

1. *Short title and commencement.*— (i) The scheme shall be called “Tourist Guide Certification Scheme”.

(ii) The scheme shall come into force from the date of its publication in the Official Gazette.

2. *Introduction.*— The tourism industry in the State of Goa has emerged as a major industry in the State, especially post suspension of the mining activities and is now one of the main sectors of the State economy. A major population of the State directly or indirectly depends on tourism for their livelihood. The State of Goa bestowed with 105 Kms. coastline spanning from North to South with its beautiful palm fringed beaches, its historical temples, churches, age-old ruins, world class cuisine, is a major tourist destination in the world.

Tour guides are among the most influential front-line actors in the tourism industry, their knowledge and interpretation of a destination’s tourist attractions plays an important role in creating a brand image of a State. Currently, there are limited number of tourist guides in the State. Hence, training the local youth as tourist guides can help increase the number of tourist guides in the State and provide better service delivery to the tourists, building the entrepreneurial capacity of local youth and widening their opportunities in tourism sector.

3. *Scope of the Scheme.*— i. Department of Tourism, Goa (DOT) has adopted the “Incredible India Tourist Facilitator (IITF) (Basic) Certification Programme” of Ministry of Tourism, Government of India. The Basic IITF Certification Programme is divided into various Modules. The first six modules aim to equip the candidate with basic knowledge and skills required by a Tourist Facilitator such as basics about society and nature of India, basics of tourism industry and its terminologies, building rapport and communication. The last module is related with tourist destinations and experiences of different States of India.

ii. DOT has also developed an Advanced Tourist Guide Curriculum. The aim of the

advanced Tourist Guide Curriculum is to train the participant in Goan history, heritage, culture, tourist destinations, soft skills and etiquettes, and enhance their employability within a short span of time.

iii. The fee of the IITF (Basic) program will be reimbursed to the candidate and cost of Advanced Tourist Guide Curriculum will be sponsored by DOT.

iv. SC/ST category candidates are already exempted from payment or registration fee under IITF certificate program and hence, SC/ST category candidates shall not apply for reimbursement. These candidates can register for the Advanced Tourist Guide Curriculum and cost of Advanced Tourist Guide Curriculum will be sponsored by DOT.

v. Tourists guides registered with DOT as on date of publication of this Scheme can also register for the Advanced Tourist Guide Curriculum, and cost of Advanced Tourist Guide Curriculum will be sponsored by DOT.

vi. The examination fees of INR 500 for IITF Basic course shall be borne by the candidate.

vii. The spoken language is an optional specialization programme, which a candidate may opt for after completion of Tourist Guide Certification Course. A candidate can also opt for language specialization in more than one language. The course fees of Foreign Language Course shall be borne by the candidate.

viii. On completion of Advanced Tourist Guide Certification Course, DOT shall award tourist guide certificate to the candidate.

4. *Eligibility for reimbursement of IITF Certification Program (Basic) Course Fee.*— i. The participant must be a person of Goan domicile in the age group between 18 to 40 years.

ii. The participant should have completed 10+2 or equivalent examination from any recognized board in India.

5. *Procedure for applying for reimbursement of IITF Certification Program (Basic) Course Fee and registration as a Tourist Guide with DOT.*— i. Interested participant may approach

Department of Tourism, Goa to obtain details of the scheme. The interested participants shall be apprised with the details of the Scheme.

ii. The participant has to register for IITF Certification Program (Basic) offered by Ministry of Tourism, Government of India. The fees of the IITF Basic Course shall be reimbursed on submission of duly completed Application Form by the interested applicant.

iii. The participant shall fill and submit the reimbursement Application Form to DOT along with the following documents for reimbursement of IITF Basic Course fees:

- a. Copy of Applicant's Residence Certificate of Goa.
- b. Copy of Applicant's Aadhaar Card.
- c. Copy of Passing Certificate of 10+2 or equivalent examination from any recognized board in India.
- d. Copy of Bank Passbook.
- e. Copy of Certificate of Completion of IITF Certificate (Basic) Program.
- f. Fee receipt/Challan of fee submission.

iv. After due verification of the details and certificates, the reimbursement of fees towards IITF Basic Course shall be given to the applicant by DOT.

v. Post registration under IITF Certification Program (Basic), the participant has to register for the Advanced Tourist Guide Curriculum offered by institution engaged by DOT.

vi. After completion of the Tourist Guide Certification Scheme (Basic and Advanced Tourist Guide Modules), the participant shall apply for registration under DOT.

vii. The participant shall download the registration form available on www.goatourismgov.in

viii. The participant shall fill and submit the registration form to DOT along with the following documents for registration as a Tourist Guide:

- a. Copy of Applicant's Residence Certificate of Goa.
- b. Copy of Applicant's Aadhaar Card .
- c. Copy of Passing Certificate of 10+2 or equivalent examination from any recognized board in India.
- d. Copy of Bank Passbook.
- e. Copy of Certificate of Completion of IITF Certificate (Basic) Program and Advanced Tourist Guide Curriculum.
- f. Fee receipt/Challan of fee submission.
- ix. After due verification of the details and certificates, the registration as Tourist Guide under DOT shall be awarded to the participant.
- x. Post registration under DOT, the participant may opt for foreign language course to improve their competitiveness.

6. *Pattern of Assistance.*— Financial Assistance will be as per the Pattern of Assistance approved by the Government of Goa.

ii) The expenditure shall be debited to

Budget Head - Demand No. 78

3452 — Tourism;

01 — Tourist Infrastructure;

800 — Other Expenditure;

29 — Tourist Guide Certification Scheme;

50 — Other Charges.

7. *Relaxation.*— The Government shall be empowered to relax any or all of the clauses or conditions of this scheme in genuine cases for sanction of the grant.

8. *Interpretation of the provisions of this scheme.*— If any question arises regarding interpretation of any clause, word, expression of the scheme, the decision about the interpretation shall lie with the Government, which shall be final and binding on all concerned.

9. *Redressal of grievance and dispute.*— Grievances or disputes if any, arising out of implementation of this scheme, shall be referred to the Secretary (Tourism) Government of Goa, who shall hear and decide such matters and the decision of the Secretary (Tourism) Government of Goa in this regard shall be final and binding on all concerned.

The scheme has been issued with the approval of the Government and concurrence

of the Finance Department (Expenditure) vide U.O. No. 1400083052 dated 05-11-2021 and administrative approval of the Government under U. O. No. 9519 dated 29-09-2021.

By order and in the name of the
Governor of Goa.

Menino D'Souza, IAS, Director of Tourism
& ex officio Addl. Secretary.

Panaji, 9th May, 2022.

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