



CITIZEN'S CHARTER
for
TOURISM DEPARTMENT
GOVERNMENT OF MEGHALAYA

About Meghalaya

Carved from the erstwhile State of Assam, Meghalaya became a full-fledged State on January 21st 1972. Bounded on the North and East by Assam and on the South and West by Bangladesh, Meghalaya is spread over an area of 22, 429 square kilometres, and lies between 20.1° N and 26.5° N latitude and 85.49 °E and 92.52 °E longitude.

VISION

To position Meghalaya as a preferred tourist destination by taking advantage of its rich cultural heritage and natural beauty.

MISSION

To provide better facilities to tourists/ guests by creating better infrastructure for them along the tourist destinations & Circuits and thereby increasing the tourist arrivals.

OUR COMMITMENT

Meghalaya Tourism is committed to developing the brand of 'Mesmerising Meghalaya' into a high quality tourist destination through optimal utilization of resources with focus on conserving and preserving the heritage and environment, enhancing productivity and income, creating employment opportunities for the youth and making tourism one of the most important sector for the socio-economic development of the State of Meghalaya.

1. The department provides regular information to the tourists visiting the state through media, internet, brochures, tour operators, tourist information centres, tourist centres, etc on the important destinations and important tourist places of the state.
2. Apart from The Directorate (Headquarter) office located at Shillong, we have 3 other offices outside the state like Guwahati (Assam), Kolkata (West Bengal) and New Delhi, for catering to the needs of the tourists wishing to visit the state and also to assist in other matters of the department and in liaising with the respective state govt of the concerned state.
3. Meghalaya Tourism has also introduced the Meghalaya Tourism Development & Investment promotion Scheme 2012 for assistance in setting up Home-stays and Resorts in the state by providing 30% subsidy under the scheme. The assistance aims at increasing the availability of rooms and bridging the gap of shortage in room availability in the state and also create employment opportunities by engaging the educated unemployed youth in the tourism sector.
4. We constantly consult and engage with all stakeholders across all sections of the tourism industry in promoting the state and also while framing our programmes and policies and the valuable suggestions of the stakeholders are considered in implementation of various schemes.
5. The department will receive your requests/suggestions/complaints at the Directorate office located at the address given below or any of the District Offices at given address. In case of any complaint or request not properly handled or processed, you are welcome to approach the Director or an officer of the department designated for the purpose.

OBJECTIVES

No	Objectives
1	To bridge the existing tourist accommodation infrastructure gap by creating appropriate infrastructure at tourist destinations
2	Development of the human resource in tourism sector to create new jobs and to build the capacity of different functionaries as per the demand
3	To identify and promote new opportunities for the future development of tourism in Meghalaya on a sustainable basis and make Meghalaya a leader in environment-friendly tourism
4	Branding Meghalaya to develop a creative, compelling identity of tourism which accurately reflects the experience promised
5	To strengthen the cultural aspects of the tourism product in Meghalaya and to actively promote local participation including community based tourism
6	Convergence with other programmes & schemes of other departments of the state
7	Compilation of tourism statistics to provide inputs for infrastructure creation, dissemination of data for use by industry, research, etc. Undertaking surveys and studies in the field of tourism, contribution to GDP, employment and revenue
8	Engagement with tourism stakeholders of the state for robust development of tourism and to establish a set of best practices in the tourism sector

FUNCTIONS

1. Policy matters on development of tourism in the state
2. Preparation & approval of schemes for the development and promotion of tourism and tourism infrastructure
3. Promotion and marketing of tourism products of the state
4. Financial assistance for creation of Home-stays and resorts
5. Building skill and capacity in the hospitality sector of the state by providing relevant training

SERVICES DELIVERED BY THE DEPARTMENT

No	Service
1	Assistance under Meghalaya Tourism Development & Investment Promotion Scheme 2012 for Home-Stays and Resorts
2	Registration of Tour Operators

SERVICE DELIVERY/ QUALITY PARAMETERS

No	Nature of Service	Time Period	Process	Documents/ Forms to be submitted	Name & Designation of Officer Concerned	Address/ Location	Tel:/Fax:/ E-mail:
1	Registration of Tour-Operators	60 days from date of submission of completed application with all enclosures	<ol style="list-style-type: none"> 1. Submission of completed application with list of enclosures defined in the application 2. Inspection by department officials of the premises 3. Police verification of the site/ address 	<ol style="list-style-type: none"> 1. Proprietor registration certificate 2. Bank Solvency certificate 3. Latest audited balance sheet/ CA certificate 4. Partnership deed of agreement 	Director of Tourism	Directorate of Tourism, Lower Lachumiere, Nokrek Building, Shillong, Meghalaya 793001	+91364-2226054 meghtourism@gmail.com
2	Meghalaya Tourism Development & Investment Promotion Scheme 2012	120 days from date of submission of completed application with all enclosures which includes approval for sanction of the loan from financial institution	<ol style="list-style-type: none"> 4. Submission of completed application with list of enclosures defined in the application 5. Pre inspection by department officials and joint inspection with bank officials 6. Interdepartmental approvals for sanction of the assistance 7. Release of assistance to the financial institution from which 	<ol style="list-style-type: none"> 1. Identity and existence of Applicant 2. Copy of record of right over the project land. 3. Affidavit in enclosed format II 4. Prescribed cost of application form and scheme brochure 5. Copy of last 	Director of Tourism	Directorate of Tourism, Lower Lachumiere, Nokrek Building, Shillong, Meghalaya 793001	+91364-2226054 meghtourism@gmail.com

			loan is sanctioned	<p>submitted income tax return, if any</p> <ol style="list-style-type: none"> 6. A copy of Detailed Project Report submitted to any FI/Bank indicating feasibility of the project 7. Letter from FI/Bank that the loan case is under consideration. 8. Key map of the project land (free hand sketch) showing lay out of the project and land boundary features, source of water, electricity (if any), existing land use etc. 9. NOC for creation of such a facility in that area. 			
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AVAILABILITY OF FORMS

No	Title of Forms	Fees payable	Contact Person
1	Guidelines for recognition as approved Meghalaya Tour Operators www.megtourism.gov.in	1000/-	Director of Tourism
2	Meghalaya Tourism Development and Investment Promotion Scheme 2012 www.megtourism.gov.in	5000/-	Director of Tourism

COMPLAINT REDRESSAL SYSTEM

No	Name & Designation	Address for Correspondence	Telephone/Fax/E-mail
1	Joint Director of Tourism	Directorate of Tourism, Lower LaChaumiere, Nokrek Building, Shillong 793001	+91.364.222.6054 meghtourism@gmail.com

ESCALATION OF GRIEVANCE

www.megpgrams.gov.in

Website for Complaints: meghtourism@gmail.com

Contact for Grievance Redressal:

Joint Director of Tourism,
Directorate of Tourism,
Lower Lachumiere, Nokrek Building,
Shillong, Meghalaya 793001

Stakeholders:

1. Government departments like Transport/ Forest/ PHE/ MeECL
2. Tour Operators/ Hoteliers/ Tourist Guides
3. Training institutes like IHM/ FCI and others.
4. Local NGOs, SHGs, local governing bodies.

Expectation from Service Recipient/ Stakeholder:

1. Application are to be filled in the prescribed format
2. Submission of all relevant documents along with necessary payment
3. All relevant NOCs & clearances are to be submitted
4. Bank approval for loan applied

TOURIST INFORMATION CENTRES

The Directorate of Tourism

3rd Secretariat Nokrek Building,
Lower Lachumiere,
Shillong – 793001,
Meghalaya, India
Tel Fax: +91-364-2226054
Ph no: +91-364 – 2502166/2500736

Tourist Information Centres, New Delhi

Meghalaya House,
9 Aurangzeb Road,
New Delhi – 110001
Ph no: +91-11-23014417

Tourist Information Centres, Kolkata

Meghalaya House,
120, Shanti Pally,
Rash Behari Connector
Kolkata – 700107
Ph no: +033-24412159
Fax: +91-33-24411930

**Tourist Information Centres,
Guwahati**

Meghalaya House,
A.K. Azad Road,
Rehabari,
Guwahati
Assam
Ph no: +91-361-2544343

Tourist Information Counter,

L.G.B.I. Airport,
Guwahati, Assam

Tourist Information Centre,

Umlyngkdait, Nongpoh,

Ri Bhoi District, 793 102
Phone No.-03638-291029

DISTRICT OFFICES

West Khasi Hills District

Tourist Officer & Information Centre
C/O Deputy Commissioner
West Khasi Hills
Nongstoin

Jaintia Hills District

Tourist Officer & Information Centre
C/O Kynrooh Sahphlang
Jaintia Hills
Jowai – 793150
Ph no: 03652 – 221902

**Tourist Officer & Tourist Information Centre,
Umlyngkdait, Nongpoh,**
Ri Bhoi District, 793 102
Phone No.-03638-291029

West Garo Hills District

Deputy Director of Tourism
C/O Dakopgre,
Near Tura Orchid Lodge
West Garo Hills
Tura – 794001
Ph no: 03651 – 232394

East Garo Hills District

Tourist Officer & Information Centre
C/O Tambu A. Ding
Tourist Lodge Willimanagar
East Garo Hills,
Williamnagar – 794111

South Garo Hills District

Tourist Officer & Information Centre
C/O Dilsa A'Bri
South Garo Hills
Baghmara – 794102
Ph no: 03639 – 222141