



Abstract

Tourism – Hon'ble Minister Announcements 2022-2023 – Tamil Nadu Tourist Guide Registration Scheme, 2023 – Approved – Orders - Issued.

Tourism, Culture and Religious Endowments (T3-1) Department

G.O. (Ms.)No.71

Dated.17.02.2023

திருவள்ளூராவாண்டு 2054,
சுபகிருது, மாசி-5

Read:-

From the Director of Tourism letter No.8138/HRD-1/2022,
dated:30.11.2022 and 30.01.2023.

ORDER:

The Hon'ble Minister for Tourism has announced on the floor of the house while moving the Demand for Tourism (2022-2023) that Guidelines for Tamil Nadu Tourist Guide Registration 2023 will be issued.

2. The Director of Tourism in his letter read above has sent the draft for Tamil Nadu Tourist Guide Registration Scheme, 2023 for approval.

3. The Government after careful examination accept the proposal of the Director of Tourism and approve the Tamil Nadu Tourist Guide Registration Scheme, 2023 as **annexed** to this Order.

4. The above scheme will come into effect from the date of issue of this order.

5. The Director of Tourism is requested to communicate the scheme to all Tourism Stakeholders concerned and operate it.

(By order of the Governor)

Chandra Mohan. B

Principal Secretary to Government

To

The Director of Tourism, Chennai 600 002.

The Managing Director, Tamil Nadu Tourism Development Corporation,
Chennai-600 002.

The Principal Private Secretary to Principal Secretary to Government,
Tourism, Culture and Religious Endowments Department, Chennai-9.
The Regional Director, India Tourism, 154 Anna Salai, Chennai-2.
The Principal, Institute of Hotel Management and Catering Technology,
Chennai 600 113.
The Principal, State Institute of Hotel Management and Catering Technology,
Thuvakkudi, Trichy-620 015.
Special Programme Implementation /2/artment, Chennai-9.
The Tourism, Culture and Religious Endowments (T1/T2/Gen) Department,
Chennai-9. (w.e. Annexure to all)

The Resident Audit Officer, Chennai-9.

The Accountant General, Chennai-18. (w.e. Annexure to all)

Copy to

The Special Personal Assistant to Hon'ble Minister for Tourism,
Chennai-9.

The Principal Private Secretary to Principal Secretary to Government,
Tourism, Culture and Religious Endowments Department, Chennai-9.

The Regional Director, India Tourism, 154 Anna Salai, Chennai-2.

The Principal, Institute of Hotel Management and Catering Technology,
Chennai 600 113.

The Principal, State Institute of Hotel Management and Catering Technology,
Thuvakkudi, Trichy-620 015.

Special Programme Implementation Department, Chennai-9.

The Tourism, Culture and Religious Endowments (T1/T2/Gen) Department,
Chennai-9. (w.e. Annexure to all)

Stock file/Spare copy.

/ Forwarded by Order /


Section Officer 17/2/23

810 KM
17/2/23

TAMIL NADU TOURIST GUIDE REGISTRATION SCHEME – 2023

TAMIL NADU TOURIST GUIDE REGISTRATION SCHEME – 2023

Government of Tamil Nadu
Department of Tourism
Tamil Nadu Tourist Guide Registration Scheme - 2023

Preamble

Tamil Nadu offers diverse segments of tourism with its abundant natural, cultural and heritage attractions. With a vast coastline, inland water bodies, forests and scenic hill stations, the state offers immense potential for all forms of tourism. Tourist Guides are essentially the interpreters of a place/event/experience and play a significant role in promoting the destinations and products of the state, thereby providing an enriching experience.

A tourist guide is a curator who makes the tourist spots appealing by explaining intricate stories from history, mythology, culture, nature, cuisine, art, etc., that elicits interest and awe in the visitor about the destination. Through direct interaction, tourist guides act as important touch points for visitors. At present, however, the supply of such professionals has gaps in both quality and quantity.

The Department of Tourism, Government of Tamil Nadu intends to frame a Scheme for registration of Tourist Guides to standardize the quality of services offered thereby ensuring a positive experience for tourists visiting the State of Tamil Nadu. The Government have carefully considered the subject and hereby approve the Scheme for Registration of Tourist Guides.

1. Short title, extension

- (a) This Scheme shall be called the Tamil Nadu Tourist Guides Registration Scheme, 2023.
- (b) It will extend to the whole of the State of Tamil Nadu.
- (c) Registration shall be mandatory to operate as a tourist guide in the state of Tamil Nadu.

2. Objectives

The objectives of the schemes are:

- (a) To standardize the quality of services rendered by tourist guides in Tamil Nadu and thereby enhance tourist experience.
- (b) To provide a common registration portal for tourist guides.
- (c) To ensure periodical skill development of tourist guides in Tamil Nadu; and
- (d) To develop a stakeholder-friendly and effective process for registration of tourist guides.

3. Definitions.- In this Scheme, unless the context otherwise requires;

- (a) "Applicant" means a person who has made an application under this Scheme to register as tourist guide.
- (b) "Certificate of registration" means a certificate issued under this Scheme.
- (c) "Clause" means clause in this Scheme.

4. Classification of the Tourist Guide

Tourist Guides shall be classified into the following categories:

- i. General Guide
- ii. Expert Guide

(d) "Department" means the Department of Tourism, Government of Tamil Nadu.

(e) "Form" means the form appended to this Scheme;

(f) "Tourist guide" means a person who possesses an area-specific qualification recognized by the appropriate authority and guides visitors in the language of their choice.

(g) "Tourist" means a person or group of persons, including pilgrims visiting the State of Tamil Nadu.

4. Classification of the Tourist Guide

Tourist Guides shall be classified into the following categories:

- i. General Guide
- ii. Expert Guide
- iii. Linguist Guide

The classification will be made on the basis of educational qualification, work experience and language proficiency.

5. Registration of Tourist Guide

(i) No person shall carry on the profession of tourist guide unless he is registered with the Department of Tourism:

(ii) Any person intending to act as a Tourist Guide shall, before he commences to act as such, apply for registration to the Department of Tourism in Form I.

Provided that any person acting as a guide on the date of commencement of this Scheme shall apply for registration within ninety days from the date of commencement of this Scheme.

6. Eligibility for applying for registration

Any person may apply under the relevant category subject to fulfillment of the following conditions: -

Sl. No.	Categories	Qualification
(1)	(2)	(3)
	General Guide	<p>(i) The candidate must have completed the age of 18 years as on the date of application.</p> <p>(ii) The candidate should have passed the 12th Standard.</p> <p>(iii) The candidate should have knowledge of operating smartphone / tablet and social media platforms.</p>

		(iv) The candidate should be fluent in speaking Tamil and English.
2	Expert Guide	<p>(i) The candidate must have completed the age of 23 years as on the date of application.</p> <p>(ii) The candidate should have 5 years' experience as a tourist guide;</p> <p style="text-align: center;">or</p> <p>2 years' experience as a tourist guide with any degree from any University recognized by the University Grants Commission; or Diploma in Tourism / Hospitality / Archaeology / History from a recognized University.</p> <p>(iii) The candidate should be fluent in speaking Tamil, English and at least one other Indian language.</p> <p>(iv) The candidate should have working knowledge of operating computers / smartphone / tablet and social media platforms.</p> <p>Note: For work experience, a certificate by Ministry of Tourism, Government of India / Department of Tourism, Government of Tamil Nadu / any recognized associations / Tourist Officer of the respective district based on local enquiry will be considered</p>
3	Linguist Guide	<p>(i) The candidate must have completed the age of 23 years as on the date of application.</p> <p>(ii) The candidate should have 5 years' experience as a tourist guide;</p> <p style="text-align: center;">or</p> <p>2 years' experience as a tourist guide with any degree from any University recognized by the University Grants Commission; or Diploma in Tourism / Hospitality / Archaeology / History from a recognized University.</p>

		<p>Note: For work experience, a certificate by Ministry of Tourism, Government of India / Department of Tourism, Government of Tamil Nadu / any recognized associations / Tourist Officer of the respective district based on local enquiry will be considered</p>
7.	Registration fee	
		<p>(iii) The candidate should be fluent in Tamil and English</p> <p>(iv) The candidate should be fluent in speaking at least two other Indian languages and at least one foreign language (apart from English)</p> <p>(v) The candidate should have working knowledge of smartphone / tablet and social media platforms.</p>
Sl. No.	Category	
1.	General Guide	
2.	Expert Guide	
	Linguist Guide	

7. Registration fee

All documents duly stamped and attested by the Managing Director/Managing Partner/Proprietor of the firm. The application for registration or renewal of registration shall be accompanied with a non-refundable fee as given below:-

Sl. No.	Category	Fee for Registration (Amount in Rs.)	Fee for Renewal of Registration For every three years (Amount in Rs.)
1	General Guide	2000	1500
2	Expert Guide	3000	2000
3	Linguist Guide	3000	2000

A penalty of Rs.300 will be payable for every one month delay after the validity of registration.

8. Documents to be submitted with the Application for Registration of Tourist Guide

- Passport size photo two;
- Document for age proof (Birth certificate / Aadhar ID);
- Address Proof (Voter ID, Ration card, Aadhar ID, Passport, Driving License);
- Permanent Account Number (PAN) Card;
- Educational Qualification Certificates;
- Experience Certificate;
- Membership in any guide associations (if any);

- viii. Ministry of Tourism recognition certificate (if any);
- ix. Foreign Language Proficiency Certificate (Linguist Guides only);
- x. Police verification certificate;
- xi. Medical fitness certificate;
- xii. Declaration (as in Form III); and
- xiii. Undertaking form (as in Form IV);

9. Mode of Payment

Fee shall be paid through payment gateway on the registration website.

10. Validity of registration

The initial registration will be valid up to the end of the second succeeding financial year i.e. up to 31st March of the second succeeding financial year (If first registration is made on 23rd Dec 2022, it is valid up to March 2025). The registration can be renewed for a further period of not exceeding 3 years at a time with a fee prescribed in Clause 8 above.

11. Training and Skill Upgradation Program

The program shall be conducted by the Department of Tourism, Government of Tamil Nadu in association with training partners as follows:

(a) Basic Guide Training for General Guide

- (i) This training program shall be applicable to all applicants who have applied for registration as a General Guide;
- (ii) The applicants have to undergo a mandatory 7-day residential training program (5-day classroom training + 2-day field visit);
- (iii) The training program will be conducted at identified Regional Centers as notified on the registration website;
- (iv) The applicant should have 100% attendance to be eligible for the examination which will be conducted at the end of the program;
- (v) Successful completion of the training program by clearing the examination is mandatory for registering as General Guide;

(b) Skill Upgradation program for Expert / Linguist Guide

- (i) This training Program shall be applicable to all applicants who have applied for registration as an Expert / Linguist Guide.
- (ii) The Applicants have to undergo a mandatory 2-day training program.
- (iii) The training program will be conducted online or at identified Regional Centers notified on the registration website.
- (iv) A Language Proficiency Test will be conducted at the end of the program only for Expert and Linguist Guides.
- (v) Successful completion of the training program is mandatory for registering as an Expert / Linguist Guide.

- (e) There would be no retirement age prescribed for certified guides. However, after attaining the age of 65 years they have to undergo a physical fitness test and produce a Medical Fitness Certificate from Registered Medical Practitioner (RMP) before their certifications are renewed.

13. Processing of Application

12. Roles and Responsibilities of Registered Tourist Guide

- (a) The registered tourist guide should adhere to the Code of Conduct prescribed in Form II. Any violation would lead to cancellation of the Registration.
- (b) The registered tourist guide should follow all provisions of the Scheme
- (c) The registered tourist guide should submit the details online monthly to the Department of tourism as per Form V.
- (d) The Registered tourist guide should attend the Refresher training program (2 days) as and when organized by the Department.
- (e) There would be no retirement age prescribed for certified guides. However, after attaining the age of 65 years they have to undergo a physical fitness test and produce a Medical Fitness Certificate from Registered Medical Practitioner (RMP) before their certifications are renewed.

13. Processing of Application

(a) Submission of Application

The applicant shall submit the duly filled registration form online along with the corresponding registration fee.

(b) Scrutiny of Documents

On receipt of the application along with the required documents, the Department shall scrutinize the applications and determine the eligibility of the applicant for the classification applied for. Applications that do not fulfill the required conditions will be rejected.

(c) Training and Examination

The training details will be intimated online to the eligible applicants. On completion of the training and the examination, the training partner shall forward a report to the Director of Tourism.

(d) Rejection of Application

Applications that do not fulfill the conditions prescribed in the Scheme will be rejected. As per the report of the Training Partner, if the candidate fails to meet the minimum attendance criteria and/or does not pass the examination, the application will be rejected. In case of rejection, the applicant may reapply for registration.

14. Issuance of Certificate of Registration

A Certificate of Registration as a Tourist Guide with the classification shall be issued to applicants who qualify the training program. Certificate shall be downloaded online. The Department of Tourism reserves the right to accept or reject any application or issue instructions for revaluation.

15. Renewal of Registration

- (a) The application for renewal of registration has to be submitted online at least three months before the expiry of the registration to the Department of Tourism.
- (b) Any delay in the submission of application for renewal of registration will be accepted for a maximum period of two months from the expiry of

registration with a penalty of Rs. 300/- (Rupees Three hundred only) for each month of delay.

- (c) If the application for renewal of registration is not submitted within two months after the expiry of the registration, then the registration will be cancelled.
- (d) Renewal of registration is subject to adherence to conditions specified in this Scheme.

16. Cancellation of Registration

The Registration shall be liable for cancellation:

- (a) If the Tourist Guide is found violating the registration conditions including the failure on the part of the tourist guide to maintain requisite standards of service delivery, unlawful activities, malpractices, misbehavior with tourists etc.
- (b) If at any point of time, it is found that the candidate had submitted a false or fabricated certificates,
- (c) If the tourist guide acts in violation of the Code of Conduct as specified in Form-II.
- (d) If the registered tourist guide fails to submit information on a monthly basis to the Department of Tourism as specified in Form-V,
- (e) If any complaint is received against the tourist guide with regard to violation of Scheme.

17. Appeal

An appeal against the order of the Directorate of Tourism rejecting an application for registration or cancellation of registration shall lie to the Secretary to Government, Tourism, Culture & Religious Endowments Department, Secretariat, Chennai - 600 009 within 30 days from the date of communication of the order of the Director of Tourism and the decision of the Secretary to Government, Tourism Culture & Religious Endowments Department, Secretariat, thereupon shall be final.

18. Power to make Amendment

The Secretary to Government, Tourism, Culture and Religious Endowments Department, Government of Tamil Nadu reserves the right to modify the Scheme from time to time as is considered necessary and appropriate and that shall be binding on the Applicant / Authorized Legal Representative of the Tourist Guide.

19. Miscellaneous

The Department of Tourism may revise the Forms appended to this scheme under intimation to the Government. The Department of Tourism is authorized to formulate procedures for grievance redress mechanism for visitors and guests.

Form I
(see clause 6 (i))

Application for Registration of Tourist Guide		
(General / Expert / Linguist)		
1	Name of the Applicant	
2	Date of Birth	
3	Gender	
4	Residential Address with Pincode	
5	District	
6	Contact Number	
7	Email id	
8	Educational Qualification	
9	Application for	<input type="checkbox"/> General Guide <input type="checkbox"/> Expert Guide <input type="checkbox"/> Linguist Guide
10	Languages Known Indian Language i. English ii. Hindi iii. Tamil iv. Other (Mention)	Mention R/W/S for each language
11	Foreign Language i. French ii. Spanish iii. German iv. Korean v. Japanese vi. Arabic vii. Other (Mention)	Mention R/W/S for each language
12	Work Experience as Tourist guide	
13	Additional Certifications if any	

14	Documents to be attached	Passport size photo Age proof Address Proof PAN card Educational Qualification Certificates Experience Certificate Police verification certificate Medical fitness certificate Foreign Language Proficiency Certificate Membership in any guide association(if any) Ministry of Tourism recognition (if any) Declaration (Form III) Undertaking form (Form IV)
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Place:

Date:

Name & Signature of the Applicant

Form II

(see clause 12 (a) and 16 (c))

CODE OF ETHICS

The Scheme will be implemented by the Department of Tourism.

- (a) The certified guide should be dressed in a presentable manner to uphold the dignity of the profession in the state.
- (b) The certified guide should wear the ID Card while accompanying the tourist. This will be designed and issued by the Department of Tourism.
- (c) The guide will not solicit financial tips from tourists other than prescribed fees.
- (d) The guide certificate is non-transferable and the certified guide will not lend his/her certification issued by the Tourism Department, Government of Tamil Nadu. Any violation of this rule will make him/her liable to disciplinary action and withdrawal of the guide certification granted to him/her.
- (e) In case of loss or damage of the guide certification, the guide will immediately report the same to the office of the Department of Tourism and the nearest police station. The guide will have to apply afresh for a duplicate guide certification based on First Information Report (FIR) stating that he/she has lost the certification. The guide will be responsible for the safe custody of the certification.
(A nominal fee will be determined by the Department of Tourism, Government of Tamil Nadu from time to time for issuance of duplicate guide certificate.)
- (f) The guide will not canvass business of any kind on behalf of the business houses, travel agents, hoteliers paying guest houses, shopkeepers, transport operators etc.
- (g) Any certified guide found to be canvassing for shopping establishments like shops selling handicrafts, handlooms would be liable for cancellation of their certification.
- (h) Without any valid reason, the guide will not refuse to work on any assignment given to him/her by the Department of Tourism, Government of Tamil Nadu or any other agencies such as travel agents/tour operators/hoteliers etc. If the certified guide repeatedly refuses their assignments in a season, the guide certification would be liable to be suspended/revoked.
- (i) The guide will maintain good conduct and courteous behavior towards tourists or other officials with whom he / she comes in contact during the course of his/her assignment.
- (j) The guides would be required to submit a medical fitness certificate and Police verification along with the application. And thereafter submit the same whenever required by the Department of Tourism.

- (k) The guide will be responsible for warning tourists against taking photographs of the places which are prohibited by law or which may have an adverse effect on the State's image.
- (l) The guide will abide by the existing rules and any other conditions that may be framed from time to time by the Department of Tourism failing which the guide certification issued to him/her shall be withdrawn.
- (m) The Tourist Guide would ensure to give correct and all possible information of the latest developments in the state and keep himself / herself up to date. He / she should understand and convey the positive aspects of the 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.

Form III

(see clause 8 (xii))

Declaration

From

To

**The Director,
Department of Tourism, Tamil Nadu Tourism Complex,
No.2, Wallajah Road, Chennai-2.**

Paste recent
Passport size
photograph self
attested

Sir,

I hereby solemnly agree to abide by and accept the 'Code of Ethics, prescribed in the Form-II for Tourist Guides' and I undertake to uphold them faithfully in the discharge and conduct of my profession.

Place:

Date:

Name & Signature of the Applicant

Form IV

(see clause 8 (xiii))

FORMAT FOR UNDERTAKING

(to be given by the Applicant)

To

The Director,

Department of Tourism

Tamil Nadu Tourism Complex

No.2, Wallajah Road, Chennai-600 002

I have read and understood all the terms and conditions mentioned in the Scheme with respect to the approval and registration or renewal of the Registration and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge and belief and nothing material has been concealed therein.

(to be given by the Applicant)

I am well aware that concealment of facts and giving false information herein, I will be liable for the civil and criminal action under the relevant provisions of law.

I also undertake that the registration availed by me by furnishing such false information or concealment of facts shall be liable to be summarily cancelled.

Place :

Date :

Signature of Tourist Guide

Name:

Address with contact No.,

Form V

(see clause 12(c) and 16 (d))

Format for Submission of Data

(to be submitted on a monthly basis for each day)

a. No. of tourists handled

- a) Foreign Tourists
- b) Domestic Tourists

b. No. of groups handled

- a) Foreign Tourists
- b) Domestic Tourists

c. Name of the sites visited

d. Source market wise split of international and domestic tourists

e. Any eco-friendly practices followed during the tour

f. Any improvement required in the amenities of the destination

Place:

Date:

Name & Signature of the Tourist Guide

Chandra Mohan.B
Principal Secretary to Government

//True Copy//

[Signature]
17/2/23
Section Officer

Name & Signature of the Tourist Guide