FORM 6
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORMAT FOR HOSTELS & DORMITORIES

1	Name of the Hostel or Dormitory	
2	Category applied for	
3	Name and address of the promoters/owners with a note on their background in separate sheet	
4	a) Complete postal address	
	b) Tel. No/Mobile No	
	c) E-mail ID	
5	Distance of the Hostel or Dormitory in kms. from	
	a) Airport	
	b) Railway Station	
	c) City Centre	
	d) Nearest main shopping centre	
	e) Nearest bus stand /scheduled city bus stop	
6	Details of the Hostel or Dormitory	
	a) Area (in sq. metres) with title – owned/ leased (copies of sale/ lease deed to be enclosed)	
	b) Revenue papers regarding ownership	
	c) Affidavit in case of co-sharer of house/land	
	d) Whether clearance obtained from the Police Authorities regarding the antecedents of the owner /owners and the proposed activity (copy to be enclosed)	
	e) Number of rooms and area for each type of room in sq.ft. (single/double/suites)	
	f) Number of attached baths	
	g) Details of public areas for the following facilities in sq. ft	
	h) Lobby/lounge	
	i) Dining space	
	j) Parking facilities	
	k) Additional facilities available if any (not mandatory)	
l) Eco -friendly facilities		

	m) Facilities for differently abled persons	
	n) Details of Fire Fighting equipment/ hydrants etc. if any	
7	Photographs of the building including interiors showing types of facilities available, bathroom, living room, bedroom, parking etc	
8	Details of payment of application fee	
9	Police Verification Report	
10	Consent of acceptance of the regulatory conditions (please enclose a copy of the prescribed undertaking duly signed by the owner of the establishment)	
11	Attach blueprint of design etc	

LIST OF DOCUMENTS REQUIRED FOR REGISTRATION OF HOSTELS & DORMITORIES

1. Application for registration
2. Inspection Report
3. Revenue Paper (LSC/Land Pass/Lease Certificate)
4. Undertaking from owner on a stamp paper in the shape of affidavit – Rs.10
5. Registration fee or Renewal fees (wherever applicable)
6. Photocopy of signed Tourist Register (**Form 25**)
7. Photocopy of signed Bill Book

Undertaking by owners:

I have read and understood all the terms and conditions mentioned in the Guidelines for Hostels and Dormitories and also with respect to the approval and registration of the accommodation unit under the rules and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Date:-

Signature and name of the owner in block letters

FORM 7
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORM FOR REGISTRATION OF LODGES/MOTEL/RESORT/GUESTHOUSE

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as hotel keeper and my hotel etc known as _____ situated at _____ may be registered under the Mizoram (Registration of Tourist Trade Act) 2020. The particulars are as under:

Sl.No	Particulars	
1	Name of the person with full address	
2	Name of tourist area where the business is to be run	
3	Name of the proprietor(s)	
4	Name of the Manager with full permanent address	
5	Name of the agents/employees	
6	Name of the hotel/business	
7	Date & Year of Establishment	
8	Whether the applicant is a permanent resident of Mizoram? (Attach Proof)	
9	Any other business which the applicant is carrying on in any tourist area in the State or outside the state	
10	Whether the building wherein the hotel etc is operated is owned by the applicant or is rented out or leased	
11	In case of leased building, the period of lease to be mentioned with specific date.	
12	Whether permanent resident of Mizoram & ST/SC/OBC? (attach Certificates etc)	
13	GST Registration or Tax Payment document (Attach document)	
14	Attach blueprint of hotel design etc	

Date:

Name & Signature of the applicant

Note:

1. For registration of lodges/motels/guesthouses/resorts/inns only
2. Leave column blank whichever is not application

FORM 8
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORM FOR REGISTRATION OF A RESTAURANT

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as restaurant/café/snack bar/dhaba/tea stall etc situated at _____ may be registered under the Mizoram (Registration of Tourist Trade Act) 2020. The particulars are as under:

Sl.No	Particulars	
1	Name of the person with full address	
2	Name of tourist area where the restaurant is to be run	
3	Name of the proprietor(s)	
4	Name of the Manager with full permanent address	
5	Name of the agents/employees	
6	Name of the restaurant	
7	Date & Year of Establishment	
8	Whether the applicant is a permanent resident of Mizoram (Attach Proof)	
9	Any other business which the applicant is carrying on in any tourist area in the State or outside the state	
10	Whether the building wherein the hotel is operated is owned by the applicant or is rented out or leased	
11	In case of leased building, the period of lease to be mentioned with specific date.	
12	Whether a permanent resident of Mizoram & ST/SC/OBC? (Attach Certificates)	
13	GST Registration or Tax Payment (Attach document)	

Date:

Name & Signature of the applicant

Note:

1. For registration of restaurant, cafe, snack bar, dhabas, tea stall etc
2. Leave column blank whichever is not application

FORM 9
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORM FOR REGISTRATION OF TOUR OPERATOR OR TRAVEL AGENT

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as Tour Operator or Travel Agent within the meaning of Mizoram (Registration of Tourist Trade Act) 2020. The particulars required for the purpose are given hereunder:

Sl.No	Particulars	
1	a) Name of the applicant or firm and its registered address	
	b) Contact No	
	c) Email Address	
2	Date & Year of Establishment	
3	Whether the firm is a proprietary/partnership/private or public limited concern	
4	Month and date when the firm was registered with concerned Federation or Association in India	
5	Capital standing in Bank	
6	Name of the Director/Directors/Partner/partners etc	
7	Details of interests, if any in other business of the Directors/ Partner. Partners etc	
8	Name of Bankers (attach reference from Bank)	
9	Name of Auditors. (A balance sheet & Profit & Loss statement pertaining to the Travel business, as prescribed under the company law must be submitted by each applicant)	
10	Income Tax Clearance Certificate from the appropriate authorities	
11	All other activities undertaken by the firm Besides Travel arrangements	
12	a) Volume of tourist traffic handled up to the date of application showing foreign and internal tourist	



	traffic separately	
	b) Clientele, any special tourist parties, their size frequency of visit etc	
	c) Amenities arranged for foreign tourist	
	d) Steps taken to promote home tourist traffic and details of the parties handled, if any.	
	e) Promotional/publicity activities, undertaken (with documentary proof)	
13	Branches of the firm in the country, the staff Employed at the headquarters & branches	
14	Particulars of foreign firm if any, with the details of tourist traffic business connections	
15	Name of Guides approved by the Directorate of Tourism having been employee with their address	
16	Registration No. & Date with Airlines/carriers or Agents if applicable (with true copy attached)	
17	GST Registration and Tax Payment (Attach document)	
18	Whether permanent resident of Mizoram & ST/SC/OBC (Attach certificates)	

Name & Signature of applicant.

Date:

Note:

1. The persons seeking registration under the category of adventure and sports Tour operator shall produce the certificate/documentary proof duly issued by the concerned Federation/Association of India.
2. For registration of tour operator, travel agent, ticketing agents, adventure tour operator, adventure sports tour operator including aerosports, water sports tour operator including river rafting and excursion agent etc
3. Leave column blank whichever is not application

FORM 10
(Rule 3 (1) & Rule 18 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORM FOR REGISTRATION OF TOUR GUIDE

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as Tour Guide within the meaning of Mizoram (Registration of Tourist Trade Act) 2020. The particulars required for the purpose are given hereunder:

Sl.No	Particulars	
1	a) Name of applicant with full address	
	b) Contact No	
	c) Email Address	
2	a) Educational Qualifications	
	b) Year of passing	
3	Language known or proficient other than Mizo	
4	Date of Birth	
5	Any other information or qualifications or training attended which the applicant wishes to give in support of his application	
6	Whether ST/SC/OBC? (Attach Certificate)	
7	Experiences if any in separate sheet	
8	Attach Police Verification	
9	Attach EPIC/Aadhar	

Yours faithfully

Name & Signature of the applicant

Date:

FORM 11
(Rule 3 (1) & Rule 18 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORM FOR REGISTRATION OF TOURIST PORTER

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as Tourist Porter within the meaning of Mizoram (Registration of Tourist Trade Act) 2020. The particulars required for the purpose are given hereunder:

Sl.No	Particulars	
1	a) Name of applicant with full address	
	b) Contact No	
	c) Email Address	
2	a) Educational Qualifications	
	b) Year of passing	
3	Language known or proficient other than Mizo	
4	Date of Birth	
5	Any other information or qualification which the applicant wishes to give in support of his application	
6	Whether ST/SC/OBC? (Attach Certificate)	
7	Experiences if any in separate sheet	
8	Attach Police Verification	
9	Attach EPIC/Aadhar	

Yours faithfully

Name & Signature of the applicant



FORM 12
(Rule 3 (1) & Rule 18 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FOR REGISTRATION OF OUTDOOR PHOTOGRAPHER

To

Prescribed Authority
Tourist Department
Government of Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as Outdoor Photographer within the meaning of **Mizoram (Registration of Tourist Trade Act) 2020**. The other particulars of the trade are as under:

Sl.No	Particulars	
1	Name of the person with full address Intending to operate or is already operating	
2	Name of the Tourist area where the business is to be conducted	
3	Educational Qualification (attach documents)	
4	Experiences in outdoor photographing (attach documents)	
5	Whether the applicant is a permanent resident of Mizoram? (attach documents)	
6	Whether ST/SC/OBC? (attach documents)	
7	Police Verification (attach documents)	

Date:

Name & Signature of the applicant.

Note:

1. For registration of Outdoor Photography
2. Leave column blank whichever is not application

FORM 13
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FOR REGISTRATION OF PERSONS CONDUCTING INDIVIDUAL BUSINESS OR EQUIPMENT VENDORS

To

Prescribed Authority
Tourist Department
Government of Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as dealer or vendor of equipments etc within the meaning of **Mizoram (Registration of Tourist Trade Act) 2020**. The other particulars of the trade are as under:

Sl.No	Particulars	
1	Name of the person with full address Intending to operate or is already operating	
2	Name of the Tourist area where the business is to be conducted	
3	Name of the proprietor	
4	Name of business undertaken	
5	Whether the minimum requirement of certificate possessed? If any (Attach document)	
6	Whether the applicant is a permanent resident of Mizoram (Attach document)	
7	Whether ST/SC/OBC? (Attach Certificate)	

Date:

Name & Signature of the applicant.

Note:

- For registration of Dealers of Camping Agency/ Tent & Camping Equipments /Adventure, adventure sports equipment and water sports equipments etc
- Leave column blank whichever is not application

FORM 14
(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FOR REGISTRATION OF PERSONS OPERATING SERVICES INDIVIDUALLY

To

Prescribed Authority
Tourist Department
Government of Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as a boatman/diver/pilot/sky pilot/surfer/rider/diver etc within the meaning of **Mizoram (Registration of Tourist Trade Act) 2020**. The particulars of the trade are as under:

Sl.No	Particulars	
1	Name of the person with full address Intending to operate or is already operating with Contact No & Email	
2	Name of the Tourist area where the business is to be conducted	
3	Name of the proprietor	
4	Whether the minimum requirement of certificate possessed?	
5	Whether the applicant is a permanent resident of Mizoram (Attach EPIC/Aadhar)	
6	Whether ST/SC/OBC? Attach Certificate	
7	Indicate activities undertaken: 1.Parasailing 2.Paragliding 3.Water Sports 4.Trekking 5.Hot Air Balloon 6.Mountaineering 7.Trekking/Camping 8.Mountain Biking/Cycling 9.Any other activity (specify)	
8	List of adventure sports equipment possessed (in separate sheet)	
9	Details of Insurance Cover (in separate sheet)	
10	Medical Facilities?	
11	Safety measures to be adopted (in separate paper)	

Date:

Name & Signature of the applicant.

Note:

- For registration of Boatman for Parasailing/Canoeing/Kayaking, Pilot and Tandem Pilot for Paragliding, Parasailing Sky Pilot, Surfer for waterskiing, Personal Water Craft (Jet Ski etc) Rider, river rafting operator and Scuba Diver
- Leave column blank whichever is not application
- This Form is not meant for river rafting and aero sports



FORM 15
(Rule 16 of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORM FOR DUPLICATE CERTIFICATE

To

The Prescribed Authority

PHOTO OF
THE
APPLICANT

Sir,

I lost my/our Registration Certificate and the same is requested for duplicate certificate within the meaning of Mizoram Registration of Tourist Trade Act, 2020 for.....area (Name of area).

The particulars required for the purpose are given hereunder:

Sl.No	Particulars	
1	Name of applicant with full address	
2	Contact No	
3	Email Address	
4	Name of Trade or Business	
5	Registration No & Date	

Yours faithfully

Name & Signature of the applicant

*To be used for application for all kinds of services



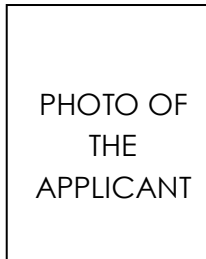
FORM 16
(Rule 4 of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORM FOR RENEWAL CERTIFICATE

To

The Prescribed Authority

Sir,



I request that Renewal for Registration of tourist trade and the same is requested for renewal within the meaning of Mizoram Registration of Tourist Trade Act, 2020 for.....area (Name of area).

The particulars required for the purpose are given hereunder:

Sl.No	Particulars	
1	Name of applicant with full address	
2	Contact No	
3	Email Address	
4	Name of Trade or Business	
5	Registration No & Date	

Yours faithfully

Name & Signature of the applicant

*To be used for application for all kinds of services

FORM 17
(Rule 17 of the Mizoram Registration of Tourist Trade Rules 2020)

APPLICATION FORM FOR ALLOTMENT OF MOORING SITES

To

The Prescribed Authority

PHOTO OF
THE
APPLICANT

Sir,

I request that mooring sites be allotted to me within the meaning of Mizoram Registration of Tourist Trade Act, 2020 for.....area (Name of area).

The particulars required for the purpose are given hereunder:

Sl.No	Particulars	
1	Name of applicant & owner with full address	
2	Contact No	
3	Email Address	
4	Date of Birth	
5	Educational Qualification	
6	Name of Trade or Business/Boat	
7	Proposed place of area where business is intended to carry out	
8	Are you permanent resident of Mizoram? (Attach Certificate)	
9	Whether ST/SC/OBC? (Attach Certificate)	
10	GST Registration No or Tax Payment (Attach Certificate)	
11	Period for which the boat is intended to be moored.	

Yours faithfully

Name & Signature of the applicant



FORM 18
(Rule 3 (3) of the Mizoram Registration of Tourist Trade Rules 2020)

DEPARTMENT OF TOURISM
GOVERNMENT MIZORAM

Certificate of Registration of Dealer

This is to certify that Mr/Mrs/Ms..... son/daughter of.....resident of....., a dealer in.....has/have been registered under the Mizoram Tourist Trade Act 2020, to carry on business as a dealer in the following notified articles in.....area/areas.

1	Name of the Business	
2	Area of operation	
3	This certificate is valid up to	

Sl.No	Name of the notified articles approved
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Date:

Prescribed Authority
Tourism Department
Government of Mizoram



FORM 19
(Rule 3 (3) of the Mizoram Registration of Tourist Trade Rules 2020)

DEPARTMENT OF TOURISM
GOVERNMENT MIZORAM

**Certificate of Registration of Restaurants, Hotels and any other accommodation units
 etc***

This is to certify that Mr/Mrs/Ms..... son/daughter
 of.....resident of.....
 has/have been registered under the Mizoram Tourist Trade Act 2020 to operate the
 said hotel/hotels:

1	Name of the Hotel	
2	Area where the hotel is operated	
3	This certificate is valid up to	

Date:

Prescribed Authority
 Tourism Department
 Government of Mizoram

***Certificate will be suitably modified as per services applied**



FORM 20
(Rule 3 (3) of the Mizoram Registration of Tourist Trade Rules 2020)

DEPARTMENT OF TOURISM
GOVERNMENT MIZORAM

Certificate of Registration of Travel Agents/Tour Operators/Ticketing Sales Agents*

This is to certify that Mr/Mrs/Ms..... son/daughter of..... resident of Has/have been registered under the Mizoram Tourist Trade Act 2020 to carry on the business of Travel Agent/Tour Operators/Ticketing Sales Agents in the State of Mizoram.

This Certificate is valid up to:

Date:

Prescribed Authority
Tourism Department
Government of Mizoram

***Certificate will be suitably modified as per services applied**



FORM 21
(Rule 3 (3) of the Mizoram Registration of Tourist Trade Rules 2020)

DEPARTMENT OF TOURISM
GOVERNMENT MIZORAM

Certificate of Registration of Individual Service Providers*

This is to certify that Mr/Mrs/Ms..... son/daughter of.....resident of....., a dealer in.....has/have been registered under the Mizoram Tourist Trade Act 2020, to carry on business as a dealer in the following notified articles in.....area/areas.

1	Name of the Business	
2	Area of operation	
3	This certificate is valid up to	

Sl.No	Name of Business to be conducted
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Date:

Prescribed Authority
Tourism Department
Government of Mizoram

*For Equipment Vendors, Tour Guide, Tourist Porter, Outdoor Photographer, Boatman, PWC (Jet Ski) Owner, Motor Launch Owner, Pilot, Sky Pilot, Scuba Divers, Surf Riders, Scuba Divers and Water Skiing Riders etc

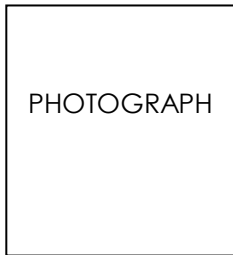
***Certificate will be suitably modified as per services applied**



FORM 22
(Rule 12 (6) of the Mizoram Registration of Tourist Trade Rules 2020)

IDENTITY CARD OF TOUR GUIDE

Identity Card No:



Certified that Mr/Mrs/Ms.....son/daughter of resident of..... whose photograph is given on Page 1 is a Tour Guide approved by the Tourism Department, Government of Mizoram subject to the conditions below:

Date of Issue:

Date of Expiry:

1. This Tour Guide is to be allowed entry into all tourist places including Forests under the control of State and all places under the control of Local Authorities and Public Bodies.
2. This Tour Guide shall carry this ID Card while accompanying tourists all the time and wear the badge or arm band provided by the Tourism Department
3. He/she will charge the fees only at the rate fixed by the Tourism Department. He/she will also carry a copy of the schedule of charges as determined by the State Government
4. He/she will not lend his ID Card to anyone.
5. He will show this ID Card and other documents issued by the Prescribed Authority, Tourism Department to the Officer-in-Charge of any historical and tourist places, EF & CC Department, Local Authorities and persons to be guided by him/her on demand

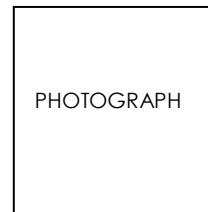
Signature of Prescribed Authority with seal



FORM 23
(Rule 12 (7) of the Mizoram Registration of Tourist Trade Rules 2020)

ID CARD FOR OTHER INDIVIDUAL SERVICE PROVIDERS/OPERATORS

Identity Card No:



Certified that Mr/Mrs/Ms/Dr.....son/daughter of resident of..... whose photograph is given on Page 1 is a/an(name of service) approved by the Tourism Department, Government of Mizoram subject to the conditions below:

Date of Issue:

Date of Expiry:

1. He/she shall carry this ID Card while accompanying tourists all the time and wear the badge or arm band provided by the Tourism Department
3. He/she will charge the fees only at the rate fixed by the Tourism Department. He/she will also carry a copy of the schedule of charges as determined by the State Government if any
4. He/she will not lend his ID Card to anyone.
5. He will show this ID Card and other documents issued by the Prescribed Authority, Tourism Department to any authorities or local persons to be guided by him/her on demand

Signature of Prescribed Authority with seal

Note:

1. For Tourist Porter, Outdoor photographer, operators of PWC (Jet Ski), Motor Launch, Boatman, Pilot, Sky Pilot, Scuba Divers, Surf Riders and Water Skiing Riders etc



FORM 24
(Rule 8 (a) of the Mizoram Registration of Tourist Trade Rules 2020)

(Order Book for Dealers)

Name of Firm:

Place:

Date of placing of order	Name and address of the persons placing the order	Full description of the articles/being ordered with size, quality, design, colour, etc.	Permanent address of the person placing order	Present address in the Union Territory	Date by which the goods are to be dispatched	Total Value of the goods ordered	Amount paid in advance in foreign/Indian currency	Balance if any, Payable in foreign/Indian currency and the time when payable	Brief records of terms and conditions, if any, between the customer and the firm.	Signature of the Customer and the owner for representative of the firm with date.
1	2	3	4	5	6	7	8	9	10	11
								() ()		

Signed by proprietor of Dealer of notified article

FORM 25
(Rule 9 (b) of the Mizoram Registration of Tourist Trade Rules 2020)

(Tourist Register)

Sl. No.	Name of the Guest	Full address within India/abroad	Passport No., date of issue and expiry	No. of Guest accommodated and number of rooms occupied	Date of arrival and time	Date of departure and time	Accommodation charges per day	Period of stay
1	2	3	4	5	6	7	8	9

Signature of the Guest during arrival	Total amount charge on accommodation	Charges paid in Foreign/India Currency	Bill/Receipt No. and Cash Memo with date	Amount of Luxury Tax collected if any	Signature of Receptionist/Manager on duty	Particulars of the encashment certificate with date	Signature of the Guest during departure	Remarks
10	11	12	13	14	15	16	17	18

Signed by proprietor of hotel

FORM 26
(Rule 9 (h) & 10 (f) & 11 (f) of the Mizoram Registration of Tourist Trade Rules 2020)

MONTHLY VISITOR DATA REPORT TO BE SUBMITTED BY HOTELS & OTHER ACCOMMODATION UNITS

Name of Accommodation Unit			Location		
District		Month		Year	

A. VISITORS DATA:

ITEM	Local	Domestic	NRI	Foreign	Total
Number of Guests Checked In					
Total number of Nights Spent					

B. DETAILS OF VISITORS:

Category: (TICK) Local/Domestic/Foreign/NRI	Place of Residence: Name of District (for local), State (for domestic), Country (for foreign & NRI)
Leisure: Holidaying/Recreation/Sight-seeing/Other	
Non-Leisure: Business/ Social (visiting relatives, attending marriages etc)/ Religious/ Education/ Sports/ Health & Medical/ Shopping/ Other	

Fill the columns separately for each place of residence (district, state or country)

Sl. No	Category	Place of residence (See Index)	No. of Guests	No. of Nights spent	Purpose of Visit (Tick)																	
					Leisure				Non-Leisure													
					Holidayin	Recreatio	Sightseei	Other	Business	Social	Religious	Educatio	Sports	Health	Shopping	Other						

Signature & Date:
Name:

DISTRICT INDEX (for Local Tourists)

District	Code	District	Code	District	Code
AIZAWL	01	LUNGLEI	02	SIAHA	03
CHAMPHAI	04	KOLASIB	05	SERCHHIP	06
LAWNGTLAI	07	MAMIT	08	KHAWZAWL	09
SAITUAL	10	HNAHTHIAL	11		

STATE/UNION TERRITORY INDEX (for Domestic Tourists)

State/UT	Code	State/UT	Code	State/UT	Code
ANDAMAN & NICOBAR	AN	ANDHRA PRADESH	AP	ARUNACHAL PRADESH	AR
ASSAM	AS	BIHAR	BH	CHANDIGARH	CH
CHHATISGARH	CT	DADRA & NAGAR HV	DN	DAMAN & DIU	DD
DELHI	DL	GOA	GA	GUJARAT	GJ
HARYANA	HR	HIMACHAL PRADESH	HP	JAMMU & KASHMIR	JK
JHARKHAND	JH	KARNATAKA	KA	KERELA	KL
LAKHSWADEEP IL.	LD	MADHYA PRADESH	MP	MAHARASHTRA	MH
MANIPUR	MN	MEGHALAYA	ME	MIZORAM	MZ
NAGALAND	NL	ODISHA	OD	PUDUCHERRY	PY
PUNJAB	PJ	RAJASTHAN	RJ	SIKKIM	SK
TAMIL NADU	TN	TELANGANA	TS	TRIPURA	TR
UTTAR PRADESH	UP	UTTARAKHAND	UT	WEST BENGAL	WB

COUNTRY INDEX (For Foreigner/NRI Tourists)

Country	Code	Country	Code	Country	Code
U.K	311	U.S.A	312	SRI LANKA	287
FRANCE	176	GERMANY	184	JAPAN	211
ITALY	208	MALAYSIA	230	SWITZERLAND	296
CANADA	142	AUSTRALIA	120	SINGAPORE	282
U.A.E	278	SAUDI ARABIA	279	IRAN	203
PAKISTAN	253	BANGLADESH	124	CHINA	210
SOUTH KOREA	212	MYANMAR	125	THAILAND	126
VIETNAM	127	INDONESIA	129	RUSSIA	301
MEXICO	143	BRAZIL	144	ARGENTINA	145
SPAIN	200	PORTUGAL	201	NETHERLANDS	202
DENMARK	213	SWEDEN	204	NORWAY	205
FINLAND	206	AFGHANISTAN	254	NEPAL	118
BHUTAN	119	MONGOLIA	209	PHILIPPINES	130
SOUTH AFRICA	271	BELGIUM	207	BAHRAIN	272
CAMBODIA	128	EGYPT	266	GREECE	177
TURKEY	178	ISRAEL	180	HONG KONG	285
KUWAIT	277	KENYA	265	NIGERIA	267
NEW ZEALAND	121	POLAND	297	TAIWAN	286
VATICAN	222	ROMANIA	298	UZBEKISTAN	299

REGION INDEX (For Foreigner/NRI Tourists whose countries are not listed above)

Region	Code	Country	Code	Country	Code
NORTH AMERICA	NAM	CENTRAL AMERICA	CAM	SOUTH AMERICA	SAM
CARIBBEAN	CRB	WESTERN EUROPE	WEU	CENTRAL EUROPE	CEU
EASTERN EUROPE	EEU	MIDDLE EAST	MEA	NORTHERN AFRICA	NAF
CENTRAL AFRICA	CAF	SOUTHERN AFRICA	SAF	SOUTH EAST ASIA	SEA
EAST ASIA	EAS	OCEANIA	OCE	PACIFIC	PAC

FORM 28
(Rule 12 (6) of the Mizoram Registration of Tourist Trade Rules 2020)

QUARTERLY REPORT OF TOUR GUIDE ON ASSIGNMENTS HANDLED BY HIM/HER

Sl.No	Particulars	Replies
1	Name of the Tour Guide	
2	Station at	
3	Assignment during the Quarter	
4	Duration (Period)	
5	VIPs escorted during the reporting period	
6	Places covered	
7	Nationalities of Tourists guided	
8	Total No of Indian Tourist handled	
9	Total No of Foreign Tourist handled	
10	General remarks on assignments covered	
11	Complaints if any	

12. Mention the name of Tour/Travel Agencies/Operators which the Tourists were assigned:

Sl.No	Name of Tour Operators/ Travel Agencies	Group (No of tourists)	VIPs (No of tourists)	FIT (No of tourists)

Date:

Name & Signature of Tour Guide
Mobile No:
Email ID:



FORM 30
(Rule 21 of the Mizoram Registration of Tourist Trade Rules 2020)

Show Cause Notice to defaulter under Mizoram Registration of Tourist Trade Rules 2020

To

Mr/Mrs/Ms.....

Address.....

.....

Registered No:.....

Whereas Mr/Mrs/Mshave ceased to operate tourist trade or business within the meaning of the **Mizoram Registration of Tourist Trade Act 2020**:

- i) Having been convicted of an offence under the provisions of the Indian Penal Code, 1860:..... [section 7 (b) or 12 (b) or 21 (b) or 30 (b) as the case may be]
- ii) Having been received complaint of malpractice by the Prescribed Authority and proved against you: [section 7 (d) or 12 (d) or 21 (d) or 30 (d) as the case may be]
- iii) Having been convicted under sectionof the **Mizoram Registration of Tourist Trade Act 2020**.
- iv) Having been declared an insolvent by a competent court and has not been discharged
- v) Having been blacklisted under section of the **Mizoram Registration of Tourist Trade Act 2020**.
- vi) Having been convicted any offence punishable under any law providing for the prevention of smuggling and corruption.

And whereas your name is liable to be removed from the Register under section..... of the **Mizoram Registration of Tourist Trade Act 2020**,

Now, therefore, notice is hereby given to you to show cause within 7 days of the receipt of this notice as to why your name should not be removed from the register on the grounds specified above.

Prescribed Authority
Tourism Department
Government of Mizoram

**NO.C.31012/1/2020-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

Aizawl, the 29th November,2021

NOTIFICATION

In exercise of the powers conferred by section 55 of the Mizoram (Registration of Tourist Trade) Act 2020, the Government of Mizoram is pleased to make the following rules to amend the Mizoram (Registration of Tourist Trade) Rules, 2020, namely:

1. Short title, extent and commencement:-

- a) These rules may be called the Mizoram Registration of Tourist Trade (Amendment) Rules, 2021;
- b) They shall extend to the whole of Mizoram;
- c) They shall come into force from the date of their publication in the Official Gazette.

2. Amendment of Rule 5:-

In sub-rule 2 of rule 5 of the Mizoram (Registration of Tourist Trade) Rules 2020, (hereinafter referred to as the Principal Rules), 2020, the word "the" appearing after the word "above" and before the words " a dealer", shall be omitted.

3. Amendment of Rule 13:-

In Rule 13 of the Principal Rules:-

(1) In sub-rule (6), the figure "18" appearing after the word "rule" shall be substituted by the figure "19"

(2) In sub-rule (9) , the figure "27" appearing after the word "Form" shall be substituted by the figure "23"

(3) After sub-rule 12, the figure "11" shall be substituted by the figure "13"

4. Amendment of Rule 20:-

In sub-rule (2) of rule 20 of the Principal Rules, the word, figure and symbols "rule 17(1)" shall be substituted by the word, figure and symbols " sub-rule (1)"

5. Amendment of Form 5:-

In Form 5 of the Principal Rules, Sl.No. 12 shall be omitted.

6. Amendment of Form 10:- In Form 10 of the Principal Rules, the word, figures and symbols "Rule 18(1)" shall be substituted by the word, figures and symbols "Rule 19(1)"
7. Amendment of Form 11:- In Form 11 of the Principal Rules, the word, figures and symbols Rule 18(1) shall be substituted by the word, figures and symbols "Rule 19(1)"
8. Amendment of Form 12:- In Form 12 of the Principal Rules, the word, figures and symbols Rule 18(1) shall be substituted by the word, figures and symbols "Rule 19(1)"
9. Amendment of Form 13:- In Form 13 of the Principal Rules, Sl.No.5 shall be omitted.
10. Amendment of Form 14:- In Form 14 of the Principal Rules, Sl.No.5 of the footnote shall be omitted.
11. Amendment of Form 15:- In Form 15 of the Principal Rules, the word and figures "Rule 16" shall be substituted by the word and figures "Rule 17"
12. Amendment of Form 17:- In Form 17 of the Principal Rules, the word and figures "Rule 17" shall be substituted by the word and figures "Rule 18"
13. Amendment of Form 22:- In Form 22 of the Principal Rules, the word, figures and symbols "Rule 12(6)" shall be substituted by the word, figures and symbols "Rule 13(6)"
14. Amendment of Form 23:- In Form 23 of the Principal Rules, the word, figures and symbols "Rule 12(7)" shall be substituted by the word, figures and symbols "Rule 13(7)"
15. Amendment of Form 24:- In Form 24 of the Principal Rules, the word, figure and symbols "Rule 8(a)" shall be substituted by the word, figure and symbols "Rule 9(a)"

16. Amendment of Form 25:- In Form 25 of the Principal Rules:-
(1) the word, figure and symbols "Rule 9(b)" shall be substituted by the word, figure and symbols "Rule10(b)"
(2) Sl. No. 16 of the table shall be omitted.
17. Amendment of Form 26:- In Form 26 of the Principal Rules, the word, figures and symbols "(Rule 9 (h) & 10 (f) & 11 (f))" shall be substituted by the word, figures and symbols "(Rule 10 (h) & 13 (10-f) & 13 (11-f))."
18. Amendment of Form 27:- In Form 27 of the Principal Rules:-
(1) the word, figures and symbols "(Rule 11 (l) & Rule 12 (9))" shall be substituted by the word, figures and symbols "(Rule 12 (l) (a))"
(2) the word, figures and symbols "Rule 12(9)" shall be omitted
19. Amendment of Form 28:- In Form 28 of the Principal Rules, the word, figures and symbols "(Rule 12 (6))" shall be substituted by the word, figures and symbols "(Rule 19(6))"
20. Amendment of Form 29:- In Form 29 of the Principal Rules, the word, figures and symbols "(Rule 12 (8) & Rule 18 (6))" shall be substituted by the word, figures and symbols "(Rule 13 (8-a) & Rule 19 (6))"
21. Amendment of Form 30:- In Form 30 of the Principal Rules, the word and figure "Rule 21" shall be substituted by the word, figure "Rule 22"
22. Amendment of Annexure: - In Annexure E of the Principal Rules, alphabetical series "h" shall be substituted by "g"

SD/-K.LALRINZUALI
Secretary to Govt. of Mizoram
Tourism department



Memo. NO.C.31012/1/2019-TOUR : **Aizawl the 29th November, 2020**

Copy to:

23. Secretary to Governor of Mizoram
24. PS to Chief Minister, Govt. of Mizoram
25. Speaker/ Dy. Speaker, Mizoram Legislative Assembly
26. All Ministers/Ministers of State, Govt. of Mizoram
27. All Members of Legislative Assembly, Mizoram
28. Sr.PPS to Chief Secretary, Govt. of Mizoram
29. All Administrative Heads/All Heads of Department
30. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
31. Director, Tourism Department for information & necessary action.
32. All Tourist Lodges/Facilities under Tourism Department
33. Guard File.

(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram

...

**No.C.31012/4/2020-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

Dated Aizawl, the 15th January 2021

NOTIFICATION

In exercise of the powers conferred by section 55 of the Mizoram Registration of Tourist Trade Act 2020, the Government of Mizoram is pleased to make the following rules for carrying out the purposes of the aforesaid Act, namely:

1. Short title, Extent and commencement

- 1) These rules may be called the Mizoram Aero Sports Rules 2021
- 2) These rules shall extend to the whole of Mizoram
- 3) They shall come into force from the date of publication in the Official Gazette

2. Definitions

- 1) In these rules, unless there is anything repugnant to the subject or context,
 - a) "Act" means the Mizoram (Registration of Tourist Trade) Act 2020;
 - b) "air-rafft" means any equipment/ contraption (para glider, hand glider, hot air balloon. etc) used for being air borne;
 - c) "annexure" means an annexure appended to these rules;
 - d) "association" means a society registered under the Mizoram Societies Registration Act 2005;
 - e) "crew members" mean the persons who conduct the aero sports operation including the guides accompanying the operation;
 - f) "F.A.I" means Federation Aeronautique Internationale;
 - g) "government" means Government of Mizoram;
 - h) "guide" means a person who for the purposes of these rules, is registered as such and accompany the operation for guiding its smooth and safe completion;
 - i) "instructor/pilot/solo pilot/tandem pilot" means a person holding valid license under these rules for safe operation of paragliding or aero sports;
 - j) "operator" means a tour agent whether an individual, company or an association or a society as the case may be who is registered as such under the Act for carrying out or engaged in or offering to engage the Adventure Sports on commercial basis i.e. for the purpose of training, recreation or sports";
 - k) "operation" means a aero sport trip to be under taken or under taken under these rules;
 - l) "paraglider" means a canopy which may be used to glide in air;
 - m) "participant" means the person(s) who participates in an operation;

n) “season” for the purposes of these rules means the period between the months of October to April. Any other period of the months, during which no Aero Sports operation shall be permitted;

o) “tandem” means paragliding activity involving two people (one pilot and one passenger) on one paraglider;

p) “travel agent” for the purposes of these rules means a person who is registered and engaged in the business of aero sports for monetary considerations;

q) “technical committee” means committee constituted by the State Government under rule 6;

r) “site” means location approved by the Technical Committee for conducting Aero Sport activities.

2) Words and expression used in these rules not defined in shall have the same meaning as assigned to them in the said Act.

3. Procedure for application for commercial aero sport operations

1) Applications for commercial aero sports operations during the ensuing season shall be received in the office of Prescribed Authority, Tourism Department from the operators three months prior to operation in **Form A** along with bio-data of pilot or tandem pilot in **Form B**. The Prescribed Authority shall scrutinize these applications initially and put up the same before the Technical Committee which shall hold the meeting before three months of operation and fix date, time and venue for the scrutiny/ inspection of the documents, conducting practical/ physical tests of guides and final approval by giving at least 15 days clear notice to all the qualified operators. Aero Sport operations shall normally be held during the month of October to April.

2) No operator shall be permitted to operate aero sports activities in the off season. All operators shall follow the procedure as laid down in sub-rule (1).

3) The operator(s) or associations, as the case may be, shall be registered with the Tourism Department, Mizoram and have a local office in the State for at least one year prior to such registration.

4) Activities which are covered under commercial aero sport operation include tandem paragliding only.

4. Registration and qualification of commercial operator for aero sport

1) A qualified person or association intending to operate aero sports shall apply for registration in prescribed format as per **Form 14 of the Mizoram Registration of Tourist Trade Rules 2020** to the Prescribed Authority, Tourism Department, along with application fee and registration fee fixed by the Government from time to time. Prescribed Authority, Tourism Department shall issue a certificate of registration to the concerned operator after the approval of the Technical Committee.

2) The license issue shall be valid for a period of three year from the date of issue. Duplicate or Renewal shall be applied as per **Form 15 and Form 16 of the Mizoram Registration of Tourist Trade Rules 2020** as the case may be.

3) No person other than operator registered for carrying out the aero sport operations shall be permitted to carry on any operation either directly himself or through his employees unless the Technical Committee is satisfied that the operator has all the equipments and he fulfils other requirements under these rules and his proposal has been duly approved/ cleared by the said Committee.

4) No operator shall be permitted to undertake aero sport activities unless he has trained and qualified guides with at least experience of 500 hours of flying experience in aero sports of the required standard with good track record.

5) Permit holder shall submit monthly report to the Prescribed Authority, Tourism Department as per **Form 27 of the Mizoram Registration of Tourist Trade Rules 2020**.

5. Registration and qualification of non-commercial operator for aero sport

1) Any applicant who wishes to participate in non commercial paragliding activity shall apply to the Prescribed Authority at least three months prior to the date of proposed event in prescribed form at **Form A**.

2) Activities which are covered under non commercial paragliding activities are:

- a) Solo paragliding or visiting solo pilot;
- b) Tandem non commercial paragliding;
- c) Participation in paragliding competition;
- d) Training for paragliding to be provided by trainers with at least 10 years of experience.

3) Government Department or Armed Forces shall be exempted from obtaining permit. However, they shall be required to inform the Tourism Department at least two weeks before the events.

6. Registration & Qualification of the Pilot/ Guide/ Instructor/ Tandem Pilot

1) A person intending to participate in an aero sport operation as a pilot/ guide/ instructor/ tandem pilot shall apply to the Prescribed Authority, Tourism Department in **Form 14 of the Mizoram (Registration of Tourist Trade Rules) 2020 with Form B** with an application fee which shall be fixed by the Government from time to time to the Prescribed Authority, Tourism Department, who on being satisfied that the person applying for registration fulfills the requisite qualifications and standard for registration with the approval of Technical Committee shall issue a certificate to the

person applying for registration. The Certificate so issued shall be valid for a period of three year.

2) In case of solo flights, pilot should have undergone five full days ground training consisting theoretical and practical training and instructor should satisfy himself of the first launch both in hill and winch launched paragliding. For first 15 launches height should be restricted to maximum 500 feet and student should be radio guided. After demonstrated capability for 180 degree stable turns, five spot (20 mtrs) landings and after the theory paper is cleared, the student may be allowed to carry out free fly. The student pilot must have a valid registration with a club recognized by the FAI or Government of Mizoram.

3) Tandem pilots shall have a tandem pilot's license issued by the competent authority, which will be issued after the following:

- ❖ 150 logged flights;
- ❖ 35 h + logged;
- ❖ Pass theory paper.

4) All instructors shall be current pilots having sufficient knowledge and experience in the sport.

5) Pilots shall have paragliding wings with CEN certification. Such certification should be stitched on the wing and visible for inspection.

7. Constitution of Technical Committee

The Government shall, by notification constitute a Technical Committee having jurisdiction over the entire State of Mizoram consisting of the following members, namely;

1. Chairman : Secretary, Tourism Department
2. Members : Secretary, Sports & Youth Services
Secretary, Health & Family Welfare
Secretary, Disaster Management & Rehabilitation
Secretary, Public Works Department
Secretary, UD & PA Department
Secretary, Rural Development Department
Principal Consultant, Civil Aviation Wing
Deputy Commissioner of the concerned District
Director, Fire & Emergency Services
Superintendent of Police of the concerned District
Secretary, Mizoram State Sports Council
Office Bearers of Mizoram Aero Sports Association
3. Invitee : Representative of Paragliding Federation of India
4. Member Secretary: Director, Tourism

The Chairman may in his/her discretion, co-opted any other person or group or association as Member.

8. Functions of the Technical Committee

The Technical Committee shall meet at least twice a year, once before the start of the operation and the second in the last week of every financial year. The Committee shall be responsible for the following; namely:

a) To inspect and clarify the equipments (manufactured by the manufacturer and homologated by an internationally recognized certification authority or Federation Aeronautique Internationale (FAI) with the operator from safety point of view as per **Annexure A and Annexure B**;

b) To scrutinize the bio data of the operators and guides and to conduct their physical tests in order to ascertain their expertise for the registration as Operators/ guides and for the issuance of commercial license to the Operator. The Technical Committee shall see and examine the following:

- i) Certified equipments;
- ii) Skill of Paragliding Pilots;
- iii) Issuance of Paragliding Pilots;
- iv) Indemnity bond for releasing State from any cost incurred in rescue/ medical expenses etc in the case of emergency/ accident etc of the operator as well as the customer. The State shall also not be liable to pay any compensation to the operator, guide or the customer in case of their death, serious and minor injuries;
- v) Safety measures (under rule 10 of the said rules); and
- vi) Log book of the operator

c) To ensure that the operator(s) and the guide(s) shall follow all safety procedures specified in these rules and give in writing the list of such safety equipments;

d) To identify new sites and areas for Aero Sports in the State and review the existing sites;

e) To notify the exact boundaries including take off and landing sites where operation can be safely conducted;

f) To determine the carrying capacity for each site before operations can be started;

g) The presence of one third of the members of the above technical committee shall form the quorum of the meeting.

9. Establishment of Regulatory Committee and its functions:

1) The Government shall by notification constitute a Regulatory Committee for each Aero Sport site at the District level consisting of the following:

1. Chairman : Deputy Commissioner of the concerned District

2. Members : Superintendent of Police of the concerned District
Project Director, DRDA
Chief Medical Officer of the concerned District
District Sports & Youth Officer
Representative of Tourism Deptt in the District
Representative of Public Works Department
Representative of UD & PA Department
Office Bearers of District Aero Sport Association
3. Member Secretary: Sub-Divisional Officer (Sadar/Civil)

The Chairman may in his/her discretion, co-opted any other person or group or association as Member.

2) The Regulatory Committee shall have the overall control for regulating the operations taking place in the area with the assistance of the State level association or District level association.

3) The Regulatory Committee may conduct surprise inspections during the operation to ascertain that these rules are being implemented properly

4) The Regulatory Committee may be entrusted with any other function in relation to Aero Sports operation by the Government.

CHAPTER – III Safety Measures

10. Equipments required for carrying out operation

Each operator shall have to arrange for the following equipments before he is permitted to carry out the operation and at the time of inspection the Technical Committee shall check all equipment and shall get the same stamped through the Tourism Department, Mizoram, namely **(Annexure A & Annexure B)**:

1. Flying equipment of an Internationally Homologated design.
2. Safety Parachute and Helmet.
3. Two way radio communication equipment, instrument panel (Altimeter variometer/compass/ Air Speed Indicator) and General Positioning System.
4. Ground support and retrieval vehicle.
5. Insurance for self (comprehensive) and Insurance for use of helicopter for casualty evacuation.

11. Medical facilities and other facilities to be available during operation.

1) The Operator during each operation shall carry with him on site two well-equipped first aid kits consisting of triangular bandages, sterile pads, gauze roller bandages, pressure bandages, first aid adhesive tape, splints, scissors, as a bare minimum.

2) Medical and emergency medical duties shall be stationed at the take-off and landing sites during the competition.

3) Adequate amenities such as toilets and drinking water etc shall be arranged at the take-off and landing sites during the competition.

12. Safety measures for operators

a) Operator shall have two Aero Sports qualified guides for the guidance of participants and the person operating the air-raft having the requisite qualifications and experience prescribed under these rules in these rules and have equipment individually for safety measures on the same lines as are required for participants;

b) He shall have guides not less than 18 years of age and all guides are well-trained in aero sport and rescue techniques and a guide shall deemed to be qualified with a minimum training/experience 500 hours of flying and has attained a level of flying for carrying passenger;

c) He shall have the guides who have thorough knowledge of the Micro meteorology affecting the site are also qualified in the first aid/ cardio pulmonary Resuscitation and have successfully completed the basic course in first aid from Government Hospital or any Recognized Hospital or Para Medical Institutions;

d) The guides engaged by the Operator shall be approved by FAI or Government of Mizoram;

e) He has instructors and guides who are to pilot the trip equipped with safety gear including Helmet at all times during the demonstration as well as the flight;

f) He displays list of the equipments and accessories recommended and makes it available at all times at the site and with the guide/ instructor respectively;

g) He has insured that the guides shall cover all safety details for the trip as given to the participants before start to every trip;

h) He insures that all participants are in a suitable attire and bulky clothes, long dresses, turbans, necktie, long skirts and three piece suits are not used;

i) He shall maintain a log book of each aircraft, which shall be a record of usage, inspection, repairs and safety measures to be undertaken by them and the log book shall be countersigned by the Member of the Association on duty for the fortnight and the inspecting authorities shall also countersigned the log book on the date of the visit and record his remarks;

j) He has displayed the capacity of the air-raft at the flying site and made visible to the users along with a warning that to carry more persons than the capacity shall be dangerous;

k) The Government of Mizoram shall develop and allot the operation sites on charging fees for the same, income of which shall accrued to the Government's established society; and

l) The Regulatory Committee in consultation with the Association shall notify a roster indicating the operator on duty on fortnightly basis and the operator on duty ensures the strict adherence to safety standards for the fortnight on the site.

13. Duties of the Operator

1) The Operator shall report all incident/accident immediately to the Association/ District Administration/ Chairman Technical Committee.

2) The Operator shall ensure that the aero sport operational shall finish one hour before sunset or 5 PM, whichever is earlier.

3) Operator shall, before commencing operations for the season inform the Chairman of Technical Committee or respective Deputy Commissioner, Superintendent of Police, Sub Divisional Officer (Sadar/Civil) or Director, Tourism Department regarding the duration, timings and nature of operations for the season.

4) The Operator shall keep the environment clean. In case, if any operator or participants or guides is found not adhering to the environment guidelines, suitable fines shall be imposed by the Prescribed Authority.

5) The Operator shall display ID Card and safety guidelines on the site and also on the air-raft for the knowledge of the visitors and participants. He shall have to produce the same when asked by any authority to do so.

14. Claim on account of any mishap

The State Government or Tourism Department shall not be responsible for any claims on account of any mishap.

15. Other safety measures for operator

The Operator shall ensure that:

a) Children below 12 years or less than 40 kg shall not be permitted to participate in aero sports;

b) All participants and crew members shall be provided with full safety gear;

c) Complete safety briefing to all the participants at the start of each operation shall be mandatorily made;

d) Persons suffering from heart ailment conditions, epilepsy, lung disorder, asthma and pregnant women shall not be allowed to participate in the operation;

e) The right to alter or cancel the operations in any site depending on the prevailing conditions vests with the Technical Committee, Regulatory Committee or Tourism Department, as the case may be;

f) Each participant shall give an undertaking as at **Annexure C** before the start of the operation;

g) It shall be the responsibility of the operator that the participants shall adhere strictly to the norms laid down in these rules;

h) Any person consuming alcohol in any form or quantity or illicit drugs at least 8 hours prior to the operation shall not be permitted to participate in the operation ; and

i) No foreign guide shall be permitted to participate as such in an operation unless he/she has adequate experience and equipments and cleared to do so by the State Aero Sport Association along with a State Government registered operator/ club/ travel agent.

CHAPTER VI Miscellaneous

16. Areas for Aero Sports

Aero Sports activities shall be confined to the following sites to begin with, however new sites may be identified by the Technical Committee and Aero Sports Association and notified by Government:

- a) Serchhip, Serchhip District;
- b) Mualnuam, Zote, Champhai District (for training purpose).

17. Classification of Rapid Grading

The Technical Committee shall grade all the sites or launches, as the case may be, identified for aero sports purposes in following manner, namely:

- a) Class 1 – Basic level;
- b) Class 2 – Intermediate level;
- c) Class 3 – Advance and Cross Country level launches.

18. Collection of Registration Fees and user fee

The Operator shall, pay to the Government in cash or or electronic payment or demand draft drawn in favour of Prescribed Authority, Tourism Development, the following fees before commencing the operations:

- a) Equipment fee shall be charged at such rate as may be determined by Tourism Department in consultation with the Association in case facilities have been created out of the Government funds at the boarding and landing sites;
- b) The funds collected from the above sources shall be credited to the dedicated account to be opened by the Mizoram Tourism Development Authority (MTDA), Tourism Department;
- c) The funds shall be used only for the promotion of aero sports, repair and maintenance of common facilities connected with the aero sports.

19. Association to be formed

Aero Sports Association shall be formed at the State level and at the District level with one invitee from Tourism Department respectively and other members of the club shall be taken from among the local qualified pilots who are interested in the

Aero Sports. Aero Sports Association shall be a registered society or association under the Mizoram Societies Registration Act 2005 or with Mizoram State Sports Council.

20. Functions of the Association

- 1)** Association or Club shall ensure in the safe and convenient conduct of the Aero Sports.
- 2)** Association or Club may extend assistance to the Operator when asked for.
- 3)** Association or Club may manage the camping, lodging and boarding of the participants of the operation and the crew members.
- 4)** The District Aero Sports Association may conduct the operation on its own subject to approval of the Government.
- 5)** Association or Club shall conduct any other functions that may be assigned to it by the Government.

21. Disciplinary Committee of Association

- 1)** The State Aero Sports Association shall form a Disciplinary Committee comprising of three to five members to regulate the safety and cleanliness aspects of the sport of aero sports on site.
- 2)** Visiting pilots to the State from within the country or from foreign country shall get themselves registered with the State Aero Sports Association for the duration of flying in the District by paying a prescribed fee and declaring the equipment and flying plan during his stay.

22. Apex Association and its functions

The Government shall constitute an apex Association to be known as Mizoram Aero Sports Promotion Committee which shall perform the following functions:

- 1)** To coordinate the activities of the State level association and District level associations in the State.
- 2)** To organize State, National, International meets, competitions and festivals on aero sports.
- 3)** To seek funding from Government of India and other funding agencies for the purpose.
- 4)** To train and update the knowledge and skills of the guides and operators in the trade.
- 5)** To ensure the implementation of these rules.



23. Responsible Tourism

Aero Sports Operator shall perform a pledge on Mizoram Responsible Tourism to act and take action responsibly and sustainably for preservation, conservation and protection of local culture and bio-diversity 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

24. Show Cause Notice:

If any tour operator or individual service provider is found to be removed from the Register under section 30 of the said Act, the Prescribed Authority shall cause notice to individuals or business owners under section 31(5) of the said Act in **Form 30 of the Mizoram Registration of Tourist Trade Rules 2020**.

25. Penalty:

Whoever in contravention of the provisions of the said Act or the Rules framed under the said Act is punishable under relevant provisions of the Rules and any other rules in the country and the state as the case may be.

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



Memo No.C.31012/4/2020-TOUR :

Aizawl the 15th January, 2021

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/Minister 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. President, Mizoram Aerosports Association.
11. Guard File.

(ZONUNTHARI)

Deputy Secretary to the Govt. of Mizoram

ANNEXURE A INSPECTION REPORT/TECHNICAL EVALUATION

1	Date of Inspection							
2	Name of Firm							
3	Description of equipments							
Sl.No	Name of equipment*	Nos	Name of manufacturers	Sl.No	Model	Colour	Last check date	Usage (hrs/mins)/ Validity

* for glider, harness, GPS/Vario/other equipments

4. FIRST AID BOX				
Sl.No	Items	Qty	Yes/No	Remarks
1	Cotton and gauge			
2	Bandages of different types			
3	First aid tape			
4	Safety pins of different sizes			
5	Scissors			
6	Sterile pad and drainers			
7	Savlon			
8	Pain Killer Ointment			
9	12" wooden scale for cast/Kramer wire splints			
10	Inhaler			
11	Ambu bag			
12	Oxygen cylinder with masks			
13	Essential medicine, anti allergic and antiemetic medicines etc			
14	Others			

5. Quality Check of Equipments:

1	Quality of Gliders & Harness as mentioned above along with porosity and line check report	Good/Average/Bad
2	Quality of other equipments	Good/Average/Bad
3	Quality of First Aid Box	Good/Average/Bad

6. Details of old pilots:

Sl.No	Name of pilots	Father's Name	Address & Contacts

7. Details of New/Trainee Pilots

1	Name of Guide	
2	Father's Name	
3	Date of Birth	
4	Nationality	
5	Blood Group	
7	Name of Firm	
8	Address of Guide	
9	Contact No	
10	Email ID	

8. PILOT SKILL TEST (LOG BOOK)

Sl.No	Activity	Distance	Duration	Passed	Failed	Remarks
A.VIVA VOCE						
1	Personality					
2	Briefing					
3	Behaviour					
4	Technical knowledge					
5	Safety & Rescue					
6	Air rules					



B.PHYSICAL TEST		Distance	Duration	Remarks
1	Pre flight check			
2	Thermalling Skill			
3	Recovery of different deflation			
4	XC min 10 km or according to the site permit			

Note:

1. Every pilot/tandem pilot after passing the viva voce test shall be eligible for physical test
2. Every pilot/tandem pilot needs to pass both viva voce and physical test
3. Log book will be checked on every renewal or new issue should have minimum 150 hrs solo and 200 hrs for tandem. A pilot who have a gap of 3-4 years will have to undergo the entire process

ANNEXURE B

SAFETY & RESCUE EQUIPMENTS

I. REQUIRED EQUIPMENTS

- 1. Gliders**
- 2. Gloves**
- 3. Ankle Shoes**
- 4. First Aid Box**
- 5. FAI approved Helmet**
- 6. Repair Kit**
- 7. Weather Station**
- 8. FAI approved Reserve Parachute**

II. ADDITIONAL SAFETY EQUIPMENTS

- 1. Communication equipment for rescue operations**
- 2. Descender /Figure of 8 – One for each Glider**
- 3. 50 mts Nylon rope of 9mm diameter**
- 4. FAI approved Carabiners – 2 for each Glider**
- 5. Pulley – One for each Glider**
- 6. Stretcher/Spine Board – 2 (one take off and one at landing)**
- 7. Oxygen cylinder with mask (optional)**
- 8. Other equipments as per direction of Technical Committee**



ANNEXURE C

UNDERTAKING BY PARTICIPANT IN AERO SPORTS

I have been informed and I am aware that Paragliding can be dangerous and includes many risks, and dangers, including but not limited to, the hazards of traveling by para-glider accident or illness in remote places, without medical facilities, forces of nature, acts of God, extreme weather conditions, physical exertion for which I may not be prepared and evacuate difficulties, should I be injured or disabled I have been informed and am aware of these and other inherent risks, and of the proposed trip and acknowledge that the enjoyment of adventuring beyond normal safety of home and work is in part the reason for my participation on this trip.

In full recognition of the forgoing and in consideration of being granted a reservation and acceptance for my participation in an adventure vacation under the auspices of (name of Operator who is registered travel agent under aero sports within the meaning the Mizoram (Registration of Tourist Trade) Rules 2020),.....Operator his agents associates, assigns, employees and guides and successors in interest hereinafter referred as 'the Operator' I hereby agree as follows:

I hereby release, waive, indemnify and agree not to sue the operator Government of Mizoram for all or any liability to me, my personal representatives, heirs, assigns, a next to kin, for any and all losses, damages, or injuries or any claim or demand on account of any injury to my person or property, or on account of my death resulting from any cause, including negligence of operator, or others, while I am participating in adventure, I further agree that I will assume the risk and will release operator or any liability for any injury or damage to my body or property or my death due to any negative failure to obtain or administer appropriate rescue operations in the event of injury or mishap; including failure to obtain adequate medical services, to evacuate or to supply treatment, medicine or trained rescue personal.

I further agree that if I am injured or become ill, operator shall at my cost, arrange, or supply medical treatment, evacuation or any other emergency services on my behalf as operator deems necessary or appropriate for my safety and well being.

I expressly acknowledge and agree that adventure travel, including the operators adventure trip in which I am participating can be dangerous and involves serious and unprecedented of bodily injury, property, damage and death and I intend to forgoing waiver and release of operator to be as abroad and inclusive as permitted by law, that I am not relying on oral or written representations or operators regarding safety, that I am entering this agreement at my own free will.

I have read and agreed to the policy on cancellation and refunds as stated in the general information elsewhere in the operator brochure. I am aware that should I choose not to purchase insurance cover as put forth under the Insurance sub head of



general information, I will be liable for all costs in the case of cancellations, trip delays, damage or loss of baggage and medical emergency howsoever caused.

I further agree that any controversy or claim arising out of or relating to my participation in the paragliding and or this agreement or making preference or interpretation thereof shall be settled by binding arbitration in Aizawl, Mizoram in accordance with the Arbitration and Conciliation Act 1996.

I further agree that I will have no liquor or illegal drugs in my possession when participating in the paragliding trip.

I have read and understand all of the terms of this liability and assumption of risk and agree to it to my own free will and without reservation.

Date:

Participants Name:
Signature of participant:
Address with Contact:

By Order
Secretary to the Government
Tourism Department
Government of Mizoram

FORM A**APPLICATION FORM FOR OPERATION OF AEROSPORTS PERMIT**

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF THE
APPLICANT

Sl.No	Particulars	
1	a) Name of the applicant or firm and its registered address	
	b) Contact No	
	c) Email Address	
2	Date & Year of Establishment	
3	Whether the firm is a proprietary/partnership/private or public limited concern (enclose)	
4	Month and date when the firm was registered with concerned Federation or Association in India	
5	Registration No under MRTT Rules	
6	Experiences in activity (Attach proof)	
7	Name of rivers for which rafting permit is required	
8	Details of Fees paid	
13	List of equipments possessed in separate sheet	
14	Certificates/Qualification possessed on river rafting or aeroports with proof	
15	Name of Guides approved by the Directorate of Tourism having been employee with their address	

I shall abide by the provisions under the Mizoram (Registration of Tourist Trade Act) 2020 and its Rules.

Name & Signature of applicant.

Date:



FORM B

BIO DATA OF PILOT/TANDEM PILOT/INSTRUCTOR/PARAGLIDER

PHOTO OF
THE
APPLICANT

1	Name of applicant with address. Contact No & Email					
2	Date of Birth					
3	Nationality					
4	Qualification (attach documents)					
5	Blood Group					
6	TRAINING RECORDS OF PILOT					
	A.Name of course	Yes/No	Name of Instructor	Duration	Details of log book	Remarks
	P1 (beginner)					
	P2 (intermediate)					
	P3 (Advance)					
	S.I.V					
	P4 (Thermelling)					
	XC (Cross country)					
	Details of other technical training					

7	Experiences (attach proof)				
8	Details of License (attach proof)				

Name & Signature of Firm Owner

Name & Signature of Pilot



FORM C
APPLICATION FORM FOR NON COMMERCIAL PILOT/FREE FLYERS

PHOTO OF
THE
APPLICANT

1	Name of applicant	
2	Address	
3	Mobile No	
4	Email ID	
5	Name of Firm	
6	Address of Firm	
7	Contact No of Firm/Assn	
8	Email ID of Firm/Assn	
9	Details of proposed events	
10	Experiences (attach experience certificate)	
11	Details of license (attach proof)	
12	Details of Flying Areas	
13	Duration of Events	
14	No of participants/Team	
15	Details of Insurance	

Name & Signature of applicant

**NO.C.31012/4/2020-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

Aizawl the 29th November, 2021

NOTIFICATION

In exercise of the powers conferred by section 55 of the Mizoram Registration of Tourist Trade Act 2020, the Government of Mizoram is pleased to amend the Mizoram(Aero Sports) Rules, 2021 for carrying out the aforementioned Act as follows:-

1. Short title, Extent and commencement

- 1) These rules may be called the Mizoram Aero Sports(Amendment) Rules, 2021
- 2) They shall extend to the whole of Mizoram
- 3) They shall come into force from the date of publication in the Official Gazette

2. Amendment of rule 7

: In rule 7 of the Mizoram(Aero Sports) Rules, 2021, in the composition of the members, "Office Bearers of Mizoram Aero Sports Association" shall be omitted.

3. Amendment of Rules 16(b)

: In Rule 16(b) of the Mizoram (Aero Sports) Rules, 2021, the word "Zote" shall be substituted with "Tlangsam".

4. Amendment of Rules 16

: In Rule 16. of the Mizoram (Aero Sports) Rules, 2021, the word "Tuisentlang, Khawzawl District" shall be added at sub-rule (c)

**Sd/-K.LALRINZUALI
Secretary to Govt. of Mizoram
Tourism department**

Memo. NO.C.31012/4/20120-TOUR :

Aizawl the 29th November, 2021

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



**No.C.31011/2/2020-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

Aizawl, the 15th January 2021

NOTIFICATION

In exercise of the powers conferred by section 55 of the Mizoram Registration of Tourist Trade Act 2020, the Government of Mizoram is pleased to make the following rules for carrying out the purposes adventure tourism of the aforesaid Act, namely:

**Chapter-I
Preliminary**

1. Short title, extent and Commencement:

- 1) These rules may be called the Mizoram River Rafting Rules, 2021
- 2) These rules shall extend to the whole of the State Mizoram
- 3) They shall come into force from the date of publication in the Official Gazette.

2. Definitions:

- 1) In these Rules, unless there is anything repugnant in the subject or context:-
 - a) "Act" means the Mizoram Registration of Tourist Trade Act, 2020;
 - b) "association" means a society registered under the Mizoram Societies Registration Act, 2005 or Mizoram State Sports Council;
 - c) "crew member " means the persons who conduct the river rafting operation including the guides accompanying the operation;
 - d) "guide" means a person who the purpose of these rules are registered as such and accompany the operation for guiding it's smooth and safe completion;
 - e) "operator" means a travel agent(s) whether individual company or an association or a society who is registered as such under the Act for carrying out the river rafting;
 - f) "operation" means a river rafting trip to be undertaken or undertaken under these rules;

g) "participant" means the person(s) who participates in an operation;

h) "raft" means a floated structure as a substitute for a boat to be floated down on a river;

i) "recognized agency" means any training institutes or agencies of adventure courses other than the Government institutes recognized and approved by the Government

j) "season" for the purposes of these rules means the period of fair weather suitable for river rafting which shall be notified by the Government from time to time;

k) "section" means a section of the Act;

l) "travel agent" for the purpose of these rules means a person who is registered and engaged in the business of river rafting operation rearrangements for monitory considerations; and

1) "Technical Committee" means committee constituted by the State Government under rules-6.

2) Word and expression used in these rules but not defined in these rules shall have the same meaning assigned to them in the Act.

Chapter –II Registration

3. Procedure for Application for river rafting:

1) Application for river rafting operation during the ensuring season shall be received in the office of Prescribed Authority, from the registered tour operator from 1st of October to 1st April each year in **Form A** along with bio-data of Guide in **Form B**. The concerned Prescribed Authority, as the case may be shall scrutinize their applications initially and put up the same before the Technical Committee, which shall hold the meeting and fix date, time and venue for the scrutiny/inspection of the documents, equipments, conducting practical, physical tests of guides and final approval by giving at least 15 days clear notice to all the qualified operators.

2) No operator shall be permitted to operate river rafting in the off season. All operators shall follow the procedure as laid down in sub rule(1)

3) The operator(s) or Associations, as the case maybe shall be registered association or firm with the Tourism Department, Mizoram and have a local office for at least one year.

4) River rafting expeditions conducted by the Sports & Youth Services Department shall be exempted from obtaining permission from the Tourism Department

4. Registration and qualifications of operator for river rafting:

1) A qualified person intending to operate river rafting shall apply for registration to the concerned Prescribed Authority in **Form 14 of the Mizoram Registration of Tourist Trade Rules 2020**, along with a prescribed fee which shall be fixed by the Government from time to time by notification in favour of concerned Prescribed Authority. The Prescribed Authority shall issue a certificate of registration to the concerned operator after the approval of the Technical Committee. The license so issued shall be valid for a period of three years from the date of issue.

2) No person other than an operator registered for carrying out the river rafting operations shall be permitted to carry on any operation either directly himself or through his employees unless, the Technical Committee is satisfied that the operator has all the equipments and he/she fulfils other requirements under these rules and his/her proposal has been duly approved cleared by the technical committee.

3) No operator shall be permitted to operate the river rafting unless he/she has trained and qualified guides with at least experience of 3 or 5 years in river rafting of the required standard with good track records.

4) An operator intending to operate river rafting shall possess certificate on watermanship or canoeing or kayaking and shall hold certificate of expedition issued by the Government or recognized agencies.

5. Registration and qualification of the guide:

A person intending to participate in an operation as a guide shall possess certificate on watermanship or canoeing or kayaking and shall hold certificate of expedition issued by the Government or recognized agencies and shall apply to the concerned Prescribed Authority in **Form 10 of the Mizoram Registration of Tourist Trade Rules 2020**, as case may be, in an application along with application fee fixed by the Government from to time, who on being satisfied that the person applying for registration fulfils the requisite qualifications and standard for registration with approval of Technical Committee shall issue a certificate to the person applying for registration. The certificate so issued shall be valid for a period of three years.

6. Constitution of the Technical Committee:

The Government shall, by notification constitute a Technical Committee for river rafting which shall be consisted of the following members, namely:-

- | | |
|-------------|--|
| 1. Chairman | :Secretary, Tourism Department |
| 2. Members | :Deputy Commissioner of the concerned District |
| | Superintendent of Police of the concerned District |
| | Director, Sports & Youth Affairs |
| | Secretary, Mizoram State Sports Council |
| | Chief Medical Officer of the concerned District |
| | Senior Water Sports Instructor |

3. Secretary : Two member of the local Rafting Associations
:Director, Tourism Department

7. Functions of the Technical Committee:

The Technical Committee shall meet at least twice a year, once before the start of season and the second in the last week of financial year. The Committee shall be responsible for the following:-

- a) to inspect and certify the equipments with the operator from safety point of view;
- b) to scrutinize the bio-data of the operator(s) and guide(s) and conduct their physical test in order to ascertain their expertise and by doing so to approve the issue of license both to the operators as well as their guides;
- c) to ensure that the operator(s) and the guide (s) shall follow all safety procedures indicated in their rules;
- d) to identify new river and areas for river rafting in the State apart from those already mentioned in rule 15;
- e) to notify the exact stretches on the identified rivers where operation can be safely conducted ; and
- f) to determine the river capacity of each river every year before the start of any operation;
- g) To determine the medical fitness of the guide.

8. Establishment of the Regulatory Committee and its function:

1) The Government shall by notification constitute a Regulatory Committee for river rafting at the District level consisting of the following:-

- a) Chairman : Deputy Commissioner
- b) Members : Superintendent of Police
Chief Medical Officer
District Sports & Youth Services Officer
Senior Water Sports Instructor
Representative of Tourism Department
Village Council concerned
- c) Member Secretary: Sub Divisional Officer (Sadar/Civil)

2) The Regulatory Committee shall have the overall control for regulating the operations taking place in the area with the assistance of the concerned Association.

3) The Regulatory Committee may conduct surprise inspection during the operation to ascertain that these rules are being implemented properly.

4) The Regulatory Committee may be entrusted with any other function in relation to river rafting operation by the Government.

Chapter –III Safety Measures

9. Equipments required for carrying out operation:

Each operator shall have to arrange for the following equipments before he is permitted to carry out the operation and at the time of inspection the Technical Committee shall check each equipment and shall get the same stamped through the Tourism Department, Mizoram, namely:-

1. Two rafts with no leaks;
2. Hard body lifejackets – (depending upon capacity of a boat)
3. 7 Paddles and 2 guide paddles per boat;
4. Two frames;
5. Six oars, preferably wooden oars (optional)
6. Helmets depending upon capacity;
7. Three throw bags;
8. Two Pumps;
9. Two Flip Lines;
10. Two repair Kits;
11. Two First Aid Kits;
12. Wetsuits during winter i.e during November to February (optional);
13. Garbage bags to be carried at all times;
14. Insurance Cover for crew members;
15. Straps;
16. Bowline;
17. Dry Bags;
18. Communication set up for rescue;
19. Any other thing decided by the Technical Committee;
20. Special inflatable raft minimum 10ft and maximum 14ft which are compartmentalized and unsinkable. They should be manoeuvred by an oar or paddle combination;
21. Sufficient ration;
22. Carrying capacity of a raft shall limit to 7-10 persons per boat.

10. Medical facilities and other facilities to be available during operation

1) The operator during each operation shall carry two well- equipped first aid kits consisting of triangular bandages, sterile pads, gauze roller, bandages, pressure bandages, first aid adhesive tape, splints, scissors, as a bare minimum.

2) The operator during an operation shall carry two repair kits, which shall contain half a meter of repair material, sufficient amount of glue and accelerator, sand paper or rouging tool and water proof tape, duck tape. A raft shall also carry an oar; safety lines around all the rafts; a bow line and preferably a stern line as well. All parts shall have a throw bag, two flip lines and a bailing bucket.

11. Safety measures for operators

No operators shall be permitted to operate an operation unless:

a) He has two guides for the guidance of participants and the persons operating the raft having the requisite qualifications and experience prescribed under these rules and have equipment individually for safety measures on the same lines as are required for participants;

b) He has at least one rescue canoe for the safety of the participants. The rescue rafts should also carry emergency equipments and first aid kit;

c) He has guides not less than 18 years of age and guides are swimmers and are well-trained in watermanship or canoeing/kayaking course in recognized institutes. A guide shall deemed to be qualified if he has certificate of expedition and course certificate from the Government or recognized institutes. The guide shall have the basic knowledge of the currents on the river grades of rapids, should be well versed with use of flip drills, rescue and proper use of the throw bag raft etc. Every guide must be qualified in first aid CPR and he/she should have successfully completed the basic course in first aid from Government hospital or any recognized hospital or institute;

d) He has rafter's instructors and guides who are to accompany the trip quipped with personal lifejackets and a helmet at all time on the water. The life jackets must have a minimum buoyancy of 22.5 lbs a sq. inch with a provision of ensuring a snug fit by straps. The life jackets must be worn correctly. Inflated lifejackets and keyholes-type lifejackets shall not be permitted. All river guides shall ensure that all the lifejackets and helmets are snug on the participants before start of the trip. The list of the equipments and accessories recommended must be displayed and available at all times at the rafting site and with the guide instructor respectively;

e) He has ensured that the guides shall cover all safety details for the trip as given to the participants before start of every trip. The operator shall ensure that all the participants are in suitable attire (bulky clothes, long clothing, turbans, neck ties, long skirts and three piece suits shall be avoided). Non swimmers shall not be allowed to body surf. Wet suits shall be worn during winters and in rainy season with cold air temperatures;

f) He maintains a log book of each raft, which shall be a record of usage, inspection, repairs and safety measures to be undertaken by them. This shall be countersigned by the member of the Association on duty. The inspecting authorities shall also countersign the log book on the date of the visit and record his remarks;

g) He has displayed the capacity of the rafts at the rafting site and made visible to the user along with a warning that to carry more person than the capacity shall be dangerous;

h) The Government develops and allots the operation site for staging camps on the banks of the rivers in Mizoram on charging fees for the same, income of which shall accrue to the Mizoram Tourism Development Authority;

i) The Technical Committee in consultation with the Association, if any, shall notify a roaster indicating on fortnight basis the operation for the season. The operator shall be responsible for ensuring the strict adherence to safety standards for the fortnight on the river course;

12. Duties of the “operator on duty” and other operators:

1) The operator shall report all incident/accident immediately to the Association/ District Administration/Chairman of the Technical Committee.

2) The operator shall ensure that maximum carrying capacity to 7-10 persons per boat.

3) The operator shall ensure that the river rafting shall finish before 3:00 PM. Operators shall, before commencing operations for the season inform the respective SDO(Sadar/Civil)/Police Station concerned/Tourism Department regarding the duration, timings and nature of operations for the season.

4) The operator shall keep the environment clean. In case, if any operator or participants or guides is found not adhering to the environment guidelines, his license will be suspended and a fine shall be charged which shall be fixed by the Government.

5) The operator shall display the laminated license or ID Card and safety guidelines on the raft for the knowledge of the visitors and participants and he shall have to produce the same when asked by any authority to do so.

6) The tour operator shall give monthly report to the Director, Tourism Department in as per **Form 27 of the Mizoram Registration of Tourist Trade Rules 2020**.

13. Claim on account of any mishap:

The State Government shall in no way be responsible for any claims on account of any mishap.

14. Other safety measures for operator:

1) The operator shall ensure that:-

- a) Children below 12 years or less than 40 kg shall not be permitted beyond Class 2 river;
- b) All participants and crew member shall be provided with full safety gear, specified lifejackets, helmets, water proof dry bags and camping gear;
- c) Complete safety briefing to all the participants at the start of each trip shall be made mandatory;
- d) Person suffering from the weak heart conditions, epilepsy, lung disorder, asthma and pregnant women shall not be allowed to participate in the operation;
- e) The right to alter or cancel any trip depending on the prevailing conditions vests with the Technical Committee or the Tourism Department;
- f) Each participant shall give an undertaking as per **Form C** before the start of operation;
- g) It shall be the responsibility of the operator that the participants shall strictly adhere to the norms laid down in these rules;
- h) Non swimmers shall not be allowed to go beyond rapid Class 2;
- i) Any person consuming alcohol in any form or quantity or illicit drugs at least 8 hours prior to the operation shall not be permitted to participate in the operation and;
- j) No foreign guide shall be permitted to participate as such in an operation unless he/she has adequate experience and equipments.

Chapter –IV

Miscellaneous

15. Areas for river rafting:

- 1) Areas for river rafting shall be:
 - a) Tlawng River;
 - b) Chhimpluipui River.
- 2) The Technical Committee shall designate more areas for river rafting and shall constitute joint inspection or verification team with the Sports & Youth Services Department and adventure association if any.
- 3) The Technical Committee shall give recommendation to the Government for designation of rivers for rafting purposes. Such areas for river rafting shall be notified by the Government.

16. Classification of rapid grading

1) The Technical Committee shall grade all the areas of rivers identified for rafting purpose in following manner namely:-

Class 1: Easy moving water, small waves, no obstacles. This shall include Lengpui Kai to Sairang and Sairang to Durlui Chhuah on Tlawng River.

Class 2: Moderate, difficulty with clear passage. This shall include Darzokai to Saibuchhuah on Chhimtuipui River, Reiek Kai to Sairang on Tlawng River and Hortoki to Bairabi respectively.

Class 3: Difficult, High irregular waves, narrow, clean passage, require precise maneuvering. This shall include Saisichhuah to Darzo Kai and Darzokai to Kawlchaw kai on Chhimtuipui River. However, Darzokai to Kawlchaw kai shall be undertaken by highly experienced and hardcore rafters only.

Class 4: Very difficult long rapid, powerful irregular waves and hydraulics require precise manoeuvring. This shall not be permitted in Mizoram.

Class 5: Extremely difficult, long, violent, and highly congested rapid. This shall not be permitted in Mizoram.

2) Classification or grading of rapids and rivers shall be done by the Government as per international standards as and when necessary.

17. Collection Registration Fees and user fee:

The operator shall, pay the following fees before commencing the operations:-

a) User Fee per raft per year and fee per guide per year which shall be fixed by the Government from time to time;

b) Facility fee shall be charged at such rate as may be determined by the Prescribed Authority in consultation with the Association in case facilities have been created out of Government funds at the boarding and landing site;

c) The funds collected from the above sources shall be deposited in the bank account of the Mizoram Tourism Development Authority;

d) Funds shall be used only for the promotion for river rafting, repair and maintenance of common facilities connected with the sport.

18. Association to be formed:

The Government shall form associations for each of the major river for the purpose of river rafting in which there shall be at least two nominees of the

Government and other members of the association shall be taken from amongst the local people who have interest in the river rafting.

19. Functions of the association:

- 1) The Association shall collaborate with the Government for the safe and convenient conduct of rafting.
- 2) The Association may extend assistance to the operator when asked for.
- 3) The Association may manage the carrying lodging and boarding of the participants of the operation and the crew members.
- 4) The Association may conduct the operation on its own.
- 5) The Association shall conduct any other functions that may be assigned by the Government.

20. Training and refresher courses

Training and refresher courses for the operators and guides shall be conducted by the Tourism Department in collaboration of the Sports & Youth Services Department or any other recognized institutes specializing in the water sports etc.

21. Disciplinary Committee of Association:

The Association shall form a Disciplinary Committee comprising of three to five members to regulate the safety and cleanliness aspects.

22. Responsible Tourism

River Rafting Operator shall perform a pledge on Mizoram Responsible Tourism to act and take action responsibly and sustainably for preservation, conservation and protection of local culture and bio-diversity 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

23. Show Cause Notice:

If any tour operator or individual service provider is found to be removed from the Register under section 30 of the said Act, the Prescribed Authority shall cause notice to individuals or business owners under section 31(5) of the said Act in **Form 30 of the Mizoram Registration of Tourist Trade Rules 2020.**

24. Penalty:

Whoever in contravention of the provisions of the said Act or the Rules framed under the said Act is punishable under relevant provisions of the Rules and any other rules in the country and the state as the case may be.

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

Memo No. C. 31012/2/2019-TOUR : Aizawl the 15th January, 2021
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/Minister 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 the Govt. of Mizoram

FORM A**APPLICATION FORM FOR RIVER RAFTING PERMIT**

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sl.No	Particulars	
1	a) Name of the applicant or firm and its registered address	
	b) Contact No	
	c) Email Address	
2	Date & Year of Establishment	
3	Whether the firm is a proprietary/partnership/private or public limited concern (enclose)	
4	Month and date when the firm was registered with concerned Federation or Association in India	
5	Registration No under MRTT Rules	
6	Experiences in activity (Attach proof)	
7	Name of rivers for which rafting permit is required	
8	Details of Fees paid	
13	List of equipments possessed in separate sheet	
14	Certificates/Qualification possessed on river rafting or aeroports with proof	
15	Name of Guides approved by the Directorate of Tourism having been employee with their address	

I shall abide by the provisions under the Mizoram (Registration of Tourist Trade Act) 2020 and its Rules.

Name & Signature of applicant.

Date:

FORM B**BIO DATA OF GUIDES**

To

Prescribed Authority
Tourist Department
Government of Mizoram

PHOTO OF
THE
APPLICANT

Sl.No	Particulars	
1	Name of the person with full address with Contact No & Email	
2	Date of Birth (attach document)	
3	Nationality	
4	Qualification (attach document)	
5	Whether the applicant is a permanent resident of Mizoram (Attach EPIC/Aadhar)	
6	Whether ST/SC/OBC? Attach Certificate	
7	Name of firm if any	
8	Details of certificate possessed or training records (in separate sheet)	
9	Experiences in Aerosports/ River Rafting (attach document)	
10	Medical Fitness (From Medical Practitioner)	
11	Details of aerosports/river rafting equipments (attach list in separate sheet)	
12	Blood Group	

Date:

Name & Signature of the applicant.

FORM C

UNDERTAKING

I have been informed and I am aware that river rafting can be dangerous and includes many risks, and dangers, including but not limited to the hazard of travelling by raft accident or illness in remote places, without medical facilities, force of nature, acts of God, extreme weather conditions, physical exertion for which I may not be prepared and evacuation difficulties, should I be injured or disabled I have been informed and am aware of these and other inherent risks, and of the proposed trip and acknowledge that the enjoyment of adventuring beyond normal safety of home and work is in part the reason for my participation of this trip.

In full recognition of the foregoing and in consideration of being granted a reservation and acceptance for my participation in an adventure vacation under the auspices of name of operator who is registered travel agent under the Mizoram Registration of Tourist Trade Act, 2020, operator his agents associates, assigns, employees and guides and successors in interest hereinafter referred as "the operator", I hereby agree as follows:

I hereby release, waive, indemnify and agree not to sue the operator or Government of Mizoram for full or any liability to me, my personal representatives, heirs, assigns and next of kin, for any and all losses, damages, or injuries or any claim or demand on account of any injury to my person or property, or on account of my death resulting from any cause, including negligence of operator, or others, while I am participating in adventure, I further agree that I will assume the risk and will release operator of any liability for any injury or damage to my body or property or my death due to any negative failure to obtain or administer appropriate rescue operations in the event of injury or mishap, including failure to obtain adequate medical services, or to supply treatment, medicine, or trained rescue personnel;

I further agree that if I am injured or fall ill, operator may at my cost, arrange, or supply medical treatment, evacuation, or any other emergency services on my behalf as operator deems necessary or appropriate for my safety and well being.

I expressly acknowledge and agree that adventure travel, including the operators adventure trip in which I am participating can be dangerous and involves serious and unprecedented of bodily injury, property damage and death and I intend the forgoing waiver and release of operator to be as broad and inclusive as permitted by law that I am not relying on oral or written representation of operator regarding safety, that I am entering this agreement at my own free will.

I have read and agree to the policy on cancellation and refunds as stated in the general information elsewhere in the operator brochure. I am aware that should I choose not to purchase insurance cover as put forth under the Insurance sub head of



general information. I will be liable for all costs in the costs in the case of cancellations, trip delays, damage or loss of baggage and medical emergency howsoever caused.

I further agree that any controversy or claim arising out of or relating to my participation in the river rafting and or this agreement or making preference or interpretation thereof shall be settled by binding arbitration in Aizawl, Mizoram in accordance with the Arbitration and Conciliation Act, 1996.

I further agree that I will have no liquor or illegal drugs in my possession when participating in the river rafting trip.

I have read and understood all of the terms of this liability and assumption of risk and agree to it of my own free will and without reservation.

Participant's Name:.....

Address:.....

Date:.....

By Order
Secretary to the Government
Tourism Department
Government of Mizoram



**No.C.31012/3/2020-TOUR/7
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 Caravan Tourism in Mizoram**” as enclosed.

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

Memo No.C.31012/3/2020-TOUR/7

:

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 CARAVAN TOURISM IN MIZORAM

1. Introduction

Ministry of Tourism, Government of India issued Policy for development and promotion of caravan and caravan camping parks. This Guideline is suitably modified for the state of Mizoram for development of caravan and caravan camping parks in Mizoram.

The concept of caravan tourism has gained immense popularity across the world, owing to the freedom and flexibility it provides while holidaying vis-a-vis itineraries and accommodation. Caravans are a unique tourism product, which promotes family-oriented tours even in circuits / destinations which are not having adequate hotel accommodation.

One of the essential pre-requisites for Caravan tourism is the presence of Caravan Parks. A Caravan Park is a place where Caravans can stay overnight in allotted spaces providing basic or advanced amenities and facilities. The initial demand in this niche segment is expected to come from domestic tourists and then from the inbound tourists. There is at present a growing demand for eco, adventure, wildlife and pilgrimage tourism. This involves visiting and staying in remote areas, forests, deserts and riversides. There is already shortage of accommodation at tourist destinations, especially in remote areas and in certain cases at places where a permanent construction may neither be permissible nor feasible. In such a scenario, Caravan Tourism can effectively meet the growing demand, while ensuring adherence to quality, standards and safety norms. Caravan Tourism would attract a wide range of market segments including young people, families, senior citizens and international tourists.

Tourism Department is desirous of encouraging entities who are interested in developing caravan parks or promoting caravan tourism. The following guidelines provide details of minimum requirements/eligibility for those interested in entering the segment, and the incentives that Tourism Department is offering for development of caravan tourism.

2. Eligibility

Any firm or interested persons intending to develop a Caravan Park shall be eligible for development of caravan tourism. Priority would be given to those entities already having experience in the tourism sector. The following is segment-wise area of tourism under caravan and caravan camping sites:

- 1) Urban tourism
- 2) Adventure tourism
- 3) Heritage Tourism
- 4) Eco Tourism
- 5) Religious Tourism

6) Wedding Tourism

Application for registration of Caravan or Caravan Parks shall be made to the Prescribed Authority in **Form 4** of the Mizoram (Registration of Tourist Trade) Rules 2020 on payment of requisite fees fixed by the Government from time to time.

3. Operational Requirements:

The Operational requirements for the Caravan parks would be:

- b)** Agents or Owners must appoint an experienced Manager to operate and maintain the parks as per the criteria decided by the competent authority.
- c)** Caravan Parks should be well connected by fair-weather road from the main road
- d)** Caravan Parks shall have all necessary trading licenses / NOCs from concerned authorities including Fire & Emergency Services Department and Local Police Station
- e)** Establishment shall have public liability insurance
- f)** Standardization of electricity, garbage disposal, water and sewage connections to ensure total compatibility with Caravan specifications in India.

4. Site Development: Tourism Department has emphasized on certain specific requirements for setting up caravan parks. These specifications are highlighted below:

a) Land requirement: Minimum land required would be 0.50 acres with a minimum of 5 parking bays and a density of not more than 25 Parking Bays for every 2 acres per acres. For every 15 parking bays constructed at least 8 caravans (bought or rented) must be available onsite for immediate occupancy. All caravans bought or rented must comply with the caravan specifications in India.

b) Park Design and Location: The Park should be compatible with its surroundings (natural and manmade). Open space should be of adequate dimensions and designed for its intended purpose. It should be landscaped to a standard that visually and physically separates the Caravan Park from surrounding uses and where desirable, separates uses within the park. There should be a provision of proper solid waste & sewage disposal, rain water harvesting and picnic tables. The park layout should be capable of achieving adequate separation of different occupancies and activities and should be constructed to a standard suitable for use in all weather conditions.

c) Landscaping:

i) Landscaping and plantation should be planned in a way to achieve privacy, screening and security.

ii) Plantations and green cover should be in accordance / line with local indigenous species.

iii) Landscaped areas should be located and designed to alleviate prevailing winds, dust and to some extent, noise etc.

iv) Proper water harvesting structures should be put into place and wherever possible, recycled water should be used in landscaped areas.

d) Onsite Facilities: The following facilities should be provided for:

- i)** Food Court
- ii)** First Aid
- iii)** Toilet
- iv)** Wi-Fi coverage (optional)

d) Open space recreation: In addition to the buffer zone and separation strips between Caravan Parks and roads, a space or spaces for the purpose of recreation may be provided within the park at a rate of not less than 5% of the total site area. This space should be strategically located in relation to the Caravan Parks and roads to ensure safe conditions for children with respect to vehicular movement.

e) Internal Roadways: All internal roadways should be designed to provide for convenient vehicular movement within the Caravan Park. They should be of adequate width, provided with an approved surface and be adapted to the topography of the park area. The design should provide adequate drainage and the elimination of excessive grades and cut. Road levels should facilitate site drainage.

f) There should be provision for wheelchair accessibility in the Caravan Park.

g) Parking Bays: The Parking Bays are to be provided as follows:

- i)** At least one bay with a minimum size of 15m x 6 m.
- ii)** And other bays with a minimum size of 7.5 m x 5 m.
- iii)** There should be a minimum gap of 5 metres between caravans. Each parking bay should be clearly defined and should have direct access to a metal/ cemented service road. The parking bay should be raised minimum 6 inches from the ground. Construction of the parking bay should ideally be of brick & mortar. Each parking bay should be provided with electricity and water connections, sewerage and solid waste outlets in strict adherence to international / Indian environmental norms / best eco practices.

5. Services to be provided at Parking Bays

a) Water: The Caravan Park should be provided with a constant supply of water including potable water. Each parking bay should be provided with a standpipe designed in such a way so that there is unhindered vehicular movement and approved tap fitting capable of having a hose attached thereto.

b) Electricity and lighting: Electricity supply and distribution throughout the Caravan Park should comply with Joint Electricity Regulatory Commission for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 codes and standards applicable. Each site should be provided with an outlet. All areas of the Caravan Park especially the parking and basic facilities areas should be well lit with provision of a generator for back up. Caravan owners should encourage use of solar powered energy in their caravans.

c) Laundry facilities: Laundry facilities should be provided with a minimum of one washing machine and an automatic dryer for every five parking bays.

d) Toilet Facilities: The toilet building of the caravan parks should have separate screened access for men and women with adequate supply water. New caravan parks should be provided with ecological sanitation which offers a new philosophy of dealing with what is presently regarded as waste and wastewater.

In case of caravan parks having more than ten parking bays, the toilets for men and ladies should be increased as a multiple of these configurations for every ten Parking Bays or part thereof.

e) Waste disposal: Waste disposal should be carried out in a hygienic manner, adhering to responsible standards, hygiene, and environment friendly practices as per laws applicable in India

6. Movement and Parking:

A drive-in area and forecourt of sufficient dimensions should be provided for the parking of caravans and towing vehicles, clear of the general traffic movement. Turning circles must be designed to ensure that a caravan and towing vehicle can turn in the space without disrupting the general Caravan Park area.

7. Basic specifications for Caravans/Campervans:

The specially built vehicles being used for the purpose of travel, leisure and accommodation would be termed as 'Caravan' and would include vehicles viz. Campervans, Motor Homes etc. with the following minimum features:

- i)** Sofa cum bed for 2 persons.
- ii)** Kitchenette with fridge.
- iii)** Toilet cubicle with hand shower and sufficient fresh water storage.
- iv)** Partition behind driver.
- v)** Communication between passenger and driver.
- vi)** Air- condition (optional).
- vii)** Eating table.
- viii)** Audio / video facility.
- ix)** Complete charging system – external and internal.
- x)** Caravan should be enabled with GPS.
- xi)** Vehicle to be BS VI compliant.
- xii)** Use of solar-powered energy encouraged

8. Hygiene, Responsible Standards, and Environment Friendly Practices:

Responsible tourism friendly policy should be adopted for sustainable growth which also benefits the local community and does not adversely affect the local environment.

9. Use of eco-friendly practices and local products should be encouraged.

There should be a provision of facility for segregation of garbage into biodegradable (kitchen waste etc), non-bio-degradable (thermo coal products, aluminium foil, cigarette butts etc) & recyclable (newspapers, bottles, cans etc). Composting should be encouraged for the disposal of kitchen garbage. Solid waste and sewage disposal should be carried out in an orderly and eco-friendly manner.

10. Tourist Facilitation Centre:

Each Caravan Park should be provided with a system for the reception, storage and disposal of all refuse and waste matter originating from the park. All such materials should be handled in a manner so as to not create any offence, hazard to health, harbourage for vermin nor permit possible fly/ mosquito breeding. Two standard pattern garbage covered receptacles / bins for bio degradable and non degradable waste should be provided for each parking bay, which should be cleaned at least twice a day. The Caravan Park should be provided with an adequate and safe method of sewerage collection treatment and disposal. The sewerage system should be installed in accordance with the requirements of the concerned authorities. Each Caravan Park should be provided with an approved sewer connection point for waste water originating from the caravan.

11. Report:

Caravan owners shall submit monthly visitor report in **Form 26** of the Mizoram (Registration of Tourist Trade) Rules 2020 to the Director, Tourism Department

12. Safety & Security:

To provide hassle-free and stress-free environment for the visitors, the caravan parks should be housed in a safe and secure zone. The following mandatory requirements need to be fulfilled to ensure this.

a) Registration shall also be done with Local Police Station with constant communication with Local Police Station.

b) A boundary wall with limited entry and lockable gates around the Caravan Park area to avoid unnecessary trespassing and unauthorized entry. Adequate security and safety arrangements in the Caravan Park viz. deployment of security guards with a system of patrolling.

c) A properly equipped First Aid kit at the reception and adequate first aid training should be provided to the staff. The facility of doctor-on-call should be available at the park. A well defined mechanism should be available to handle a medical emergency. The park management should maintain effective coordination with local medical establishments.

d) The supervisory staff and other workers should be trained in Disaster Management to face disasters such as fire, road accidents, earthquakes, floods, landslides (in hills) etc.



13. Responsible Tourism:

As initiatives to promote 'responsible tourism' Caravan Park owners and travellers 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 required to ensure safety, conservation and preservation of the State's flora and fauna from their clients.

14. Pledge on 'responsible tourism':

Tourists under the care of concerned Caravan Park owners 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

15. The Mizoram Registration of Tourist Trade Act 2020 and its Rules.

Approved caravan unit owners are required to abide by the provisions of the **Mizoram Registration of Tourist Trade Act 2020 and its Rules** while performing tourist trade in this aspect.

16. Penalty:

The management should at all cost ensure guests do not cause harm or injury to the wild animals and destruction of plants and forests. Strict adherence to the laws and rules of the Central Government and the State Government must be followed. Violation of laws in force shall be punished under relevant sections of the rules of Central or State Government.



**No. C.31012/3/2020-TOUR/1
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

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

Aizawl the 18th August 2021

NOTIFICATION

In the interest of the public and for the Development of Tourism Industry in the State, the Competent Authority is pleased to notify Corrigendum on the "**Guidelines for Caravan Tourism in Mizoram**" as under:

- 1) **Para 3 - Operational Requirements:** Alphabetical sub-numbering may be read as **a, b, c, d & e.**
- 2) **Para 4 - Site Development:** Alphabetical sub-numbering may be read as **a, b, c, d, e, f, g & h.**

SD/- K. LALRINZUALI, IAS

Secretary to Govt. of Mizoram
Tourism Department

Aizawl the 18th August 2021

Memo No.C. 31012/3/2020-TOUR/1 :

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



**No.C.31012/3/2020-TOUR/8
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 Dormitories & Hostels in Mizoram**” as enclosed.

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

Memo. NO. C.31012/3/2020-TOUR/8 : 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
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11. Guard File.

**(ZONUNTHARI)
Deputy Secretary to Govt. of Mizoram
Tourism Department**

GUIDELINES FOR DORMITORIES AND HOSTELS IN MIZORAM

1. Introduction

The Department of Tourism intends to attract tourists and promote responsible tourism with intent to implement 'carrying capacity' in some locations. The pride of a state, vests in its ability to provide quality, comfort and safe accommodation to tourists across various income groups. This requires augmentation of tourist accommodation facilities across the states through various means such as hotels, homestays, dormitories and hostels. These guidelines have been proposed to assist and facilitate development of quality and affordable hostels and dormitories in the state with the intent to provide tourists an affordable, comfortable and convenient option for accommodation. These guidelines are only applicable to the state of Mizoram.

2. Definition

Dormitories and hostels stated in these guidelines are accommodations meant for tourism purposes on commercial scale. This will not include hostels and dormitories exclusive made for students pursuing their career in the city or town they live in.

3. Eligibility

Tourism Department encourages development of hostels and dormitories through private entrepreneurs or franchisees and has set out the following eligibility criteria for entities opting to enter this tourism segment. These entities could be:

- 1) Existing reputed private hoteliers, homestay owners
- 2) Private land owners or entrepreneurs or self help group or a group of persons or an NGO. Priority will be given to those entities which are:
 - a) already in the tourism sector with a prior expertise in operations and management of similar projects;
 - b) owners of land suitable for development of such facilities around the identified tourist destinations.

4. General requirements for hostels

1) General requirements defined by Tourism Department for development of hostels under these guidelines include:

- a) The site area on which hostel is located should be at least 0.5 acre;
- b) Ownership/lease of land and land use should be in order;
- c) Should be located on any main road;
- d) The facility must be wheelchair accessible;
- e) Should have at least 3 lettable rooms and 100% of lettable rooms should have attached bathrooms. At least one room must be wheelchair accessible and have attached bathrooms that can be used by disabled persons and or senior citizens;

- f)** Should have at least 2 dormitory rooms one for women and one for men as per the requirements specified for constructing dormitories under these guidelines;
- g)** Should have dining hall with sitting area of minimum 30 sq. mtrs. (excluding kitchen, Storage);
- h)** The double room and single room should have minimum carpet area of 12 sq.mtrs and 10 sq.mtrs respectively;
- i)** Rooms should have adequate furniture, fixtures and linen;
- j)** Bathroom carpet area should measure at least 4 sq.mtrs;
- k)** Attached toilets for each dormitory or room: Bathroom fittings should be of high quality with ISI mark;
- l)** Should have a separate public toilet for men and women and first aid centre;
- m)** Internet and wifi facility may be provided in all rooms (optional);
- n)** AC may be installed in one or two or all rooms (optional)

2) The following facilities must be provided for hostels:

- a)** Front Desk;
- b)** Visitors sitting area and lobby;
- c)** For every three lettable rooms one car parking must be provided of minimum 5 sq. mtrs;
- d)** At least one electrician, plumber, sweeper, etc to be available for general service and maintenance on a 24 hrs basis;
- e)** CCTV surveillance at reception and corridors. At least one female security personnel may be engaged;
- f)** Power back up system is to be provided in the entire facility to provide uninterrupted power supply for all the appliances in the facility;
- g)** 24 hour uninterrupted hot and cold water supply;
- h)** Provision of well lit, dedicated visitor parking area is to be provided in the facility for parking of tourist vehicles. These areas should be paved and fenced to suit the type of facility. These areas should have security to ensure safety of the vehicles;
- i)** Staff should be in uniform, well groomed and properly trained. Number of workers should be proportionate to the capacity of the unit in all services provided;
- j)** Staffs should be trained local residents specialised in the respective fields of hospitality industry;
- k)** 24 hrs security may be provided (optional)

3) Operation: Staff should be hospitable and capable to effectively respond to tourist requirements and should have a fair idea of the places of tourist interest in the State.

4) Front desk staff should be well versed in English and other regional languages to communicate with tourists from different regions of the country and abroad.

5) There should be provision of solid waste management. Rain water harvesting system may be encouraged

6) Use of non conventional source of energy and new and renewable energy should be encouraged.

5. General requirements for dormitories:

1) General requirements specified by Tourism Department for registration of dormitories under these guidelines are as follows:

a) Dormitory for tourists or travellers should be gender specific. Only dormitories meant for tourists and travellers will be considered a tourism product;

b) A standard of space requirement of 5 sq.mtrs per person must be maintained while building a dormitory. For example if the dormitory capacity is 12 beds the dormitory carpet area must be at least 60 sq. mtrs;

c) Each dormitory room should have attached shower rooms (in 1:3 ratio) and toilets (in 1:4 ratio including 1 toilet for differently-abled persons). If the number of beds in a dormitory is less than 12 the number of shower rooms and toilets can be relaxed proportionality. Shower/Toilet/Bathroom carpet area should measure at least 3 sq. mtrs. All bathroom fittings should be of high quality with ISI mark;

d) CCTV surveillance at reception and corridors. At least one female security personnel may be engaged

2) Operation: Staff should be hospitable and capable to effectively respond to tourist requirements and should have a fair idea of the places of tourist interest in the State.

3) There should be provision of solid waste management.

4) Rain water harvesting system may be encouraged

5) Use of non conventional source of energy and new and renewable energy should be encouraged

6. Registration of dormitories and hostels

Application for registration of dormitories and hostels shall be submitted to the Prescribed Authority as appointed by the Government under the Mizoram (Registration of Tourist Trade) Act 2020, in a prescribed format in **Form 6** of the Mizoram (Registration of Tourist Trade) Rules 2020 along with the application fee, registration fees and the required documents. The application fee and the registration fee payable shall be fixed by the Government from to time.

7. Documents to be submitted along with the application

a) Prescribed application form duly filled in;

b) Proof of ownership or rights of use (Acknowledgment letter may be produced in case of co-sharer of house/land);

- c) One hard copy and one soft copy of the photographs of the building, including interiors, showing types of facilities available, bathroom, living room, bedroom, parking etc;
- d) Police clearance certificate from Local Police Station;
- e) Check list details as per **Annexure G and Annexure H** of the Mizoram (Registration of Tourist Trade) Rules 2020 as the case may be (enclose a copy of the checklist duly certified that the facilities are available in the dormitories and hostels);
- f) Certified Building Plans from the local body, where applicable;
- g) If approval earlier, a copy of the earlier Certificate of Registration issued by the Tourism Department (for renewal and duplicate application)

8. Registration Procedure

- a) Dormitories and hostels shall be registered as per the Mizoram (Registration of Tourist Trade) Rules 2020;
- b) Once the dormitories and hostels apply for registration, it has to be ready for inspection by Government or any other agencies appointed by the State Government for the purpose. No requests for deferment of inspection shall be entertained;
- c) Upon receipt of applications, the Government shall, through a private agency or Prescribed Authority appointed undertake physical verification of dormitories and hostels and evaluate the surrounding environment, hygiene, cleanliness, safety and security provided to the tourist, presence of facilities and services as per the checklist provided in **Annexure G and Annexure H** of the Mizoram (Registration of Tourist Trade) Rules 2020. If found satisfactory with the facilities, the authority shall recommend to Tourism Department for the registration of the dormitories and hostels, taking into consideration the marking criteria provided at **Annexure F** as per the Mizoram (Registration of Tourist Trade) Rules 2020. The checklist should be duly filled in and signed on all pages and submitted to Tourism Department with the application;
- d) Based on the observations made by the inspecting agency and the recommendations of the prescribed Authority, the dormitories and hostels will be certified and registered by Tourism Department;
- e) All cases of registration would be finalised within 30 days of the application being made to the Prescribed Authority, Department of Tourism, complete in all respect;
- g) The member of dormitories and hostels should undergo the training programme conducted by Tourism Department or service providers as prescribed by the Tourism Department, after registration of their dormitories and hostels within the time prescribed by Tourism Department. Failure to attend the compulsory training programme would lead to cancellation of the Certificate of Registration;
- h) Once the Certificate of Registration is obtained from the Tourism Department, the applicant is required to report their dormitories and hostels with the Local Council or Village Council.

9. Expiry of Certificate of Registration

a) Registration of dormitories and hostels shall be valid for a period of 3 (three) years from the date of issue of orders;

b) On expiry of 3 (years) from the date of issue of orders of registration, the registration of the dormitories and hostels should be renewed on payment of renewal fee which shall be fixed by the Government from time to time before 60 days of expiry of registration;

c) The renewal fee shall be payable by the applicant in favour of Prescribed Authority, Tourism Department, Government of Mizoram;

d) In case the applicant has failed to pay the prescribed renewal fee within the specified time, Tourism Department shall have the right to take any action including cancellation of the registration/classification and take legal action against the dormitory and hostel owners.

10. Refusal and Cancellation of Registration

Tourism Department may, by an order in writing:

a) Refuse registration of dormitories and hostels, if the applicant is convicted of any offence under any law providing for prevention of hoarding, smuggling, profiteering, or any adulteration of food or drug, under Chapter XIII and XIV of the Indian Penal Code, 1860;

b) Remove the name of dormitories and hostels from the register and cancel the Certificate of Registration, on any of the following grounds, namely:

- if the dormitories and hostels ceases to cater to the tourists;
- if the Applicant is convicted of any offence punishable under the relevant sections of the Indian Penal Code, 1860 or under any law providing for the prevention of hoarding, smuggling, profiteering or adulteration of food and drugs or corruption;
- if the owner or the dormitories and hostels under question is blacklisted by Tourism Department;
 - In case of overcharging, unhygienic conditions, misbehaviour, malpractices and failure to maintain required standards;
 - If the applicant has failed to pay the renewal fee within the prescribed time limit;
 - If the applicant fails to undergo the training programme organised by Tourism Department;
 - Indulge or allow any such activity that adversely affects the privacy and rights of the neighbours and residents of the locality;

No application for registration shall be refused or certificate of registration be cancelled, unless the person applying for registration and the person whose certificate of registration is to be cancelled, has been afforded a reasonable opportunity of being heard.

After the cancellation of certificates of registration, Prescribed Authority shall direct forthwith, the removal of such unit from the register. Further, Prescribed Authority may, through written orders, blacklist such dormitories and hostels. The particulars of such blacklisted dormitories and hostels shall be notified to all travel, trade and concerned organizations.

11. General Terms and Conditions for approval and registration of dormitories and hostels

a) All applications for registration must be complete in all respects including application form, application fee, prescribed clearances, NOCs, certificates, etc. The incomplete application is liable to be rejected;

b) In case of dissatisfaction with the decision on the classification, the unit may appeal to the Appellate Authority (Secretary, Tourism), Tourism Department, within 30 days of receiving the communication regarding classification / reclassification. If the applicant is still not satisfied with the decision of the Appellate Authority, appeal may be made to Revisional Authority and the decision of the Revisional Authority shall be final and binding;

c) If any dispute arises between the dormitories or hostels and the tourists, the matter will be brought to the notice of the Tourism Department for resolution. The decision of Prescribed Authority, Tourism Department, shall be final and binding;

d) The dormitories and hostels are expected to maintain required standards at all times. The Government could inspect the same, at any time, without previous notice. Any serious deficiencies will be reported to Tourism Department, and Department shall have authority to take any action including cancellation of registration;

e) Any deficiencies/rectification pointed out by the Government will have to be complied within the stipulated time, which will be allotted in consultation with the representatives of the establishment during inspection. Failure to do so will result in rejection of the application;

f) Any changes in the facilities of the unit shall be reported to the Tourism Department, within 30 days. If any such violation comes to the notice of the Government, then the registration will stand withdrawn/ terminated;

g) If the owner wishes to cancel the registration of the dormitories and hostels unit, he/she may apply to the Prescribed Authority, Tourism Department on a plain paper;

h) All the approved dormitories and hostels shall submit **Form 25** of the Mizoram (Registration of Tourist Trade Rules) 2020 (registration book as maintained in hotels) with passport details to the police station, as is done by the hotels, while accommodating foreign nationals;

i) The owner shall maintain a register for letting out the rooms to the tourists, which can be inspected by the authorized officer. The register will have the same format as those presently used in the Hotels/ Guest Houses as per the Mizoram (Registration of Tourist Trade) Rules 2020;

j) The owner shall maintain a bill book with stamp pad for issuing the bills to the tourists;

k) The owner shall submit monthly visitor report to the Tourism Department in **Form 26** of the Mizoram (Registration of Tourist Trade) Rules 2020 by 10th day of every month;

l) Government of Mizoram reserves the right to modify the guidelines/terms and conditions from time to time, for the betterment and well-being of the industry.

12. Code of Conduct of dormitories and hostels

Tourism Department has framed certain guiding principles that should be followed by the dormitories and hostels. These are illustrated as a Code of Conduct and would include the following:

a) Every dormitory and hostel unit shall follow the prescribed guidelines in this regard, maintain the basic infrastructure and quality standards, as per the selected criteria, and adhere to the code;

b) The owner of dormitories and hostels shall charge the rates approved by the Tourism Department at the time of booking, from the tourists. Rates shall be revised once in two years, by the Government, on application by the owner;

c) Every dormitories and hostels shall accurately describe the facilities provided in their establishment and the rates quoted for usage of the facilities, to the guests. Receipts are to be provided wherever required;

d) To allow guests to see the accommodation on arrival, prior to payment;

e) To adhere to the payment terms agreed upon at the time of booking;

f) To deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from guests;

g) Maintain the dormitories and hostels in a good state of repair and cleanliness and fit for habitation of guests at all times, and comply with any rules respecting standards of health, hygiene and safety, including fire safety;

h) Maintain detailed particulars of guests in a register/or computerized record in electronic form and provide monthly information of the guests to the local police station;

i) Every registered dormitories and hostels unit shall maintain the following books and register, approved by Tourism Department and upon demand/request by the Tourism Department /Prescribed Authority, shall produce the following records namely:

- Complaint/suggestion book kept at the reception/lobby/living room of dormitories and hostels;

- Guest/tourist visitor register;

- Bill book duly numbered;

- Receipt book duly numbered for receipt of payments/advance.

13. Booking Procedures

a) Upon registration with Tourism Department, the dormitories and hostels owners may advertise their dormitories and hostels on their website or through online travel portal for booking at their own cost. It is the responsibility of the dormitories and

hostels owners to take the guests' contact details, confirmed arrival and departure times etc;

b) Tourism Department would promote dormitories and hostels through its social media pages, website and its brochures. Individual dormitories and hostels are encouraged to get registered in the travel portal platforms such as OYO Room, AirBnB and others.

14. Display of information and documents to be maintained by the dormitories and hostels

Every registered dormitory and hostel should display, at a conspicuous place, in respect of his dormitories and hostels, at the entrance of the dormitories and hostels or at the reception counter, on a notice board the following information:

- a) Name of accommodation unit;
- b) Registration certificate;
- c) Rates approved by the Government;
- d) Emergency contact numbers;
- e) Emergency Exit Plan inside the rooms.

15. Monitoring and Evaluation of dormitories and hostels

The State Government may conduct regular monitoring and evaluation of dormitories and hostels through third party agent or through the Department; this would ensure consistent efforts to provide assured service standards, so that assured minimum standards are continued to be maintained in these dormitories and hostels. Monitoring Committee may be notified by the Government. The panel may be drawn from various stakeholders and expert agencies involved in tourism and eco- tourism fields if found required.

16. Incentives and Concessions

In order to avail incentives, only dormitories and hostels duly registered with the Tourism Department would be eligible for the following incentives:

- a) Use of Mizoram Tourism Brand for marketing;
- b) Payment of electricity and water charges at domestic rates;
- c) The rate of property tax will be those prescribed by the appropriate authorities for residential purposes;
- d) Government would facilitate in getting loans from financial institutions for the improvement of existing buildings for their conversion into dormitories and hostels;
- e) Tourism Department would arrange continuous training programmes for the dormitories and hostels in essential areas including staff proficiency, food handling, safety and hygiene etc;
- f) Tourism Department shall publish on its web site, free of charge, the list of all approved dormitories and hostels and shall also print a brochure of the registered dormitories and hostels and make it available in its tourism kiosks/ centres;



- h) Exposure through travel, trade fairs and B2B may also be arranged by the Government;
- i) Annual Awards for dormitories and hostels shall also be arranged by the Government.

17. Responsible Tourism:

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

18. Pledge on 'responsible tourism':

Guests under the care of concerned dormitories and hostels unit owners are required to take a pledge on 'responsible tourism' while staying in their unit 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

19. The Mizoram Registration of Tourist Trade Act 2020 and its Rules.

Approved dormitories and hostels are required to abide by the provisions of the **Mizoram Registration of Tourist Trade Act 2020 and its Rules** while performing tourist trade in this aspect.

20. Exemption

The Government, may, in whole or in part as the case may be, exempt any of the provisions contained in these guidelines to individuals or a group of individuals or firms or association



21. Penalty

Whoever contravenes any provision of the Mizoram (Registration of Tourist Trade) Act 2020 and its Rules shall be punished under the relevant laws under Central or State Government

**No.C.31012/3/2020-TOUR/2
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

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

Aizawl the 18th August 2021

NOTIFICATION

In the interest of the public and for the Development of Tourism Industry in the State, the Competent Authority is pleased to notify Corrigendum on the "**Guidelines for Dormitories & Hostels in Mizoram**" as under :

- 3) **Para 8 - Registration Procedure:** Alphabetical sub-numbering may be read as **a, b, c, d, e, f, g**
- 4) **Para 16 - Incentives & Concessions:** Alphabetical sub-numbering may be read as **a, b, c, d, e, f, g & h.**

SD/- K. LALRINZUALI, IAS

Secretary to Govt. of Mizoram
Tourism Department

Aizawl the 18th August 2021

Memo No. C. 31012/3/2020-TOUR/2 :

Copy to:

12. Secretary to Governor of Mizoram
13. PS to Chief Minister Govt. of Mizoram
14. Speaker/Dy. Speaker, Mizoram Legislative Assembly
15. All Ministers/Ministers of State, Govt. of Mizoram
16. All members of Legislative Assembly Mizoram
17. Sr. PPS to Chief Secretary, Govt. of Mizoram
18. All Administrative Heads/All Heads of Department
19. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
20. Director, Tourism Department for information & necessary action.
21. All Tourist Lodges/Facilities under Tourism Department
22. Guard File.



(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram



**No.C.31012/3/2020-TOUR/9
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 Homestays in Mizoram**” as enclosed.

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

Memo No.C.31012/3/2020-TOUR/9

:

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
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11. Guard File.

**(ZONUNTHARI)
Deputy Secretary to Govt. of Mizoram
Tourism Department**

GUIDELINES FOR HOMESTAYS IN MIZORAM

1. Introduction

Tourism is currently the largest and fastest growing industry in the world. The industry has emerged as one of the leading sectors that have enhanced the contribution to Mizoram's economy. Mizoram has been witnessing a tremendous influx of international and domestic tourists that has added to foreign exchange earnings. Therefore, increased demand for accommodations coupled with need for elevated authentic experience has led to the concept of Homestay gaining importance.

Tourism Department, Government of Mizoram had introduced a new scheme under the erstwhile New Economic Development Policy (NEDP) for Homestays to supplement the demand of accommodations at various tourist destinations in the two districts of Champhai and Mamit. These Homestays provide standard facilities with minimal investment and encourage the locals to earn an extra income. Since then Tourism Department has been making a sustained effort to promote the concept of Homestays, it has also published information in this regard to the tourists through its website. Under the Scheme the Homestays are minimally regulated and treated as a non-commercial activity.

The guidelines set out herein provide a clear procedure for registration/classification/reclassification of the Homestays, mandatory facilities required in a Homestay, promotional activities available to the Homestay owners etc.

2. Eligibility

Eligible applicants are required to fulfil the following conditions to submit applications for the purpose of registration of Homestays:

- 1) The owner or promoter of the Homestay unit should be the owner of the property where the Homestay is functioning/ proposed to function.
- 2) The owner or promoter of the Homestay unit should be physically residing with his/her family in the same Homestay unit or within the premises/campus in close proximity.
- 3) Individuals or families who own a house of good quality located within the State and can make available, a maximum of 5 (five) rooms with toilet facilities exclusively for tourist accommodation, and who agree to provide basic minimum infrastructure standards and assured quality in service.
- 4) A Police Clearance certificate has been obtained from Local Police Station
- 5) At least one of the family members residing in Homestay units should be able to communicate in English.

- 5) The minimum floor area of each room in the Homestay should be at least 120 sq ft for double bedroom and at least 100 sq ft for single bedroom.
- 6) The minimum size of each bathroom in the Homestay should be 30 sq ft.
- 7) There should be an easy access from the road by a footpath/track to the Homestay and should be in good condition.
- 8) The proposed Homestay is registered as a hotel or commercial establishment under the Mizoram (Registration of Tourist Trade) Rules 2020; and not enjoying any benefits under any of the State or Central Policy/Act/ Guidelines.

3. Minimum Requirements: Application for Registration of Homestay Units

a) Any Homestay owner who fulfils the above eligibility conditions may submit an application for registration, to the Prescribed Authority as appointed by the Government under the Mizoram Registration of Tourist Trade Act 2020, specifying the category applied for, in a prescribed format in **Form 3** of the Mizoram (Registration of Tourist Trade) Rules 2020 along with the application fee, registration fees and the required documents. The application fee and the registration fee payable for Gold Guest Class, Silver Guest Class and Bronze Guest Class categories shall be fixed by the Government from to time.

b) The registration fee should be paid by the applicant after approval of application to Prescribed Authority, Tourism Department, Government of Mizoram.

c) On receipt of application in the prescribed format along with the prescribed fees, Tourism Department shall provide an acknowledgement of having received the same, to the applicant.

d) The State Classification Committee may recommend registering a Homestay under Gold Guest Class or Silver or Bronze Guest Class. In case the Homestay owner has applied for a lower category, but the State Classification Committee recommends a higher category vice versa, the applicant is required to pay the registration fee applicable for such category. Only upon payment of registration fee applicable for the class or category allotted, the said Homestay shall be registered under relevant class or category.

4. Documents to be submitted along with the application

- a) Prescribed application form duly filled in.
- b) Proof of ownership (Affidavit in case of co-sharer of house/land).
- c) Location plan showing access to the building from the major roads (need not be to scale).

- d) One hard copy and one soft copy of the photographs of the building, including interiors, showing types of facilities available, bathroom, living room, bedroom, parking etc.
- e) Police clearance certificate from Local Police Station.
- f) Check list details as per **Annexure E** of the Mizoram (Registration of Tourist Trade) Rules 2020 (enclose a copy of the checklist duly certified that the facilities are available in the Homestay unit).
- g) Certified Building Plans from the local body.
- h) If approved earlier, a copy of the earlier Certificate of Registration issued by the Tourism Department (for renewal and duplicate application)

5. Registration/ Classification/Reclassification Procedure

a) Homestay units shall be registered as per the Mizoram (Registration of Tourist Trade) Rules 2020 and classified as per the prescribed classification criteria of the State Government.

b) Once the Homestay unit applies for registration or classification or re-classification, it has to be ready for inspection by Government or any other agencies appointed by the State Government for the purpose. No requests for deferment of inspection shall be entertained.

c) Upon receipt of applications, the Government shall, through a private agency or Prescribed Authority appointed undertake physical verification of Homestay unit and evaluate the surrounding environment, hygiene, cleanliness, safety and security provided to the tourist, presence of facilities and services as per the checklist provided in **Annexure E** of the Mizoram (Registration of Tourist Trade) Rules 2020. If found satisfactory with the facilities, the authority shall recommend to Tourism Department for the classification of the Homestay unit, taking into consideration the marking criteria provided at **Annexure F** as per the Mizoram (Registration of Tourist Trade) Rules 2020. The checklist should be duly filled in and signed on all pages and submitted to Tourism Department with the application.

d) Based on the observations made by the private agency and the recommendations of the prescribed Authority, the Homestay unit will be certified under the prescribed classification norm and registered by Tourism Department.

e) Homestay units fulfilling all the essential conditions prescribed under these guidelines and meeting the required criteria in the checklist of facilities and quality of the accommodation provided, belonging to the Class A category, will be given the Gold Guest Class status and Class B category will be awarded the Silver Guest Class status and Class C the Bronze Guest Class.

f) All cases of classification would be finalised within 30 days of the application being made to the Director, Department of Tourism, complete in all respect.

g) The member of Homestay units should undergo the training programme conducted by Tourism Department or service providers as prescribed by the Tourism Department, after registration of their Homestays within the time prescribed by Tourism Department. Failure to attend the compulsory training programme would lead to cancellation of the Certificate of Registration.

h) Once the Certificate of Registration is obtained from the Tourism Department, the applicant is required to register the Homestay unit with the Local Council or Village Council.

6. Expiry of Certificate of Registration and Classification

a) Registration and Classification shall be valid for a period of 3 (three) years from the date of issue of orders of registration or in case of reclassification, from the date of expiry of the last classification, provided that an application has been received at least 3 months before the expiry of the last classification.

b) On expiry of 3 (years) from the date of issue of orders of registration, or in case of reclassification from the date of expiry of the last classification, the registration of the Homestay Units should be renewed on payment of renewal fee which shall be fixed by the Government from time to time before 60 days of expiry of registration

c) The renewal fee shall be payable by the applicant in the form of a Demand Draft (DD) in favour of Director, Tourism Department, Government of Mizoram, drawn on any nationalised bank or scheduled bank and payable at Aizawl or in cash.

d) In case the applicant has failed to pay the prescribed renewal fee within the specified time, Tourism Department shall have the right to take any action including cancellation of the registration/classification and take legal action against the Homestay owner.

7. Refusal and Cancellation of Registration

Tourism Department may, by an order in writing:

a) Refuse registration of a Homestay unit, if the applicant is convicted of any offence under any law providing for prevention of hoarding, smuggling, profiteering, or any adulteration of food or drug, under Chapter XIII and XIV of the Indian Penal Code, 1860 or

b) Remove the name of a Homestay unit from the register and cancel the Certificate of Registration, on any of the following grounds, namely:

- if the Homestay unit ceases to cater to the tourists;
- if the Applicant is convicted of any offence punishable under the relevant sections of the Indian Penal Code, 1860 or under any law providing for the prevention of hoarding, smuggling, profiteering or adulteration of food and drugs or corruption or
 - if the owner or the Homestay unit under question is blacklisted by Tourism Department;
 - In case of overcharging, unhygienic conditions, misbehaviour, malpractices and failure to maintain required standards.
 - If the applicant has failed to pay the renewal fee within the prescribed time limit.

- If the applicant fails to undergo the training programme organised by Tourism Department.
- Indulge or allow any such activity that adversely affects the privacy and rights of the neighbours and residents of the locality.

No application for registration shall be refused or certificate of registration be cancelled, unless the person applying for registration and the person whose certificate of registration is to be cancelled, has been afforded a reasonable opportunity of being heard.

After the cancellation of certificates of registration, Prescribed Authority shall direct forthwith, the removal of such unit from the register. Further, Prescribed Authority may, through written orders, blacklist such Homestay unit. The particulars of such blacklisted Homestay unit shall be notified to all travel, trade and concerned organizations.

8. General Terms and Conditions for Approval and Registration/Classification of Homestay Unit

a) All applications for the classification or reclassification must be complete in all respects including application form, application fee, prescribed clearances, NOCs, certificates, etc. The incomplete application is liable to be rejected.

b) In case of dissatisfaction with the decision on the classification, the unit may appeal to the Appellate Authority (Secretary, Tourism), Tourism Department, within 30 days of receiving the communication regarding classification / reclassification. If the applicant is still not satisfied with the decision of the Appellate Authority, appeal may be made to Revisional Authority and the decision of the Revisional Authority shall be final and binding.

c) If any dispute arises between the house owner and the tourists, the matter will be brought to the notice of the Tourism Department for resolution. The decision of Prescribed Authority, Tourism Department, shall be final and binding.

d) The classified Homestay units are expected to maintain required standards at all times. The State Classification Committee could inspect the same, at any time, without previous notice. Any serious deficiencies will be reported to Tourism Department, and Tourism Department is free to take any action including cancellation of the classification.

e) Any deficiencies/rectification pointed out by the State Classification Committee will have to be complied within the stipulated time, which will be allotted in consultation with the representatives of the establishment during inspection. Failure to do so will result in rejection of the application.

f) Any changes in the facilities of the unit shall be reported to the Tourism Department, within 30 days. If any such violation comes to the notice of the State Classification Committee, then the classification will stand withdrawn/ terminated.

g) If the owner wishes to cancel the registration of the Homestay unit, he/she may apply to the Prescribed Authority, Tourism Department on a plain paper.

h) All the approved homestay units shall submit **Form 25** of the Mizoram (Registration of Tourist Trade)Rules 2020 (registration book as maintained in hotels) with

passport details to the police station, as is done by the hotels, while accommodating foreign nationals.

i) The owner shall maintain a register for letting out the rooms to the tourists, which can be inspected by the authorized officer. The register will have the same format as those presently used in the Hotels or Guesthouses as per the Mizoram (Registration of Tourist Trade) Rules 2020.

j) The owner shall maintain a bill book with Homestay stamp pad for issuing the bills to the tourists.

k) Government of Mizoram reserves the right to modify the guidelines or terms and conditions from time to time, for the betterment and well-being of the industry.

l) CCTV surveillance at reception and corridors shall be installed and at least one female security personnel may be engaged

m) Homestay owners shall submit monthly visitor report in Form 26 of the Mizoram (Registration of Tourist Trade) Rules 2020 without fail to the Director, Tourism Department.

9. Code of Conduct of Homestay Owners

Tourism Department has framed certain guiding principles that should be followed by the Homestay owners. These are illustrated as a Code of Conduct and would include the following:

a) Every Homestay unit shall follow the prescribed guidelines in this regard, maintain the basic infrastructure and quality standards, as per the selected classification criteria, and adhere to the code.

b) The owner of Homestay shall charge the rates approved by the Tourism Department at the time of booking, from the tourists. Rates shall be revised once in two years, by the State Classification Committee, on application by the owner.

c) Every Homestay shall accurately describe the facilities provided in their establishment and the rates quoted for usage of the facilities, to the guests. Receipts are to be provided wherever required.

d) To allow guests to see the accommodation on arrival, prior to payment

e) To adhere to the payment terms agreed upon at the time of booking

f) To deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from guests.

g) Maintain the Homestay unit in a good state of repair and cleanliness and fit for habitation of guests at all times, and comply with any rules respecting standards of health, hygiene and safety, including fire safety.

h) Maintain detailed particulars of guests in a register or computerized record in electronic form and provide fortnightly information of the guests to the municipal body concerned, and the police.

i) Every registered Homestay unit shall maintain the following books and register, approved by Tourism Department and upon demand or request by the Tourism Department /Prescribed Authority, shall produce the following records namely:

- Complaint or suggestion book kept at the reception or lobby or living room of Homestay.
- Guest or tourist visitor register.
- Bill book duly numbered in triplicate.
- Receipt book duly numbered in duplicate for receipt of payments or advance.

10. Booking Procedures

a) Upon registration with Tourism Department, the Homestay owners may advertise their Homestay on their website or through online travel portal for booking in their own cost. It is the responsibility of the Homestay owners to take the guests' contact details, confirmed arrival and departure times etc.

b) Tourism Department would promote homestay units through its social media pages, website and its brochures. Individual homestay are encouraged to get them registered in the travel portal platforms such as OYO Room, AirBnB and other travel portals.

11. Display of information and documents to be maintained by the Homestay Owners

Every registered Homestay unit should display, at a conspicuous place, in respect of his Homestay, at the entrance of the Homestay or at the reception counter, on a notice board the following information, duly painted:

- a) Name of homestay/accommodation unit
- b) Registration certificate
- c) Rates approved by the Government
- d) Emergency contact numbers
- e) Emergency Exit Plan inside the rooms
- f) Classification of hotel/accommodation unit

12. Monitoring and Evaluation of Homestays

a) The State Government may conduct regular monitoring and evaluation of homestay unit through third party agent or through the Department; this would ensure consistent efforts to provide assured service standards, so that assured minimum standards are continued to be maintained in these Homestay units. Monitoring Committee may be notified by the Government. The panel may be drawn from various stakeholders and expert agencies involved in tourism and eco- tourism fields if found required.

13. Incentives and Concessions

In order to avail incentives, only Homestay units duly registered with the Tourism Department would be eligible for the following incentives:

- a)** Use of Mizoram Tourism Brand for marketing
- b)** Payment of electricity and water charges at domestic rates.



- c) The rate of property tax will be those prescribed by the appropriate authorities for residential purposes.
- d) Government would facilitate in getting loans from the financial institutions for the improvement of the existing houses for its conversion into Homestay.
- e) Tourism Department would arrange continuous training programmes for the Homestay owners in essential areas including staff proficiency, food handling, safety and hygiene.
- f) Tourism Department shall publish on its web site, free of charge, the list of all approved Homestay units and shall also print a brochure of the registered Homestay units and make it available in its tourism kiosks/ centres.
- h) Exposure through travel, trade fairs and B2B may also be arranged by the Government
- i) Annual Awards for homestay units shall also be arranged by the Government

14. Responsible Tourism:

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

15. Pledge on 'responsible tourism':

Guests under the care of concerned homestay unit owners are required to take a pledge on 'responsible tourism' while staying in their unit 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

16. The Mizoram Registration of Tourist Trade Act 2020 and its Rules.

Approved homestay unit owners are required to abide by the provisions of the **Mizoram Registration of Tourist Trade Act 2020 and its Rules** while performing tourist trade in this aspect.

17. Exemption

The Government, may, in whole or in part as the case may be, exempt any of the provisions contained in these guidelines to individuals or a group of individuals or firms or association

18. Penalty

Whoever contravenes any provision of the Mizoram Registration of Tourist Trade Act 2020 and its Rules shall be punished under the relevant laws under Central or State Government



**No.C.31012/3/2020-TOUR/3
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

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

Aizawl the 18th August 2021

NOTIFICATION

In the interest of the public and for the Development of Tourism Industry in the State, the Competent Authority is pleased to notify Corrigendum on the "**Guidelines for Homestays in Mizoram**" as under :

- 5) Para 2- Eligibility : Numerical Sub-numbering may be read as 1) to 9)
- 6) Para 12 - Monitoring & Evaluation: Alphabetical sub-numbering shall stand deleted.

SD/- K. LALRINZUALI, IAS
Secretary to Govt. of Mizoram
Tourism Department

Memo No.C. 31012/3/2020-TOUR/3 :

Aizawl the 18th August 2021

Copy to:

23. Secretary to Governor of Mizoram
24. PS to Chief Minister Govt. of Mizoram
25. Speaker/Dy. Speaker, Mizoram Legislative Assembly
26. All Ministers/Ministers of State, Govt. of Mizoram
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30. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
31. Director, Tourism Department for information & necessary action.
32. All Tourist Lodges/Facilities under Tourism Department
33. Guard File.

(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram



**No.C.31012/3/2020-TOUR/11
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 Operators in Mizoram**” as enclosed.

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

Memo. NO. C.31012/3/2020-TOUR/11 :

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
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**(ZONUNTHARI)
Deputy Secretary to Govt. of Mizoram
Tourism Department**

GUIDELINES FOR TOUR OPERATOR IN MIZORAM

1. The aims & objectives of the scheme for recognition of Tour operators is to encourage quality standard and service, in this category so as to promote responsible and sustainable tourism in Mizoram. This is a voluntary scheme open to all bonafide tour operators in Mizoram.

2. **Definitions:** A tour operator is one who makes arrangements of tour packages including transport, accommodation, sight-seeing, entertainment and other tourism related service for tourists visiting Mizoram such as tour operator, travel agent conducting tours, excursion agent, sports and adventure tour operator. This does not apply to Travel Agents or Ticketing Sales Agents involved only in ticketing.

3. All applications for recognition shall be addressed to the Prescribed Authority under the provision of the **Mizoram (Registration of Tourist Trade) Rules 2020**

4. The following conditions must be fulfilled by the Tour Operators for grant of recognition by the Government of Mizoram.

1) The application shall be submitted in the prescribed form in the **Form 9 and renewal for Registration or Certificate Form 16** as per the **Mizoram (Registration of Tourist Trade) Rules 2020 respectively.**

2) Tour Operators should have a minimum paid-up capital of Rs. 2.00 lakhs and Bank Solvency Certificate duly supported by the latest audited balance sheet/Chartered Accountant's certificate.

3) The Tour Operator should have an office under the charge of a full time member of their staff, who is adequately trained or experienced in matters regarding transport, accommodation, currency, customs regulations and general information about travel and tourism related services. Emphasis may be given to effective communication skills and knowledge of foreign languages other than English. Hindi and local languages would also be useful.

4) The Tour Operator may have dedicated office or work from home. The minimum office space should be of 10 x 8ft. with a permanent address and phone numbers, mobile phones, social media pages and website. Besides, the office should be located in neat and clean surroundings and equipped with telephone/fax and computer/computer reservation system etc. There should be sufficient space for reception and easy access to toilets. In the case of Tour Operator working from home, a spacious room equipped with telephone/fax and computer reservation system etc.

5) Type of Operations: A provisional recognition will be granted for 3 (three) years so that the applicants can fulfil all requirements within a year as stipulated by the Application for Recognition of Approved Tour Operator.

6) The Tour Operator should be a permanent resident of Mizoram

7) The Tour Operator should have been in operation for a minimum period of one year before the date of application.

8) Tour Operators should employ only Tour Guides, Outdoor Photographers and other water sports operators approved by the Government of Mizoram.

9) Tour Operator shall be a tax payee in Mizoram and should produce the Tax Payee Certificate of the last year. For non-tribal permanent residents of Mizoram, Income Tax Return for the last year should be submitted along with the application

10) Documents required along with application: The following documents shall be submitted to the Prescribed Authority along with the application:

- a) Photocopy of Tribal Certificate duly attested
- b) Photocopy of PAN Card duly attested
- c) Name of the Director/ Directors/Partner/partners etc
- d) Name of Bankers with Solvency Certificate
(attach reference from Bank)
- e) Name of Auditors. (A balance sheet & Profit & Loss statement pertaining to the Travel business, as prescribed under the company law must be submitted by each applicant – in separate sheet)
- f) Income Tax Payment Certificate/Tax Payee Certificate
- g) Volume of tourist traffic handled up to the date of application showing foreign and internal tourist traffic in separate sheet
- h) Clientele, any special tourist parties, their size frequency of visit etc in separate sheet
- i) Promotional/publicity activities, undertaken (with documentary proof in separate sheet)) if any
- j) Name of Guides approved by the Tourism Department having been employee with their address in separate sheet if any
- k) Photocopy of Registration No. & Date with Airlines/carriers or Agents
- l) No Objection Certificate from Local Police Station
- m) License from the Aizawl Municipal Corporation in the case of Aizawl city and for other towns and cities, recommendation letter from Village Council concerned is required.
- n) Caste/Tribal/OBC Certificate as the case may be

5. The recognition as Approved Tour Operator shall be granted for three years on payment of an Application fee and registration fee or renewal fee as the case may be, prescribed by the Government from time to time.

6. Recognition will be granted to the Headquarter Office of the Tour Operator. Branch offices will be approved along with Headquarters Office or subsequently, provided the particulars of the Branch offices is submitted to Tourism Department for acceptance.

7. The decision of Prescribed Authority in the matter of recognition shall be final. Certificate of Registration will be issued to the approved Tour Operator under the provision of the **Mizoram (Registration of Tourist Trade) Rules 2020**. However, the Prescribed Authority may in his discretion withdraw or withhold at any time of recognition already granted on any criminal misconduct. Before such a decision is taken, necessary Show Cause Notice under the Mizoram (Registration of Tourist Trade) Rules 2020 would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is affected would also be indicated

8. It shall be mandatory for an approved Tour Operator to prominently display the Certificate of approval of recognition/renewal given by the Tourism Department in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.

9. The Tour Operator should adhere to the tenets of the Code of Conduct for "Responsible Tourism" for which the following action would have to be taken by the Tour Operator:

1) A signed copy of the pledge of commitment towards "Responsible Tourism" should be attached with the application for renewal. The pledge is attached in English in the **Annexure A**.

2) On the day a staff member joins the Tour Operator, he/she would be required to take/sign the pledge. The pledge would be incorporated in the appointment letter/joining report of the staff.

3) One or two focal point(s) would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the Tour Operator for training on 'responsible tourism' and other matters.

4) The **Annexure A**: Pledge of Commitment towards "Responsible Tourism" would have to be displayed by the Tour Operator prominently in the front office area/lobby of the service provider.

5) The signatories of the Code of Conduct would be required to maintain a record of action taken by them which shall be kept in their office and shown to the Committee(s) at the time of renewal.

10. As initiatives to promote 'responsible tourism' Tour Operators are responsible for ensuring safety, privacy and dignity of the areas visited by their clients. Their clients are expected to respect the local culture and practices of the areas they visited.

11. Tour Operators are required to ensure safety, conservation and preservation of the State's flora and fauna from their clients.



12. Tourists under the care of concerned Tour Operator 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

13. Tour Operator so granted recognition or renewal or extension shall be entitled to such incentives and concessions, if any, as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by the Tourism Department, Government of Mizoram.

14. Procedure for recognition:

1) On receipt of application form, an officer in the Tourism Department shall conduct spot verification on the genuineness of the claim and fulfilment of criteria and submit report accordingly.

2) An officer in the Tourism Department on having satisfied that the tour operator is eligible for recognition shall send the application form along with Police verification report to Tourism Department, Government of Mizoram for approval.

3) On approval by the Prescribed Authority, Tourism Department, registration certificate or certificate of recognition shall be issued by the Prescribed Authority accordingly.

4) The Tour Operator shall give an affidavit to the effect that they shall adhere to the eligibility criteria for the approved period and liable to de-recognition for failure to fulfil the criteria.

5) They are solely responsible for handling of the operation and shall bear the damages to life and property or dislocation of environment, if any.

6) They shall abide by the rules and regulations framed by the Tourism Department, Government of Mizoram from time to time.

7) Any Tour Operator operating from outside Mizoram shall not be eligible for recognition by the State Government

15. These guidelines and its certifications are only applicable to the state of Mizoram. Any Tour Operator wishing recognition of the Ministry of Tourism shall apply to the following India Tourism Office (North East) or follow this link <http://tourism.gov.in/sites/default/files/guideline/4. Domestic Tour OPERATOR.PDF>

The Regional Director (North – East)
India Tourism, Asom Paryatan Bhawan
3rd Floor, Near Nepali Mandir, A. K. Azad Road,
Paltan Bazar, Guwahati – 781 008, Assam
Phone No. (0361) 273 7554
Fax No. (0361) 273 7553
Email: indtourguwahati@nic.in

16. Promotion, publicity and incentives

Tour Operators are allowed to use or avail the following promotional schemes:

- a) Use of Mizoram Tourism Brand for marketing.
- b) Payment of electricity and water charges at domestic rates.
- c) Government would facilitate in getting loans from the financial institutions for the improvement of the existing infrastructure and logistics.
- d) Tourism Department would arrange continuous training programmes for the Tour Operators in essential areas including staff proficiency, HRD, safety and hygiene.
- e) Tourism Department shall publish on its web site, free of charge, the list of all Tour Operators and shall also print a brochure of the approved Tour Operators and make it available in its tourism kiosks/ centres.

17. The Mizoram Registration of Tourist Trade Act 2020 and its Rules.

Tour Operators are required to abide by the provisions of the **Mizoram Registration of Tourist Trade Act 2020 and its Rules** while performing tourist trade in this aspect.



ANNEXURE A

PLEDGE FOR COMMITMENT TOWARDS RESPONSIBLE & SUSTAINABLE TOURISM

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 Responsible & Sustainable Tourism. Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards; such that my/our present tourism resource requirements optimize both local communities benefit and I shall promote responsible tourism for future sustainable uses.

Signature:

Name:

On behalf of:

In the presence of:

Attach signed copy of this pledge during application for Renewal
Registration/Certificate

ANNEXURE B

CATEGORIZATION OF TOUR OPERATORS/TRAVEL AGENTS

SCORING CRITERIA FOR CATEGORIZATION OF TOUR OPERATORS/TRAVEL AGENTS

Sl.No	Components	Attributes	Full Mark	Mark Obtained
1	Location	Central Business Area – Dawrpui, Chanmari, Zarkawt	10	
		Khatla, Tuikual, Ramhlun Main Road, Bawngkawn	8	
		Other areas & other Districts	5	
2	No of Staff employed	> 10 employees	10	
		Between 5 – 9 employees	8	
		Less than 5 employees	5	
3	Process of Booking	Software enabled	10	
		Offline Software	8	
		Manual	5	
4	Logistics	> 5 computers	10	
		Between 3 - 4 computers	8	
		Less than 3 computers & mobile	5	
5	Building	Owned Building	10	
		Rented	8	
		Home-based	5	
9	Facilities	Reception area with Lounge/Travel Desk	10	
		Reception area without Lounge	8	
		No reception area or home-based	5	
10	Facilities for PwD	Ramp for PwD	10	
		No Ramp for PwD	5	
11	Toilet	Gender based	10	
		No gender based	8	
		No toilet & home-based	5	
12	Office Space	10 x 8ft & above	10	
		Less than 10 x 8ft	8	
		Home-based	5	
13	Type of Booking	Outbound/Inbound/Overseas/Local Tours	10	
		Outbound/Inbound/Overseas	8	
		Outbound/Inbound	5	
	TOTAL		130	

Note: 97.5 marks and above : Category A
 78 marks – 97.4 marks : Category B
 Below 78 marks : Category C

**No.C.31012/3/2020-TOUR/10
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 Ticketing Sales Agent/Travel Agent in Mizoram**” as enclosed.

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

Memo. NO. C.31012/3/2020-TOUR/10 :

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 TICKETING SALES AGENT/TRAVEL AGENT IN MIZORAM

1. The aims & objectives of the scheme for recognition of Ticketing Sales Agent is to encourage quality standard and service, in this category so as to promote responsible and sustainable tourism in Mizoram. This is a voluntary scheme open to all bonafide ticketing sales agents in Mizoram.

2. **Definitions:** A ticketing sales agent is a travel agent who makes arrangements of tickets for airlines, train, cars and buses. A ticketing sales agent is not a tour operator in these guidelines.

3. All applications for recognition shall be addressed to the Prescribed Authority under the provision of the **Mizoram Registration of Tourist Trade Rules 2020**.

4. The following conditions must be fulfilled by the Ticketing Sales Agent for grant of recognition by the Government of Mizoram.

1) The application shall be submitted in the prescribed form in the **Form 9 and renewal for Registration or Certificate Form 16** as per the **Mizoram (Registration of Tourist Trade) Rules 2020 respectively**.

2) Ticketing Sales Agent should have a minimum paid-up capital of Rs. 1.00 lakh and Bank Solvency Certificate duly supported by the latest audited balance sheet/Chartered Accountant's certificate.

3) The Ticketing Sales Agent should have an office under the charge of a full time member of their staff, who is adequately trained or experienced in matters regarding transport, accommodation, currency, customs regulations and general information about travel and tourism related services. Emphasis may be given to effective communication skills and knowledge of foreign languages other than English. Hindi and local languages would also be useful.

4) The Ticketing Sales Agent may have dedicated office or work from home. The minimum office space should be of 10 x 8ft. with a permanent address and phone numbers, mobile phones, social media pages and website. Besides, the office should be located in neat and clean surroundings and equipped with telephone, fax and computer/computer reservation system etc. There should be sufficient space for reception and easy access to toilets. In the case of Tour Operator working from home, a spacious room equipped with telephone, fax and computer reservation system etc.

5) Type of Operations: A recognition will be granted for 3 (three) years.

6) The Ticketing Sales Agent should be a permanent resident of Mizoram

7) The Ticketing Sales Agent should have been in operation for a minimum period of one year before the date of application.

8) Ticketing Sales Agent should employ only Tour Guides, Outdoor Photographers as required.

9) Ticketing Sales Agent shall be a tax payee in Mizoram and should produce the Tax Payee Certificate of the last year. For non-tribal permanent residents of Mizoram, Income Tax Return for the last year should be submitted along with the application

10) Documents required along with application: The following documents shall be submitted to the Prescribed Authority alongwith the application:

- a) Photocopy of Tribal Certificate duly attested
- b) Photocopy of PAN Card duly attested
- c) Name of the Director/ Directors/Partner/partners etc
- d) Name of Bankers with Solvency Certificate
(attach reference from Bank)
- e) Name of Auditors. (A balance sheet & Profit & Loss statement pertaining to the Travel business, as prescribed under the company law must be submitted by each applicant – in separate sheet)
- f) Income Tax Payment Certificate/Tax Payee Certificate
- g) Volume of tourist traffic handled up to the date of application showing foreign and internal tourist traffic in separate sheet
- h) Clientele, any special tourist parties, their size frequency of visit etc in separate sheet
- i) Promotional/publicity activities, undertaken (with documentary proof in separate sheet)) if any
- j) Name of Guides approved by the Tourism Department having been employee with their address in separate sheet if any
- k) Photocopy of Registration No. & Date with Airlines/carriers or Agents
- l) No Objection Certificate from Local Police Station
- m) License from the Aizawl Municipal Corporation in the case of Aizawl city and for other towns and cities, recommendation letter from Village Council concerned is required.
- n) Caste/Tribal/OBC Certificate as the case may be.

5. The recognition as Approved Tour Ticketing Sales Agent shall be granted for three years on payment of an Application fee and registration fee or renewal fee as the case may be, prescribed by the Government from time to time.

6. Recognition will be granted to the Headquarter Office of the Ticketing Sales Agent. Branch offices will be approved along with Headquarters Office or subsequently, provided the particulars of the Branch offices to be submitted to Tourism Department for acceptance.

7. The decision of Prescribed Authority in the matter of recognition shall be final. Certificate of Registration will be issued to the approved Ticketing Sales Agent under the provision of the **Mizoram (Registration of Tourist Trade) Rules 2020**. However, the

Prescribed Authority may in his discretion withdraw or withhold at any time of recognition already granted on any criminal misconduct. Before such a decision is taken, necessary Show Cause Notice under the Mizoram (Registration of Tourist Trade) Rules 2020 would invariably be issued and the reply considered on merit. This would be done after careful consideration and generally as a last resort. Circumstances in which withdrawal is affected would also be indicated

8. It shall be mandatory for an approved Ticketing Sales Agent to prominently display the Certificate of approval of recognition or renewal or extension given by the Tourism Department in the office by pasting it on a board or in a picture frame so that it is visible to a potential tourist.

9. The Ticketing Sales Agent should adhere to the tenets of the Code of Conduct for “Responsible and Sustainable Tourism” for which the following action would have to be taken by the Ticketing Sales Agent:

1) A signed copy of the pledge of commitment towards “Responsible and Sustainable Tourism” should be attached with the application for renewal. The pledge is attached in English in the **Annexure A**.

2) On the day a staff member joins the Ticketing Sales Agent, he/she would be required to take/sign the pledge. The pledge would be incorporated in the appointment letter/joining report of the staff.

3) One focal point would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the Ticketing Sales Agent for training on ‘responsible tourism’ and other matters.

4) The **Annexure A**: Pledge of Commitment towards “Responsible and Sustainable Tourism” would have to be displayed by the Ticketing Sales Agent prominently in the front office area/lobby of the service provider.

5) The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office and shown to the Committee(s) at the time of renewal.

10. The Mizoram Registration of Tourist Trade Act 2020 and its Rules.

Tour Operators are required to abide by the provisions of the **Mizoram Registration of Tourist Trade Act 2020 and its Rules** while performing tourist trade in this aspect.

11. As initiatives to promote ‘responsible tourism’, Ticketing Sales Agent are responsible for ensuring safety, privacy and dignity of the areas visited by their clients. Their clients are expected to respect the local culture and practices of the areas they visited.



12. Ticketing Sales Agent is required to ensure safety, conservation and preservation of the State's flora and fauna from their clients.

13. Tourists under the care of concerned Ticketing Sales Agent 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

14. Ticketing Sales Agent so granted recognition or renewal or extension shall be entitled to such incentives and concessions, if any, as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by the Tourism Department, Government of Mizoram.

15. Procedure for recognition:

1) On receipt of application form, an officer in the Tourism Department shall conduct spot verification on the genuineness of the claim and fulfilment of criteria and submit report accordingly.

2) An officer in the Tourism Department on having satisfied that the tour operator is eligible for recognition shall send the application form along with Police verification report to Tourism Department, Government of Mizoram for approval.

3) On approval by the Prescribed Authority, Tourism Department, registration certificate or certificate of recognition shall be issued by the Prescribed Authority accordingly.

4) The Ticketing Sales Agent shall give an affidavit to the effect that they shall adhere to the eligibility criteria for the approved period and liable to de-recognition for failure to fulfil the criteria.

5) They are solely responsible for handling of the operation and shall bear the damages to life and property or dislocation of environment, if any.

6) They shall abide by the rules and regulations framed by the Tourism Department, Government of Mizoram from time to time.

16. These guidelines and its certifications are only applicable to the state of Mizoram for Ticketing Sales Agent. Any Ticketing Sales Agent, who is arranging tours etc in the context of Tour Operator, wishing recognition of the Ministry of Tourism shall apply to the following India Tourism Office (North East) or follow this link:

<http://tourism.gov.in/sites/default/files/guideline/4. Domestic Tour OPERATOR.PDF>

The Regional Director (North – East)
India Tourism, Asom Paryatan Bhawan
3rd Floor, Near Nepali Mandir, A. K. Azad Road,
Paltan Bazar, Guwahati – 781 008, Assam
Phone No. (0361) 273 7554
Fax No. (0361) 273 7553
Email: indtourguwahati@nic.in



ANNEXURE A

PLEDGE FOR COMMITMENT TOWARDS RESPONSIBLE & SUSTAINABLE TOURISM

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 Responsible & Sustainable Tourism. Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards; such that my/our present tourism resource requirements optimize both local communities benefit and I shall promote responsible tourism for future sustainable uses.

Signature:

Name:

On behalf of:

In the presence of:

ANNEXURE B

CATEGORIZATION OF TOUR OPERATORS/TRAVEL AGENTS

SCORING CRITERIA FOR CATEGORIZATION OF TOUR OPERATORS/TRAVEL AGENTS

Sl.No	Components	Attributes	Full Mark	Mark Obtained
1	Location	Central Business Area – Dawrpui, Chanmari, Zarkawt	10	
		Khatla, Tuikual, Ramhlun Main Road, Bawngkawn	8	
		Other areas & other Districts	5	
2	No of Staff employed	> 10 employees	10	
		Between 5 – 9 employees	8	
		Less than 5 employees	5	
3	Process of Booking	Software enabled	10	
		Offline Software	8	
		Manual	5	
4	Logistics	> 5 computers	10	
		Between 3 - 4 computers	8	
		Less than 3 computers & mobile	5	
5	Building	Owned Building	10	
		Rented	8	
		Home-based	5	
9	Facilities	Reception area with Lounge/Travel Desk	10	
		Reception area without Lounge	8	
		No reception area or home-based	5	
10	Facilities for PwD	Ramp for PwD	10	
		No Ramp for PwD	5	
11	Toilet	Gender based	10	
		No gender based	8	
		No toilet & home-based	5	
12	Office Space	10 x 8ft & above	10	
		Less than 10 x 8ft	8	
		Home-based	5	
13	Type of Booking	Outbound/Inbound/Overseas/Local Tours	10	
		Outbound/Inbound/Overseas	8	
		Outbound/Inbound	5	
	TOTAL		130	

Note: 97.5 marks and above : Category A
78 marks – 97.4 marks : Category B
Below 78 marks : Category C



**No.C.31012/3/2020-TOUR/4
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

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

Aizawl the 18th August 2021

NOTIFICATION

In the interest of the public and for the Development of Tourism Industry in the State, the Competent Authority is pleased to notify Corrigendum on the "**Guidelines for Ticketing Sales Agent/Travel Agent in Mizoram**" as under :

- 7) Para 4(8) - may be read as **Ticketing Sales Agent should employ only Tourist Guides, Outdoor Photographers registered under the Mizoram (Registration of Tourist Trade) Act, 2020 as required.**

SD/- K. LALRINZUALI, IAS
Secretary to Govt. of Mizoram
Tourism Department
Aizawl the 18th August 2021

Memo No. C. 31012/3/2020-TOUR/4 : Aizawl the 18th August 2021

Copy to :

34. Secretary to Governor of Mizoram
35. PS to Chief Minister Govt. of Mizoram
36. Speaker/Dy. Speaker, Mizoram Legislative Assembly
37. All Ministers/Ministers of State, Govt. of Mizoram
38. All members of Legislative Assembly Mizoram
39. Sr. PPS to Chief Secretary, Govt. of Mizoram
40. All Administrative Heads/All Heads of Department
41. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
42. Director, Tourism Department for information & necessary action.
43. All Tourist Lodges/Facilities under Tourism Department
44. Guard File.

(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram

**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

PHOTO OF
THE
APPLICANT

“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



**No.C.31012/3/2020-TOUR/5
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

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

Aizawl the 18th August 2021

NOTIFICATION

In the interest of the public and for the Development of Tourism Industry in the State, the Competent Authority is pleased to notify Corrigendum on the "**Guidelines for Tour Guides in Mizoram**" as under :

- 8) Para 5 - Guide Training Courses may be read as Para 5.3 - Guide Training Courses and the sub paras may be sub-numbered as 5.3.1, 5.3.2 and 5.3.3.

SD/- K. LALRINZUALI, IAS
Secretary to Govt. of Mizoram
Tourism Department

Memo No.C. 31012/3/2020-TOUR/5 : Aizawl the 18th August 2021

Copy to:

45. Secretary to Governor of Mizoram
46. PS to Chief Minister Govt. of Mizoram
47. Speaker/Dy. Speaker, Mizoram Legislative Assembly
48. All Ministers/Ministers of State, Govt. of Mizoram
49. All members of Legislative Assembly Mizoram
50. Sr. PPS to Chief Secretary, Govt. of Mizoram
51. All Administrative Heads/All Heads of Department
52. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
53. Director, Tourism Department for information & necessary action.
54. All Tourist Lodges/Facilities under Tourism Department
55. Guard File.

(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram



**No.C.31012/3/2020-TOUR/13
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

Mineco, Building 2, Room No. 027/028

Ph.No. 0389-2334435

Email:miztoursec123@gmail.com

Aizawl the 9th June 2021

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 “**Operational Guidelines for Registration of Restaurants in Mizoram**” as enclosed.

**SD/-K.LALRINZUALI, IAS
Secretary to Govt. of Mizoram
Tourism Department**

Memo No.C.31012/3/2020-TOUR/13

:

Aizawl the 9th June 2021

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
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10. All Tourist Lodges/Facilities under Tourism Department
11. Guard File.

**(ZONUNTHARI)
Deputy Secretary to Govt. of Mizoram**

....

OPERATIONAL GUIDELINES FOR REGISTRATION OF RESTAURANTS IN MIZORAM

1. Introduction

Restaurants are an integral part of a Tourist's visit to a place and as such the services offered by them can have a positive or negative impact on the visitor's experience. Restaurants are becoming increasingly popular with the tourists – both domestic and foreign and they tend to experience local, authentic cuisines and food. The subject of monitoring and regulation of restaurants in Mizoram has been allocated to Department of Tourism and as such, The Mizoram (Registration of Tourist Trade) Act 2020 (herein referred to as "the Act") also includes restaurants among the list of tourist service providers in the state who are to apply for registration and classification through the Prescribed Authorities.

Section 2 (p) of the Act states that a restaurant "means a place where food is being served for monetary consideration and includes a tea stall, dhaba, snack bar, cafe with or without facilities for convention or conference." Section 3 of The Mizoram (Registration of Tourist Trade) Rules 2020 (herein referred to as "the Rules") lists out various indicative categories/trade/business of operators that are to be registered under the Act which classifies restaurants into four (4) categories:

- a) Restaurant Category A
- b) Restaurant Category B
- c) Restaurant Category C
- d) Café/ Snack Bar/ Dhabas/ Tea Stalls

The Government of Mizoram, as provided under Section 17 & 26 of The Mizoram (Registration of Tourist Trade) Act, 2020 had constituted a **Committee for Approval & Classification of Hotels, Restaurants and other Accommodation Units related to Tourism in Mizoram** (herein referred to as "the Committee/State Classification Committee") whose terms include framing of checklist of facilities required for classification / reclassification of restaurants and like businesses/trades.

On approval of the Committee, the operational guidelines set out herein provide a clear procedure for registration/ classification/ re-classification of restaurants, mandatory facilities required in a restaurant, promotional activities available to the restaurant owners etc.

2. Eligibility

All restaurants operating within the state of Mizoram are eligible for registration and classification under the rules subject to the terms and conditions laid out in the operational guidelines or as Notified by the Government of Mizoram from time to time. Canteens operated at Government/PSUs/Private Organizations and other establishments that are used for private purposes and do not usually cater to the general public will be exempted from registration. Individual hawkers and sellers of consumables (like cotton candy, ice cream etc.) without having defined premises for

running establishments and other small businesses that sell packaged eatables will also be exempted from registration. Businesses that primarily deal with other goods that offer drinks and snacks to customers will also be exempted.

Moreover, classification of restaurants will not be made mandatory for the following units but have to register and pay prescribed fees as determined by the Government from time to time:

- a) Restaurants which are classified or graded by the Government of India or any board or authority under the Government of India or by an Act of Parliament.
- b) Restaurants which are an outlet or branch of an international or national-level franchise/brand/chain of food business where the franchisee has to follow a pre-determined set of procedures and protocols for undertaking product and service delivery.
- c) Any other restaurant or type thereof specified by the Government from time to time.

The Government, by way of Notification may fix a certain amount as registration fee and renewal fee for the above mentioned restaurants operating in the state of Mizoram.

Further, kitchens or restaurants attached to hotels/ guesthouses/ resorts and other accommodation units which are not stand-alone restaurants will not be mandated to register if the accommodation unit has already been registered under other provisions of the Rules. However, if the restaurant is attached to, or part of, or subsidiary to the accommodation unit which functions as a separate entity and made operational to cater to the public; having separate kitchen, entrance/exit and toilet/washroom facilities, then it will be registered as a restaurant in a separate application form in **Form 8 (Annexure I)**

3. Statutory Provisions for Registration of Restaurants

The process of Registration of Restaurants will be governed by Chapter 5: Sections 18 – 26 of The Mizoram (Registration of Tourist Trade) Act 2020 and the rules and notifications issued by Government of Mizoram in the exercise of the Act.

4. Procedure for application for Registration/ Re-classification of Restaurants

- a) Any Restaurant owner who fulfils the eligibility conditions may submit an application in **Form 8 (Annexure I)** for registration, to the Prescribed Authority as appointed by the Government under the Mizoram Registration of Tourist Trade Act 2020, along with the application fee and the required documents. The application fee and the registration fee payable for the category of restaurant shall be fixed by the Government from time to time.

b) The registration fee should be paid by the applicant after categorization to Prescribed Authority, Tourism Department, Government of Mizoram.

c) On receipt of application in the prescribed format along with the prescribed fees, Tourism Department shall provide an acknowledgement of having received the same, to the applicant.

d) The Prescribed Authority, or any official/private agency appointed on his behalf will verify the application and undertake physical inspection and evaluation of the establishment at the earliest. The owner shall not refuse inspection and evaluation at any time. The evaluation will be done as per the checklist provided in **Annexure II and as per Para 9 of the Guidelines**. If found satisfactory with the facilities, the authority shall recommend to the concerned authority (for this purpose, the Director, Tourism Department) for classification of the Restaurant, taking into consideration the marking criteria provided at **Annexure IV**. The checklist should be duly filled in and signed on all pages and submitted to the concerned authority with the application.

e) The concerned authority will put the application before the State Classification Committee, which may recommend registering the Restaurant under a notified category. In case the Restaurant owner has applied for a category, but the Committee recommends registration to another category, the applicant will pay extra amount or will be reimbursed the registration fee applicable for such allotted category by the Prescribed Authority. Only upon payment of registration fee applicable for the category allotted, the said Restaurant shall be registered under relevant category.

f) Any application for re-classification of Restaurant during the validity of a registration will be made in **Form 8**. The procedure for inspection, evaluation and classification/grading by the competent authority will be the same as those mentioned in **5.a to 5.e** above. If a restaurant is re-classified into a higher/lower category, the registration fee originally paid for the lower/ higher category, as the case may be will not be readjusted or reimbursed. The validity of the initial registration will stand, but the subsequent renewal fees will be calculated based on the category of the re-classified category of restaurant.

However, the Government may charge additional fees for applications for re-classification in addition to the processing fees which are to be paid to the Prescribed Authority at the time of submission of application.

g) The decision of the State Classification Committee will be final in all matters of dispute related to the registration, classification and re-classification of restaurants.

5. Documents to be submitted by applicant for registration of Restaurant

- a)** Prescribed application form duly filled in. (Form 8 – Annexure I)
- b)** Prescribed Checklist duly filled in by owner.- see **Annexure II**
- c)** Proof of ownership (Affidavit in case of co-sharer of house

OR

- Agreement duly signed by owner in case restaurant is operated in rented place) – see **Annexure I**
- d) Hard and soft copies of the photographs of the signage, building, including interiors, showing types of facilities available, kitchen, washroom, bathroom, parking etc.
 - e) Copy of Menu/Food Items for purchase.
 - f) Copy of GST Registration Certificate (if applicable)
 - g) Copy of Trade License issued by Municipal Corporation (if applicable)
 - h) Certification by Local / Village Council. – see **Annexure I**
 - i) If approved earlier, a copy of the earlier Certificate of Registration issued by the Tourism Department (for renewal and duplicate application)

6. Expiry of Certificate of Registration and Classification

a) Registration and Classification shall be valid for a period of 3 (three) years from the date of issue of orders of registration or in case of reclassification, from the date of expiry of the last classification, provided that an application has been received at least 3 months before the expiry of the last classification.

b) On expiry of 3 (years) from the date of issue of orders of registration, or in case of reclassification from the date of expiry of the last classification, the registration of the Restaurant should be renewed on payment of renewal fee which shall be fixed by the Government from time to time before 60 days of expiry of registration.

c) The renewal fee shall be payable by the applicant in cash or in the form of a Demand Draft (DD) in favour of Prescribed Authority, Government of Mizoram, drawn on any nationalized bank or scheduled bank and payable at Aizawl.

d) In case the applicant has failed to pay the prescribed renewal fee within the specified time, the prescribed authority shall have the right to take any action including cancellation of the registration/classification and take legal action against the Restaurant owner.

7. Refusal and Cancellation of Registration

The Prescribed Authority may, by an order in writing:

Refuse registration of a Restaurant, if the applicant is convicted of any offence under any law providing for prevention of hoarding, smuggling, profiteering, or any adulteration of food or drug, under Chapter XIII and XIV of the Indian Penal Code, 1860; or

Remove the name of a Restaurant from the register and cancel the Certificate of Registration, on any of the following grounds, namely:

- a) if the restaurant ceases to cater to the public;

- b)** if the Applicant is convicted of any offence punishable under the relevant sections of the Indian Penal Code, 1860 or under any law providing for the prevention of hoarding, smuggling, profiteering or adulteration of food and drugs or corruption
- c)** If the owner or the Restaurant under question is blacklisted by Tourism Department;
- d)** In case of over-charging, unhygienic conditions, misbehaviour, malpractices and failure to maintain required standards.
- e)** If the applicant has failed to pay the renewal fee within the prescribed time limit.
- f)** Indulge or allow any such activity that adversely affects the privacy and rights of the neighbours and residents of the locality.

No application for registration shall be refused or certificate of registration be cancelled, unless the person applying for registration and the person whose certificate of registration is to be cancelled, has been afforded a reasonable opportunity of being heard.

After the cancellation of certificates of registration, Prescribed Authority shall direct forthwith, the removal of such unit from the register. Further, Prescribed Authority may, through written orders, blacklist such Restaurant. The particulars of such blacklisted Restaurants shall be notified to all travel, trade and concerned organizations.

8. Minimum Standards to be maintained by all Restaurants.

Every restaurant registered under the Act, irrespective of category of classification shall adhere to the following standards, failing which appropriate action may be taken by the Prescribed Authority:

- a)** Maintenance of cleanliness and hygienic conditions within the premises of the restaurant.
- b)** Availability of clean water or other sanitary and safe methods for washing and cleaning of utensils.
- c)** Serving of freshly prepared food to customers, or in the case of packaged/ frozen foods or ingredients, they are not to be used beyond the expiry date/month/year as advertised. The owner, manager or cook concerned will make sure that no stale, spoiled, damaged or unhygienic item of food will be served to the customer.
- d)** Adulterated, contaminated or prohibited items identified by Food & Drugs Administration or any appropriate authority will not be served.
- e)** Leftover foods shall be disposed of properly and no food that has been served to a customer, whether not consumed or partially consumed shall be served to another customer. The restaurant must make sure that only items ordered/purchased are served to the customer.
- f)** Food being served from the place of preparation shall be placed in clean utensils and there should be no direct contact of food served with the bare hands or

appendages of the staff. Spoons, forks, clamps, gloves etc. should be used to handle food.

g) The restaurant must make sure that no undesirable foreign particle (insects, hair, pebbles, plastics etc.) is present at the food being served. In case the customer notices any such contamination, the restaurant must replace the food with a freshly prepared item to the customer's satisfaction with no extra charge whether or not the contaminated food has been consumed.

h) If situations or circumstances which require control and restrictions on daily public activities are put in place by the Government (due to epidemics, pestilence, emergencies etc.), and if Standard Operating Procedures/ Operational Recommendations of any authority of the State Government is being enforced at any time, then the restaurant shall abide by the procedures contained therein mandatorily.

i) The restaurant owner/manager will be responsible to attend to any complaints by a customer and all reasonable cases will be addressed summarily. In case a severe complaint that is received by the Prescribed Authority, appropriate action may be taken against the restaurant owner.

j) The restaurant will abide to instructions that may be given by the Government from time to time.

9. Criteria for Classification of Restaurants

Restaurants will be classified / graded taking into account the facilities available, choice of food items (or specialization), quality of service delivery, accessibility, manpower, equipments, safety and waste management, which are given below. Any application for registration will specify the category of classification with which the restaurant owner wishes to be registered along with the appropriate checklist duly signed, along with the required documents. The Prescribed Authority will, after inspection and evaluation will give recommendation to the State Classification Committee. The Committee may also inspect and evaluate the restaurant if needed. The Committee may classify the category as it deems proper; which may or may not be the category the restaurant owner had originally applied for.

After the Committee notifies the category of restaurant applied for, the Prescribed Authority will register the Restaurant and issue a certificate bearing the registration number of the restaurant.

The restaurants in Mizoram will be categorized into different grades mentioned below. However the Government may notify other categories for classification as necessary.

1) CATEGORY A: Fine Dining

To be classified under this category, the restaurant must have the following as minimum specifications in operation:



a. Dedicated parking space for customers. In case the restaurant is located in a multi-storeyed building, or shopping complex, the building should have dedicated floor/s for car parking.

b. Ease of Accessibility: The path from place of vehicle parking to the entrance or exit of the restaurant must be accessible by persons with disabilities, especially locomotor disabilities. In case the restaurant is located in upper or lower floors of a building, then lift or escalator must be available within the building. However, due to the terrain and building conditions of Mizoram, consideration may be given by the Committee if the restaurant cannot be fully wheelchair - accessible.

c. Fully functional kitchen and backdoor: There should be proper lighting and air circulation, electric or LPG cooking facilities, pantry and cold storage facilities, running water connection and proper drainage system, proper waste management system and fire-fighting equipments, first-aid kits and separate entry/exit for backroom staff.

d. Full furnished dining area: There should be a dining area that is well-lit, ventilated and furnished with quality decorations, tables, chairs and sound system. There should be sufficient space for seating of a minimum 30 persons.

e. Trained chef/cook and staff, waiters with uniforms and appropriate gear.

f. Reception Counter with dedicated phone line, Waiting Lounge.

g. Gender-based Toilets with running water properly cleaned and maintained.

h. Washroom and/or cloak room.

i. Facility for cashless transaction.

j. The restaurant should offer a four-course meal (salad, appetizer, entree, dessert) of cuisines appropriate to the sub-category of restaurant.

k. The restaurant must have a valid license from FSSAI.

l. The restaurant must have adequate power back-up.

m. The restaurant can also offer take-away/delivery service but it will not be mandatory for categorization.

n. The sub-categories of restaurants under Category A may be further divided into the following with minimum recommended specifications for each:

A1: Formal Restaurant	A2: Ethnic Restaurant	A3: Contemporary Restaurant
<ul style="list-style-type: none"> • This will include upscale, fine dining, family-style, casual dining where food is served to table in formal manner. • Should be open for business 8:00 AM to 10:00 PM on all working days. • Ratio of employed waiters to tables should be minimum 1:2 or waiters to customers be minimum 1:6 • Manned buffet-station should be available open at particular times every day. • Minimum of 3 cooks with 1 trained/ certified head chef. 	<ul style="list-style-type: none"> • This will include restaurants that specialize in ethnic or national cuisines. • The décor and ambience of the place should accurately represent the motifs and culture of the cuisine on offer. • Method of food preparation and dining arrangement can be arranged to reflect the traditional practices. • The Head Chef/Cook must be trained or certified in the culinary arts of the ethnic/ national food with minimum 2 years of experience. 	<ul style="list-style-type: none"> • This will include such restaurants that offer distinct brands of food with added unique experiences such as conference halls, pubs, live music, sports bar or with concepts that include, but not limited to : locally-sourced ingredients, farm-to-table, fully eco- friendly, fusion cuisine, extensive bar etc. • Trained or certified head chef/ cook with minimum 2 years of experience. • There should be adequate staffing at all stations with minimum waiters to customers ratio of 1:6

2) CATEGORY B: Casual Dining

To be classified under this category, the restaurant must have the following as minimum specifications in operation:

a. Ease of Accessibility: The entrance/ exit of the restaurant must be accessible by persons with disabilities, especially locomotor disabilities. However, due to the terrain and building conditions of Mizoram, consideration may be given by the Committee if the restaurant cannot be fully wheelchair - accessible.

b. Fully functional kitchen and backdoor: There should be proper lighting and air circulation, electric or LPG cooking facilities, pantry and cold storage facilities, running water connection and proper drainage system, proper waste management system and fire-fighting equipments, first-aid kits and separate entry/exit for backroom staff.

b. Full furnished dining area: There should be a dining area that is well-lit, ventilated and furnished with quality decorations, tables, chairs and other items. There should be sufficient space for seating of a minimum 20 persons.

d. Trained chef/cook and staff, waiters with uniforms and appropriate gear.

e. Reception Counter

f. Toilet with running water properly cleaned and maintained.

g. Washroom/ Wash Basin.

h. Facility for cashless transaction.

i. The restaurant should offer a range of food items appropriate to the sub-category of restaurant.

j. The restaurant must have a valid license from FSSAI or registration from the local concerned authorities.

k. The restaurant can also offer take-away/delivery service but it will not be mandatory for categorization.

l) The sub-categories of restaurants under Category B may be further divided into the following with minimum recommended specifications for the type of restaurant:

B1: Formal Restaurant: Food is served to table where customers are seated. The restaurant should offer a four-course meal (salad, appetizer, entree, dessert) of appropriate cuisines. Ratio of employed waiters to tables should be minimum 1:3 or waiters to customers be minimum 1:8.

B2: Ethnic Restaurant: The food, décor and ambience of the place should appropriately reflect the national/ethnic traditions of the restaurant. The Head Chef/Cook must be trained or certified in the culinary arts of the ethnic/ national food on offer.

B3: Contemporary Restaurant: Restaurants that offer distinct brands of food with added unique experiences such as conference halls, pubs, live music, sports bar or with concepts that include, but not limited to: locally-sourced ingredients, farm-to-table, fully eco- friendly, fusion cuisine, extensive bar etc. will be classified under this category.

B4: Fast Casual Restaurant: Different options of food may be offered but must be overseen by head chef. They may or may not offer full-table service.

B5: Quick Service Restaurant: Also called Fast Food Restaurant, where food is ordered not from the table, but from a front counter or using an electronic terminal. Drive-through and take-out service may also be available.

B6: Buffet or Self-Service Restaurant:

B7: Brassiere or Bistro

B8: Diner

B9: Coffee house or Tea House

B10: Bakery Café/ Dessert Parlour

3) CATEGORY C: Common Dining

To be classified under this category, the restaurant must have the following as minimum specifications in operation (except where indicated):

a) Dedicated kitchen: There should be proper lighting and air circulation, electric or LPG cooking facilities, running water connection and proper drainage system and waste disposal system.

b) Well furnished dining area: There should be a dining area that is well-lit, ventilated and furnished with comfortable tables, chairs and other items. There should be sufficient space for seating of a minimum 10 persons.

c) Dedicated chef/cook and staff.

d) Toilet and/or washroom with running water properly cleaned and maintained.

e) The restaurant should offer a range of food items appropriate to the sub-category of restaurant.

f) The restaurant can also offer take-away/delivery service but it will not be mandatory for categorization.

g) The sub-categories of restaurants under Category C may be further divided into the following with minimum recommended specifications for the type of restaurant:

C1: Common Restaurant: Food is served to table where customers are seated. The restaurant should offer a range of freshly prepared food items.

C2: Ethnic Restaurant: The food, décor and ambience of the place should appropriately reflect the national/ethnic traditions of the restaurant.

C3: Contemporary Restaurant: Restaurants that offer distinct brands of food with added unique experiences such as lounges, pubs, karaoke, sports bar or with concepts that include, but not limited to: locally-sourced ingredients, farm-to-table, fully eco-friendly, fusion cuisine, etc. will be classified under this category.

C4: Fast Casual Restaurant: Different options of food may be offered which can be freshly prepared or pre-cooked. It may or may not offer full-table service.

C5: Quick Service Restaurant: Also called Fast Food Restaurant, where food is ordered not from the table, but from a front counter or using an electronic terminal. Drive-through and take-out service may also be available.

C6: Buffet or Self-Service Restaurant:

C7: Brasserie or Bistro

C8: Diner

C9: Coffee house or Tea House

C10: Bakery Café/ Dessert Parlour

C11: Take-Away Restaurant: This restaurant must be a material establishment with a functional kitchen offering customers place to order their food item of choice for take-away service and other transactions. Food must be properly packed in leak-proof containers of acceptable quality.

C12: Ghost Restaurant: This includes virtual restaurant, delivery-only restaurant, online-only restaurant, or dark kitchen etc. where the food-service business serves customers exclusively through phone orders, online orders, or both. The menu, food items, contacts details etc should have been widely disseminated to the public through advertisement and social media. They should have dedicated cook/chef, staff and vehicle for delivery of food items. Business must be open at least six (6) days a week for a minimum of 8 hours per day.

4) CATEGORY D: OTHERS (incl. Café, Tea Stalls, Dhabas)

All other restaurants that do not meet the criteria listed above for Category A, B and C may be registered under Category D provided the owner abides by the provisions of these Guidelines at Point 8 (**Minimum Standards to be maintained by all Restaurants**). **The restaurants may or may not be in business on all working days: they may be run seasonally, or at specified dates or times.** There will not be any criteria regarding type of items on offer as long as the establishment is regarded as primarily functioning in the restaurant business and the food items are produced and sold to

customers by the establishment. In addition to the sub-category of restaurants listed at 9 ii), 9 iv) and 9 vi) of the guidelines, the following sub-categories may be used for classification:

- **Café**
- **Snack Bar**
- **Tea Stall**
- **Dhaba**
- **Food Truck**

Any sub-category of restaurant not included in these guidelines may be defined by the competent authority as and when needed.

10. Display of information and documents to be maintained by the Restaurant Owner.

Every registered Restaurant should display, at a conspicuous place, in respect of the restaurant:

- a) A signboard displaying the name and address of the restaurant.
- b) Menu/ Varieties of food on offer with their prices clearly displayed.
- c) Registration certificate.
- d) Name and contact details of owner/manager.

11. Monitoring and Evaluation of Restaurants.

The State Government may conduct regular monitoring and evaluation of restaurants through third party agent or through the Department; this would ensure consistent efforts to provide assured service standards, so that assured minimum standards are continued to be maintained. Monitoring Committee may be notified by the Government. The panel may be drawn from various stakeholders and expert agencies involved in tourism and health, food safety & sanitation fields if found required.

12. Incentives and Concessions

In order to avail incentives, only restaurants duly registered with the Tourism Department would be eligible for the following incentives:

- a) Use of Mizoram Tourism Brand for marketing
- b) Payment of electricity and water charges at domestic rates.
- c) Government would facilitate in getting loans from the financial institutions for the improvement of the existing establishment
- d) Tourism Department would arrange continuous training programmes for the restaurant owners in essential areas including proficiency, food handling, safety, hygiene etc.
- e) Tourism Department shall publish on its web site and social media, free of charge, the list of all registered and classified restaurants and shall also make them available to tourists.
- f) Exposure through travel, trade fairs and B2B may also be arranged by the Government.

- g)** Annual Awards for restaurants shall also be arranged by the Government.

13. Exemption

The Government, may, in whole or in part as the case may be, exempt any of the provisions contained in these guidelines to individuals or a group of individuals or firms or association.

14. Penalty

Whoever contravenes any provision of the Mizoram Registration of Tourist Trade Act 2020 and its Rules shall be punished under the relevant laws under Central or State Government.

ANNEXURE I**FORM 8**

**(Rule 3 (1) of the Mizoram Registration of Tourist Trade Rules 2020)
APPLICATION FORM FOR REGISTRATION OF A RESTAURANT**

To

Prescribed Authority
Tourism Department
Mizoram

PHOTO OF
THE
APPLICANT

Sir,

I request that I may be registered as restaurant/café/snack bar/dhaba/tea stall etc situated at _____ may be registered under the Mizoram (Registration of Tourist Trade Act) 2020. The particulars are as under:

Sl.No	Particulars	
1	Name of the person with full address	
2	Name of tourist area where the restaurant is to be run	
3	Name of the proprietor(s)	
4	Name of the Manager with full permanent address	
5	Name of the agents/employees	
6	Name of the restaurant	
7	Date & Year of Establishment	
8	Whether the applicant is a permanent resident of Mizoram (Attach Proof)	
9	Any other business which the applicant is carrying on in any tourist area in the State or outside the state	
10	Whether the building wherein the hotel is operated is owned by the applicant or is rented out or leased	
11	In case of leased building, the period of lease to be mentioned with specific date.	
12	Whether a permanent resident of Mizoram & ST/SC/OBC? (Attach Certificates)	
13	GST Registration or Tax Payment (Attach document)	

Date:

Name & Signature of the applicant

Note:

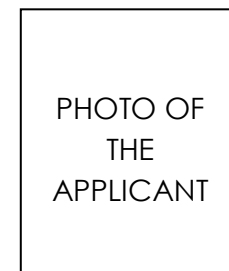
- For registration of restaurant, cafe, snack bar, dhabas, tea stall etc
- Leave column blank whichever is not application



Annexure II
CHECKLIST FOR SELF-CERIFICATION FOR RESTAURANT OWNER
(See Para 9 of the Guidelines)

To

Prescribed Authority
 Tourism Department
 Mizoram



Sir,

I hereby submit the following check-list which is true to the best of my knowledge:

SI.No	Particulars	
1	Name of Restaurant	
2	Full Address	
3	Phone Number & Email	
4	Category Applied for (To be decided by Classification Committee – hence leave blank)	
5	Sub Category Applied for (Leave blank)	

Items	Qty/Value/Nos	Items	Qty/Value/Nos
No of tables			
No of Waiters			
Cook/Chef			
Etc etc			

Date:

Name & Signature of the applicant

Note:

1. For registration of restaurants only
2. Leave column blank whichever is not application



Annexure III

DECLARATION BY RESTAURANT OWNER (to be submitted along with Annexure I & II and other required documents)

I have read and agreed with the terms & conditions as laid down in the Annexure I & II and shall abide by the provisions of the Mizoram Registration of Tourist Trade Act 2020

Signature of Restaurant Owner
With Seal



Annexure IV

INSPECTION & EVALUATION REPORT (to be filled and submitted by Inspecting Officer)

Inspection was conducted on..... by me for the Restaurant..... (name of restaurant) and I recommended the following Category:

Category	Recommended for (Tick)
Category A	
Category B	
Category C	
Category D	
Franchisee	

Signature of Inspecting Officer



Annexure V

SUMMARY REPORT OF REGISTRATION OF RESTAURANTS (to be filled in by Prescribed Authority)

Name of Prescribed Authority:

Designation:

Sl.No	Name of Restaurant	Owner's Name Contact Number	Full Address
1	2	3	4

Date of receipt of registration form	Category Applied for	Sub-Category Applied	Date of Inspection	Remarks
5	6	7	8	9

Signature of Prescribed Authority with Seal:



**No.C.31012/3/2020-TOUR/14
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

Mineco, Building 2, Room No. 027/028

Ph.No. 0389-2334435

Email:miztoursec123@gmail.com

Aizawl the 9th June 2021

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 **“Operational Guidelines for Organising Festivals/Fairs/Events by Non-Government Agencies in Mizoram”** as enclosed.

**SD/-K.LALRINZUALI, IAS
Secretary to Govt. of Mizoram
Tourism Department**

Memo. NO. C.31012/3/2020-TOUR/14

:

Aizawl the 9th June 2021

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**

....

OPERATIONAL GUIDELINES FOR ORGANIZING FESTIVALS, FAIRS & EVENTS BY NON GOVERNMENT AGENCIES

1. Introduction

Festivals have been generating a significant amount of tourists and are being recognised as a form of cultural tourism, by the Ministry of Tourism, Government of India as well as the state tourism departments, with millions of tourists attending major Indian festivals each year. Cultural tourism is one of the significant branches of tourism. The World Tourism Organization suggests that more than 40 percent of all international tourists are “cultural tourists”.

Festivals are now being developed with the primary motive of promoting them as tourism products and also increasing tourist footfall for the destination. Mizoram has various festivals such as Chapchar Kut, Anthurium Festival, Winter Festival, Lyuva Kuthla, Hlukhla Kut etc. These festivals are organized by the State Government. There are different festivals, fairs and events being organized by the non government agencies throughout the year which attract large volume of domestic tourists and local tourists. The Allocation of Business Rules 2019 issued by the General Administration Department, Government of Mizoram allocated fairs and festivals for promotion of tourism vide its order No.A-46013/1/2017-GAD, the 19th June, 2019. Hence there is a need to coordinate, regulate and supervise the non government agencies in organizing fairs, festivals and events relating to promotion of tourism in the State.

Local festival celebrations have now become popular among the people where these local events or festivals generated great curiosity in the domestic and inbound markets. This recent trend is turning into a big advantage for the State's tourism industry and the major stakeholders believe that with the correct marketing and positioning of the festival or event, this particular segment may prove to be the biggest tourist pull for the State of Mizoram.

Events such as festivals not only attract tourists but also help to develop or maintain a community or regional identity. Festivals constitute one of the most exciting and fastest growing forms of leisure, business, and tourism-related phenomena across the world. Tourism boards across the world have used festivals for generating opportunities to promote tourism. It is time that Mizoram too follows a similar trend and slowly makes its mark as a premier events and festival destination by encouraging local players in promoting tourism in the State and there would also be a mutual benefits for the State Government, local players and local communities.

2. Eligibility

Non Government Organizations, Civil Society Organizations or societies registered under the Mizoram Societies Registration Act 2005 and any individual or group of individuals who is or are citizen(s) of India are eligible to conduct or organize fairs, festivals and events in Mizoram whose main purpose of the event is promotion of tourism or attracting tourists in the State.

3. Procedure for application for organizing fairs, festivals and events

Any NGO, society or individual who is a citizen of India shall apply to the Prescribed Authority, who is Director of Tourism Department in a prescribed format **(Annexure I)** before 30 days of organizing the event with a prescribed fee which may be determined by the Government from time to time. Permission may be issued to the applicant as per **Annexure II**

4. Fees

A minimal fee for organizing which shall be paid by organizers of festivals shall be fixed by the Government from time to time.

5. Display of Responsible Tourism Pledge

Any organization, society, individual or a group of individuals who organize the festival, fairs and events shall display the Mizoram Responsible Tourism Pledge in a prominent place as per the format shown below:

Mizoram Tourism Logo	-----Responsible Travel Pledge-----	Mystical Mizoram Logo
	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	

6. Disposal of Solid Waste Management

Use of eco-friendly practices and local products should be encouraged. There should be a provision of facility for segregation of garbage into biodegradable (kitchen waste etc), non-bio-degradable (thermo coal products, aluminium foil, cigarette butts etc) & recyclable (newspapers, bottles, cans etc). Composting should be encouraged for the disposal of kitchen garbage. Solid waste and sewage disposal should be carried out in an orderly and eco-friendly manner. Garbage bins should preferably be made of bamboo or timber at the event. Garbage shall also be

disposed off in such a manner that disposal method shall not be harmful to the environment.

Plastic bags or any other non bio-degradable materials shall be discouraged at the place of the event.

7. Safety & Security:

To provide hassle-free and stress-free environment for the visitors, the following mandatory requirements need to be fulfilled to ensure safety of visitors.

a) Prior information to Local Police Station with constant communication with Local Police Station.

b) A properly equipped First Aid kit at the reception and adequate first aid training should be provided to the organizers. The facility of doctor-on-call should be available.

c) Organizers of the events should be trained in Disaster Management to face disasters such as fire, road accidents, earthquakes, floods, landslides (in hills) etc.

8. Promotion of local entrepreneurs

Local entrepreneurs, women self help groups, local vendors shall be encouraged as far as possible, to take up petty business during the event so that their livelihoods are enhanced by the event. Responsible tourism friendly policy should be adopted for sustainable growth which also benefits the local community and does not adversely affect the local environment.

9. Report of the event

Any organizer of the event, fairs or festivals shall submit report of the event to the Tourism Department within 15 days of completion of the events mentioning:

- a) number of participants;
- b) number of audience/viewer in local TV channel (TRP), Facebook Video, Instagram Reel, Twitter or Youtube as the case may be
- b) number of foreign tourists, domestic tourists, local tourists;
- c) programme details;
- d) response of the people through social media handles in Twitter, Instagram, Facebook, Youtube etc;
- e) outcome of the event – how the event promotes tourism
- f) detailed expenditure statement
- g) photographs in A4 size paper – embed/paste photographs in a single A4 size paper with 10 photographs



10. Promotion & Branding

The State Tourism Department will also run promotional campaigns for such events, fairs or festivals through social media handles such as Twitter, Youtube, LinkedIn, Instagram or Facebook, visual, audio or print media.

11. Exemption

Any departments under the State Government and Autonomous District Councils are exempted from these Guidelines. However, they are also required to abide by the Para 6 of the Guidelines while disposing garbage.

12. Penalty

The management should at all cost ensure visitors do not cause harm or injury to the wild animals and destruction of plants and forests. Strict adherence to the laws and rules of the Central Government and the State Government must be followed. Violation of laws in force shall be punished under relevant sections of the rules of Central or State Government

ANNEXURE I

Application for organizing fairs/festivals/events etc

To

Prescribed Authority
Tourism Department
Mizoram

Please affix
passport size
photo of
applicant

Subj: Application for organizing fairs/festivals/events etc

Sir/Madam,

I/We wish to organize fairs/festivals/events etc in Mizoram as below:

1	Name of applicant	
2	Address of applicant	
3	Contact No of applicant	
4	Email of applicant	
5	Name of fairs/festivals/events being organized	
6	Tentative date(s) of events	
7	Place of events being organized	
8	Enclose society registration certificate in case of registered society and VOTER ID in case of individual or a group of individuals	
9	Whether application fee is paid or not	
10	Will you submit Report after the event as per Para 9 of the Guidelines? (Yes/No)	

I promise to abide by the rules and regulations/guidelines issued by the Tourism Department from time to time.

Date:

Signature of Applicant with Seal (if any)

ANNEXURE II

PERMISSION TO ORGANIZE FAIRS/EVENTS/FESTIVALS

PERMISSION ACCORDED TO	
NAME OF EVENT/FESTIVALS/FAIRS	
DATE OF EVENT/FESTIVAL/FAIRS	
PLACE OF EVENT/FESTIVAL/FAIRS	

Terms & Conditions:

1. Organizers shall abide by Para 5 of the Guidelines – To display Responsible Tourism Pledge at prominent place
2. Organizers shall follow Para 6 of the Guidelines – Disposal of garbage in environmentally friendly manner
3. Organizer shall follow Para 7 of the Guidelines – Police to be informed, FA Kits to be put in place and to get ready for disaster management when required.
4. Organizers shall comply Para 8 of the Guidelines – to engage local people during the event.
5. Organizers shall comply Para 9 of the Guidelines – Submission of Event Report to the Tourism Department within 15 days of completion of the event.

Date:

Signature of Prescribed Authority & Seal

No.F.20021/5/2017-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Aizawl the 1st July, 2021

NOTIFICATION

In the interest of the public and as provided under para 3 & 4 of the “Operational Guidelines for Organising Festivals/Fairs/Events by Non-Government Agencies in Mizoram” notified by Government of Mizoram vide Memo No. C.31012/3/2020-TOUR/14 dated 9th June 2021, the Competent Authority is pleased to prescribe “fee” for organising events related to tourism promotion in the State of Mizoram @ Rs. 2500/-, to be deposited into government account by challan.

Any person or organisation intending to hold such events must obtain approval of the Tourism Department, Government of Mizoram following due procedure as laid down in the aforementioned guidelines.

SD/-K.LALRINZUALI, IAS
Secretary to Govt. of Mizoram
Tourism Department

Memo. NO.F.20021/5/2017-TOUR : Aizawl the 1st July, 2021

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. Guard File.



(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram

...



**No.F.21014/3/2015-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

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

Aizawl, the 30th September 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 Recognition of Tourism Service Providers Associations in Mizoram**" as enclosed with immediate effect.

**SD/-ESTHER LALRUATKIMI
Commissioner & Secretary
Government of Mizoram
Tourism Department**

Memo No.F.12011/11/2015-TOUR : Aizawl the 30th September, 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
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10. All Tourist Lodges/Facilities under Tourism Department
11. Guard File.

**(ZONUNTHARI)
Deputy Secretary to Govt. of Mizoram
Tourism Department**

GUIDELINES FOR RECOGNITION OF TOURISM SERVICE PROVIDERS' ASSOCIATION UNDER TOURISM DEPARTMENT

The question of procedures for recognition of tourism service providers has been under consideration of the Government for quite some time. Accordingly the Government of Mizoram has framed Guidelines for procedures for recognition of tourism service providers association under Tourism Department which shall come into force with immediate effect and until further orders.

1. Procedures for recognition of tourism service providers under Tourism Department shall apply to all associations connected with the tourism service providers in the State but shall not apply to employees associations under Tourism Department.
2. Recognition of association will be accorded by the Tourism Department, Government on fulfilling the conditions prescribed in the **Para 4** of the Guidelines. The association so recognized by the Government may have branches in other districts.
3. Recognized Association may publish any periodical, magazine or bulletin without approval of the Government

4. Conditions for recognition of associations

i) An application in a plain paper for recognition of Association shall be made to the Director, Tourism Department containing Memorandum of Association, Constitution, Bye-laws of the Association, Names of Office-Bearers , total membership and any other information as may be required by the Government;

ii) After conducting necessary verification, Director, Tourism Department shall forward application along with necessary documents to the Government for approval or recognition;

iii) Association has to be formed primarily with the object of promoting the common interest of its members;

iv) Association wishing to recognise by the Government should have at least 10 members in the association.

v) Membership of the Association has been restricted to a distinct category of persons having common interest;

vi) Membership of the Government Servant shall have the sanction of the Vigilance Department, Government of Mizoram;

vii) The Association shall not be formed to represent the interests, or on the basis, of any caste, tribe or religious denomination or of any group within or section of such caste, tribe or religious denomination;

viii) The Executive of the Association has been appointed from amongst the members only; and

ix) The funds of the Association consist exclusively of subscriptions from members and grants and are applied only for the furtherance of the objects of the Association.

5. Conditions subject to which recognition is continued

i) Association shall not send any representation or deputation except in connection with a matter which is of common interest to members of the Association;

ii) Association shall not espouse or support the cause of individual Government servants relating to his or her service matters;

iii) List of members and office bearers, and up-to-date copy of the rules and an audited statement of accounts of the Association shall be furnished to the Government annually (before 30th June) to the Director, Tourism Department;

v) Association shall abide by, and comply with all the provisions of its constitution or bye-laws;

vi) Any amendment in the constitution or bye-laws of the Association, after its recognition by the Government, shall be reported to the Director, Tourism Department.

6. Verification of Membership

i) The verification of membership for the purpose of recognition of Association shall be done by Director, Tourism Department before final approval of the Government.

ii) The Government may, at any time, order a special verification of membership if it is of the opinion, after an enquiry, that the Association does not have the membership required under **Para 4 (iv)**.

7. Withdrawal of Recognition

If, in the opinion of the Government, Association recognized under these guidelines has failed to comply with any of the conditions set out in these guidelines, the Government may after giving an opportunity to the Association to present its case within 60 days, withdraw the recognition accorded to such Association.



8. Relaxation

The Government may dispense with or relax the requirements of any of these rules to such extent and subject to such conditions as it may deem fit in regard to any Association.

9. Interpretation

If any question arises as to the interpretation of any of the provisions of these guidelines or if there is any dispute relating to fulfilment of conditions for recognition, decision of the Government shall be final and binding.

**NO. C.31012/1/2020-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

Aizawl the 31st July, 2020

NOTIFICATION

In the interest of public service, the Governor of Mizoram is pleased to fix rates of Registration of persons dealing with tourists and tourism trades under the Mizoram Registration of Tourist Trade Act, 2020 for a period of 3 years as follows:

Sl.No	Category/Trade/Business	Processing Fee	Registration Fee for 3 years	Renewal Fee
1	Dealer of notified articles	Rs.20	Rs.500	50%
2	Hotel – Category A	Rs.20	Rs.15000	50%
3	Hotel – Category B	Rs.20	Rs.12000	50%
4	Hotel – Category C	Rs.20	Rs.9000	50%
5	Hotel Category D	Rs.20	Rs.4500	50%
6	Homestay Gold Class	Rs.20	Rs.9000	50%
7	Homestay Silver Class	Rs.20	Rs.6000	50%
8	Homestay Bronze Class	Rs.20	Rs.3000	50%
9	Houseboat & Cruise	Rs.20	Rs.15000	50%
10	Tourist Hostels & Dormitories	Rs.20	Rs.4500	50%
11	Caravan	Rs.20	Rs.9000	50%
12	Caravan Parks	Rs.20	Rs.15000	50%
13	Resort	Rs.20	Rs.12000	50%
14	Guesthouse	Rs.20	Rs.9000	50%
15	Lodge	Rs.20	Rs.9000	50%
16	Motel/Inn	Rs.20	Rs.4500	50%
17	Restaurant Category A	Rs.20	Rs.6000	50%
18	Restaurant Category B	Rs.20	Rs.3000	50%
19	Restaurant Category C	Rs.20	Rs.1500	50%
20	Snack Bar/Dhabas/Tea Stall	Rs.20	Rs.1500	50%
21	Tour Operators – Category A	Rs.20	Rs.9000	50%
22	Tour Operators – Category B	Rs.20	Rs.6000	50%
23	Tour Operators – Category C	Rs.20	Rs.4500	50%
24	Ticketing/Travel Agents– Category A	Rs.20	Rs.9000	50%
25	Ticketing/Travel Agents - Category B	Rs.20	Rs.6000	50%
26	Ticketing/Travel Agents - Category C	Rs.20	Rs.4500	50%
27	Tour Guides	Rs.20	Rs.1500	50%
28	Tourist Porter	Rs.20	Rs.300	50%
29	Outdoor Photographer	Rs.20	Rs.900	50%
30	Dealers of Camping Agency/ Tent & Camping Equipments / Adventure, adventure sports equipment and water sports equipments etc	Rs.20	Rs.6000	50%
31	License for Boatman of	Rs.20	Rs.300	50%

	Parasailing/Canoeing/Kayaking/ Rafting			
32	License for Parasailing Sky Pilot	Rs.20	Rs.300	50%
33	License for Paragliding Pilot	Rs.20	Rs.300	50%
34	License for Surfer for waterskiing	Rs.20	Rs.300	50%
35	License for Personal Water Craft (Jet Ski etc) Rider	Rs.20	Rs.300	50%
36	License for Scuba Diver	Rs.20	Rs.300	50%
37	Hawker in Tourist area/Individual service providers	Rs.20	Rs.300	50%
38	Aerosport operation permit	Rs.5000	Per event	
39	River Rafting operation permit	Rs.3000	Per event	
40	Trekking permit	Rs.2000	Per event	
41	Parasailing permit	Rs.3000	Per event	
42	Issue of Duplicate Certificate	Rs.200		

Registration/Renewal may be done during January to March every year in the office of the Registering Authority, viz. Director, Tourism Department, MINECO. The Renewal Fee will cover another period of 3 years after the initial registration of 3 years.

SD/-ESTHER LALRUATKIMI
Commissioner & Secretary
Govt. of Mizoram
Tourism Department
Aizawl the 31st July 2020

Memo. C.31012/1/2020-TOUR

:

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

No. F.20022/2/2020-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Aizawl the 13th November, 2020

NOTIFICATION

In order to implement the **Mizoram Responsible Tourism Policy,2020** and in the interest of public service, the Governor of Mizoram is pleased to designate *Sub-Divisional Officers (Sadar/Civil) as District Nodal Officers on Development and Promotion of Tourism* within their sub-divisions and to constitute a Village Level Tourism Promotion Committee outside the limits of Aizawl Municipal Corporation as follows:

I. At District Capitals, Towns & Villages (where there are more than one Village Councils/Courts):-

- | | | |
|---------------|---|---|
| Committee | : | (Name of Town/Village) Tourism Promotion Committee |
| Chairman | : | To be appointed amongst Presidents of the Village Councils by designation. |
| Vice Chairman | : | President, Mizo Upa Pawl(MUP) of the Village (in case there are more than one branch, to be appointed amongst the Presidents) |
| Secretary | : | To be appointed amongst Office Bearers of Branch YMA concerned. |
| Treasurer | : | To be appointed amongst Office Bearers of Branch MHIP concerned. |
| Members | : | <ol style="list-style-type: none"> 1) All other Village Council President(s) 2) One member each from VC,YMA,MUP,MHIP 3) Prominent Citizens(3-6 nos to be appointed by the Committee) |

II. At Villages having one Village Council/Court:-

- | | | |
|---------------|---|---|
| Committee | : | (Name of Village) Tourism Promotion Committee |
| Chairman | : | Presidents of the Village Council by designation. |
| Vice Chairman | : | President, Mizo Upa Pawl(MUP) by designation. |
| Secretary | : | To be appointed amongst Office Bearers of Branch YMA concerned. |
| Treasurer | : | To be appointed amongst Office Bearers of Branch MHIP concerned. |
| Members | : | <ol style="list-style-type: none"> 1) All Village Council members 2) One member each from YMA,MUP,MHIP 3) Prominent Citizens(3-6 nos to be appointed by the Committee) |

Terms of Reference: The Committee(s) shall have the following terms of reference:

- 1) The Committee(s) will be in charge of grassroots level planning of activities, identification of tourist sites and development works, awareness and publicity, monitoring of tourism promotion activities and other tasks issued by the Department of Tourism, Govt. of Mizoram.
- 2) The duration of the term may be 2(two) years at one stretch or as decided by the Department of Tourism, Government of Mizoram from time to time.
- 3) The constitution, name, term, powers and functions of the committee(s) will be as notified from time to time by the Department of Tourism, Govt. of Mizoram, in line with new developments from the Ministry of Tourism, Govt. of India.
- 4) The Committee(s) will convene at least once quarterly and furnish their resolutions and action taken report to the Director of Tourism Department through the District Nodal Officer concerned (SDO,Sadar/Civil).
- 5) The decision of the Secretary, Govt. of Mizoram, Tourism Department shall be final in matters of disagreement or disputes related to terms listed above.

SD/-ESTHER LAL RUATKIMI
Commissioner & Secretary
Govt. of Mizoram

Memo. No. F.20022/2/2020-TOUR : **Aizawl the 13th November, 2020**

Copy to:

12. Secretary to Governor of Mizoram
13. PS to Chief Minister, Govt. of Mizoram
14. Speaker/ Dy. Speaker, Mizoram Legislative Assembly
15. All Ministers/Ministers of State, Govt. of Mizoram
16. All Members of Legislative Assembly, Mizoram
17. Sr.PPS to Chief Secretary, Govt. of Mizoram
18. All Administrative Heads/All Heads of Department
19. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
20. Director, Tourism Department for information & necessary action.
21. All Sub-Divisional Officers (Civil/Sadar) in all Districts/Sub-Divisions.
22. Guard File.



(ZONUNTHARI)

Deputy Secretary to the Govt. of Mizoram



NO.B.12022/3/2020-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Aizawl the 10th July 2020

NOTIFICATION

In the interest of public services, the Governor of Mizoram is pleased to constitute an **Inter-Departmental Coordination Committee on Development of Tourism in Mizoram** with the following composition:

Chairman	:	Chief Secretary, Government of Mizoram
Vice Chairman	:	Commissioner & Secretary, Tourism Department
Member Secretary	:	Director, Tourism Department
Members	:	1. Commissioner, Finance Department
		2. Secretary, Planning & Prog Implementation Deptt
		3. Secretary, Home Department
		4. Secretary, Rural Development Department
		5. Principal Chief Conservator of Forests, EF&CC Deptt
		6. Engineer-in-Chief, PWD
		7. Engineer-in-Chief, PHED
		8. Engineer-in-Chief, P&ED
		9. Director, UD&PA Department
		10. Director, Rural Development Department
		11. Director, Agriculture Department
		12. Director, Horticulture Department
		13. Director, Fisheries Department
		14. Director, Sericulture Department
		15. Director, AH&Vety Department
		16. Director, I&PR department
		17. Director, S&YS Department
		18. Director, LAD
		19. Director, LR&S Department
		20. Director, Art & Culture Department
		21. Director, Commerce & Industries Department
		22. Director, LESDE Department
		23. Director, Transport Department
		24. Director General of Police, Mizoram
		24. Chief Informatics Officer, ICT Department
		25. Member Secretary, Mizoram Pollution Control Board
		26. Principal Consultant, GAD(Aviation)

Terms of Reference:

1. Development, promotion and implementation of Tourism Strategic Plan in Mizoram.
2. To find out the potential of various Departments and their facilities for facilitating Tourism Promotion.
3. Coordination and convergence of various schemes and projects, sharing of information and objectives.
4. To identify and promote local product areas including arts, culture, sports, agriculture, horticulture, industries, animal husbandry, sericulture, fisheries, etc.

Role of Departments:

1. Finance Department - Budget Allocation related to Tourism, Externally Aided Projects, Coordination with Ministry of Finance
2. Planning & Programme Implementation Department - Sectoral Planning related to Tourism, Coordination with NEC.
3. Home Department - Tourist Arrival, Foreigners Registration, Tourist security
4. Public Works Department - Road connectivity of Tourist Destinations in Mizoram
5. Power & Electricity Department - Supply of electrical power/facility at Tourist Accommodations and Destinations as well as Festivals.
6. Public Health Engineering Department - Supply of water at Tourist Accommodations and Destinations as well as Festivals.
7. Environment, Forests & Climate Change - Eco-Tourism, Nature & Wildlife Tourism, Forest Clearances for Tourist Destinations
8. Urban Development & Poverty Alleviation - Infrastructure related to Tourism, Homestays in Urban Areas
9. Rural development - Creation of Tourism Infrastructure in villages like approach roads, beautification, rural. community based tourism, homestays in rural areas.
10. Agriculture : Agro-Tourism, marketing agriculture produce for Tourism
11. Horticulture - Horticulture Tourism, Tea Tourism, marketing horticulture produce
12. Sericulture - marketing sericulture produce for Tourism
13. Fisheries - marketing fishery produce, fish ponds, angling for Tourism
14. Veterinary & Animal Husbandry - marketing animal produce and allied activities for Tourism
15. Information & Public Relations - Publicity, Media participation etc in Mizoram Tourism
16. Information & Communication Technology - IT-enabling of Tourism Services, Enhancing Web-Presence, Search Engine Optimization
17. Sports & Youth Services - Adventure related Tourism, Sports Related Tourism, participation of youth in various areas
18. Local Administration Department - Parks, picnics spots and Tourism Related Projects, approach roads, beautification
19. Land Revenue & Settlement Deptt - Land allotment and related statutory clearances

20. Art & Culture Department – Heritage sites, customs and traditions for promotion of Tourism
21. Commerce & Industries – Medium & Small Businesses related to Tourism
22. Transport Department – Tourist Transportation/Vehicles like Taxis, Buses, etc
23. Social Welfare & Tribal Affairs – Projects for development of promotion of Tourism
24. Civil Aviation(GAD) – Development of Helipads, air-taxis for tourist transportation
25. Mizoram Pollution Control Board – Environment & Regulatory Clearances

Operations of the Committee shall be determined by the Committee. This issues with the approval of the Hon'ble Chief Minister, Govt. of Mizoram.

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

Memo. B.12022/3/2020- TOUR : Aizawl the 10th July 2020

Copy to:

23. Secretary to Governor of Mizoram
24. PS to Chief Minister, Govt. of Mizoram
25. Speaker/ Dy. Speaker, Mizoram Legislative Assembly
26. All Ministers/Ministers of State, Govt. of Mizoram
27. All Members of Legislative Assembly, Mizoram
28. Sr.PPS to Chief Secretary, Govt. of Mizoram
29. All Administrative Heads/All Heads of Department
30. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
31. Director, Tourism Department for information & necessary action.
32. All Members concerned.
33. Guard File.



(ZONUNTHARI)
Deputy Secretary to Govt. of Mizoram
Tourism Department

NO.C.31012/1/2020-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Aizawl the 8th September 2020

NOTIFICATION

The Governor of Mizoram is pleased to prescribe the following articles as “notified articles” under Section 2(1) of the Mizoram (Registration of Tourist Trade), Act 2020 :-

1. Handicrafts
2. Curios
3. Handlooms
4. Wood Carvings
5. Traditional ethnic wears, souvenirs related to Mizoram
6. Articles made of coir, fiber, jute, bamboo, clay, brass, bronze, cane and lacquer

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

Memo. No. C.31012/1/2020-TOUR : Aizawl the 8th September 2020

Copy to:

34. Secretary to Governor of Mizoram
35. PS to Chief Minister, Govt. of Mizoram
36. Speaker/ Dy. Speaker, Mizoram Legislative Assembly
37. All Ministers/Ministers of State, Govt. of Mizoram
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43. All Members concerned.
44. Guard File.



(ZONUNTHARI)
Deputy Secretary to Govt. of Mizoram
Tourism Department

NO.C.31012/1/2020-TOUR/11
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Aizawl the 14th September 2020

NOTIFICATION

The Governor of Mizoram is pleased to appoint Authorities under the Mizoram (Registration of Tourist Trade), Act 2020 as per detail indicated below with immediate effect:

Sl. No.	Authority	Appointed Authority
1	Prescribed Authority for Registration of Dealers u/s 4(1)	a) Director, Tourism Department for the whole of Mizoram. b) SDO(Sadar)/SDO(Civil) for other Sub-Divisions concerned.
2	Prescribed Authority for Registration of Hotels u/s 9(1)	a) Director, Tourism Department for the whole of Mizoram. b) SDO(Sadar)/SDO(Civil) for other Sub-Divisions concerned.
3	Prescribed Authority for Registration of Restaurants u/s 18(1)	a) Director, Tourism Department for the whole of Mizoram. b) SDO(Sadar)/SDO(Civil) for other Sub-Divisions concerned.
4	Prescribed Authority for Registration of Tour Operator and Tour Guides u/s 27(2)	Director, Tourism Department.
5	Appellate Authority u/s 35(1)	Secretary, Tourism Department.
6	Revision Authority u/s 37	Chief Secretary, Govt. of Mizoram

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

Memo. No. C.31012/1/2020-TOUR/11 :

Aizawl the 14th September 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
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8. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
9. Director, Tourism Department for information & necessary action.



(ZONUNTHARI)
Deputy Secretary to Govt. of Mizoram
Tourism Department

NO.F.21014/6/2021-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Aizawl the 8th June 2021

NOTIFICATION

In the interest of public, the Governor of Mizoram is pleased fix fees/rates for hiring of Tourist Guide, Tourist Porter & Cooks with immediate effect as indicated below:

A. FEES FOR HIRING TOURIST GUIDE:-

DAY TOUR (maximum 8 hours) Maximum group size for one Tourist Guide shall be 30 PAX)		TOURS WITH OVERNIGHT STAY Maximum group size for one Tourist Guide shall be 30 PAX)	
1-7 PAX	Rs.1000 per day	1-10 PAX	Rs.2100 per day inclusive of food and lodging
8-14 PAX	Rs.1200 per day	11-20 PAX	Rs.2300 per day inclusive of food and lodging
15 PAX and above	Rs. 1500 per day	21 PAX & above	Rs.2500 per day inclusive of food and lodging
Additional Fees	Rs.250 per hour after 8 hours	-	-

B. FEES FOR HIRING TOURIST PORTER

Sl. No	Rate per day	Load Limit (Maximum 25kgs)	Additional Fee
1	Rs.600/- upto 8 working hours	Below 15 kgs	Extra charge of Rs. 100/- per hour after 8 hours
2	Rs.700/- upto 8 working hours	15-20 kgs	Extra charge of Rs. 100/- per hour after 8 hours
3	Rs.800/- upto 8 working hours	21-25kgs	Extra charge of Rs. 200/- per hour after 8 hours

Note: 1) The rate of carrying a person in case of injury/medical reasons shall be Rs.300/- upto 1(one) hour and Rs.300 to be charged for every additional hour.

2) In case the client changes or shortens his/her schedule/program, the reasons not being attributable to the porter, the client shall pay the rates/fees agreed upto the day the work is performed plus 50% of the basic rate for cancelled dates.

C. FEES FOR HIRING OF COOKS ON TOURS:-

Sl. No	Category	Rate
1	Chief Cook	Rs.800/- per day
2	Cook	Rs.600/- per day
3	Cook Helper	Rs.450/- per day

Note: The rates are exclusive of charges for transportation, lodging and cost of materials to be provided by the client.

D. FEES FOR HIRING OF MULTIPLE SERVICE

Sl. No	Services	Rate
1	Tourist Guide + Porter	Fees for Tourist Guide & Porter + Rs. 500/- per day
2	Tourist Guide + Cook	Fees for Tourist Guide & Cook + Rs. 500/- per day
3	Tourist Guide + Porter + Cook	Fees for Tourist Guide, Porter & Cook + Rs. 1000/- per day

Note: The rates are exclusive of charges for transportation, lodging and cost of materials to be provided by the client.

SD/-K.LALRINZUALI, IAS
Secretary to Govt. of Mizoram
Tourism Department

Memo. NO.F.21014/6/2021-TOUR

:

Aizawl the 8th June 2021

Copy to:

45. Secretary to Governor of Mizoram
46. PS to Chief Minister, Govt. of Mizoram
47. Speaker/ Dy. Speaker, Mizoram Legislative Assembly
48. All Ministers/Ministers of State, Govt. of Mizoram
49. All Members of Legislative Assembly, Mizoram
50. Sr.PPS to Chief Secretary, Govt. of Mizoram
51. All Administrative Heads/All Heads of Department
52. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
53. Director, Tourism Department for information & necessary action.
54. Guard File.



(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram

NO.D. 21017/47/98-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Aizawl the 30th April 2020

NOTIFICATION

In partial modification of Notification No. G.25012/6/2012-TOUR dated 2.3.2020 and in the interest of public service, the Governor of Mizoram is pleased to revise the Rate of entry fee at Thenzawl Golf Resort with immediate effect & until further notice as follows:

Sl. No	Particulars	Existing Rate	Revised Rate
1	Entry fee per head	Rs.500	Rs.200
2	Group Entry (5-10 pax)	Rs.500 per head	30% discount
3	Group Entry (10-20 pax)	Rs.500 per head	40% discount
4	Group Entry (20 and above pax)	Rs.500 per head	60% discount
5	Children below 8 years (if accompanied by parents)		Free Entry

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

Memo. NO.D. 21017/47/98-TOUR : Aizawl the 30th April 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
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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. File No.G.25012/6/2012-TOUR / Guard File.


(ZONUNTHARI)

Under Secretary to Govt. of Mizoram
Tourism Department

ANNEXURE III
RATE FOR RENTAL & ENTRY FEE ETC AT THENZAWL GOLF RESORT*

Sl.No	Particulars	Rate	Remarks
1	Entry Fee	Rs.200 per head Discounts available. See Order in pre page	Still Cameras, Video Cameras, Drones not allowed without charges. Mobile Phones allowed.
2	Golf Cart Riding	Rs.500 per head	Subject to availability of Cart and Driver.
3	Photography	Rs.4000 per day	Maximum 5 PAX. Entry Fee exempted. The 6 th pax to pay entry fee
4	Videography including Drone	Rs.6000 per day	Maximum 5 PAX. Entry Fee exempted. The 6 th pax to pay entry fee
5	Log Hut (Daytime Use 10:00 AM – 5:00 PM)	Rs.2000 per day per pax	Subject to availability. Entry Fee exempted(maximum 2 pax)
6	Log Hut Room Rate	Rs.4000 per night	Subject to availability. Maximum 2 adults and 2 children below 12 years. Entry Fee exempted. Check in 12:00 Noon & Check out 11:00 AM
7	Renting of Convention Centre	Rs.15000 for 3 hours and Rs.1000/- per hour for every subsequent hours	Entry Fee exempted
8	Outside Food Services for Groups	Rs.30 per head as cleaning/maintenance fee when food brought from outside	Minimum 10 members group
9	Pool Table (1 no)	Rs.1000 per hour	Maximum 4 people at one table
10	Pay & Play (18 holes)	Rs.1000 per 2 hours maximum	Damaged or loss of clubs/balls to be paid as per MRP by the guest
11	Golf Club for Practice Tee	Rs.300 per 2 hours	
12	Rental Fee of Golf Ball	Rs.20 per 2 hours	

* Rights of admission reserved by the Tourism Department

ANNEXURE IV
RATE FOR RENTAL AT REIEK ADVENTURE & ECO-ADVENTURE PARK*

Sl.No	Particulars	Rate	Remarks
1	Entry Fee for Zokhua	Rs.20 per head	Still Cameras, Video Cameras, Drones not allowed without charges. Mobile Phones allowed
2	Ziplining	Rs.100 per head	One ride
3	Wall Climbing	Rs.100 per head	One session
4	Rifle Shooting	Rs.100 per head	One round
5	Zorbing Ball 2 Nos	Rs.1000 per 1 hour	Two hours
6	Body Zorbing 2 Nos	Rs.1000 per hour	Two hours
7	High Rope Course	Rs.200 per head	One full course
8	Obstacle Course	Rs.300 per head	One full course
9	Tent Camping	Rs.1000 per tent	Maximum 6 PAX
10	Mountain Biking	Rs.300 per head	Two hours
11	Mini Golf	Rs.200 per head	Two hours
12	Tarzanland for Kids	Rs.20 per head	Two hours
13	Photography at Zokhua	Rs.1000 per day	Entry Fee exempted
14	Videography /Drones at Zokhua	Rs.2000 per day	Entry Fee exempted

* Rights of admission reserved by the Tourism Department



(ZONUNTHARI)

Under Secretary to Govt. of Mizoram
Tourism Department



NO.G.12019/21/2016-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Aizawl the 22nd September 2020

NOTIFICATION

The Governor of Mizoram is pleased to constitute a Monitoring Committee to oversee implementation and progress of NEC Funded Projects under Tourism Department, Government of Mizoram with the following composition:

Chairman	:	Secretary, Tourism Department
Member Secretary	:	Director, Tourism Department
Members	:	1) Deputy Director, Tourism i/c NEC
		2) Representative of Planning & Program Implementation Department
		3) Project Engineer, Mizoram Tourism Development Authority.

SD/-ESTHER LAL RUATKIMI

Commissioner & Secretary

Govt. of Mizoram

Tourism Department

Memo. No. G.12019/21/2016-TOUR : Aizawl the 22nd September 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
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9. Director, Tourism Department for information & necessary action.
10. All Members concerned.
11. Guard File.

(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram

Tourism Department



GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT

...

Aizawl the 6th May, 2021

NOTIFICATION

The Competent Authority is pleased to fix rate of "*administrative cost at 1(one) percent*" of all project works/contracts/festivals/activities related to development & promotion of Tourism in the State of Mizoram, that are funded through the Tourism Department, Government of Mizoram but are implemented/carried out by agencies other than Tourism Department or Mizoram Tourism Development Authority(MTDA), with immediate effect and until further orders.

The 1% administrative cost shall be realised against the cost of the Works Component in case of project works and against the Contingency Fund in other cases.

The said amount shall be deposited to the Director of Tourism Department, Govt. of Mizoram, to be utilised as Contingency Expenditure towards inspection, monitoring and other establishment charges against the project.

SD/-K.LALRINZUALI, IAS

*Special Secretary to Govt. of Mizoram
Tourism Department*

Memo. NO.F.14017/18/2020-TOUR

:

Aizawl the 6th May, 2021

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
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10. Guard File.

(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram

**NO. C. 31012/1/2020-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

...

Aizawl, the 14th September 2020

NOTIFICATION

As per provision under Section 17 & 26 of The Mizoram (Registration of Tourist Trade) Act, 2020 and in the interest of public services, the Governor of Mizoram is pleased to constitute a **Committee for Approval & Classification of Hotels, Restaurants and other Accommodation Units related to Tourism in Mizoram** with the following composition :

- Chairman** : **Secretary Tourism Department**
Member Secretary : **Director, Tourism Department**
Members :
- 1) Joint Secretary/Deputy Secretary/Under Secretary, Tourism Department
 - 2) Joint Director, Tourism Department
 - 3) All Deputy Directors, Tourism Department
 - 4) Representative of H&FW (FDA) not below the rank of Deputy Director
 - 5) Representative of DM&R not below the rank of Deputy Director
 - 6) Representative of UD&PA not below the rank of Deputy Director
 - 7) Representative of AMC not below the rank of Deputy Director
 - 8) Superintendent, Tourism Department
 - 9) All Tourist Officers, Tourism Department
 - 10) Representative of Mizoram Pollution Control Board
 - 11) Representative of Concerned Association / Industry

Terms of Reference:

1. Framing of checklist of facilities required for classification of hotels, restaurants and other accommodation units related to tourism.
2. Authorization for commissioning of new hotels, restaurants and other accommodation units related to tourism.



3. Accordance of classification/re-classification/grading system for hotels, restaurants and other accommodation units related to tourism in Mizoram. Provided that nothing in this shall apply to the hotels which are classified or graded by the Government of India or by an Act of Parliament.

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

Memo No. C. 31012/1/2020-TOUR : Aizawl the 14th September 2020

Copy to :

56. Secretary to Governor of Mizoram.
57. PS to Chief Minister Govt. of Mizoram.
58. Speaker/Dy. Speaker, Mizoram Legislative Assembly.
59. All Ministers/Minister of State Govt. of Mizoram
60. All Members of Legislative Assembly, Mizoram
61. Sr.PPS to Chief Secretary, Govt. of Mizoram.
62. All Administrative Heads/ All Head of Department.
63. Controller, Printing & Stationeries, Govt. of Mizoram with 6 spare copies for publication in the Mizoram Gazette.
64. Director, Tourism Department for information & necessary action.
65. Guard file.

(ZONUNTHARI)

Deputy Secretary to Govt. of Mizoram
Tourism Department.

GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT
Building II, Basement-2, Room No. B-090, MINECO
Khatla Aizawl - 796001

NOTIFICATION

Aizawl the 7th June 2021

No. D. 21018/68/2020-TOUR : In the supersession of this Department's notification of even No. dt. 14.12.2015 and in the interest of public service the Governor of Mizoram is pleased to re-constitute the Performance Monitoring Committee of Tourist Facilities with the following composition with immediate effect and until further orders :

Chairman	:	Vice Chairman, Sports, Youth Affairs ICT & Tourism Department.
Vice Chairman	:	Secretary, Tourism Department
Member Secretary	:	Director, Tourism Department
Members	:	1) Additional Secretary/Joint Secretary, Tourism Department 2) Deputy Secretary/Under Secretary, Tourism Department 3) Joint Director, Tourism Department 4) All Deputy Directors, Tourism Department 5) All Tourist Officers, Tourism Department 6) Assistant Engineer, Tourism Department 7) Representative from Finance Department to be detailed by Secretary concerned whenever required.

The Terms of Reference of the Committee will be :

4. They will carry out inspection and monitoring of all Tourism Facilities under Department of Tourism Govt. of Mizoram on regular basis, minimum twice a year, and submit Inspection Reports to the Government.
5. They will formulate standard perimeters to be followed in all Tourism Facilities.
6. They will prepare formats of Inspection Report to be submitted to the Government.
7. They may issue instructions for minor repairs advice warning etc to defaulting Tourism Facilities but will invariably obtain approval of the Government in those respects.

SD/- K. LALRINZUALI
Special Secretary
to the Govt. of Mizoram
Tourism Department



Memo No. D. 21018/68/2020-TOUR : Aizawl the 7th June, 2021

Copy to :

66. Secretary to Governor of Mizoram.
67. PS to Chief Minister Govt. of Mizoram.
68. PS to All Minister/Speaker/Dy. Speaker, Mizoram.
69. PS to Chief Secretary, Govt. of Mizoram.
70. PS to Special Secretary, Tourism Department.
71. Secretary, Finance Department.
72. Director, Tourism Department.
73. All Administrative Departments.
74. All Head of Department.
75. Controller, Printing & Stationeries, Govt. of Mizoram with 5 (five) spare copies for publication in the Mizoram Gazette.
76. Person Concerned.
77. Guard file.

(ZONUNTHARI)

*Deputy Secretary to Govt. of Mizoram
Tourism Department.*



**No. G. 21018/6/2012-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

**Addl, Building, Basement-2, Room No. B-090, MINECO
Khatla Aizawl - 796001**

Aizawl, the 4th January, 2021

To,

The Director,
Tourism Department,
Government of Mizoram.

Subj : Parking rate at Serlui B Tourist Lodge.

Ref : Your letter No. F. 23015/4/2010-DTE (TOUR) Dt, 14.12.2020.

Sir,

With reference to the letter no. and subject cited above I am directed to convey herewith Administrative Approval for fixing the parking rate for outside vehicle within the parking area at Serlui B Tourist Lodge as proposed below.

1. HMV & MMV - Rs. 30 per hour
2. LMV - Rs. 20 per hour
3. Two Wheelers - Rs. 10 per hour

Yours faithfully,



(ZONUNTHARI)

Deputy Secretary to the Govt. of Mizoram
Tourism Department.



**No.G. 21018/6/2012-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

**Addl, Building, Basement-2, Room No. B-090, MINECO
Khatla Aizawl - 796001**

Aizawl, the 4th January, 2021

To,

The Director,
Tourism Department,
Government of Mizoram.

Subj : Parking, shooting and entry rates at Hmuifang Tourist Resort.

Ref : Your letter No. F. 23015/40/2013-DTE (TOUR) Dt, 14.12.2020.

Sir,

With reference to the letter no. and subject cited above, I am directed to convey herewith Administrative Approval for fixing the rates for parking, photo/video shooting and entry to Aerial Forest Pathways within the existing location at Hmuifang Tourist Resort compound as proposed.

- | | |
|---------------------------|----------------------|
| 1. Parking LMV | - Rs. 20 per hour |
| 2. Two Wheelers | - Rs. 10 per hour |
| 3. Photoshoot | - Rs. 2000 |
| 4. Video Shoot | - Rs. 2500 |
| 5. Aerial Forest Pathways | - Rs. 50 per person. |

Yours faithfully,



(ZONUNTHARI)

Deputy Secretary to the Govt. of Mizoram
Tourism Department.

LIST OF CERTIFIED TOUR GUIDES IN MIZORAM

Sl. No.	Name	Tour Guide License No.	Address	Contact
1	R. Lalchhanhimi	MIZ/TOURISM/TG/2021/001	Zonuam, Aizawl	9654871849
2	John Lalmalsawma	MIZ/TOURISM/TG/2021/002	Bethlehem Vengthlang	6291810802
3	Vanlalthminghlui	MIZ/TOURISM/TG/2021/003	Electric Veng, Aizawl	8118912566
4	Zolianmawii	MIZ/TOURISM/TG/2021/004	Bungkawn Vengthar	8861963921
5	Thanghminglian Hauzel	MIZ/TOURISM/TG/2021/005	Saron Veng, Aizawl	9577678374
6	Laldinpuii	MIZ/TOURISM/TG/2021/006	Bawngkawn, Aizawl	8837425877
7	Lalhruaitluangi	MIZ/TOURISM/TG/2021/007	Mission Veng, Aizawl	8334836350
8	Lalhlimpuii	MIZ/TOURISM/TG/2021/008	Zohmun	7358254768
9	Lalchuangliana	MIZ/TOURISM/TG/2021/009	Bawngkawn South	9862430253
10	Barbara Lalzarzovi	MIZ/TOURISM/TG/2021/010	Venghlui, Aizawl	8413029920
11	Joshua Lalchhuanmawia	MIZ/TOURISM/TG/2021/011	Khatla	8416045080
12	Lalrinpuii	MIZ/TOURISM/TG/2021/012	Ramthar Veng	7005374431
13	Elizabeth Vanlalthriatpuii	MIZ/TOURISM/TG/2021/013	Zonuam	9885694813
14	Lalruattluanga	MIZ/TOURISM/TG/2021/014	Vaphai	7629810224
15	Zonunsangi	MIZ/TOURISM/TG/2021/015	Chhinga Veng	8258997959
16	C. Hmingthansangi	MIZ/TOURISM/TG/2021/016	Venghnuai, Aizawl	9789653129
17	F. Lalrinchhana	MIZ/TOURISM/TG/2021/017	Electric Veng, Aizawl	9612609142
18	Lalchhantluanga	MIZ/TOURISM/TG/2021/018	Bairabi Ramthar Veng	8731877354
19	Lalchhanhima	MIZ/TOURISM/TG/2021/019	Electric Veng, Aizawl	7005605940
20	C. Lalrinhlua	MIZ/TOURISM/TG/2021/020	Electric Veng, Aizawl	9612324086
21	Francis H. Lallungmuana	MIZ/TOURISM/TG/2021/021	Darlawng	9615172512
22	Jennifer Zorinpuii	MIZ/TOURISM/TG/2021/022	Chhingchhip Venglai	8974778219/ 7629813186
23	R. Malsawmzuala	MIZ/TOURISM/TG/2021/023	Thakthing Veng	7630875397
24	Zothanpuia	MIZ/TOURISM/TG/2021/024	Kolasib Vengthar	9980486791
25	Sairengliana Sailo	MIZ/TOURISM/TG/2021/025	Zemabawk North	7005854771
26	Vanlalthanpuii	MIZ/TOURISM/TG/2021/026	Electric Veng, Aizawl	8119964663
27	V. Remsangpuii	MIZ/TOURISM/TG/2021/027	Sihphir, Damveng	8794234624
28	Vanramthangmawii	MIZ/TOURISM/TG/2021/028	Hortoki Vengchhak	6909485309
29	Stephen Lalzahawma	MIZ/TOURISM/TG/2021/029	Tuikual South	8794790624
30	Lalramnghaka	MIZ/TOURISM/TG/2021/030	Chalthang Lily Veng	7005446507
31	Laltanpuii	MIZ/TOURISM/TG/2021/031	Chalthang Lily Veng	7005446507
32	B. Lalruattluangi	MIZ/TOURISM/TG/2021/032	Zonuam, Aizawl	9615992808
33	J. Lallawmzuali	MIZ/TOURISM/TG/2021/033	Tlabung	9612612707
34	Sylvester Lalremsiama	MIZ/TOURISM/TG/2021/034	Seling	9920883298
35	Lalruatkimi	MIZ/TOURISM/TG/2021/035	Venghnuai	9769521567
36	Lallunghnema Royte	MIZ/TOURISM/TG/2021/036	Kanmun	8413035160

37	F. Lalremsiami	MIZ/TOURISM/TG/2021/037	Venghnuai	7329089485
38	Lalthanmawii	MIZ/TOURISM/TG/2021/038	Armed Veng	8794112352
39	Francis Lalawmpuia	MIZ/TOURISM/TG/2021/039	Tlangnuam, Aizawl	8794534247
40	Lalhminghlua	MIZ/TOURISM/TG/2021/040	Bawngkawn South	9612212667
41	Lalngaihsaki Colney	MIZ/TOURISM/TG/2021/041	Chaltlang Mual Veng	9862367479
42	Christina Lalchhandami	MIZ/TOURISM/TG/2021/042	Tuikual North	8257902709
43	Isaak Malsawmtluanga	MIZ/TOURISM/TG/2021/043	Chhingchhip, Mualpui	8730919470
44	Catherine Lalhlimpuii	MIZ/TOURISM/TG/2021/044	Bethlehem	7005919901
45	Lalramluahsangi	MIZ/TOURISM/TG/2021/045	Bualpui NG-II	8131932003
46	Lalhmunsiami	MIZ/TOURISM/TG/2021/046	Ramhlun South	7057951852
47	Lalpekhlu	MIZ/TOURISM/TG/2021/047	Mission Vengthlang	9748924916
48	Kimthianching	MIZ/TOURISM/TG/2021/048	Dawrpui Vengthar	8586909557
49	Lalduhawmi	MIZ/TOURISM/TG/2021/049	Sihphir	9326431611
50	Naom Vanlalmangaihi	MIZ/TOURISM/TG/2021/050	Dinthar	7005607407
51	Vanlaldampuii	MIZ/TOURISM/TG/2021/051	Thuampui	6909288458
52	Zoliansangi	MIZ/TOURISM/TG/2021/052	Ramhlun Vengthar	7506460925
53	Esther Lalpianmawii	MIZ/TOURISM/TG/2021/053	Zemabawk	7745871540
54	Zohmangaihi	MIZ/TOURISM/TG/2021/054	Vangchhia	7629839723
55	Marry Lalnunsangi	MIZ/TOURISM/TG/2021/055	Chaltlang Lily Veng	7005446507
56	Malsawmdawngzeli	MIZ/TOURISM/TG/2021/056	Sihphir	8732823267
57	Jennifer Lalawmpuii	MIZ/TOURISM/TG/2021/057	Luangmual	9774092613
58	Lalnunfela	MIZ/TOURISM/TG/2021/058	Tuikual North	7086629827
59	Remtluangpuii	MIZ/TOURISM/TG/2021/059	Farkawn	9901696928
60	Malsawmtluangi	MIZ/TOURISM/TG/2021/060	Salem Veng	8657603941
61	PT Mang Valte	MIZ/TOURISM/TG/2021/061	Leitan, Durtlang	8794539997
62	Lalkhawngaihchhunga	MIZ/TOURISM/TG/2021/062	S. Lungpher	7085911570
63	Vanzaipuii	MIZ/TOURISM/TG/2021/063	Zuangtui	7641038502
64	PC Lalruatfeli	MIZ/TOURISM/TG/2021/064	Tuikual North	8259835988
65	Emily Lalmuansangi	MIZ/TOURISM/TG/2021/065	Hmunpui	8414013382
66	Mary Lalchhuanawmi	MIZ/TOURISM/TG/2021/066	Sihphir Kawn Veng	8974202416
67	K. Vanlalvenhimi	MIZ/TOURISM/TG/2021/067	Chaltlang Ruam Veng	9612227178
68	Lalchhuanthangi	MIZ/TOURISM/TG/2021/068	Reiek	7005748041
69	Lalchawimawii	MIZ/TOURISM/TG/2021/069	Reiek	9862146590
70	Malsawmdawngliani Chhangte	MIZ/TOURISM/TG/2021/070	Dinthar	8787751773
71	Judy Lalhriatchhungi	MIZ/TOURISM/TG/2021/071	Sialhau	6009273979
72	Benjamin Lalflankima	MIZ/TOURISM/TG/2021/072	Chaltlang	8730978462
73	Elizabethi	MIZ/TOURISM/TG/2021/073	Siachangkawn	9862345050
74	Baby Lalchungnungi	MIZ/TOURISM/TG/2021/074	Ramhlun North	7085628013

75	Stalon Lalhlunthanga	MIZ/TOURISM/TG/2021/075	New Secretariat Complex, Khatla	7358242650
76	H. Lalremruata	MIZ/TOURISM/TG/2021/076	Mission Vengthlang	7005755977
77	Lalthlamuana	MIZ/TOURISM/TG/2021/077	Khawbung South	8787407369
78	R.S Zosangzuali	MIZ/TOURISM/TG/2021/078	Zemabawk	9612297694
79	Benjamin Malsawmtluanga Sailo	MIZ/TOURISM/TG/2021/079	Chaltlang Lily Veng	8787774725
80	Alicia Laldingpuii	MIZ/TOURISM/TG/2021/080	Venghlui	9774628744
81	ZD Vanlalhriata	MIZ/TOURISM/TG/2021/081	Mission Vengthlang	9531997729
82	Lalthazuali	MIZ/TOURISM/TG/2021/082	Zotlang, Aizawl	8414914156
83	Vanrammawii	MIZ/TOURISM/TG/2021/083	Thingsulthliah	8132911058
84	Robert Zotinkhuma Ralte	MIZ/TOURISM/TG/2021/085	Republic Hmar Veng	9862378448
85	Lalneihpuii	MIZ/TOURISM/TG/2021/086	South Lungpher	9862538011
86	VL Hmangaihzuala	MIZ/TOURISM/TG/2021/089	Pangkhuah	8415041192
87	Tinnghaihmuangi	MIZ/TOURISM/TG/2021/090	Vapar	7629861865
88	Malsawmtluanga	MIZ/TOURISM/TG/2021/091	Venghnuai	8258049005
89	Vanlalmangaihhsanga	MIZ/TOURISM/TG/2021/094	Ngentiang	7604977306



(V LAENGMAWIA)

Director

Tourism Department

mizoram.tourism@gmail.com

LIST OF HOTELS IN AIZAWL

Sl.No	Name of Hotel	Address	Email/Contacts
1	Hotel Paradise	Zampuimanga Thlan	9436377668
2	Hotel Southview	Kulikawn Ngaizel	9873490672
3	Hotel Esquire	Sikulpuikawn	0389- 2323809 /9436142525 esquireaizawl@gmail.com
4	Hotel Arini	Upper Khatla	0389-2301813/8413045753 hotelarini@yahoo.com
5	Aijal Club	Tuikual Tennis Court	9436142876/0389-2311831
6	Hotel Ritz	Dawrpui Canteen Kual	0389-2323358/0389-2310409 0389-2310410/ hotelritzazl@gmail.com
7	Hotel Royale	Dawrpui, Mana International	0389-2311577/0389-2311578 7005972713
8	Hotel Hill Orchid	Dawrpui, Israel Point, Zion Street	0389-2316565/8258816995
9	Hotel Floria	Dawrpui Taxi Stand	7627993685/0389-2329555 0389-2313555 reservation@hotelfloria.in
10	Hotel Mayur	Dawrpui Upper Bazar	9864043460
11	Hotel Ahimsa	Zarkawt Valley	0389-2341133
12	Hotel Galaxy	Zarkawt Valley	9366659189
13	Hotel City Lodge	Zarkawt, Babutlang Step	9612467363/9436353504
14	CK Hotel	Zarkawt, Babutlang Step	8416075243/8415094229
15	KT Hotel	Zarkawt, Babutlang Step	
16	Hotel Cosmos	Zarkawt, Babutlang Step	0389-2346156/9485140336
17	Hotel Lazzo	Zarkawt, Near ICICI	9436142870
18	Millennium Hotel	Zarkawt, Near ICICI	0389-2347065
19	Hotel Travellers Inn	Zarkawt, Near ICICI	0389-2345211
20	Chawlhna Hotel	Zarkawt, Near ICICI	9089603729 franciszonunsanga@gmail.com
21	Hotel Chief	Zarkawt, Near ICICI	9863222221
22	Lushai Hills Residency	Zarkawt, Near ICICI	8575667441
23	Hotel Riak Maw Inn	Zarkawt, K Lalhluna Building	0389-2306976
24	Hotel Regency	Zarkawt	0389-2349334 frontdesk@regencyaizawl.com
25	RH Inn	Zarkawt, Opp to Regency	9774555568
26	Hotel Platinum	Zarkawt Near Trinity	0389-2344457
27	The Grand Hotel	Chanmari	0389-2347777 thegrandhotel@gmail.com
28	David's Hotel Clover	Chanmari, Near RD Office	9612887679 hotelclover@hotmail.com
29	Hotel Embassy	Chanmari, Near Custom	8731880878
30	Hotel Chhungle International	Hermon Street, Electric Veng	8794286391
31	Chief Guest House	Chanmari Near Planet Fashion	0389-2348462/9774380219 9436361029
32	JIT Hotel	Ramhlun Venglai, PWD Mual	8837044093/ 9862342903 jithotel2018@gmail.com
33	Hotel Serow	Chaitlang Lily, State Guest House	0389-2340874
34	Hotel Landmark	Bawngkawn A-L Road	8731975121
35	LBL Lodge	Bawngkawn, CK Hyundai	9560219403
36	Joy Hotel	Thuampui Near AMC	7005614328
37	Hotel Holiday Palace	Sihhmui	9436154813
38	Greenland Hotel		

HOTELS IN OTHER CITIES

LIST OF HOTELS IN LUNGLEI

Sl.No	Name of Hotel	Address	Contact
1	Hotel Alabasta	Venglai. Nr Calvary BCM. Lunglei	8731037371
2	Hotel Elite	Chanmari Lunglei	9615181393
3	Hotel Grand	Chanmari Lunglei	9862341597
4	Hotel Malawm	Chanmari Lunglei	9862516781
5	Hotel Ono	Chanmari I Lunglei	8730976383
6	Hotel Shalam	Venglai Lunglei	9436147471
7	Joshua Hotel	Bazaar Veng Lunglei	9862361458
8	Star Hotel	Bazar Veng Lunglei	9436762716
9	Dinpuii Hotel	Venglai Lunglei	9615332772
10	Hotel Oasis	Main Street Venglai	7085077942/8014007575
11	Sangpuii Hotel		9366496059
12	Hrangchal Lodge	Hrangchalkawn Lunglei	8974910475
13	Moses Guest House	Venglai Lunglei	9612442011
14	Hotel Nazareth	Tlabung Lunglei Dist	8131059197
15	Hotel Bem Bem	Tlabung Lunglei Dist	7627908995

LIST OF HOTELS IN CHAMPHAI

Sl.No	Name of Hotel	Address	Contact
1	Hotel Holiday Home	Champhai Vengthlang	8414902170
2	Chawngthu Hotel	Champhai Vengthlang	9862526788
3	Hotel Hrangga Plaza	Champhai Vengthlang	9863119341

LIST OF HOTELS IN SIAHA

Sl.No	Name of Hotel	Address	Contact
1	Eros Hotel	Vaihipi, Siaha Bazar	9612307483/9402305753
2	Laitlang Hotel	New Siaha, Vety Kawn	8974170574
3	RM Hotel	New Siaha, Hospital Road	7005231013
4	Fel Fel Hotel	New Siaha	9436387849

LIST OF HOTELS LAWNGTLAI

Sl.No	Name of Hotel	Address	Contact
1	Lairam Hotel I	Lawngtlai Bazar	
2	Lairam Hotel II	Lawngtlai Bazar	
3	Caroline Hotel	Lawngtlai Bazar	8413948042
4	Western Hotel	Nr HDFC Bank	9612978684

LIST OF HOTELS KOLASIB

Sl.No	Name of Hotel	Address	Contact
1	Mizo Hotel Pui	Diakkawn	9862385186
2	Hotel Cloud 9	Diakkawn	8729961807 (lodging only)
3	Rokhum Hotel	Khuangpuilam	9690232829
4	Puipuii Villa	Kolasib	9862024068/9366026582

LIST OF HOTELS SERCHHIP

Sl.No	Name of Hotel	Address	Contact
1	KH Hotel	Bazar Veng	8118909242
2	Jamela Hotel	Bazar Veng	9089284283

LIST OF HOTELS MAMIT

Sl.No	Name of Hotel	Address	Contact
1	Bubu Hotel (lodging only)	Field Veng	5259992735 8258838596
2	BM Hotel cum Restaurant	Field Veng Mamit	9436196520

LIST OF HOMESTAY IN AIZAWL

Sl.No	Name of Homestay	Address	Phones/Email
1	Annexe Homestay	Zotlang	9774877847
2	Riahrun Homestay	Dikson Building, Ramhlun South	8787495142 7005407425
3	ZRS Homestay	L-80 Vankhama Mual, Chawnpui	9436140467 8787463501
4	Ebenezer Inn		7005406004 9436142605
5	Zobawm	Zotlang, Near Mara House	9612366301
6	Tiberia Homestay	Zotlang, Near Presby Church	6033088650
7	The 1998 Homestay	Lower Chanmari	
8	Purple Orchid	Luangmual Vengthlang	7005519405
9	Mom's Inn	Chawnpui. Nr Ebenezer	9436148079
10	Aizawl Guest House (The Cliff House Aizawl)	Laiipuitlang, PHE Bill Pekna Bul	9862355223
11	Tavern Guesthouse	Chaitlang Field Veng	0389-2392554/9436146568 8837076957/8974054921
12	Zote-I Hotel (Homestay)	D-10/A Chanmari Near Preby Pastor Qtrs	9862017875 7005616843 96124803 Tchelsea.1987@GMAIL.COM
13	Koinonia	Lengpui	

LIST OF HOMESTAY IN MAMIT

Sl.No	Name of Homestay	Address	Phones/Email
1	Greenhills Homestay	Reiek	8730803446

LIST OF RURAL HOMESTAY SPONSORED BY TOURISM DEPARTMENT IN MAMIT DISTRICT

Sl. No	Name of Partners	Village	Phone No.
1	2	3	4
1	Goipomohom	Forest Venghnuai, Tuipuibari	8413846173
2	Lallawma	Venglai, Tuipuibari	8119873388
3	Baroto	Venglai, Tuipuibari	8416090900
4	Lalhmingmawia	Hmar Veng, Tuipuibari	8119092202
5	Zonunmawia	Godown Veng, Tuipuibari	7085880981
6	Chandrasahs	Rajiv Nagar-1	8974154305
7	Barunmala Chakma	Rajiv Nagar-1	8415819356
8	Nishi Kumar	Rajiv Nagar-1	8731047125
9	Jobonika	Rajiv Nagar-1	8731001298
10	Bahulal Chakma	Bazar Area	8731053242
11	Gopadevi Chakma	Bazar Area	8974884387
12	Nirmal Kanti	Rajiv Nagar-II	8119976526
13	Joytika	Rajiv Nagar-II	8974222525
14	Babita	Rajiv Nagar-II	8415881351
15	Monoranjan	Rajiv Nagar-II	8415848698
16	Vivekananda Chakma	Rajiv Nagar-II	8415053890
17	Amika Chakma	Rajiv Nagar-II	7085207221
18	Rohmuaka	Dampa Rengpui/Zodin	8730833497
19	Hapeng Rai	Dampa Rengpui/Zodin	
20	A Lalbiakliana	Dampa Rengpui/Zodin	9856306583
21	ST Vanlalzauva	Dampa Rengpui/Zodin	9612578812
22	Lalhmangaiha	Dampa Rengpui/Zodin	8787769401 / 9615336167
23	Sibia	Dampa Rengpui/Zodin	8729878104
24	C Romawia	Dampa Rengpui/Zodin	9383210844
25	Sunoram	Dampa Rengpui/Zodin	8414897377
26	A Laldinthara	Dampa Rengpui/Zodin	9378164223
27	Lalhmingthanga	Dampa Rengpui/Zodin	9856110443
28	Roliana	Dampa Rengpui/Zodin	
29	Vanlalmuana	Hruaitluang (Teirei)	9615826954
30	K Vanlallura	Hruaitluang (Teirei)	9856991532
31	Ramlawmi	Hruaitluang (Teirei)	9856564068
32	Raltawna	Hruaitluang (Teirei)	9612816620
33	F Lalduhlaii	Hruaitluang (Teirei)	9856228122
34	H Lalrinthara	Hruaitluang (Teirei)	8413846084
35	H Lalromawia	Hruaitluang (Teirei)	7005969897

LIST OF RURAL HOMESTAY SPONSORED BY TOURISM DEPARTMENT IN CHAMPHAI DISTRICT

Sl. No	Name of Partners	Village	Phone No.
1	2	3	4
1	C. Vanlalluna	Khawhai	7640882100
2	Lalthianghlimi	Khawhai	8014198469
3	C. Lalthianghlima	Khawhai	9862451553
4	R. Lalhmangaiha	Khawhai	7642806802
5	Rohmingliana Hnamte	Khawhai	8014531646
6	S. Lalbiakthanga	Khawhai	9774539691
7	DP Lalnunmawia	Khawhai	9862018196

LIST OF RURAL HOMESTAY PARTNERS IN CHAMPHAI DISTRICT UNDER NEDP 2016-17 WITH PHONE NUMBER

Sl. No.	Name of Partners	Name of Village	Name of Homestay	Phone Number
1.	P.C Khawhluna	Chawngtlai	Hlunbuang Homestay	9862359133/8259855524
2.	B. Zoramthanga	Chawngtlai	Three Brothers Homestay	8575117135/9862541081
3.	H. Dengthanga	Chawngtlai	F. Hniarthul Homestay	7085416180
4.	C. Tlangmawia	Chawngtlai	Tlaizawng Homestay	9862906963
5.	H.C Zoramhmangaiha	Chawngtlai	HC Homestay	8794541441
6.	C. Lalnunsanga	Chawngtlai	Tochhawng Family Homestay	9615444785
7.	K. Lalchhuanmawia	Chawngtlai	Khalthang Homestay	8014343531/8575891503
8.	C. Laldina	Dungtlang	Lianchhiari Homestay	7085749790
9.	C. Lianlura	Dungtlang	CL Homestay	7085892708
10.	Rodinsangi	Dungtlang	CB Homestay	8131986670
11.	Denny Lalremruata	Dungtlang	Homestay Comfort	9862414806
12.	Zoramthangi	Dungtlang	KC Homestay	9862465594
13.	Vanhnuaailiana	Vaphai	Eastern Homestay	9774631713/7085356649
14.	Vanlalluta	Vaphai	Thasiama Homestay	7085531841
15.	Lalrivunga	Vaphai	Khualbuk Run Homestay	8132909128
16.	Tlangbuailiana	Vaphai	FiaraTui Homestay	9856576151
17.	Lalchhanchhuaha	Vaphai	Dama Homestay	8258912747
18.	Aihrange	Vangchhia	Vangkawpui Homestay	8014336337
19.	H.Lalremruata	Vangchhia	KawtchhuahRopui Homestays	8413032352
20.	Thankima	Vangchhia	PipuSulhnu Homestay	8974240390
21.	F. Malsawmtluanga	Vangchhia	Sawma Homestay	7085843739
22.	C. H. Kapzauva	Vangchhia	Afela Homestay	7629973873
23.	Chawngthanpuui	Zokhawthar	Family Homestay	9774240480
24.	Vanlalhruaia	Zokhawthar	Simon Homestay	9774588789/8826453375

25.	Lalhmingliana	Zokhawthar	Hmingliana Homestay	8132830718/9862533067
26.	Vanlallawmkunga	Zokhawthar	Ainawn Homestay	8131987829
27.	Lalmuanpuii	Zokhawthar	Zampuii Homestay	8131987074
28.	Malsawmsangi	Zokhawthar	Sawmpuii Homestay	8131987575
29.	Vanlalchaka	Zokhawthar	VLC Homestay	8131987833/8794895589
30.	Tinngaihluni	Hnahlan	Luni Homestay	9856570616
31.	Lalramnunsanga	Hnahlan	Vanapa Homestay	7085363915
32.	Lalfakawma	Hnahlan	Mafaka Homestay	8014426312
33.	Tlanliani	Hnahlan	Senhri Homestay	8014364113
34.	Zoramthangi	Hnahlan	Zoramthangi Homestay	9856874256
35.	Chhiarkhumi	Hnahlan	Dingdi Homestay	7085363626

CHAMPHAI – 28

KHAWZAWL – 14

MAMIT – 35

TOTAL - 77

LIST OF RESTAURANTS AIZAWL

Sl.No	Name of Hotel	Address	Email/Contacts
1	Magnolia, Hotel Regency	Zarkawt	0389-2349334 / 0389-2344234
2	Grand Hotel	Zarkawt	0389-2347777 thegrandhotel@gmail.com
3	Fela Fels	Zarkawt	0389-2346418
4	Hot Pot	Zarkawt	0389-2306752 / 9436153517
5	JM Restaurant	Zarkawt	
6	Chocolate Room	Zarkawt	9774963392
7	Barista Café	Zarkawt	8794868422
8	Mizo Diner	Zarkawt	7065737746 / 8447584361
9	By Lane		
10	Dominos Pizza	Zarkawt	
11	Laziz Pizza	Zarkawt	9527858606
12	Jerry's	Power House, Zarkawt	9615809904
13	Chaat Corner	Zarkawt	9436955409 / 70054 64355
14	Mami Restaurant	Electric Veng	
15	Subway	Dawrpui	0389-2318037
16	Café LMS	Dawrpui	0389-2325447 / 8794460685 9774537372
17	Zamzo Grill, Hotel Floria	Dawrpui	7627993685 / 0389-2329555 0389-2313555 reservation@hotelfloria.in
18	Flavour of Korea	Dawrpui	8587978991
19	Jojos Café & Restaurant	Zarkawt	0389-2342134
20	Aroma	Dawrpui	9089684349
21	Zote Bakery	Dawrpui	9435679843
22	Top Chef	Dawrpui	0389-2321589
23	Vessel Restaurant	Dawrpui	9774611130
24	Zam Zam	Dawrpui	0389-2312303
25	Standard Restaurant	Dawrpui	0389-2320017
26	Alpha Pizza House	Dawrpui	7005024306
27	Big Belly	Dawrpui	9560135137 / 9366169687
28	Benjee	Dawrpui	0389-2322225
29	Café De Faith	Dawrpui	
30	Momo Hut	Dawrpui	9615163717
31	TC Restaurant	Dawrpui	0389-2314565
32	Kan Choka	Dawrpui	8259073225
33	Hongkong Restaurant	Dawrpui	
34	Jay Jay	Dawrpui	9862305993
35	JS Restaurant	Zion Street	
36	Tandoor House	Jail Veng Dawrpui	9774649197
37	Hi Five	Millenium Centre	0389-2340093

38	Pemarin Corner	Millenium Centre	
39	Setha Restaurant	Dawrpui Chhinga Veng Road	8413851313
40	Venkys	Chanmari Ramhlun Road	9436370782
41	David's Kitchen	Chanmari	9612887679 / 0389-2341263
42	Blue Funk Café	Chanmari Kawn	7005054129
43	Hot Pot	Chanmari	
44	David's Kitchen	Chanmari	
45	Red Pepper	Chanmari	0389-2345786 / 9862879834
46	Zote Bakery	Chanmari Traffic Point	0389-2316175 / 9435679843
47	KFC	Chanmari	0389-3399444
48	Rin Rin	Chanmari	
49	Zote Bakery	Lower Chanmari	
50	Groovy Bites	Lower Chanmari	9862658244
51	Six Miles	MZU Road	8787748720 / 9612207605
52	Coco Café	C-144 Ramhlun South	9612643271
53	Curry Pot	Upper Khatla	0389-2324567
54	Chopstyx	Lower Chanmari	9774664490
55	Zo Foods	Venghlui	
56	Two Sister's	Peter's Street Khatla	
57	Fuzic	Bethel Road Khatla	9436140016
58	Emerald 4:13 Restaurant	Khatla	7005172485
59	Food Den	Khatla Chawnga Road	
60	MDJ	Khatla Near Excise	
61	Hminga Oasis	Khatla	
62	Chhakchhuak	Khatla	
63	Cojoy	Khatla	
64	Teddy's	Khatla	
65	Dig Jam	Khatla Bazar	9862375922
66	Cozy Den	Khatla Bazar	9862536711
67	Curry Pot	Upper Khatla	0389-2324567
68	Feedbag	Upper Khatla	9774069627
69	Royz Soutside Restaurant	Mission Veng Khamphai	9862580539
70	Curry Pot Aijal Club	Tennis Court	0389-2324567 / 0389-2320401
71	Octangle Restaurant	Tuikual Near Temple	9612529181
72	Crown	Temple Square	0389-2314224 / 8837066818
73	West Café	Dinthar	8787541752 westcafewestcafe@gmail.com
74	Hot Ice	Treasury Square	0389-2313166
75	Zote Bakery	Treasury Square	
76	Eureka Restaurant	Treasury Square	0389-2322149
77	Hang Out	Treasury Square	0389-2310204
78	Lahar 17	Venghlui	

79	Hlimi Fast Food	Venghlui	
80	Wave	Mission Veng	
81	Larin's Bistro	Sikulpuikawn	
82	The Captains	New Street Mission Veng	
82	Hmingliani Bakery & The Manteg Cuisine	Mission Vengthlang	9089224518
84	LNT Restaurant	Kulikawn	
85	Jai Jawan Stall	Ngaizel Kulikawn	
86	Oliva	Vaivakawn	0389-2320040
87	Ilmov Foods	Vaivakawn	
88	Emerald Café	Vaivakawn-Tuikual Road	079826 84059
89	Happy	College Veng	
90	Dini	College Veng	
91	Nung Nung	College Veng	
92	Saltee	Chaltlang Venglai	
93	Bamboo Restaurant	Laipuitlang	
94	Asteria Café	Chaltlang-Laipuitlang	8259957618
95	2 Bros	Chaltlang Dawrkawn	
96	Fork & Spoon	ITI Veng	
97	Roll and Wrap	Ramhlun North	
98	In and Out	Ramhlun North	
99	Grill Inn	Ramhlun North	
100	De Vo Pizza	Ramhlun South	8259050550 / 8259050550
101	Malva	Ramhlun North Road	9612624149
102	Bon Appetite	Falkland World Bank Road	
103	Fushion Spice	Saron Veng	
104	EasyBite	Bawngkawn Chhim Veng	
105	OK Restaurant	Bawngkawn Chhim Veng	
106	TL Restaurant	Bawngkawn	8974733803
107	The Street Cottage	Zotlang	9774654875
108	Holy Cross	Zotlang	9862563358
109	Remember Me the Craft Café	Ropaiabawk, Chawlhmun	
110	Cookie Jar	Aizawl Venglai	
111	Red Lantern	Zuangtui	7005516880
112	Nine Oh One	Zarkawt McDonald Hill Road	

LIST OF TOUR OPERATORS IN MIZORAM

Sl.No	Name	Address	Contacts
1	Joe RZ Thanga	Zoram Tours A-9 Baracuda Building Sikulpuikawn	9862340123 joerzthanga@yahoo.com
2	J Vanlalliana	Evergreen Tours & Travels B-16/2 K Rosiamliana Building Khatla Main Road, Aizawl	9612080159 evergreenazl@gmail.com
3	Lalnuntlinga	CMS Holidays Mission Veng, Sikulpuikawn	8414893498 9436353101 cmsholidays@gmail.com
4	ZR Thahmingliana	Lushai Tour Agency M-85, R Lalnunmawii Building Tuithiang, Aizawl 796008	9862316193 Lushaitouragency123@gmail.com
5	Ngurthanzauva	Flying Christable Tours & Travels S-48 Canteen Kual, Dawrpui	0389-2311656 9612363841 flyingchristabel@gmail.com
6	Jojo Chhakchhuak	Zosang Adventures B-104/A Dawrpui Aizawl	8014422089 zosangadventures@gmail.com
7	Gideon Pachuau	Miles & Smiles CNB-F10/A Maria Villa. 2 nd Floor Chaltlang Lily Veng	9862323506 Milesnsmile.travel@gmail.com
8	Zoliana Chhakchhuak	Omega Travels Temple Square, Tuikual South, Aizawl	9612951288 zolianachhakchhuak@gmail.com

LIST OF TRAVEL AGENTS IN AIZAWL

SI.No	Name	Address	Contacts
1	2	3	4
1	instaTRAVELS	MV-36 Salem Veng, Aizawl	0389-2311371
2	City Tours & Travels	Thakthing Bazar, Mission Veng	9089527410 thatea2010@gmail.com
3	Ticket Window	Mendus Building, New Street, Mission Veng	0389-2322751/2300636 9615334455/9774611792 ticketwindow.aizawl@gmail.com
4	CMS Holidays	Mission Veng, Sikulpuikawn	8414893498/ 9436353101 cmsholidays@gmail.com
5	Zoram Tours	A-9 Baracuda Building Sikulpuikawn	9862340123 joerzthanga@yahoo.com
6	City Tours & Travels	Republic Veng, Aizawl	0389-2315013
7	Ever Green Tours & Travels	Khatla Main Road	961208015 evergeenazl@gmail.com
8	Omega Travels	Temple Square, Aizawl	0389-2323548 / 9612951288
9	Paradise Tours & Travels	Zodin Square	9436961343 / 0389-2300474 9856721465
10	Flying Christable Tours & Travels	S-48 Canteen Kual, Dawrpui	0389-2311656 / 9612363841 flyingchristabel@gmail.com
11	Mango Tours & Travels	B67 1 st Floor, MC, Dawrpui	9436156283 Mangotravels123@gmail.com
12	Vandygo Tours & Travels	B-47 Bara Bazar, Dawrpui	0389-2300555
13	Thomas Cook India	Hauva Building, Dawrpui	0389-2306314
14	Mafeli Tours & Travels	Near Millennium Centre	0389-2321714
15	Quality Tours & Travels	Lalbuai Shopping Complex Zarkawt	0389-2346339
16	D & L Travels	AW-66 Darlianthanga Bldg Bungkawn	70852 20293 70852 20294 9612136045 0389-2347333 dnltravels.azl@gmail.com
17	Maruata Travels	Dinthar Thlanmual Bul	8794156126
18	EL ES Travels	Vaivakawn	9402309332
19	Lalrin Agency	A-1B/8 Chaltlang	9436350300

Sl.No	Name	Address	Contacts
1	2	3	4
20	Sailo Travels	Ramhlun North MUP Building	
21	En-Hakore	Bawngkawn	9862717210
22	RL Tours		9089428039
23	JK Tours & Travels	Bawngkawn South	9615028464 jktoursntravels77@gmail.com
24	Jojo Tours & Travels	Ramhlun South	8729802602 jojotoursntravels@gmail.com
25	Hlawndo Tours & Travels	Kulikawn	8132093230 hlawndotours15@gmail.com
26	MDC Tour & Travels	Bungkawn	8014175301 mdc.gmt@gmail.com
27	St. Pius Travels	D-48, Tanhril Venglai	8257939248 domms7733@gmail.com
28	RM Travels	Khatla South	8258939910 / 8729802602 drfla19@gmail.com
29	Jojo Utility Services	Dawrpui, Hauva Market	9612359711 tlalnunhlma@gmail.com
30	Nathan Tours & Travels	DurtlangLeitan	8729985395 lpoma0604@gmail.com
31	Josh Go Travels	Vaivakawn	9774586169 / 9862376100 zodinpc@gmail.com
32	Joel Tour & Travels	Chattlang Lily Veng	9862500605 joeltravels1602@gmail.com
33	M.R Travels	MC 2 nd Floor C-10, Dawrpui	9862716155 muriacolney@gmail.com
34	Quality Tour And Travels	Address : Treasury Square	0389-2319380/0389-2319339 qtata@gmail.com
35	Skyline	Khatla, Aizawl, Near Tawrhbawm Building	0389-2300066/0389-2300067 /2300069 / Fax:0389 - 2300068 9436140260/9436140263 skyline.intl@hotmail.com
36	Blue Bell Tour and Travels	Zarkawt, Aizawl	9436141379 bluebellaizawl@gmail.com
37	Alpha Travels	Bara Bazar, Aizawl	0389-2315427 Fax: 0389-2310023 alpha_air02@yahoo.co.in
38	RL Tours & Travels	Main Road Zarkawt	87874 89013 90894 28039 rltoursntravels@gmail.com
39	Abba Trip Planner	VB-85/A, 7 th Day Tlang Vaivakawn	7005630932 9436157774

LIST OF TICKET SALES AGENTS IN OTHER CITIES/TOWNS

Sl.No	Name	Address	Contacts
1	2	3	4
1	Joseph Agency	H/No-99, Lunglawn, Lunglei	8014305347 dingpuii005@gmail.com
2	HB Travels	Shopping Centre, Diakkawn, Kolasib	9612635317 9615028464 hbthaa2000@yahoo.com

LIST OF TOURIST FACILITIES/PROPERTIES UNDER TOURISM DEPARTMENT

AIZAWL DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge Chaltlang	1986	Department
2	Tourist Complex, Berawtlang	1992	Department
3	Tourist Lodge, Changsil	1994	Department
4	Tourist Resort, Hmuifang	2004	Department
5	Tourist Lodge, Darlawn	2008	Department

CHAMPHAI DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Champhai	1988	Department
2	Tourist Lodge, Farkawn	1987	Department
3	Tourist Lodge Zokhawthar	2003	Department
4	Tourist Lodge, Hnahlan	2007	Department

HNAHTHIAL DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, South Vanlaiphai	2010	Department

KHAWZAWL DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Khawzawl	2021	Department
2	Highway Restaurant, Kawlkulh	2007	Department

KOLASIB

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Kolasib	1988	Department
2	Tourist Complex, Saipum	2000	Department
3	Tourist Lodge, Serlui B	2014	Department

LAWNGTLAI DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Lawngtlai	1993	Department
2	Tourist Lodge, Sangau	1995	Department
3	Tourist Lodge, Vawmbuk	1998	Department
4	Tourist Lodge, Bualpui NG		Department

LUNGLEI DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Lunglei	1996	Department
2	Tourist Lodge, Tlabung	1993	Department

MAMIT DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Mamit	1999	Department
2	Tourist Resort, Reiek	1998	Department
3	Tourist Lodge, West Phaileng	1998	Department
4	Tourist Lodge, Kanhmun	2005	Department
5	Tourist Lodge, Zawlnuam	2008	Department
6	Tourist Lodge, Lengpui	1996	Department

SAITUAL DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Cafeteria & Tourist Hut, Tamdil	1991	Department
2	Tourist Lodge, Ngopa	1999	Department

SERCHHIP DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Serchhip	2012	Department
2	Tourist Lodge, North Vanlaiphai	2007	Department
3	Tourist Lodge, East Lungdar	2007	Department
4	Tourist Lodge, Thenzawl	1994	Department
5	Thenzawl Golf Resort	2020	Department
6	Thenzawl Wellness Spa	2020	Department
7	Thenzawl Auditorium	2018	Department

SIAHA DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Siaha	1988	Department
2	Tourist Lodge, Chakhang	2010	Department
3	Tourist Lodge, Niawhtlang	2010	Department

LIST OF TOURIST FACILITIES OUTSOURCED**AIZAWL DISTRICT**

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Home Luangmual	1987	Outsourced
2	Viewing Tower & Restaurant, Durtlang	2002	Outsourced
3	Tourist Loge Sakawrdai	2003	Outsourced
4	Tourist Lodge, Khanpui	2008	Outsourced
5	Picnic Spot, Sairang	2010	Outsourced
6	Viewing Gallery Tlangnuam	1991	Outsourced
7	Tourist Lodge, Thingsulthiah	2008	Outsourced
8	Tourist Lodge, Aibawk	2008	Outsourced
9	Tourist Lodge Sialsuk	Aizawl	Outsourced

CHAMPHAI DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Khawbung	1994	Outsourced

HNAHTHIAL DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Darzo	1994	Outsourced
2	Highway Restaurant, Hnahthial	1996	Outsourced

KHAWZAWL DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	NIL		
2	NIL		

KOLASIB DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Buhchang	2008	Outsourced
2	Highway Restaurant Thingdawl	1986	Outsourced
3	Tourist Lodge, Bairabi	1992	Outsourced
4	Tourist Lodge, Vairengte	1996	Outsourced

LAWNGTLAI DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Paithar	2010	Outsourced
2	Tourist Lodge, Lungtian		Outsourced
3	Tourist Lodge, Kamalanagar	1994	CADC

LUNGLEI DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Wayside Restaurant, Tawipui South	1993	Outsourced
2	Tourist Lodge, Hrangchalkawn	2000	Outsourced
3	Tourist Lodge, Saichho	2005	Outsourced

MAMIT DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Rajiv Nagar	2016	Outsourced
2	NIL		

SAITUAL DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Lodge, Saitual	2000	Outsourced

SERCHHIP DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Highway Restaurant, Chhiahtlang	2006	Outsourced
2	NIL		

SIAHA DISTRICT

Sl.No	Name of Facilities	Year of construction	Remarks
1	2	3	4
1	Tourist Facilities, Phura	2010	Outsourced
2	Tourist Facilities, Serkawr	2010	Outsourced
3	Tourist Facilities, Zawngling	2010	Outsourced
4	Wayside Amenities, New Laty	2010	Outsourced
5	Wayside Facilities, New Maubawk	1989	Outsourced
6	Tourist Facilities, Maubawk	2010	Outsourced

INCOMPLETE CONSTRUCTION/NOT IN OPERATIONAL/DISCONTINUED

Sl.No	Name of Facilities	District	Remarks
1	2	3	4
1	Tourist Lodge Chalfilh	Aizawl	Discontinued
2	Tourist Lodge Vaphai	Champhai	Incomplete
3	Tourist Lodge Khuangleng	Champhai	Incomplete
4	Tourist Lodge Kawnpui	Kolasib	Incomplete
5	Tourist Lodge Bungtlang South	Lawngtlai	Incomplete
6	Tourist Lodge Kawlchaw East	Lawngtlai	Incomplete
7	Rural Tourism South Lungpher	Lawngtlai	Incomplete
8	Alpine Hut Zobawk	Lunglei	Incomplete
9	Tourist Lodge Pangzawl	Lunglei	Discontinued
10	Wayside Restaurant	Lunglei	Discontinued
11	Rural Tourism Thenzawl	Serchhip	Staff Quarters
12	Tourist Lodge Tipa	Siaha	Incomplete
13	Tourist Lodge Lomasu	Siaha	Incomplete

SUMMARY:

Sl.No	Particulars	Nos
1	No of Tourist Facilities in operation managed by Department	39
2	No of Tourist Facilities in operation managed by Private	31
	SUB TOTAL	70
3	No of Tourist Facilities not in operation/ abandoned/ discontinued	13
	GRAND TOTAL	83

O & M PLAN OF THENZAWL GOLF COURSE

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1. Executive summary

1.1 History of Thenzawl Golf Course & Resort

- The Project was created under Swadesh Darshan Scheme of the Ministry of Tourism, Government of India and completed on 3rd December 2019 and the assets were handed over to Mizoram Tourism Development Authority (MTDA), Tourism Department, Government of Mizoram on 10th January 2020.
- Thenzawl Golf Course & Resort is owned by the Tourism Department, Government of Mizoram and managed and operated by Mizoram Tourism Development Authority (MTDA), a society under the Government of Mizoram.
- Indian Golf Union recognizes Thenzawl Golf Course as a Category B Course which is a very prominent achievement for Tourism Department of Mizoram.
- Designed by Graham Cooke and Associates, one of the top-ranked Canada based Golf Course architectural firm in 2015
- The total site area is 105 acres and the play area is 75 acres - 18 Hole Golf Course with Sharing Fairway and automated sprinkler irrigation system by Rain Bird, USA
- It is designed to have facilities of international standards. There are 30 Eco-Log Huts, Cafeteria, Open Air Food Court, Reception area and Waiting Lounge etc, all constructed with Siberian Pinewood and fully furnished with world class furniture and fixtures
- Inaugurated by Union Minister of Tourism, Shri Prahlad Singh Patel on 4th August 2020.
- Continued growth in revenue and number of rounds.
- Training given for caddie, housekeeping, irrigation system.
- Golf Tournaments under sponsorship of Ministry of Tourism in association with professional Golf Unions in India such as PGTI etc.

1.2 Ecological and Community Benefits of the Golf Course.

- Recreation places for golf and non-golf activities such as jogging, walking and bird watching during non-play periods
- A place for social interaction and community events
- Community infrastructure that improves the quality of life of locals

- A business that provides skilled and semi-skilled jobs
- Provide “green space” in urban setting
- Wetland preservation areas
- Sanctuary habitats for wildlife and birds
- Turf grasses that create oxygen, air cooling and filters for ground water

1.3 Organizational Overview

Thenzawl Golf Course & Resort is a 18-hole championship golf facility owned and operated by Tourism Department, Government of Mizoram and Mizoram Tourism Development Authority. The General Committee of Thenzawl Golf Course & Resort is as follows:

Chairman	:	Chairman, MTDA & Hon'ble Minister, Tourism
Vice Chairman	:	Vice Chairman, MTDA/ Commissioner & Secretary, Tourism
Member Secretary:		Member Secretary, MTDA & Director Tourism
Members	:	Additional Secretary/Joint Secretary, Tourism Deputy Secretary/Under Secretary, Tourism Financial Secretary, MTDA & Joint Director, Tourism Treasurer, MTDA & Deputy Directors, Tourism

The Terms of Reference for General Committee of Thenzawl Golf Course shall be as under:

1. Establish the vision, values and long-term strategy for the Club;
2. Draft a business/operational plan for the future development;
3. Monitor progress annually against agreed goals and objectives;
4. Review the vision and core values at least every four years;
5. Create the Club governance structure;
6. Set out the Club bye-laws which govern the rules relating to the use of the course;
7. Monitor performance, financial expenditure, risk and resource allocation against the business/operational plan at least quarterly;
8. Ensure financial solvency and integrity through robust controls and policies and personal integrity;
9. Appoint and support the senior member of staff;
10. Oversee management of the golf course
11. Manage risk and help identify new opportunities for the club;
12. Develop and oversee high level policies;
13. To have a duty of care to children and young people at the club by ensuring the club has robust safeguarding policies and procedures in place
14. Maintain effective committee performance;
15. Build effective relationships with external partners as required by the Club;

16. Undertake training as appropriate and participate in an annual evaluation process and individual evaluation;
17. Attend events and meetings as appropriate and act as hosts to partners, sponsors and other stakeholders as required.

The vision is to provide a quality golf experience at affordable rates to the local community and surrounding areas. It provides its customers with an excellent services and amenities while remaining fiscally responsible and meeting financial goals. Staff members, a well trained team to accomplish goals in-line with department vision.

2. Division Action Plan

Division guiding principles and division objectives are accomplished through division actions plans developed for each division of Leisure Services. These plans outline specific initiatives that will be implemented throughout the year to work toward division and department goals.

2.1 Division Guiding Principles

Basic Description of Core Services: Maintain, elevate and upscale, 18 hole golf course with a sense of professionalism, proven golfer satisfaction, and a commitment to enhancing the environment while using Best Management Practices.

- Maintain and enhance “Total Golfing Experience”
- Create Country Club feel for public golfing customers
- Create opportunities through growth of the game initiative
- Customer service is topmost priority to every guest entering our facility
- Maintain affordable rates for golfing public

Action areas identified by staff during the development:

- Targeted programming
- Environmental programming
- “It’s the experience”
- Multiculturalism activities with partnership and coordination
- Arts and heritage in cooperation with the cultural departments
- Heritage Hub with historical society
- Employee development
- Strategic use of resources
- Sponsorships
- Capital improvements
- Asset management
- Integrations of forms and plan
- Opportunities inventory
- Tree Plantation, water conservation, flora and fauna

2.2 Division Objectives

The Balanced Scorecard concept involving learning and growth, Business processes, Customers and Finance will be used as a measurement tool for Thenzawl Golf Course & Resort. The balanced scorecard transforms strategic plan from a passive document into an active measurement tool for the organization. It provides a framework that not only provides performance measurements, but helps planners identify what should be done and measured.

3. Vision of the Future

Thenzawl Golf Course & Resort offers an affordable golf experience to the golfing public. The facility which is owned by Tourism Department and operated by Mizoram Tourism Development Authority prides itself on well maintained golf course conditions from tee to green. The staff members take great care to ensure exceptional customer service standards at all times.

The goal for the increased revenue streams comes from increasing programs outside of regular play. Annual passes, tournaments and outing revenues are sources that continue to be targeted. With expenses expected to rise slightly over the coming years with regards to maintenance, daily wages, utilities, and equipments and applications, it is imperative to target other means of revenue other than regular play. Competitive pricing coupled with the conservation of resources will help us toward our goal of covering operating and capital expenses.

4. Operations

4.1 Purpose

The purpose of this document is to outline maintenance practices and procedures necessary to achieve International standard for Thenzawl Golf Course.

Furthermore, this document is to establish and set forth specific guidance and standards for the set up and maintenance of the golf course and the operation of golf course maintenance by Department of Tourism, Government of Mizoram.

4.2 Objectives

- Thenzawl Golf course will be maintained in such a way that excellent playing conditions exist for both the tournament and the average golfer.
- To prepare, preserve and maintain the golf course as the major tourism asset in Mizoram and to afford the opportunity to provide enjoyment to its members and guests.
- To protect, understand and fulfill the golf course management's vision and goals, fast and fair golf challenge for all levels of player ability.

- To plan and execute programs and procedures that maintains a superior golf experience as well as enhances and protects the environment, property and aesthetics of Thenzawl Golf Course.

4.3. Operation & Maintenance Standards

4.3.1 Mowing Patterns

Mowing patterns, colour and contrast are very important in defining the boundaries of a golf hole. Mowing heights and mowing direction can affect turf colour and appearance, thus affect the legibility of a golf hole. The following types of mowers are needed to achieve these standards.

1. Greens mower either ride-on or walk-behind 22inch width of cut
2. Tees, collars and aprons mower, same as greens mower with different set up cutting units
3. Trim mower for green and bunker surrounds, 3 gang with 28inch cutting units
4. Wide area primary rough mower 5 gang rotary deck cutting units
5. Secondary rough mower for around trees and boundary, 60inch single deck Zero turn

4.3.2 Greens Standards

- Greens will be mowed 7 days per week during peak growing periods, spring autumn and 3-4 times during winter when the soil temperatures drop below 10 Celsius. Mowing heights will vary from 2.8-5mm throughout the year to maintain optimum turf grass plant health
- Daily/weekly monitor turf plant health
- Greens over-seeding twice a year
- Regular mower reel/blade sharpening is essential to maintain healthy turf plant and reduce disease
- Maintain smooth/true ball roll qualities
- Greens will be irrigated as little as possible to promote deep rooting, drought tolerance, and minimal disease problems. Greens will be firm and the soil dry whenever possible.
- Greens will be checked daily with hole-cups being changed as needed
- Fertilizer and pesticide product application rates and frequency will be applied according to the GCM programs utilizing strict (IPM) "Integrated Pest Management" strategies outlined below. They will be reviewed each month with detailed records kept. Foliar fertilizer products are preferred to control growth of the plant better. Low rates of nitrogen will help control thatch especially when conditions are wet.

4.3.3 Fairway Standards

- The main objective for the fairways is to provide excellent turf grass density, and clean-cut fairways ensuring clean golf club head and golf ball contact

- Fairways will be mowed at 12mm during spring/summer/autumn and 16mm during the wet winter months. They will generally be mowed 3 days a week depending on growth.
- Growth regulators will be used in the spring, summer, and autumn months to enhance turf grass density and to reduce irrigation and grass clippings.
- Fairways will be irrigated for turf grass health only, not for color.
- Sand topdressing will be applied to several key areas on the fairways to improve smoothness, drainage and aid in thatch reduction.

4.3.4 Rough Standards

- Improve rough playing surfaces. The main objective of the rough is to maintain at minimal levels while not compromising the aesthetics, severity of penalty, and speed of play.
- The rough bordering fairway bunkers will be maintained regularly to maintain proper turf buffer between the bunker and fairway.
- The rough will be mowed at least once a week when actively growing.
- Large remote areas of rough will be cut monthly.
- Broadleaf weeds will be controlled as needed to promote aesthetics, playability and uniformity.
- Edges and O.B. areas of course will be mowed monthly: these areas include wooded areas with turf, fence edges, and out of the way native / meadow areas.

4.3.5 Tee Standards

- The objective is a teeing surface that is smooth, firm, level and without weeds. A conscientious effort will be taken to maintain our tees to resemble greens only cut slightly higher.
- Tees will generally be mowed four days a week depending on growth.
- The turf grass quality will take priority over competition from tree roots, shade and restricted air circulation. Trees will be thinned and pruned on an as needed basis to ensure the highest quality of turf.
- Divots will be attended daily; accessories will be checked daily for service.
- Tees will be aggressively aerated in the spring and autumn.
- Tee blocks will be checked daily and changed as needed to utilize the greatest amount of teeing space.

4.3.6 Bunker

The objective is to have bunkers with the proper amount of sand and be well distributed without rocks or other loose impediments. The bunkers should aesthetically complement the architect's original design and vision.

Bunker Standards

- The bunkers will be checked daily for smoothness. Raking will consist of hand raking when needed depending on amount of play.

- Fairway bunkers will be hand-raked at all times to ensure sand firmness.
- The bunker edges facing the green will be maintained with a crisp edge consisting of a 5-10cm lip. The rear edges will be maintained with the sand reasonably flush with the turf.
- Stone and debris removal will be tended to daily with regular maintenance.
- The sand depth will be maintained at no less than 10cm.
- The bunkers will have adequate rakes around them. Large bunkers will have at least 3 rakes and small bunkers will have at least 2.
- The edges of bunkers will be regularly trimmed during the growing season.

4.3.7 Preparation for Daily Play / Golf Course Set-Up

The objective is to use various flagsticks and tee marker placements that challenge the golfers thinking and maintains quality of turf by spreading wear and reducing stress over various cupping and tee block areas.

Course setup

- Greens will be checked with cups being changed 4 times per week in-season and off-season as needed. The course will be setup with an overall balance between the cups and tee position to maintain appropriate yardage. On weekends and during special tournaments, tee blocks will be located at or near the back tees.
- Tournament setup: Tournament Coordinator (committee member) will be given the option of choosing flagstick / hole-cup placements utilizing a standard form used for such placements. Tournament Officials may leave it up to the Green Department for placements, these decisions should be made well in advance of the event (5-10 days) to avoid these areas leading up to the tournament.
- Tee markers will be checked daily and changed as needed to utilize the greatest amount of teeing space. A balance between the tee markers and flagstick / hole-cup positions will be maintained (6 Forward, 6 Middle and 6 Rear).

4.3.8 Trees

- Trees in high traffic areas (Club House, walk paths, etc.) will be checked regularly for weak limbs, and hanging limbs and maintained, as necessary.
- Key trees will be fertilized and or mulched annually.
- Evergreen trees will be limbed up for aesthetics, maintenance, and ease play and finding lost golf balls.
- Trees will be pruned as time permits.
- Large areas of woods will be thinned to enhance turf quality, aesthetics, and the overall health of the other trees in the area.
- Most tree work will occur in the winter months.

4.3.9 Habitat and Ecosystem Standards

Thenzawl Golf Course will provide and connect habitat corridors and native vegetation patches wherever possible in out-of-play areas on the golf course.

Clubhouse areas

- Flowerbeds will be maintained, edged, and mulched as needed.
- Grass areas will be mowed as needed.
- Entire clubhouse area will be checked daily for trash and other unsightly debris.
- Annuals and perennials will be planted in appropriate areas. Also, an assortment of other planters will be located throughout the area.

Additional areas responsibilities

The duties include the care and upkeep of the clubhouse lawn, trees, scrubs, flowers and irrigation systems. The parking lots are cleaned as needed and especially after winter to remove gravel etc. striping of the parking areas is done on an as needed basis but generally every two years. The employees are responsible for maintaining cleanliness and quality control within course compound and clubhouses.

4.3.10 Irrigation system and water

- The turf watering system will be maintained in like new condition
- The system will be programmed to operate during non-play hours as weather dictates
- All leaks will be repair as soon as possible
- The systems pump station will be inspected by trained professionals prior to season activation
- Sprinkler heads will be inspected and adjusted to maintain proper watering patterns
- Irrigation audits will be performed systematically on portions of the golf course each year to assure system efficiency
- Every effort will be made not to overwater and cause wet areas on the course

4.3.11 Carts

- The course will be developed and maintained to accommodate cart usage
- Wet condition tracks will be developed in out of way areas to make it possible to provide minimal cart restrictions because of weather conditions
- Carts will be expected to use paths wherever possible
- Rope and signage will be used to direct cart traffic wherever necessary
- Cart traffic will be allowed to roam (except under extreme wet conditions). During high rainfall carts may be restricted.

4.4 IPM STRATEGIES for golf course maintenance

IPM is a management plan that utilizes a variety of control measures to keep turf grass pest populations below levels that are economically and aesthetically damaging, without creating a hazard to people and the environment. These control measures include:

1. Inspection and monitoring
2. Proper cultural control methods
3. Biological controls
4. Using adapted species and resistant cultivars
5. Practicing proper sanitation measures to prevent the spread of disease
6. The use of the most appropriate pesticide when necessary

4.5 Deployment of Personnel, Staff training and development

The Mizoram Tourism Development Authority (MTDA) shall appoint necessary personnel to run the Golf Course. The State Tourism Department may also be consulted as and when required in the matters of deployment of personnel. The Mizoram Tourism Development Authority shall appoint Caretaker-cum-Receptionist, Security Guards, Hose Keeping Staff, Irrigation Technicians, Supervisors and General Staff etc.

We will continue to develop a well-organized and efficient team-oriented staff, conscious of the cost/benefit aspects of our operation. The staff must be consistent and or above local industry standards consistent with their work ethic, dedication and efficiency.

All staff will be trained on machinery operation and preventative maintenance. There after ongoing training will be carried out on all aspects of golf course turf equipment and workshop machinery. Key staff weaknesses will be addressed during the appraisals and given in-house or external training.

4.6 Equipment training and safety

- Equipment will be maintained in safe operating condition.
- Safety glasses will be required for all tasks where eyes may be exposed to any hazards.
- Steel-toed shoes will be required for specific tasks: especially rotary mowing and chainsaw operation.
- New employees will be instructed on safe operation of all equipment.
- Pesticide applications will be performed under the direction of the Course Manager.

4.7 Miscellaneous

- Members will be informed of maintenance activities through officials from Tourism Directorate.

- The golf course will be closed according to the stated weather policy or any emergency.
- Integrated Pest Management (utilizing many options for pest control) will be a continued goal.
- Staffing: we will continue to develop a well-organized and efficient team-oriented staff, conscious of the cost/benefit aspects of our operation.

4.8 Golf course etiquette

While implementing these standards, efforts by the golf course maintenance staff will be greatly enhanced by members and guest who practice proper golf etiquette. These efforts by all who use the golf facilities include:

- Divots made or observed by a player must be carefully replaced and pressed down.
- Each player should repair at least one ball mark on every putting green.
- Players should be careful not to scuff the putting green while walking. Upon the completion of a hole, scuff marks (especially those near the hole) should be repaired out of courtesy to following players.
- Remove and replace the flagstick carefully to avoid damaging the hole or the putting green. Refrain from dropping the flagstick on the putting green.
- Footprints and club marks made in sand bunkers should be filled and raked smooth. Players should refrain from walking up the faces of sand bunkers. Enter and leave sand bunkers from the low or flat side.
- While players may assign caddies to do any of the previously noted tasks, it is the player's responsibility to ensure they are done and done properly.
- Do not litter the golf course. Place trash in the containers provided.
- Parents must not permit their children to run at large on the golf course or the practice putting green.
- Dogs are not permitted to run at large on club property.
- All matters relating to the golf course and its upkeep are the responsibility of Tourism Directorate of Tourism, Government of Mizoram. Suggestions, questions and/or complaints should be made in writing. Please do not contact the Course Manager or the staff directly.
- Obey all cart instructions especially during extreme conditions. Try to use cart paths wherever they are provided and always exit fairways to the side of the cart path.
- Keep carts at least 25 yards from front of greens. Do not drive carts in areas that are steep and dangerous, use caution and common sense.
- Unlike many sports, golf is played, for the most part, without the supervision of a referee or umpire. The game relies on the integrity of the individual to show consideration for other players and to abide by the Rules.

4.9 Thenzawl Golf Course & Resort Identity

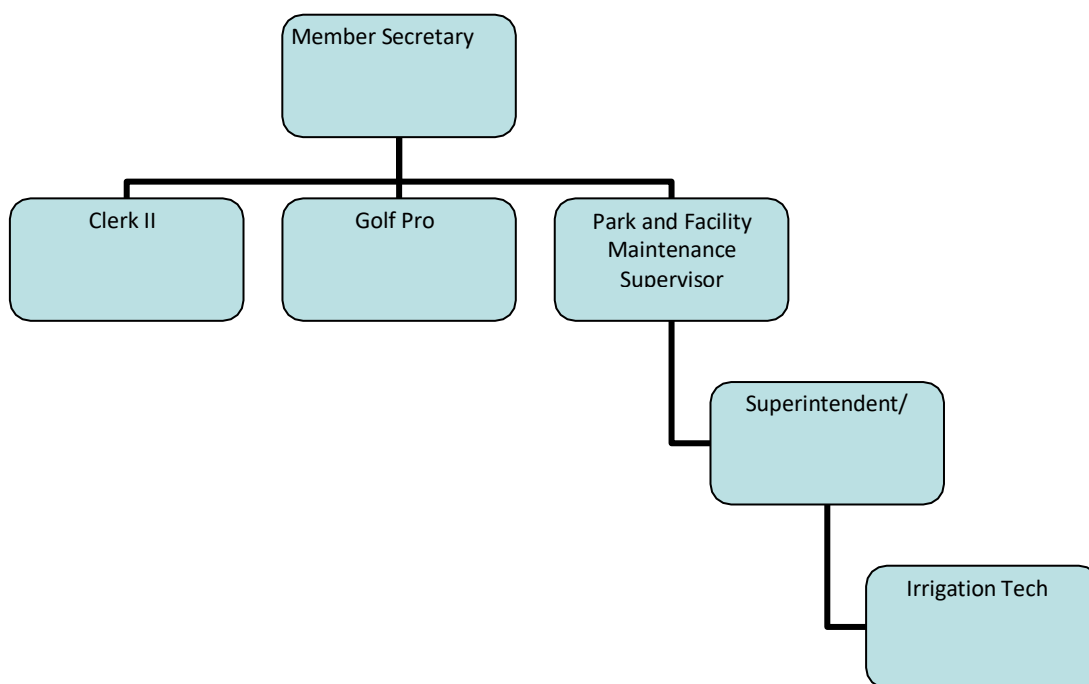
The identity of Thenzawl Golf Course & Resort is made clear by its logo, signage, advertising and facility appearance.

Location	Description
Type of area	Town community
Adjacent uses	Residential and farmlands
Benefits	Central location in the State
Customer type	Residents & Non-Residents of all demographics
Potential customers	5,000 per month
Competitors	None
Close to major streets	Near National Highway
Easy entrance / exit	One entry/One exit
From road	Easily accessible
Appeal of exterior	Convention Halls, well designed Gate with Reception Plaza
Landscaping	Numerous flower beds with perennials & annuals

4.10 Operating hours

The Golf Course is open all year round from Monday to Sunday: 9:00 am – 5:00 pm

4.11 The organizational structure



5. SWOT Analysis

Strengths:

- Designed by world renowned architect
- Practice facility
- Grass fairways
- Course maintenance and overall quality
- Guaranteed tee time/pace of play
- Many services for a public golf course
- Exceptional customer service
- New, easier fee structure
- Free/ample parking
- Competitive rates
- Knowledgeable staff
- Enhanced image
- New Golf Cart fleet
- Availability of tourist attractions in and around Thenzawl

Weaknesses:

- Shortage of accommodation
- Shortage of service providers in Thenzawl area
- Unpaved roads
- Funding

Opportunities:

- Expansion of clubhouse
- Use of Golf Resorts by public
- Offer unique programs through growth of the game initiative otherwise not offered at competing facilities
- Development of new tourist circuits/destination

Threats:

- Unstable financials
- Unstable economy
- Competition
- Discounting as a means of increasing rounds
- Downturn of golf industry
- Lesser population

6. Marketing

Facilities:

- 75 acre of play area, 18 hole golf course amidst nature.
- Cafeteria
- Eco Log Huts

- Convention Hall
- Restaurant/grill with sandwiches, beverages, snacks and banquet services and seating for 60 (coffee bar and pro shop)
- Reception Plaza
- Golf Cart
- Pool Table
- Children Play Area
- Gazebos
- Dormitories for males and females

Programs:

- Outings
- Leagues
- Corporate and Individual
- Annual Pass Program
- Single
- Family
- Corporate

Services

- Custom club fittings
- Lessons
- Ladies and Junior Clinics
- 10 minute tee times
- PGA professional staff (subject to approval of PGTI)
- Rental Clubs
- Community events
- Starters/Rangers
- Limited bag service
- Beverage cart on course

Products

- Pro Shop (coming up)
- Handloom & Handicrafts (at Reception Plaza)

7. Advertising and promotion

7.1 Public Relations

- Press releases through Government.
- Engagement in social networking sites such as Youtube, Twitter, Instagram and Facebook and official website.
- Sports radio advertisement (trade and promotion with them)
- Cross market with Tourism Department.

- Continue with informational emails to golfer database with course updates
- Create a promotional CD/Video to use as a marketing tool
- Member newsletters (coming up)

7.2 Community Relations

- Utilize of an on-site comment log/feedback
- Ratings on website

7.3 Promotional

- Visual media campaigns
- Promotional coupons.
- Social media

7.4 Advertising

- Advertise in golf magazines
- Golf insert in local and regional news
- Partner with Mizoram Tourism – place information in the Travel Stops on local highways.

7.5 Direct Sales

- Host a display booth at companies
- Conduct cold calls to corporations that may have outings.
- Conduct presentations to corporate sponsored sports groups, Business Network etc.

7.6 Quality Service/ Stewardship

- Send key staff to sales training
- Develop a survey tool/evaluation for event planners to complete after the outing
- Develop quantitative measures on guest satisfaction card that is placed on the golf cart.
- Send birthday cards to Annual Pass holders
- Distribute each 'clinic' participant a coupon
- Train staff to be accepting of all demographics
- Train staff to teach appropriate golf etiquette
- Create Ambassador Program

7.7 Existing Marketing Materials and Image

- Website
- Direct mail or e-mail to pass holders
- Annual Pass Holder kick-off party/season ending party

- Golf score cards
- Yellow pages/Signage
- Discover Guide book
- Collateral folder for walk-in enquiries
- Newsletter to annual pass holders
- Online Booking System
- Promotion through social media

7.8 Target Market Summary

- Current Market Segments (segmentation based on age, gender, experience versus benefits sought)
- Swinging seniors: older females, frequent golfers, frequent private course play.
- Junior Leaguers: younger females, third highest household income, not highly competitive
- Tank Tops 'n' Tennis Shoes: young males, infrequent play, extremely price sensitive, not disposed to take lessons.
- Public Pundits: young males, frequent public golf course play, price sensitive.
- Preoccupied Players: young males, infrequent play, second-highest household income, not avid golfers.
- Country Club Traditionalist: older males, highest average household income, biggest spenders on golf, frequent private course play, most likely to take lessons.
- Pull Carts: oldest males, mostly retired, very frequent public course play, spend slightly above average on golf.
- Dilettante Duffers: average frequency of play, interest in best equipment, opinion leader, tries new equipment first.

7.9 Market Assessment

- First golf course in Mizoram
- Highest waterfall in Mizoram is in Thenzawl
- Tuirihiau waterfall is in Buangpui, near Thenzawl
- Chawngchilhi Puk is in Thenzawl
- Bengkhuaia Thlan is in Thenzawl
- Vaibiak is in Thenzawl
- Lau River is in Thenzawl
- Lau Falls is in Thenzawl
- Dilpui is in Thenzawl
- Deer Park is in Thenzawl
- Wellness Centre is in Thenzawl
- Centre of Mizo handloom
- Other tourist attractions that will attract Thenzawl Golf Course & Resort

8. Demographics

Thenzawl is a census town in Serchhip district in the Indian state of Mizoram. It is

an important center for the traditional Mizo handloom industry. Thenzawl is 90 km (56 miles) from Aizawl, the capital of Mizoram. As of 2011 Indian census, Thenzawl had a population of 7529. Males constitute 49.8% of the population and females 50.2%. Female Sex Ratio is of 1007 against state average of 976. Moreover Child Sex Ratio in Thenzawl is around 915 compared to Mizoram state average of 970. Thenzawl has an average literacy rate of 98.1%, higher than the state average of 91.33%: male literacy is 98.07%, and female literacy is 98.23%. In Thenzawl, 13.58% of the population is under 6 years of age.

Understanding the make-up of the community is vital to success in the delivery of services. Management is required to regularly review demographic information to ensure that the facilities, programs and services provided are of interest to, and meet the needs of, our residents.

9. Target Market ID (Market segments based on age, gender and experience)

- Outings
- Corporate Transient
- Non-Resident Males
- Area Seniors
- Resident Females
- Resident Males

9.1 Target Market Objectives (Specific initiatives to achieve membership goals)

- Provide senior rates weekdays only and before 12:00 pm
- Conduct junior camps, promote early morning walking, and partner with junior golf associations to provide competitions
- Provide lessons and etiquette programs and clinics
- Promote "twilight" rates and frequent player card
- Promote off-peak rates to relate with all customers
- Offer introductory rates or programs to draw new customers
- Continue to enhance annual golf pass and amenities included
- Promote golf course conditions (premier facility) that separate us from competitors
- Offer new hard good inventory and demo programs with Demo Days
- Use INCREDIBLE INDIA as a resource for program descriptions.
- Maintain current league program while adding league spots to designated tee times

9.2 Market Trends

Thenzawl Golf Course & Resort takes a multi-faceted approach to identify trends that affect the community. Tools used include: review of community demographics, focus group input from General Committee and staff members, attendance at educational conferences and seminars that address the topic, review of usage patterns and popularity of program offerings and community input via surveys.

Thenzawl Golf Course & Resort must proactively respond to trends and issues in order to remain a vital force in shaping State's economic, social and environmental future. There are several clear trends that may influence future operations and must be analyzed to determine potential impact.

9.2.1 Trend 1 – Environmental Stewardship

Individuals are becoming aware of environmental issues and are placing a priority on preservation and protection of natural areas. Environmental stewardship is defined as the maintenance and improvement of our environment for the benefit of present and future generations. Stewardship requires sound and sensitive management practices accomplished through the preservation of wetlands, environmental education, environmentally friendly products and conservation of utilities.

9.2.2 Trend 2 - Passive Recreation

Local residents have ranked walking/hiking/nature trails as the number one park facility need for the community. In order to meet the desired needs of the community, special focus should be placed on the development of greenways, community gardens, provision of nature education and a dog park.

9.2.3 Trend 3 - Health/Wellness

Health and wellness issues are at the fore front because of the increasing number of an unfit residents and the economic impact of rising health care costs.

Thenzawl Golf Course & Resort recognizes that the main focus is on prevention, and changing lifestyles before an individual becomes static. Prevention, outreach and support are three critical factors believed to positively impact the overall health of the community. Strategies will include: offering health screenings and a wide variety of activity classes and health related presentations to reach individuals at all fitness levels, abilities, ages and days and times; inclusion of a health/wellness curriculum or event in day camps, programs and special events; educate the community to make them aware of resources that lend support and create opportunities to change health behavior.

9.2.4 Trend 4 - Demographic, Social, Cultural

Thenzawl has been one of the fastest growing communities in Mizoram and the growing demand of leisure travel by general Mizo residents prompted to examine the potential of Thenzawl Golf Course & Resort. Thenzawl Golf Course & Resort recognizes that it is imperative to understand State's demographics in order to provide services that are desired and meet the needs of the community.

9.2.4.1 Boomers

Baby boomers have reshaped what it means to grow older. Compared with their parents, boomers are healthier, better educated and living well into their 80's and beyond. The increasing lifespan has given boomers the chance to reinvent themselves and pursue new passions at any age. As a whole, Boomers are more affluent; tend to be more active than preceding generations and think of themselves as younger than their parents at the same age. As they age, Boomers are shifting from activities such as tennis and aerobics to less strenuous ones such as walking, cycling, tai chi and yoga. Boomers are likely to live much longer and more than likely boomer retirement will be a mix involving work, leisure and family. Thenzawl Golf Course & Resort will need to provide a diverse range of health/wellness activities and other programs at varied times to accommodate schedules and activity levels.

9.2.4.2 Millennial

A millennial is anyone born between 1981 and 2000s. Just as the baby boomers changed society, the sheer numbers of millennial can do the same. Millennial are technically literate – technology has always been a part of their lives. They expect instantaneous feedback and gratification. The 2006 Cone Millennial Cause Study cites that tragic world events such as 9/11, coupled with recent natural disasters have motivated the Millennial Generation to develop a strong social conscience. Technology has given them a loud and powerful voice.

Millennial have been referred to as the most civic-minded generation since World War II. The Cone Study suggests that Millennial are the most socially-conscious consumers to date. Sixty-one percent of survey respondents are currently worried about the state of the world today and feel personally responsible to make a difference. Millennial want to live in communities and work for businesses that care about how it impacts or contributes to society. As millennial become adults, they will be the next generation. Programs and services will need to be offered that are appealing. Easy access to amenities, location to parks, etc., varied communications methods and opportunities to give back to society are the keys.

9.2.4.3 Culture/Heritage

Nationally the population is becoming more ethnically diverse. Increasing ethnicity provides opportunity to expand cultural awareness, but also presents a challenge to overcome language and social barriers. The arts can be utilized to bridge cultural gaps, provide connectivity and promote cultural awareness and tolerance. Historic preservation will promote the inclusion of heritage education.

9.2.4.4 Limited Discretionary Time

Society as a whole is experiencing less discretionary time and in smaller segments. Programs and services should be offered in more compressed time frames, at “non-traditional” times and with drop-in options.

9.2.4.5 Outreach

Providing services throughout the community is important to reach the entire community. A focus should be made to partner with agencies to provide recreation opportunities in identified at-risk areas, and provide services that address identified parenting issues such as child abuse, building character, etc.

9.2.5 Trend 5 – Technology

As technology continues to evolve and become integrated into our everyday lives, Thenzawl Golf Course & Resort needs to stay current in order to provide more efficient and convenient service. Technology should be used for on-line purchases, virtual tours, on-line support for health/wellness, marketing, enhanced communication, facility security, and collection and management of data and assets.

9.2.6 Trend 6 - The Changing Economy

Thenzawl Golf Course & Resort needs to continue to utilize the cost recovery system. Further development of partnerships and sponsorships and expanded use of volunteers whenever possible will offset expenses. The strategic use of resources and analytical assessment of proposed services and capital expenditures will result in increased efficiency. By building an identity and a reputation through enhanced public awareness and credibility of services, the Department will ultimately be positioned as a necessity within the Community.

9.2.7 Trend 7 - Higher Expectations of Service

Many adults today grew up with programmed recreation and continue to expect services for themselves and their children. According to industry experts, hectic schedules, family obligations and travel costs have resulted in an increased demand for more flexible and convenient recreation opportunities. Dissatisfaction with the economy, their perception of government and the inability to directly reach high ranking (above local government) elected officials have created frustration. By the nature of our operation, Thenzawl Golf Course & Resort staff is accessible and often deal with frustrated residents who often have unreasonable expectations for customer service and unreasonable demands on our facilities.

To combat this challenge, effective customer service is critical. Staff should receive regular training on service standards and information and responses should be provided to customers in a timely manner, facility schedules should be adjusted in order to balance the need to generate revenue with rentals and community space and member/drop-in time.

10. Financial plan/Economic Plan/Economics of the Business

This section of business plan addresses the basic logic of how profits are earned in the business and how many units of a business's product or service must be sold for the business to "break even" and then start earning a profit. The purpose of this is to let the investors be aware of the financial details relating to operations, product and services. The better the economic study of the business, the better the chances to lure the investors.

The State Government appointed Mizoram Tourism Development Authority (MTDA) to seek financial management for the long run. It is now come under the aegis of Mizoram Tourism Development Authority (MTDA).

After analyzing the market trends, it can be forecasted that Thenzawl Golf Course & Resort will get 80,000 visitors every year for the period of first 5 years. On the following years after that, Thenzawl Golf Course & Resort predicts the inflow of 100,000 visitors every year.

Thenzawl Golf Course & Resort will charge entry fees which will be fixed by the State Government. It will be collecting revenues from various fields as entry fees, cottages, green fees, tees, pool table, videography, photography and golf playing, weekend parties, restaurant rent, birthday parties. Primary sources of revenue and their annual estimated amount for the first 5 years and years after that can be shown as follows:

Revenue Sources			
Sl.No	Particulars	Yearly Estimated Revenue in First 5 Years (in Rs)	Yearly Estimated Revenue After 5 Years (in Rs)
1	Entry fees	960,000	730,000
2	Membership	500,000	12,00,000
3	Log Huts	12,00,000	960,000
4	Pool Table	30,000	10,000
5	Videography/Photography	45,000	45,000
6	Cafeteria Rent	120,000	120,000
7	Convention Hall	230,000	200,000
8	Weekend parties	50,000	75,000
Total		31,35,000	33,40,000

Annual operating expenses of Thenzawl Golf Course & Resort is expected to be Rs.16,00,000 which includes expenses on payroll, repairs and maintenance, utility charges, preliminary expenses, audit fees, advertisement and publicity and electricity.

Even though from the layman's perspective, we can see difference between total cost and total revenue on the first year of business, it will be recovered in no time if the business grows the way market trend indicates. On this pace, the business will be

able to clear its debt and start distributing dividends after few years of operation. It can be forecasted that Thenzawl Golf Course & Resort will be able to break even within 16 months of smooth operation.

The goal for Thenzawl Golf Course & Resort to increase revenues annually by 3% will come from increased participation in both Annual Golf Pass sales and the finding of new league programs and membership. Regular play may be increased by continuing customer loyalty programs and through the offering of regular play incentives. Email and mailing list databases must remain current with the offering of monthly incentives. Golf course maintenance and turf conditions must stay at a premium as competition increases. Placing a high priority on turf conditions and appearance will ensure to retain high levels of play through the season.

10.1 Generated income (sales)

Revenue for Thenzawl Golf Course & Resort can be broken down into three major categories: Golf Green Fees including membership, Range Fees, and Pro Shop Merchandise Fees (being coming up).

Golf Green Fees include daily usage, membership, daily occupancy in eco log huts, league play and outings, Annual Pass Fees for golf and range, Range Fees for daily usage, and Pro Shop Merchandise Fees through hard and soft goods.

10.2 Mizoram Tourism Development Authority:

The Mizoram Tourism Development Authority (MTDA), which is a registered society under Government of Mizoram, Tourism Department shall manage and operate Thenzawl Golf Course. All fees and realizations towards the use of Golf Course and associated facilities shall be credited to the dedicated account of the Thenzawl Golf Course & Resort which shall be maintained by Member Secretary, Mizoram Tourism Development Authority. Fees or realizations generated from the use of Golf Course and its associated facilities shall be used for maintenance, management and up-keeping of the Thenzawl Golf Course & Resort.

11. Inspection and Evaluation

Government of Mizoram shall have the authority to inspect or evaluate the functioning of Thenzawl Golf Course & Resort or shall have the authority to appoint third party agency to conduct inspection and evaluation as and when required.

12. Golf Tournaments

Government of India, Government of Mizoram and Corporate are welcome to host golf tournaments in Thenzawl Golf Course & Resort. Mizoram Tourism Development Authority or Mizoram Tourism will give assistance whenever required to promote golf tourism in the State. The Incredible India and Mizoram Tourism will be the main partners in organizing Golf Tournament in the State.

O & M PLAN OF THENZAWL WELLNESS CENTRE

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1. Executive summary

The purpose of this plan is to provide institutions with the information necessary to evaluate the scope and future growth of Thenzawl Wellness Center in the marketplace. In addition to serving as a roadmap for management, the plan will show that: 1) a significant market opportunity exists when analyzing the current market demands and trends; 2) the management team is qualified and competent to execute a well-thought out operational, marketing and sales strategy, and the correct capital structure will allow for a long-lasting, profitable business.

Thenzawl Wellness Centre is a new wellness centre that provides services like spa therapy, beauty treatments and yoga therapy located in Thenzawl, Serchhip District. We offer aesthetically designed rooms that are equipped with the highest quality spa treatment tables, linens and relaxing ambience. We have specialists who are well-trained in different styles of massage including, abhyanga, Swedish, neuromuscular and other therapeutic modalities. We offer full body exfoliations, facial treatments, skin resurfacing treatments as well as anti-aging techniques and treatments. We will offer a complete wellness package, including yoga and nutrition counseling, with all the essential services to support the health and relaxation of our client.

1.1 History of Thenzawl Wellness Centre

- The Project was developed under Swadesh Darshan Scheme of the Ministry of Tourism, Government of India and completed on 3rd December 2019 and the assets were handed over to the Mizoram Tourism Development Authority (MTDA), Tourism Department, Government of Mizoram on 10th January 2020.
- Thenzawl Wellness Centre is owned by the Tourism Department, Government of Mizoram and managed and operated by the Mizoram Tourism Development Authority (MTDA), a society under the Government of Mizoram.
- Log huts designed by Graham Cooke and Associates, one of the top-ranked Canada based architectural firm in 2015
- It is designed to have facilities of international standards. There are 8 Eco-Log Huts, Cafeteria, Reception area and Waiting Lounge etc, all constructed with Siberian Pinewood and fully furnished with world class furniture and fixtures
- Continued growth in revenue and number of rounds
- Training given for locals, housekeeping etc

1.2 Ecological and Community Benefits.

- Wellness and health centre for tourists and residents
- A place for social interaction and community events

- Community infrastructure that improves the quality of life of locals
- A business that provides skilled and semi-skilled jobs
- Empowerment of local communities.

1.3 Organizational Overview

Thenzawl Wellness Centre is presently managed by the Mizoram Tourism Development Authority (MTDA), a society registered under Government of Mizoram. Caretaker-cum-Receptionist and one multi tasking staff are posted in Thenzawl Wellness Centre with Security Guards.

The vision of Thenzawl Wellness Centre is to provide “quality health and wellness experience” at affordable rates to the international and domestic tourists as well as the locals. It provides customers with excellent services and amenities while remaining fiscally responsible and meeting financial goals. Staff members work as a well trained team to accomplish goals in-line with department vision.

2. Vision for the Future & Objectives

Thenzawl Wellness Centre is a place where minds, bodies, and spirits are nourished, where your well-being is our first priority and our reputation for the highest-quality professional spa services assures you the best spa experience at affordable prices. The facility which is owned by Tourism Department and operated by Mizoram Tourism Development Authority took pride in this well maintained wellness centre. The staff members take great care to ensure exceptional customer service standards at all times.

Thenzawl Wellness Centre aims to generate revenue for the State and entrepreneurs by developing Thenzawl as a tourist destination. The place offers various tourist attractions such as Golf Course, highest waterfall in Mizoram Vantawng Falls, Tuirihiau, Bengkhuaia Thlan, Vaibiak, Chawngchilhi Puk, Dilpui, Deer Park and Lau Waterfalls to name a few. Tourists are expected to spend their time in Wellness Centre after hectic outdoor adventure. Our Keys to Success includes:

- Highly educated employees with advanced training in several healing modalities.
- Establishment of a reputation for attending to the individual needs of each customer.
- Comfortable environment with easily accessed amenities.
- Launch effective public relations and word of mouth campaigns.

The objectives of Thenzawl Wellness Centre are:

- Continually increasing sales and revenue.

- To achieve Net Profit by end of second year.
- Have a client retention rate of 90% by end of first year.
- To promote a high level of customer service in the Region that meets or exceeds international best practices.
- To provide a framework through which growth in the Regional Health and Wellness sector can be stimulated
- To establish Thenzawl as a wellness Hub of the State.
- To promote niche tourism and its related products.

3. Market Size

The organization is entering the market at a time when the industry in which it operates is experiencing substantial growth in India but a new concept to Mizoram. With the formulation of Mizoram Responsible Tourism Policy 2020, a tourist footfall in the State is expected to rise tremendously after taking initiatives in Responsible Tourism in various villages across the State. Tourists as well as the local residents are the main partners in generating revenue for the State Government or the Mizoram Tourism Development Authority (MTDA) in the long run. Our long term goal is to expand the line of treatments and services we offer to align with the industry trend of transforming the wellness and spa into a holistic retreat for the mind and soul.

4. Target Market

Thenzawl Wellness Center anticipates that the customers of wellness services will be men and women aged 30 and over. Females tend to be more health and beauty conscious and more likely to participate in wellness activity. Additionally, women are often the head of healthcare for their families, which may result in increased family usage as well. Target clientele includes women and men in the age group of 30 - 65, with the means and the inclination to maximize their longevity and regularly use the services we provide. Our clients want to look and feel their best. They are able to afford most anything, want the best available, and are willing to pay for it. Our competitive edge lies in the fact that we offer a whole body educational approach to beauty, health and wellness. We are the only spa in the area to approach beauty through healthy living, "Beauty from the inside out!"

5. Business Operations

Thenzawl Wellness Centre is open all year round from Monday to Saturday: 9:00 am – 5:00 pm. Presently, Mizoram Tourism Development Authority (MTDA) manages and operates this Wellness Centre. Outsourcing of asset to private player will be done through management contract to promote private sector players or entrepreneurs. Thenzawl Wellness Centre will provide a rejuvenating atmosphere where customers will be able to relax their body, mind and soul through a wide range of holistic healing methods including massage, body treatments, energy balancing, yoga, nutrition counseling and organic hair and nail services. A small "reading room" will double as an organic cafe and lecture area. Thenzawl Wellness Centre will establish itself as a

desirable destination where clients can always "drop by" to escape the stresses of life, and revitalize their energies and their spirits with friends.

6. Facilities

- Cafeteria
- Eco Log Huts/Gazebos
- Jacuzzi
- Restaurant
- Reception Plaza
- A spa reception
- A consulting area
- Massage rooms
- Sauna

7. Products & Services

Thenzawl Wellness Center will provide alternative holistic health care services. It offers a complete range of wellness-focused massage services, body treatments, facials, salon services, yoga, nutritional counseling and anti-aging health assessment programs. Products are selected for their organic ingredients and their health benefits. Services are provided by licensed professional nutritionist, counselors, therapists and estheticians who are salaried employees. Explanation can be provided on all services and products, if needed. The following is a listing of the types of products that are available through Thenzawl Wellness Center.

Products/Service	Benefits	Description
Acupuncture	The practice takes a holistic approach in trying to eliminate the root cause of the malady. Reduce pain, increase immunity, improve sleep, relieve stress, balance hormones, and improve memory are some of the benefits of acupuncture.	Acupuncture helps the body achieve health and balance by stimulating one or more of 361 acupuncture points. This stimulation moves and builds Qi (circulating life energy) and blood. Acupuncture can help treat numerous conditions and diseases including colds and flu, arthritis, insomnia, anxiety, depression, stress, pain, allergies, women's health, and Gastro intestinal disorders.
Yoga	Helps detoxify the body, Calms the mind through restoring mental agility, helps reduce stress and mental fatigue and	Yoga is a complex system that focuses on harmony between body and mind. The ultimate aim of this philosophy is to strike a balance between mind and

	increases flexibility and physical effort.	body and attain self-enlightenment. Yoga uses movement, breath, posture, relaxation and meditation to establish a healthy balanced approach to living.
Qigong	Practicing Qigong strengthens the organs, improves cardiopulmonary function, strengthens the nerves, improves vascular function, eases stress and balances the emotions.	Qigong is an ancient Chinese practice that combines intentional, controlled breathing with slow, graceful movements that are said to encourage the flow of qi or chi (vital energy) in the body. Promoting chi throughout the body is thought to aid in healing, endurance, and spiritual balance.
Massage	Regular massage therapy helps reducing or eliminating pain, Improving joint mobility, Improving circulation, Improving lymphatic drainage, and reducing muscular tension.	The act and art of treating the body by rubbing, kneading, patting, and the like to stimulate circulation, increase suppleness, and relieve tension; Massage therapy can be used for the treatment of both acute and chronic conditions.
Chinese Herbal Medicine	Chinese herbal medicine can be used to treat many different issues including but not limited to, insomnia, fatigue, chronic headache, fluid retention, allergies, anxiety, skin disorders, excessive menstrual, infertility, common cold and influenza, Constipation and diarrhea	Chinese herbal medicine takes a holistic approach to understanding normal function and disease processes and focuses as much on the prevention of illness as on the treatment. A highly complex system of diagnosis and treatment using medicinal herbs, which is one of the branches of traditional Chinese medicine.
Nutrition Consultation	Learning about and practicing good nutrition can help improve such conditions as tiredness and fatigue, mood swings, weight problems, skin conditions, digestion problems, arthritis, menopause, high blood pressure, and migraines and headaches.	Nutrition counseling is a type of assessment or counseling that analyzes various health needs regarding diet and exercise. Nutrition consultants specialize in understanding the relationship between diet and health. Practitioners will evaluate patients' diets, make recommendations for change and teach them to adopt new

		nutritional habits.
Tea House & Retail Shop	Providing delicious and healthy teas and herbal elixirs to promote wellness and space for connection to our community.	Tea House & Retail Shop includes herbal teas, herbal elixirs, healthy snacks, and a wellness-focused retail shop.
Beauty Treatments	A wide range of beauty treatments and products will be offered. This will enable visitors to undergo various beauty treatments that will make their trips memorable and worthwhile.	Beauty treatments like facial rejuvenation, light & laser therapy, facials, aroma therapy, nail treatment, hair treatment, hair cutting, colouring & styling, fillers etc.

8. Deployment of Personnel

The Mizoram Tourism Development Authority (MTDA) shall appoint necessary personnel to run the Wellness Centre. The State Tourism Department may also be consulted as and when required in the matters of deployment of personnel. The Mizoram Tourism Development Authority shall appoint Caretaker-cum-Receptionist, Security Guards, House Keeping Staff, Supervisors and General Staff etc.

9. SWOT Analysis

Strengths:

- Designed by world renowned architect
- Guaranteed tee time/pace of play
- Exceptional customer service
- New, easier fee structure
- Free/ample parking
- Competitive rates
- Knowledgeable staff
- Enhanced image
- Availability of tourist attractions in and around Thenzawl

Weaknesses:

- Shortage of accommodation
- Shortage of service providers in Thenzawl area
- Funding

Opportunities:

- Expansion of facilities
- Offer unique programs through growth of the wellness centre
- Development of new tourist circuits/destination

Threats:

- Unstable financials
- Unstable economy
- Competition within the State
- Discounting as a means of increasing rounds
- Unpopularity of the sector in Mizoram
- Lesser population

10. Risk Analysis

The anticipated risks involved are few with Thenzawl Wellness Center, but will be well taken into account to minimize impact. The business operates with little overhead; a vital factor that predicts favorably for long-term sustainability and the creation of a durable business model.

In order to face the risks as a new business in the marketplace, the organization will implement a highly effective marketing campaign, build industry connections with appropriate funding sources, establish a base of passionate and dedicated volunteers and communicate its value to potential customers while focusing on how it uniquely fills a market need. With that being said, the Organization stands as a viable business opportunity that has the potential to make a significant contribution to the development of quality of life.

11. Branding & Marketing

Thenzawl Wellness Center recognizes that maintaining a well-regarded brand that provides quality services at low cost to needy persons is essential for propagating a strong standing in the alternative healthcare providers industry. To raise brand awareness among its intended audiences, the organization will emphasize a logo and organization colors on all marketing materials. The organization's branding, values, and the mission will aid in fueling word-of-mouth buzz and building a loyal customer following.

By upholding a positive corporate image in addition to providing its top-quality services, Thenzawl Wellness Center will increase its market share, stand out among its competitors, and become a dominant player in the market. The organization will also fervently track any direct or indirect competition in the marketplace to ensure it stays on top of cutting-edge industry trends and opportunities. Moving forward, Thenzawl Wellness Center will strive to meet the following objectives as it accomplishes specific keys to success through visual media campaigns, promotional coupons and social media.

The Incredible India and Mizoram Tourism will be the main partners in promoting wellness tourism across the State and India

12. Marketing Campaign

Marketing for Thenzawl Wellness Center will be done through a variety of channels including the Internet, print, social media, trade shows/seminars and word of mouth. Internet efforts will be driven through a user-friendly website, which will feature SEO (Search Engine Optimization) that allows it to rank higher in popular search engines like Google and Yahoo. In addition to the website, plans also call for developing an extremely strong social media presence through Facebook, Instagram, and Twitter, the world's premier social media platforms with over 1.5 billion persons in their combined user community. Print marketing will consist of flyers and posters being passed out and placed in destinations that are known to attract a high volume of the targeted audience. Word of mouth will round out the marketing model and has the potential of providing the most marketing push as it will allow the organization to deliver an authentic, trusted marketing message.

- Health Care Referrals – Thenzawl Wellness Centre will work with current contacts and create new contacts with health care providers.
- Hotel Referrals – For the hotels that do not have a spa and are seeking outside options, we will make contacts with guest service managers to ensure they are aware of the services available. Selected promotions will be offered to professionals in the hospitality industry to create a sense of community and build relationships.

13. Networking

Networking will be a low-cost means for Thenzawl Wellness Center to generate partnerships and growth while bolstering personal commitments to the organization. Networking is also a way to build credibility for businesses operating in the wellness provider industry. To grow the practice volume, the organization will build partnerships with homeopathic or ayurvedic providers to establish a steady stream of destination for people pampering themselves through wellness centre. Establishing networks of compatible organizations such as fitness centers and health food stores will create opportunities.

14. Social Media

The organization will manage its brand on social media sites, such as Facebook, Instagram, Twitter and Youtube. Social media has the potential to reach millions of potential customers.

15. Trade Show

Through trade shows and conventions, Thenzawl Wellness Center will generate integrity and connections within the alternative healthcare providers industry. Trade Shows will allow the organization to showcase its latest products or services as well as study the activities of its rivals and learn about recent market trends and opportunities.

Through the attendance of conventions and trade shows, Thenzawl Wellness Center will remain knowledgeable about modern advancements and issues of concern in the field.

16. Website

A well-optimized website with proper site structure, page layout, and clear and easy navigation, along with targeted keywords embedded throughout the site will be integrated in the Mizoram Tourism website and will ensure proper search engine placement and saturation. The Mizoram Tourism's website www.mizoramtourism.in and www.thenzawlgolfresort.com are important marketing assets. The websites will have a full menu of services and have the ability to schedule appointments on-line. The software package will allow a user to see the schedule, select treatment, time and therapist. Yoga classes can also be booked by time, skill level and instructor. A reservation assistant will be available during business hours to take calls and assist customers with questions or those unable to use on-line services. Along with SEO, it will be highly informative and will serve as a platform to generate new business.

17. Operational Strategy

Service offerings that are similarly represented in local spas and salons will be competitively priced. Thenzawl Wellness Centre will target residents of Mizoram as well as travelers or tourists.

Strategy and Implementation is to implement a soft marketing campaign and networking in the community. Data shows that our demographic is most interested in exclusivity and word of mouth will be the most effective in attracting new customers. Our prices will be competitive, and our personnel plan will be to pay a suitable salary with incentive bonuses to retain a cohesive team committed to the quality service our customers will expect. The competitive advantage is our combination of unique services, outstanding location and our consistent quality interaction with the customers.

18. Financial Plan/Business Plan

As the location will certainly influence some customers we believe that it is the consistency and quality of guest service that our customers will receive each time they visit that will leave them wanting more. Our demographic is a predominately mature, well traveled, semi-retired group of individuals. Their schedules are varied and not tied to the typical work day time frame. We will attend to the needs providing a variety of class times, personalized training and customized treatments. With our primary focus on sales, marketing and management we will have a manager and treatment specialist coordinating the massage, yoga, salon and esthetic therapies.

All fees and realizations towards the use of Thenzawl Wellness Centre and associated facilities shall be credited to the dedicated account of the Thenzawl Wellness Centre which shall be maintained by the Member Secretary, Mizoram Tourism

Development Authority. Fees or realizations generated from the use of Wellness Centre and its associated facilities shall be used for maintenance, management and upkeeping of the Thenzawl Wellness Centre.

Thenzawl Wellness Centre will collect fees which will be fixed by the State Government. It will be collecting revenues from various services in Wellness spa. Primary sources of revenue and their annual estimated amount for the first 5 years and years after that can be shown as follows:

Revenue Sources			
Sl.No	Particulars	Yearly Estimated Revenue in First 5 Years (in Rs)	Yearly Estimated Revenue After 5 Years (in Rs)
1	Eco- Log Huts	3,00,000	4,00,000
2	Spa Treatments	2,00,000	2,50,000
3	Beauty Treatments	5,50,000	7,00,000
4	Yoga Therapy	1,00,000	1,00,000
5	Nutrition Counseling	3,00,000	3,00,000
6	Psychological therapy	2,00,000	2,50,000
7	Physiotherapy	5,00,000	6,00,000
8	Membership Fee	1,00,000	1,50,000
Total		22,50,000	27,50,000

Annual operating expenses of Thenzawl Wellness Centre is expected to be **Rs.11,25,000** which includes expenses on payroll, repairs and maintenance, utility charges, preliminary expenses, audit fees, advertisement and publicity and electricity.

19. Mizoram Tourism Development Authority

The Mizoram Tourism Development Authority (MTDA), which is a registered society under the Government of Mizoram, Tourism Department shall manage and operate Thenzawl Wellness Centre. The Mizoram Tourism Development Authority or Mizoram Tourism will give assistance whenever required to promote wellness tourism in the State.

20. Inspection and Evaluation

Government of Mizoram shall have the authority to inspect or evaluate the functioning of Thenzawl Wellness Centre or shall have the authority to appoint third party agency to conduct inspection and evaluation as and when required.

21. Maintenance Checklist

A. General requirements of the wellness area:

- The wellness area should be adequately ventilated to ensure that customers are not adversely affected by ambient temperature and humidity.

- The floor and walls in the wellness area should be kept clean and sanitary at all times in accordance with applicable Public Health regulations.
- The wellness area should provide adequate space for a relaxation room (other than the public waiting area around the reception desk) for the use of customers using the wellness services.
- An adequate supply of drinking water should be made available in the wellness area, including the area outside of the relaxation room.
- The rooms where wellness services are provided should be designed and equipped in such a manner as to ensure:
 - ✓ Adequate ventilation and lighting intensity
 - ✓ Privacy
 - ✓ A calm and peaceful environment
 - ✓ Minimization of the risk of injury
 - ✓ An adequate degree of comfort for customers
- Equipment used in applications should be appropriate for the particular application and should be maintained and sanitized in order to minimize adverse effects on customers.
- Each customer should be provided with the necessary personal care supplies to facilitate their use of the services. It is recommended that this should include shampoo and shower gel and a minimum of 2 towels per day for guests of wellness entities.
- There should be a maximum waiting time during wellness applications. It is recommended that this time should not exceed 10 minutes.

B. Reception Zone

- The reception zone in the wellness area should be continuously manned during opening hours.
- The following information should always be available for inspection by customers and regulatory personnel in the reception zone:
 - ✓ Services provided
 - ✓ Dates and times of operation
 - ✓ Personnel list, together with relevant individual certification
 - ✓ Prices of wellness services

C. Sanitary area

- The sanitary area is within the spa area
- Toilets should be:
 1. Solidly constructed
 2. Easily cleanable
 3. Disinfection by wiping of surfaces should be attainable
- Cleaning charts should be kept in all lavatories which are open to the public

D. Product specifications & Health Hazards

- Where commercial products contain pharmacologically active ingredients, these should be clearly stated in the label declarations as required in national regulations, along with contra-indications relating to the use of the product.
- Where commercial goods and the products of manufacturing operations are used in providing a wellness product, appropriate care and attention should be applied by the organization to ensure the legitimacy of the products.
- For each wellness product (massage, baths, cosmetic, etc.), a risk assessment should be undertaken of possible adverse health effects and hygiene risks in general and, in particular, the risks related to customer groups with special health problems.

E. Staff Hygiene:

The management should provide appropriate rules for staff governing such matters as clothing, operations and hygiene. Examples of such rules are:

- Garments worn by staff while carrying their functions must conform to the management's established code of ethics
- No jewelry should be worn on hands
- Adequate personal hygiene as required by national public and occupational health and safety regulations and codes of best practice
- Well-groomed hair and nails
- Discreet perfume/deodorant
- Lesions on the hands are appropriately covered
- Personal items, such as photographs and mobile phones are not allowed in therapy rooms.

F. Guest (customer) hygiene

- ✓ Before each massage, the therapist should ensure that the customer's feet are washed thoroughly.
- ✓ Customers should be offered disposable undergarments and spa slippers in the changing room.
- ✓ Fresh towels should be made available on demand in the spa area.

G. Quality Management Systems

- ✓ The organisation should have a licence granted by a governmental authority and should comply with all regulatory requirements for offering spa and other wellness services.
- ✓ The organisation should provide General Terms and Conditions.
- ✓ Employment policies should be consistent with international, regional and national labour practices, including those related to the protection of

- migrant workers, the rights of women, standard working hours, minimum wages, working age requirements, etc.
- ✓ The organisation should practice good business ethics.
 - ✓ The organisation should have a quality management system inclusive of an appropriate quality assurance system with a minimum of the following elements:
 - A written quality policy
 - Process descriptions
 - Job descriptions
 - Controlled documents inclusive of a quality manual, process descriptions, work descriptions, records, check lists and a master list of all documents.
 - ✓ The organisation should appoint one or more persons internally who is appropriately qualified to take responsibility for internal quality assurance.
 - ✓ The organisation should have a code of practice regulating conduct towards customers and staff, especially: No discrimination on the basis of sex, skin colour, age, disease status, etc.
 - ✓ Notices to the guest/customer should have the following characteristics:
 - `Clearly readable
 - Be located at eye level
 - In the languages of the guest/customer groups
 - Preferably uniform illustration

H. General safety management

There should be a safety system in place in the wellness area which addresses the following issues inter alia:

- ✓ The identification and listing of potential risks
- ✓ Personal responsibilities
- ✓ Legislated requirements under national occupational health and safety laws as well as national guidelines and standards for safety management. These regulate safety measures with respect to such issues as fire protection, electricity, water, earthquakes, hurricanes, etc.
- ✓ Inspections of the safety system by regulatory authorities
- ✓ Training in relevant safety measures, e.g. first aid, CPR, fire and natural disaster
- ✓ An adequately stocked first-aid kit should be located within easy access of staff and be readily available at all times.
- ✓ Signs should be displayed and be easily visible to educate customers about the practices required in the wellness area and to alert them to the risks associated with these practices.
- ✓ Areas both inside and outside the facility should be well lit and secure

O & M PLAN OF REIEK THEME PARK

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1. Executive summary

Reiek Adventure Theme Park is the first adventure theme park in Mizoram. It is projected to attract more than 20000 visitors with more than Rs. 200,000 revenue generated every year. From traditional kids activities as tarzan land, zorbing ball, cycling to extreme rides as obstacle course, shooting range, mountain biking and zipline, it will have it all running inside its boundary of 98 hectares. Having maximum number of population falling under 15-59 age group, the primary target customers are the youths and tourists seeking for adventure and adrenaline rush.

The Project was created under Swadesh Darshan Scheme of the Ministry of Tourism, Government of India and completed on 3rd December 2019 and the assets were handed over to the Mizoram Tourism Development Authority (MTDA), Tourism Department, Government of Mizoram on 10th January 2020. It is owned by the Tourism Department, Government of Mizoram and managed and operated by the Mizoram Tourism Development Authority (MTDA), a society under the Government of Mizoram

Since market analysis and plans are the crucial part for the success of this asset, it will conduct in-depth price planning, distribution planning, marketing strategies, marketing positioning, marketing mix, point of differentiation, sales processes and brand strategy. It will operate using "pay-as-you-go" and "pay-one-price" pricing policies. It will adopt advertisement, sales promotion, word of mouth, birthday package, and sponsorships as its marketing strategy. Reiek Adventure Theme Park along with mystical Reiek hills will also position itself in market as "the place where dreams come true" and "the happiest place on earth". The brand identification of Reiek Adventure Theme Park is enough to differentiate it with its competitors.

In order to become number one in the market, Reiek Adventure Theme Park adopts a unique product and service strategy, location plan, layout plan, capacity plan, aggregate planning, supply chain management and maintenance plan. There will be sufficient staff working inside the Reiek Adventure Theme Park. Therefore, through overall analysis, it can be concluded that Reiek Adventure Theme Park has a good future in Mizoram.

2. Mission:

Reiek Adventure Theme Park's mission is to be one of Mizoram's leading producers and providers of entertainment and information, using its portfolio of brands to differentiate its content, services and consumer products. The company's primary financial goals are to maximize earning and cash flow, and to allocate capital toward growth initiatives that will drive long-term shareholder value.

3. Vision:

Reiek Adventure Theme Park's vision statement meets the criteria of an effective vision statement: "To make people happy". This statement is broad, but not too broad, and represents the overall goal and global direction of the business. Reiek Adventure

Theme Park aims to be the number one adventure entertainment providers of Mizoram. Its vision is to provide best quality services and optimum security to its customers. It also aims to lift the living standard of people by providing employment to the locals.

4. Market Analysis

Reiek is located near Aizawl city and it takes only 45 minutes to reach Reiek from Aizawl. Aizawl will be the main hub for Reiek Adventure Theme Park. Aizawl has a population of more than 3 lakhs. Having maximum number of population falling under 15-59 age group, the primary target customers for projected Reiek Adventure Theme Park are the youths seeking for adventure and adrenaline rush.

Though the country is economically poor, people in the cities of Mizoram and the tourists are certainly not poor and would be willing to spend a fortune for good times with their friends and family, making them our main target market.

Moreover, Aizawl is also the main gate way to State's tourism industry. Since there are no other international franchised adventure parks in Mizoram, providing high quality services with adequate security so this Adventure Theme Park will be one of the main destinations for the tourists for recreation and relaxation.

Reiek Adventure Theme Park will target the following types of persons and market segments as customers:

- Adults ages 19-50
- Older youth ages 11-18 years coming to the park
- Kids of all age dreaming of a fantasy theme park
- Families seeking for exotic holidays
- Tourists
- City dwellers with middle and high class life styles
- People with the attitude of earn, spend and enjoy life.

A brief study on visits to Reiek shows that at least 200 customers visit Reiek daily. It is found crowded on occasions like weekends and Saturdays. Thus, visitors to theme parks will be increasing year after year. There are popular tourist attractions in Reiek and Ailawng that can supplement the attraction of Reiek Adventure Theme Park.

5. SWOT ANALYSIS

<p style="text-align: center;">STRENGTHS</p> <ul style="list-style-type: none"> • Strong diversification • Responsiveness to market • Brand recognition/ loyalty • Size of operation • Nature based adventure tourism. • Anthurium Festival • Nearness to capital city • Ailawng adventure tourism • Increasing trends in overall revenues and profits. 	<p style="text-align: center;">WEAKNESSES</p> <ul style="list-style-type: none"> • High costs- sunk cost, research and development costs, cost of entertainment production • Frequent change in top management positions • Parks and resorts are not easily accessible leading to a costly trip for visitors • Parks and resorts success unpredictable • Mizoram Tourism still in nascent stage
<p style="text-align: center;">OPPORTUNITIES</p> <ul style="list-style-type: none"> • Growth through further diversification • Internal growth and newmarkets. • Increased media networks/ online presence • Changes in technology and consumer consumption • Nature based tourism • Homestay • Tourist Lodges 	<p style="text-align: center;">THREATS</p> <ul style="list-style-type: none"> • Competition on finding and affording the most creative human resources • Increasing salaries and labor costs • Changing consumption behavior. Switch from physical to digital and online. • More concern with content over quality • Low level of tourism awareness • Low level of participation of private players • Maintaining product differentiation

6. Economic Plan/ Economics of the Business

This section of business plan addresses the basic logic of how profits are earned in the business and how many units of a business's product or service must be sold for the business to "break even" and then start earning a profit. The purpose of this is to let the investors be aware of the financial details relating to operations, product and services. The better the economic study of the business, the better the chances to lure the investors.

Reiek Adventure Theme Park gets its financing from the Central and State Governments since its inception. However, maintenance and operational cost have to be borne by the State Government. As such, the State Government appointed the Mizoram Tourism Development Authority (MTDA) to seek financial management for the long run. It is now come under the aegis of the Mizoram Tourism Development Authority (MTDA).

After analyzing the market trends, it can be forecasted that Reiek Adventure Theme Park will get 50,000 children, 10,000 adults, and 3,000 senior citizens as visitors every year for the period of first 5 years. On the following years after that, Reiek Adventure Theme Park predicts the inflow of 100,000 children, 190,000 adults and 5,000 senior citizens as visitors every year.

Reiek Adventure Theme Park will charge entry fees which will be fixed by the State Government. It will also charge parking fees from vehicles. Reiek Adventure Theme Park will be collecting revenues from various fields as entry fees, rides at Adventure Park, Ethnic huts at theme park, resort, weekend parties, stall rent, birthday parties, sale of fancy dresses at theme park, etc. Primary sources of revenue and their annual estimated amount for the first 5 years and years after that can be shown as follows:

Revenue Sources			
Sl.No	Particulars	Yearly Estimated Revenue in First 5 Years (in Rs)	Yearly Estimated Revenue After 5 Years (in Rs)
1	Entry fees	200,000	230,000
2	Zokhua Ethnic Hut	100,000	120,000
3	Theme park	120,000	180,000
4	Rock Climbing	45,000	75,000
5	Resort	350,000	400,000
6	Stall rent	230,000	300,000
7	Weekend parties and movies	150,000	175,000
Total		11,95,000	14,80,000

Annual operating expenses of Reiek Adventure Theme Park is expected to be Rs.750,000 which includes expenses on payroll, repairs and maintenance, utility charges, preliminary expenses, audit fees, advertisement and publicity and electricity.

Even though from the layman's perspective, we can see difference between total cost and total revenue on the first year of business, it will be recovered in no time if the business grows the way market trend indicates. On this pace, the business will be able to clear its debt and start distributing dividends after few years of operation. It can be forecasted that Reiek Adventure Theme Park will be able to break even within 16 months of smooth operation.

Furthermore, it can be projected that Reiek Adventure Theme Park will be able to gain annual profit of Rs.11 lakhs approximate after 5 years of business.

7. Marketing Plan

A marketing plan focuses on how the entrepreneurs plan to use various marketing tools, strategy, positioning, points of differentiation, promotional mix etc to

convert potential customers into actual customers. Marketing plan basically involves the following:

7.1 Price Planning

The pricing of Reiek Adventure Theme Park will be less than other adventure parks in Mizoram or India. Reiek Adventure Theme Park will charge entry fees at minimal rate. It will also charge Rs. 20 for parking of two wheelers and Rs. 50 for parking of four wheelers.

Price of innovative and thrilling adventure activities will range from Rs.150 to Rs.500. Reiek Adventure Theme Park will collect much of their revenue from admission fees paid by guests attending the ethnic huts Zokhua. Other revenue sources include parking fees, food and beverage sales and souvenirs. Practically all parks operate using one of two pricing policies

7.2 Pay-as-you-go:

In this format, a guest enters the park at little or no charge. The guest must then purchase activity individually, either at the attraction's entrance or by purchasing tickets (or a similar exchange method, like a token). The advantages of pay-as-you-go include guests pay for only what they choose to experience and attraction costs can be changed easily to encourage use or capitalize on popularity

7.3 Pay-one-price

Theme park will also use pay-one-price format and will charge guests a single, large admission fee. The guest is then entitled to use almost all of the attractions in the park as often as they wish during their visit. The park might have some attractions that are not included in the admission charge; these are called "up-charge attractions" and can include movies in theme park (if any). However, the majority of the park's attractions are included in the admission cost. The advantages of pay-one-price include guests can more easily budget their visit; guests may be more likely to experience an attraction they've already paid for; and lower costs for the park operators, since ticket-takers are not needed at each attractions

Customers who visit the park in large groups as school students and families will be given discount facility. Similarly, customers with membership cards will be given discounts on adventure activities and their stay at resort. Likewise,

7.4 Distribution Planning

It is concerned with making the products and services available to the customers at the time and place they desire. It includes plans relating to availing customers with food, beverages, clothes and other goods desired by them at resort; continuous flow of products at stalls; timely payment of money to the suppliers and concerns about time utility and place utility.

7.5 Marketing Strategy

Marketing strategies focus on ways in which the corporation can differentiate itself effectively from its competitors, capitalizing on its distinctive strengths to deliver better value to its customers. Marketing strategies will be designed to create maximum penetration to reach the market as previously described. These strategies will ensure that Reiek Adventure Theme Park will be economically successful and will be the first destination of fun lovers. Some of the strategies can be highlighted as follows:

a) Advertisement: Advertisement is the best way to inform, persuade, remind and reassure the customers and build image of the organization. For advertisement purpose, Reiek Adventure Theme Park can hire best Ad producers and publish its advertisements on local TV channels, national channels, daily newspapers, magazines, hoarding boards and even on social networking sites. Though cost of advertisement is very high, it helps to transfer message to a large number of customers and eventually contribute to high sales in no time.

b) Sales Promotion: Sales promotion makes the customers aware about Reiek Adventure Theme Park and persuades them to visit time and again. It includes the activities the company undertakes to communicate its products to the target market. Sales promotions are the short term incentives that stimulate demand and create stronger and quicker purchase response. Reiek Adventure Theme Park can implement following techniques of sales promotion:

- Discount to children below the age of 10, school students, employees, family package.
- Lucky draw on every weekend, where winners will get free 2 days and 1 night stay at the resort.
- Birthday parade, where favorite cartoon characters of boy / girl will throw them a parade on their birthday parties held inside the park.
- Birthday blast, where birthday boy or girl get a special themed gift basket. Customers can even select a one room at Reiek Tourist Resort so that their room is decorated in true adventure style.
- Celebrity concerts will be held on occasions like weekends and during festivals etc.
- Bags, pens, caps, t-shirt etc for the member customers.

c) Word of Mouth: It is one of the most effective ways of marketing one's product and service. Reiek Adventure Theme Park can assure good and consistence quality of its service to the customers. Friendly environment, availability of every sort of facilities that a customer would possibly need within the park, discounts, memberships, good customer care services etc will persuade customers to relay impressive feedbacks about Reiek Adventure Theme Park to their friends and families.

d) Birthday Package: Reiek Adventure Theme Park has designed a birthday package that will be priced to a specific age group target market. The birthday groups will have a full agenda of games, prizes, rides, and theme park parade and

other activities. The birthday packages will be targeted for children with ages of 5 to 15.

e) Toll Free Information Hotline: Reiek Adventure Theme Park plans to open a toll free information hotline where customers could easily get information about opening and closing time, entry fees and ticket fees, facilities available, bookings, etc without having to pay a penny for it.

f) Charity and Sponsorships in Local Area Development Activities: Reiek Adventure Theme Park will be participating in local development activities and keep reminding the locals that the park is also a part of their community. Such type of public relation helps to maintain good relationship with customers, government, media, public, pressure groups, suppliers, distributors, employees etc.

7.6 Marketing Positioning

Positioning is the process of nailing the product and service concept in the mind of customers. Reiek Adventure Theme Park will position itself in market as “the place where real adventure exists”. Reiek Adventure Theme Park will frequently change its’ advertisements and even involve its customers on it, just to stand out different from its competitors. Positioning of Reiek Adventure Theme Park will be done in following steps:

- Identification of target customers
- Identification of competitors
- Identification of point of difference and point of parity
- Identification of category to compete. It might be in terms of attributes of physical facilities or benefits of services.
- Choosing and establishing the position on the basis of desirability, distinctiveness, deliverability, and sustainable.
- Updating positioning overtime as per the change in technology, societal belief, customers’ preferences etc.

7.7 Point of Differentiation

Competition within an industry is not only affected by the number of competing companies, but also by how similar their offered products and services are. The more similar their products and services are, the more competition exists between companies. In order to differentiate from its competitors Reiek Adventure Theme Park has incorporated adventure theme park and resort at one place. The brand identification of Reiek Adventure Theme Park is enough to establish a barrier between Reiek Adventure Theme Park and its competitors, making it the number one choice of customers. Some other ways of differentiating product and services are as follows:

- Unique product performance
- Unique product features
- Unique services
- Detailed information

7.8 Marketing Mix

To promote any product or any service, it is essential to develop in 7Ps of marketing mix, at which every successful adventure excels. Marketing mix that will be done by Reiek Adventure Theme Park are as follows:

a) Product: First product of Reiek Adventure Theme Park is its adventure theme park where customers are sure to be bedazzled. Customers get to see various adventure theme activities. Second product of Reiek Adventure Theme Park is ethnic hut 'Zokhua' where customers can enjoy traditional feel of Mizo way of life. Third product of Reiek Adventure Theme Park is its resorts which is perfect for accommodation etc.

b) Price: As Reiek Adventure Theme Park is focused on getting the mass population involved, the pricing is done keeping the middle class in mind.

c) Place: Reiek Adventure Theme Park is established amidst nature with verdant forest, greenery, peace and nature surrounding it and hence, making it an attractive destination for tourists.

d) Promotions: Promotion of Reiek Adventure Theme Park is mainly holistic. Likewise, Reiek Adventure Theme Park itself will be promoted through advertisements, offers etc.

e) People: People of Reiek Adventure Theme Park will be trained to be most polite and most inclined towards their customers.

f) Physical Evidence: The tagline of Reiek Adventure Theme Park as "where real adventure exists" is actually proved to be correct. Reiek Adventure Theme Park will have small to small things which will make the whole effect magical.

7.9 Sales Processes

Customers can also get tickets online along with booking facilities, information and updates. Customers can also buy tickets at Information booths opened at the venue and Tourism Directorate. Reiek Adventure Theme Park can also research the records of customers to create a database of potential users, theme park visitors etc.

7.10 Brand Strategy

Brand is a name, logo, symbol or design intended to identify the product or services and to differentiate it from competitors. It is goodwill of the company. Building a strong Company brand will require a coordination of many factors. Initially, the Reiek Adventure Theme Park will focus on several core elements that will help build and strengthen the Backbone of the Reiek Adventure Theme Park:

- Wholesome Family Entertainment:

- The name Reiek Adventure Theme Park will be synonymous with wholesome family fun and adventure.
- Cleanliness: Reiek Adventure Theme Park will live up to the highest standards of cleanliness throughout its facilities.
- Gold Rush Theme: The Reiek Adventure Theme Park will become known for providing educational themed events and activities for parents and children.
- Quality Attractions: Reiek Adventure Theme Park will be known for the latest in adventure attractions.
- Logo of Incredible India and Mystical Mizoram will be used as promotion

8. Operations Plan

The Operational Plan is a plan for the implementation of strategies contained within the Strategic Plan. The purpose of the Operational Plan is to provide organization personnel with a clear picture of their tasks and responsibilities in line with the goals and objectives contained within the Strategic Plan.

8.1 Operations Strategy

Reiek Adventure Theme Park being a service oriented company focuses on Product or Service Strategy to be competitive in market. Reiek Adventure Theme Park has integrated the facilities of adventure theme park and resort at a single destination with more varieties of activities, products and better services than any competitors in the market. It considers satisfied customers as its' main objective and put all its' efforts on customer service.

9. Management Team

Management team also known as senior management is generally a team of individuals at the highest level of organizational management who have the day-to-day responsibilities of managing a company or corporation. Reiek Adventure Theme Park's management team is well balanced in talents and experience and is supported by highly qualified senior officials. Management will be separated into the following categories:

Category	Position	Numbers
Senior management	Mizoram Tourism Development Authority	5
	Member Secretary	1
Operations Department	Receptionist	1
	Assistant Receptionist	1
	Assistant Receptionist - Adventure	1
	Guide - Zokhua	1
	Guide - Zipline	1
	Guide - Zorbing	1
	Guide – Obstacle Course	1
	Guide – Shooting Range	1
	Support Staff	7



10. Mizoram Tourism Development Authority:

The Mizoram Tourism Development Authority (MTDA), which is a registered society under Government of Mizoram, Tourism Department shall manage and operate Reiek Adventure Theme Park. All fees and realizations towards the use of Reiek Adventure Theme Park and associated facilities shall be credited to the dedicated account of the Reiek Adventure Theme Park which shall be maintained by Member Secretary, Mizoram Tourism Development Authority. Fees or realizations generated shall be used for maintenance, management and up-keeping of the Reiek Adventure Theme Park.

11. Inspection and Evaluation

Government of Mizoram shall have the authority to inspect or evaluate the functioning of Reiek Adventure Theme Park or shall have the authority to appoint third party agency to conduct inspection and evaluation as and when required.



**No.G. 25012/6/2012-TOUR
GOVERNMENT OF MIZORAM
TOURISM DEPARTMENT**

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Email: miztoursec123@gmail.com*

Aizawl, the 2nd November, 2021

NOTIFICATION

In supersession to this Department's Notification of even number dated 13th October 2021, the Governor of Mizoram is pleased to revise Tariff of Room Rent in Tourist Lodges/Facilities under Tourism Department with immediate effect as indicated in Annexure I appended hereto.

SD/- K. LALRINZUALI, IAS

*Secretary to the Govt. of Mizoram
Tourism Department*

Aizawl the 2nd November, 2021

Memo No.G.25012/6/2012-TOUR :

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/Minister 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 Head of Department.
8. Controller, Printing & Stationeries, Govt. of Mizoram with 6 spare copies for publication in the Mizoram 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.*

Rates of Tariff on Rooms/Facilities in Tourist Facilities under Tourism Department, Government of Mizoram			
Rates are per room/facilities except in Dormitories where rates are per bed			
SL. No	Name of Lodges/Facilities	Categories of Rooms/ Facilities	Rates in Rupees
1	Chaltlang Tourist Lodge	Suite Room AC	3000
		Double	1000
		Single	800
		Dormitory Bed	200
		Banquet Hall	5000
		Green Room	2000
2	Tourist Resort Hmuifang	Deluxe	1500
		Double	1000
3	Tourist Resort Lengpui	Deluxe AC	2000
		Double AC	1500
		Double	1000
		Cottage	1000
		Single	600
4	Tlabung Tourist Lodge (New Building)	Deluxe AC	2000
		Double AC	1500
		Double	1000
		Dormitory Bed	200
5	Tlabung Tourist Lodge (Old Building)	Double	400
		Cottage	1000
		Dormitory Bed	200
6	Tourist Lodge Kolasib	Deluxe AC	2000
		Cottage	1000
		Double	1000
		Dormitory Bed	200
7	Tourist Lodge Champhai	Deluxe	1500
		Cottage	1000
		Double	1000
		Dormitory Bed	200
8	Tourist Lodge Zokhawthar	Deluxe	1500
		Semi Deluxe	1200
		Double	1000
		Dormitory Bed	200
		Hall	2000
9	Tourist Resort Reiek	Deluxe	1500
		Semi Deluxe	1200
		Double	1000
		Dormitory Bed	200
		Hall	2000
10	Tourist Lodge North Vanlaiphai	Double I	1000
		Double II	800

SL. No	Name of Lodges/Facilities	Categories of Rooms/ Facilities	Rates in Rupees
11	Tourist Lodge Siaha	Deluxe	1500
		Double	1000
		Single	600
		Dormitory Bed	200
12	Tourist Lodge Serlui B	Deluxe AC	2000
		Double AC	1500
		Dormitory Bed	200
13	Tourist Lodge Thenzawl	Deluxe AC	2000
		Deluxe	1200
		Cottage	1000
		Duble	1000
		Dormitory Bed	200
14	Tourist Lodge S.Vanlaiphai	Deluxe	1000
		Cottage	600
15	Tourist Lodge E. Lungdar	Double I	800
		Double II	600
16	Highway Restaurant Chhiahtlang	Double I	600
		Cottage	800
		Double II	500
17	Tourist Lodge Sangau	Double	800
		Dormitory Bed	200
18	Tourist Lodge Zawlnuam	Deluxe AC	2000
		Double	1000
		Dormitory Bed	200
19	Tourist Lodge Kanhmun	Semi Deluxe	1000
		Double I	800
		Double II	600
20	Tourist Lodge Ngopa	Double I	800
		Double II	600
		Dormitory Bed	200
21	Highway Restaurant Kawlkulh	Double	1000
		Dormitory Bed	200
22	Tourist Lodge Lawngtlai	Deluxe AC	2000
		Double	200
23	Tourist Lodge Serchhip	Deluxe	1500
		Cottages	1200
		Double	800
		Dormitory Bed	200
24	Tourist Lodge Farkawn	Double I	1000
		Double II	800
		Single	500

SL. No	Name of Lodges/Facilities	Categories of Rooms/ Facilities	Rates in Rupees
25	Tourist Lodge Berawtlang	Cottage	1500
		Double I	1200
		Double II	1000
		Dormitory Bed	200
		Hall	7000
		Convention Hall	15000
26	Tourist Lodge Lunglei	Deluxe AC	2000
		Semi Deluxe	1500
		Double	1000
		Dormitory	200
		Hall	2500
27	Tourist Lodge Mamit	Suite Room AC	2500
		Semi Deluxe	1500
		Double	1000
		Dormitory	200
28	Tourist Lodge W.Phaileng	Double I	1000
		Double II	800
29	Tourist Lodge Darlawn	Double I	1000
		Double II	600
		Dormitory	200
30	Picnic Spot Tamdil	Cottage	1500
31	Wayside Amenities Maubawk (Zero)	Double	800
32	Tourist Lodge Saipum	Double	800
		Single	600
		Dormitory Bed	200
33	Tourist Lodge Hnahlan	Double	1000
		Cottage	800
		Dormitory	200
34	Tourist Lodge Noaotla	Double	800
35	Tourist Lodge Vawmbuk	Double I	800
		Double II	600
		Dormitory	200
36	Tourist Lodge Bualpui NG	Double	800
		Single	600
37	Tourist Lodge Chakheitla	Double	800