

# THE GAZETTE OF PAKISTAN

## PART II

Statutory Notifications containing Rules and Orders Issued by all Ministries and Divisions of the Government of Pakistan and their Attached and Subordinate Offices and the Supreme Court of Pakistan.

Government of Pakistan

MINISTRY OF CULTURE, SPORTS AND TOURISM  
(Sport & Tourism Division)  
[Department of Tourist Services]

### NOTIFICATION

Islamabad, the 18<sup>th</sup> November, 1996  
PAKISTAN TOURIST GUEDES RULES, 1996

S R O.134 (KE) 96:

In exercise of the powers conferred by section 12 the Tourist Guides Act, 1976(XXVI of 1976), the Federal Government is pleased to make the following rules, namely: ----

1. Short title and Commencement\_\_\_(1) These rules may be called the Pakistan Tourist Guides Rules 1996.
  - (a) "Act" means the Pakistan Tourist Guides Act,1976(XXVI of 1976)
  - (b) "Chairman" means chairman of the committee;
  - (c) "Licensed" means a person licensed to operate as tourist guide under the Act;
  - (d) "Schedule" means schedule appended to these rules;
  - (e) "Form" means form appended to these rules;
  - (f) "Section" means section of the Act;
  - (g) "tourist guide" means a person who is license under the provisions of the Act, and helps and guides the tourist s , organizes trekking and mountaineering parties of foreigners and citizens of Pakistan and conducts the group tours and sight seeing in Pakistan;
  - (h) "tourist" means a person who undertakes touring for the purposes of trekking, mountaineering, recreation, sports, business and includes religious pilgrimage; and
  - (i) "organization" means an organization which makes arrangement for lodging, transport or other services relating to travel of person or groups within Pakistan or arranges entertainment, sight seeing group tour, trekking and mountaineering, parties excursion and guide services through licensed guides whether the arrangements are made on the basis of comprehensive all inclusive rates or on the basis of separate charges for each service provided.

(j) Controller

3. Meeting of the committee---- (!) Meeting of the Committee shall be called by the Chairman as and when considered necessary at such time and place as he may deem fit: Provide that not less than one meeting shall be held in three months.

(2) A written notice in respect of the time and place together with the agenda and the working papers of the meeting shall be sent by the post by the Secretary of the Committee to all the members at least fifteen days before the date fixed for the meeting.

(3) Six members including the Chairman constitute the quorum and minutes of the meeting shall be circulated by the Secretary of the Committee among all the members as soon as possible after confirmation by the Chairman.

4. Method of Advice---The advice of the Committee shall be expressed in the form of a resolution passed in its meeting.

5. Grant of License-----(!) any person operating or intending to operate as a tourist guide shall apply to the Federal Government in Form “j”

(2) On receipt of an application under sub-rule (1), the Federal Government shall consider the application and if considered necessary, satisfy itself as to the suitability of educational qualification and professional know how of the applicant as prescribed in rule 14.

(3) Subject to sub-section (2) of section 4, if the Federal Government is satisfied that the applicant is a fit person for the grant of a licence, it may grant him a licence in Form “II” on payment of the fee as specified in Form “III”

(4) In case the application is not found fit for the grant of a licence, the Federal Government shall inform him accordingly, briefly stating the grounds.

6. Register for Entering Names etc. of License----The Federal Government shall maintain a register in which name and addresses of all licenses shall be entered.

7. **Renewal of a license and fee there of** -----(!) The licence may be renewed on payment within 15 days from the expiry of its date, if the fee as specified in Form-III, provided that the application for renewal of a licence is made within 30 days of the date of its expiry.

(2) If the application for renewal of a licence is made after 30 days of expiry and within three months it shall be renewed by the Federal Government on payment of double fee as specified for renewal in Form III.

(3) If the application for renewal of licence is made after three months and within six months, it shall be renewed by the Federal Government on

payment of four times of the renewal fee. In case of failure to apply for renewal within six months after its expiry the licence shall be treated as cancelled.

8. **Licence not Transferable.** ----The licence granted to a person shall not be transferable.
9. **Display of Licence**--- The licence shall prominently display the licence granted to him his office premises in case he has established an office or shall keep his licence readily available.
10. **Fixation of Service Charges**---(1) Every licensee shall submit to the Federal Government for the approval of the Federal Government details of service charges proposed to be charged by its from tourists.
  - (2) The Federal Government may approve the rates with such modification as it may consider necessary keeping in view the general conditions in the country and the charges made by other licensees for the same services.
  - (3) No licensee shall make any alternation in the service charges approved by the Federal Government without its prior approval.
  - (4) No licensee shall charge more than the approved rate from any tourist.
11. **Discontinuation of Business**----In the case of discontinuance or reorganization by a licensed tourist guide, the Federal Government shall be informed by the licensee within thirty days of such discontinuance or re-organization and on receipt of the information the Federal Government may either cancel the license granted to the licensee or in the case of re-organization grant a new license to the transferred to tourist guide.
12. **Appellate Authority**----(1) A license aggrieved by the decision or order of an officer or authority other than the Federal Government under sub section(1) of section 6 of the Act may prefer an appeal to the Federal Government within thirty days of the date of the decision or order appealed against.
  - (2) An appeal shall state the relevant facts of the case and the grounds therefore with a specified prayer in the matter and the supporting documentary evidence, of any and shall also be accompanied by the original order in question or a certified copy thereof.
  - (3) The appellate authority shall call a report thereon from the officer or authority who had padded the passed the order appealed against as well as the complete records of the case.
  - (4) No application clause (b) of sub section (2) of section 6 shall be entertained after the expiry of thirty days from the date of order passed by the expiry of thirty days from the date of order passed but the Federal Government.
13. **Prohibition to Act as a Tourist Guide**----- (1) No person shall hold himself out or act as a tourist guide unless he holds a valid license.
  - (2) No Travel Agency shall employ tourist guide who dies not hold a license.
14. **Condition of License**----The following shall be the conditions of the license namely: ----
  - (a) The licensee shall have a minimum educational qualification B.A. preferably with history geography as one of the subject.

- (b) The licence shall not be transferable.
- (c) The licence shall have at least one year's practical experience and professional knowledge as a tourist guide.
- (d) The licensee shall hold a diploma from the Tourism and Hotel Training Institute of Pakistan or any other recognized Institute of Tourism
- (e) The licensee shall be a citizen of Pakistan or a person registered under any law for the time being in force to carry out any business in Pakistan.
- (f) The licensee shall get his service charges approved by the Federal Government and no change in such charges shall be made without prior approval of the Federal Government.
- (g) The licensee shall not charge for his service except in accordance with the rates approved by the Federal Government.
- (h) The licensee shall ensure that information supplied by him in whatever form for all inclusive tours services shall contain comprehensive and accurate information with regard to the firm organization responsible for tourist guide services with detailed charges and Copy of such information for tour shall be furnished to the Federal Government.
- (i) The service charges duly approved by the Federal Government shall be prominently displayed by the licensee in his office premises and brought to the notice of tourists and other clients concerned before entering into contract with him.
- (j) The licensee shall furnish information in respect of this business that may be sought by the Federal Government.
- (k) The Federal Government or an officer duly authorized by the Federal Government shall have free access and right of inspection to the activities and premises of the licensee and his records and
- (l) the licensee shall quote the number of his license prominently in all his correspondence and commercial publication.
- (m) The licensee shall wear a badge duly approved by the Federal Government while on duty.

**15. Code of Conduct-----**(1) The licensee shall adhere to ethical practices and shall refrain from objectionable activities such as overcharging and misleading tourist clients or principals and failing to fulfill his commitments.

(2) The following shall be regarded unethical practices namely:---

- (a) Misleading public, any client or tourist.
  - (b) Damaging the reputation of client or tourist.
  - (c) Claiming to provide a better service than is fact he does;
  - (d) Unjustly delaying the discharge of debts accruing from his business transaction;
  - (e) Failing to afford necessary facilities to the Federal Government or an office premises and records';
  - (f) Failing to maintain a high standard of reputation or doing any thing which is against the prestige or security of Pakistan;
  - (g) Failing to have good relation with the public tourists and clients;
- (3) A licensee in relation to the general public tourist and clients.
- (a) shall not do any thing damaging the interest of public tourist and clients;

- (b) shall keep himself fully informed of all aspects of tourist sites and domestic and international travel services;
- (c) shall not make misleading and doubtful superlative statement in his dealings;
- (d) in the even of a dispute shall make every effort to settle the matter amicably at the earliest possible.
- (4) A licensee in relation to his employer , shall
  - (a) follow the best traditions of his profession abiding by his contractual undertaking with then and following all relevant rules; and
  - (b) settle all accounts without delay and within the agreed period
- (5) A licensee shall not violate the provisions of the Act or the Rules made there under or the terms and conditions of the license.
- 16. **Complaints-----**On receipt of a complaint from a tourist or a tourist guide the Federal Government after making necessary investigation shall dispose of the same as promptly as possible and inform the complaint the result of the investigation.
- 17. **Inspection-----** (1) The Federal Government or an officer authorized by it in this behalf may inspect during working hours the activities business office premises of a licensee for the purposes of ensuring that the business is maintained in accordance with rules and terms and conditions of the licence.
  - (2) The Federal Government or an officer authorized by it may inspect the business or office premises of the licensee against whom a complaint has been lodged if it considers that such inspection is necessary for proper disposal of the complaint.
  - (3) Inspection may include inspection of registers and record or the licensee etc.
  - (4) The person making the inspection shall carry an identity card or authority for the inspection.
  - (5) A licensee shall afford all facilities required for such inspection.

Form-II  
[See Rule 5(3)]  
Insignia  
Government of Pakistan

Mr./Miss/Mrs. \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

is hereby granted a l license to operate as a Tourist Guide under the Tourist Guides Act, 1976.

This licence is valid for the year \_\_\_\_\_ and shall expire on \_\_\_\_\_ unless renewed in accordance with the said Act.

Given this \_\_\_\_\_ days of \_\_\_\_\_

\_\_\_\_\_  
(Month and year)

under my authority and signature.

(Conditions of licence to be printed at the back)

Signature

Renewal for the year \_\_\_\_\_

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

Signature

Signature

Signature

Signature

Signature

Signature

Signature

Signature

**Form-I**  
*{See Rule 5(1)}*  
*form of application for license*

1. Name of the person	
2. (a) Business address (if Registered, give registered address). (b) Residential address	
3. Year of establishment	
a) Telephone number with number of lines. b) Telegraphic/telex/cable address. c) Telephone number (residential)	
5. (a) Educational qualifications. (b) Experience as tourist guide. (c) Knowledge of foreign languages. (d) Training, if any, from a recognized institute.	
6. Name of banker (Please attach reference from Bank)	
7. Name address of auditors, if any.	
8. Number of staff category-wise employed or proposed to be employed with qualifications and experience.	
9. Capital invested (Please indicate clearly the paid-up capital and enclosed certificate of appropriate authority in support of your statement	
10. Whether any other activities are proposed to be undertaken? If so, in what fields?	
11. Please state if you or your partner, if anyone have been convicted of an offence, if so please give details.	

*DECLARATION*

I/we hereby solemnly declare that all the particulars give above are correct

I/we hereby solemnly declare that if a licence is granted to me/us, I/We will abide by the Travel Agencies Act, 1976 and the Rules made their under the terms of the licence granted to me/us, and the code of conduct.

Signature of applicant.

**FORM -III**  
{See rules 5(3) & rule 7  
licence & renewal fee:

**1. Licence Fee \_----- the fee payable for issue of licence is Rs.5000/-**

**11. Renewal fee:-----the fee payable for renewal of licence is Rs.5000/- (annually)**