



## ONLINE APPLICATION SUBMISSION PROCEDURE

### APPLICATION FORM FOR RENEWAL OF TRAVEL AGENCY/ EXCURSION AGENCY/ SAFARI OPERATORS

1. Applicant sign-in (login) to RajSSO (<https://sso.rajasthan.gov.in>) portal using his/ her SSOID as shown in figure below.

2. After successful sign-in (login), applicant selects “TOURISM DEPT. SERVICES” from the available list of applications as shown in figure below.



3. Applicant will see the following interface i.e. APPLICANT DASHBOARD where all the applications submitted by him/ her would be listed along with their present status.

S.No.	APPLICATION ID	SUBMISSION DATE/ TIME	APPLICANT NAME	SERVICE TYPE	STATUS	View
-------	----------------	-----------------------	----------------	--------------	--------	------

4. Applicant clicks on “SERVICES” on the left side on the menu-bar and then selects the appropriate service for which application is to be submitted by him/ her as shown in figure below.

ID	SUBMISSION DATE/ TIME	APPLICANT NAME	SERVICE TYPE	STATUS	View
----	-----------------------	----------------	--------------	--------	------



## TOURISM DEPARTMENT eSERVICES

5. For this user manual, applicant will select “Application (Renewal of Travel/ Excursion Agency/ Safari Operators)” as shown in figure below.

localhost:64085/RenewalTravelExcursion.aspx?IsSSO=SSOT Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

6. Applicant is presented with the self-explanatory and user-friendly Application Form (CAF) as shown in the figure below wherein all the mandatory fields are marked with \*.

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.



# TOURISM DEPARTMENT eSERVICES

Welcome TEST USER 1  
[Back To Dashboard](#) [Sign Out](#)

Mobile \*  
ENTER 10 DIGIT MOBILE

EMail \*  
ENTER EMAIL

B. Firm details

Existing Registration details

Registration Number \*  
ENTER REGISTRATION NUMBER

Registration Date \*  
\_/\_/\_\_\_\_

Upload Registration Certificate \* (Valid File Types: JPG/ JPEG/ PDF, Max. File Size: 1 MB)  
[Choose File](#) No file chosen

Firm's Name \*  
ENTER FIRM'S NAME

Nature of Firm ☒ Proprietorship ☐ Partnership ☐ Private ☐ Public

Shop Registration number and Year of Establishment \*  
ENTER SHOP REGISTRATION NUMBER AND YEAR OF ESTABLISHMENT

Year of Establishment \*  
ENTER YEAR OF ESTABLISHMENT

Registered Address ☒ Urban ☐ Rural

House/ Building/ Apartment No.  
ENTER HOUSE/ BUILDING/ APARTMENT NO.

Street/ Road/ Lane \*  
ENTER STREET/ ROAD/ LANE

Area/ Locality/ Sector \*  
ENTER AREA/ LOCALITY/ SECTOR

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

Welcome TEST USER 1  
[Back To Dashboard](#) [Sign Out](#)

State  
RAJASTHAN

District \*  
--Select District--

City  
--Select City--

Ward Number  
--Select Ward Number--

PIN \*  
Enter 6 digit PIN

Telephone Number With STD Code  
Enter Telephone Number With STD Code

Fax Number With STD Code  
Enter Fax Number With STD Code

Mobile \*  
Enter 10 Digit Mobile

EMail \*  
ENTER EMAIL

C. Financial details

Auditor's Name \*  
ENTER AUDITOR'S NAME

Capital Investment

Name of the Director/ Partner/ Proprietor etc. \*  
ENTER NAME(S) OF THE DIRECTOR/ PARTNER/ PROPRIETOR ETC.

Designation \*  
ENTER DESIGNATION

Experience \*  
ENTER EXPERIENCE

Interest in other business (if any)  
ENTER INTEREST IN OTHER BUSINESS (IF ANY)

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.



# TOURISM DEPARTMENT eSERVICES

Welcome TEST USER 1  
[Back To Dashboard](#) [Sign Out](#)

Capital Investment (₹) \*

ENTER CAPITAL INVESTMENT (₹)

Add

Turnover details

Paid-up capital \*

ENTER PAID-UP CAPITAL

Reserves \*

ENTER RESERVES

Loans (Secured/ Unsecured) \*

ENTER LOANS (SECURED/ UNSECURED)

Current Liabilities & provisions including Taxation reserves

Total (₹) \*

ENTER TOTAL

Investment (₹) \*

ENTER INVESTMENT (₹)

Intangible assets (would include preliminary revenue, expenditure, accumulated loan etc.) \*

ENTER INTANGIBLE ASSETS (WOULD INCLUDE PRELIMINARY REVENUE, EXPENDITURE, ACCUMULATED LOAN ETC.)

Fixed assets (excluding intangible assets) \*

ENTER FIXED ASSETS (EXCLUDING INTANGIBLE ASSETS)

Taxations reserves (₹) \*

ENTER TAXATIONS RESERVES

Current assets (would include sundry debtors, loans & advances, cash & Bank balance) \*

ENTER CURRENT ASSETS (WOULD INCLUDE SUNDRY DEBTORS, LOANS & ADVANCES, CASH & BANK BALANCE)

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

Welcome TEST USER 1  
[Back To Dashboard](#) [Sign Out](#)

D. Other details

Approximate floor area devoted for Excursion business. \*

ENTER APPROXIMATE FLOOR AREA DEVOTED FOR EXCURSION BUSINESS

Number of independent Telephones of Agency. \*

ENTER NUMBER OF INDEPENDENT TELEPHONES OF AGENCY.

Ability to provide Tourist Vehicles/ Safari facilities

Owned by the Agency \*

ENTER OWNED BY THE AGENCY

Owned by Transport Company \*

ENTER OWNED BY TRANSPORT COMPANY

Owned by Individual \*

ENTER OWNED BY INDIVIDUAL

Number of Horses/ Camels Owned/ Hired by Agency. \*

ENTER NUMBER OF HORSES/ CAMELS OWNED/ HIRED BY AGENCY.

Guides engaged (Registered with Govt. of India)

Guide's Name \*

ENTER GUIDE'S NAME

Age \*

ENTER AGE

Experience \*

ENTER EXPERIENCE

Gender ☒ Male ☐ Female ☐ Other

Educational Qualification \*

ENTER EDUCATIONAL QUALIFICATION

Add

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

RajCAD, DoIT&C, GoR

20-11-2020

Page 5 | 8



# TOURISM DEPARTMENT eSERVICES

Welcome TEST USER 1  
[Back To Dashboard](#) [Sign Out](#)

Guides engaged (Registered with Tourism Department, Govt. of Rajasthan)

Guide's Name \*  
ENTER NAME

Age \*  
ENTER AGE

Experience \*  
ENTER EXPERIENCE

Gender ☒ Male ☐ Female ☐ Other

Educational Qualification \*  
ENTER FATHER/ HUSBAND NAME

Add

Strength of the staff exclusively engaged for Excursion business

Name \*  
ENTER NAME

Age \*  
ENTER AGE

Experience \*  
ENTER EXPERIENCE

Salary (₹) \*  
ENTER SALARY (₹)

Gender ☒ Male ☐ Female ☐ Other

Educational Qualification \*  
ENTER EDUCATIONAL QUALIFICATION

Designation \*  
ENTER DESIGNATION

Add

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

Welcome TEST USER 1  
[Back To Dashboard](#) [Sign Out](#)

E. Attachments

Note: Valid File Types: JPG/ JPEG/ PDF, Max. File Size: 2 MB per attachment

A1	Certificate of Shop Registration. *	<a href="#">Choose File</a> No file chosen
A2	Undertaking (Download Format ). *	<a href="#">Choose File</a> No file chosen
A3	Attested copy of the Balance sheet and profit & loss account statement as prescribed under company law for the year of the firm immediately preceding date of submission of the application. *	<a href="#">Choose File</a> No file chosen
A4	List of Principal agents. *	<a href="#">Choose File</a> No file chosen
A5	List of Vehicles with insurance papers. *	<a href="#">Choose File</a> No file chosen
A6	Services rendered to tourists. *	<a href="#">Choose File</a> No file chosen

F. Application Fees

Fees (₹) 1.00

Submit

Close

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

RajCAD, DoIT&C, GoR

20-11-2020

Page 6 | 8



## TOURISM DEPARTMENT eSERVICES

7. After filling all the mandatory inputs, uploading the required supporting documents (attachments) as shown above, applicant clicks the SUBMIT button to submit the application and is prompted to confirm the submission as shown in figure below.

1 NAME MALE 32 SDFS SDFSDF DSFSDF 12300 x

**E. Attachments**

Note: Valid File Types: JPG/ JPEG/ PDF, Max. File Size: 2 MB per attachment

Attachment ID	Description	File Name
A1	Certificate of Shop Registration. *	No-ima...ound.jpg
A2	Undertaking (Download Format <a href="#">📄</a> ). *	Penguins.jpg
A3	Attested copy of the Balance sheet and profit & loss account statement as date of submission of the application. *	No-ima...ound.jpg
A4	List of Principal agents. *	No-ima...ound.jpg
A5	List of Vehicles with Insurance papers. *	Penguins.jpg
A6	Services rendered to tourists. *	No-ima...ound.jpg

**F. Application Fees**

Fees (₹)	Amount
	1.00

Submit Close

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

8. After Clicking the “Yes” as shown above, Applicant is redirected to “Rajasthan Payment Platform (RPP)” payment gateway as shown in the figure below for making the ePayment of the prescribed fees.

**RPP**

**Transaction Details**

Transaction Id :	286504
Pay To :	RPP Test Merchant
Amount :	11.00
Purpose :	Bill Payment

**User Info**

User :	Emitra
Email Id :	[Redacted]
Mobile No. :	[Redacted]

Proceed Cancel



## TOURISM DEPARTMENT eSERVICES

9. Post-successful Payment, application is submitted and a confirmation message is displayed to the applicant as shown in the figure below. In addition to this, system also sends a confirmation message to the applicant using a SMS and an EMAIL which applicant can use for future reference.

**Tourism Department**  
Government of Rajasthan

Welcome RAJ KAMAL SALVI  
[Back To Dashboard](#) [Sign Out](#)

Application Form for Registration of Travel Agency/ Excursion Agency/ Safari Operators

**A. Applicant details**

Applicant Name \*  
RAJ KAMAL SALVI

Father/ Husband Name \*  
AL SALVI

Date of Birth \*  
19/11/1987

Gender ☒ Male ☐ Female ☐ Other

Address Type ☒ Urban ☐ Rural

House/ Building/ Apartment No.

Street/ Road/ Lane \*  
24/65 NEAR GUEST HOUSE, BASE CAMP COLONY, JHAMAR KOTRA

State \*  
Rajasthan

City  
Jaipur/ जयपुर

Ward Number  
Ward No- 18/ वार्ड नं. - 18

PIN \*  
313015

Telephone Number With STD Code  
ENTER TELEPHONE NUMBER WITH STD CODE

Fax Number With STD Code  
ENTER FAX NUMBER WITH STD CODE

Mobile \*  
9414791892

Email \*  
SDRAJKAMALSALVI@RAJASTHAN.GOV.IN

**Message**

Payment Received and Application Forwarded to HQ vide Application ID: TES/2020-21/15.

[Close](#)

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

10. Upon clicking the “CLOSE” button as shown above, system redirects the applicant back to APPLICANT DASHBOARD wherein he/ she can now see the application submitted by him/ her along with its current status as “Pending with Head Quarter (HQ)”.

**Tourism Department**  
Government of Rajasthan

Welcome RAJ KAMAL SALVI  
[Back to SSO](#) [Sign Out](#)

**APPLICANT DASHBOARD**

Search...

Show Rows 10

S.No.	APPLICATION ID	SUBMISSION DATE/ TIME	APPLICANT NAME	SERVICE TYPE	STATUS	View
1	RTES/2020-21/3	01/02/21 11:12:47	RKS COMPANY	Renewal of Travel Agency/ Excursion Agency/ Safari Operators	PENDING WITH HQ	
[Large blue rectangular area covering the rest of the table rows]						

Showing - 1 to 10 of 19 rows

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

**Note:** - Applicant can click on the VIEW button (eye symbol on the right side) to see the application and other proceeding details till its disposal by HQ. The system also notifies the applicant in real-time using SMS and EMAIL about every action performed by any government officer on his/ her application.





## ONLINE APPLICATION DISPOSAL PROCEDURE

### APPLICATION FORM FOR RENEWAL OF TRAVEL AGENCY/ EXCURSION AGENCY/ SAFARI OPERATORS

1. Designated Officer (TOURISM HEADQUARTER (JAIPUR)) sign-in (login) to RajSSO (<https://sso.rajasthan.gov.in>) portal using his/ her SSOID as shown in figure below.

2. After successful sign-in (login), officer selects “TOURISM DEPT. SERVICES” from the available list of applications as shown in figure below.



## TOURISM DEPARTMENT eSERVICES

3. Officer will see the following interface i.e. HEADQUARTER DASHBOARD where all the applications pending for his/ her disposal would be listed. Officer clicks on the VIEW button (eye symbol) as highlighted in the figure below to access and review the application submitted by the applicant.

**Tourism Department**  
Government of Rajasthan

Welcome CAD.RAJKAMALSR@IASTHAN...  
Back to SSO Sign Out

MENU HEADQUARTER DASHBOARD

--Select Service-- --Select Status--  
Submit Reset

Search... Show Rows 10

S.No.	APPLICATION ID	SUBMISSION DATE/ TIME	FIRM NAME	SERVICE TYPE	STATUS	View
1	RTES/2020-21/3	01/02/21 11:12:47	RKS COMPANY	Renewal of Travel Agency/ Excursion Agency/ Safari Operators	PENDING WITH HQ	
2	TES/2020-21/1	27/01/21 15:31:42	K K CLUB HOLIDAYS (INDIA) PVT LTD	Registration of Travel Agency/ Excursion Agency/ Safari Operators	PENDING WITH HQ (OBJECTION CLARIFIED)	

Showing - 1 to 2 of 2 rows

First Previous 1 Next Last

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

4. Officer thoroughly reviews the Application including supporting documents and if all OK then forwards the application to respective TOURISM OFFICER by clicking the "FORWARD" button as highlighted in the figure below. Alternatively, he/ she may REJECT/ OBJECT the application and return it back to the applicant along with valid reasons mentioned in REMARKS section as highlighted below.

**Tourism Department**  
Government of Rajasthan

Welcome CAD.RAJKAMALSR@IASTHAN...  
Back to SSO Sign Out

E-Attachments

Attachment ID	Description	Action
A1	Certificate of Shop Registration.	Download
A2	Undertaking (Download Format).	Download
A3	Attested copy of the Balance sheet and profit & loss account statement as prescribed under company law for the year of the firm immediately preceding date of submission of the application.	Download
A4	List of Principal agents.	Download
A5	List of Vehicles with insurance papers.	Download
A6	Services rendered to tourists.	Download

F. Payment Details/ भुगतान का विवरण

Field	Value	Field	Value
Amount (₹) [Non-Refundable]	1.00	Status	SUCCESS
Bank Name	HDFC BANK	Transaction Date	3/10/2018 17:23
Transaction No. (Emitra)	18146763514	Transaction No. (Bank)	16467396

G. Action by Head Office

Remarks \*

ENTER REMARKS

Upload File .jpg, .jpeg, .pdf, Max. File Size: 1MB  
Choose File No file chosen

Reject Object Forward Close

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.



## TOURISM DEPARTMENT eSERVICES

5. Upon clicking the “FORWARD” button, system presents a confirmation message to the Officer as highlighted in the figure below.

The screenshot displays the 'Tourism Department Government of Rajasthan' portal. A modal alert box is centered on the screen with the title 'Alert' and the text 'Are you sure?'. It contains two buttons: 'Yes' (highlighted with a red box) and 'No'. The background interface shows a list of documents (A1 to A6) with 'Download' links, a payment section (F. Payment Details) with a table showing a 1.00 amount, and an action section (G. Action by Head Office) with a 'Forward' button. The footer indicates the site is designed and hosted by the Department of Information Technology & Communication, Govt. of Rajasthan.

6. After confirmation, application is forwarded to respective TOURISM OFFICER (TO) and a confirmation message is presented to the officer as highlighted in the figure below. Application status is now updated as “FORWARDED FOR SITE-SURVEY”. Also, applicant is notified of this event through SMS and Email.

The screenshot shows the 'Application Form for RENEWAL of Travel Agency/ Excursion Agency/ Safari Operators (RTES/2020-21/3)' page. It includes an 'Application Current Status' table with columns for Application Id, Submission Date, and Current Status. Below this is an 'Audit Trail' table with columns for S.No., Status Change Date, Status, Remarks, and Attachment. A modal message box is displayed, stating 'Application ID: RTES/2020-21/3 forwarded to TO successfully.' with a 'Close' button. The 'A. Applicant details' section at the bottom provides personal information for Raj Kamal Salvi. The footer notes the site is designed and hosted by the Department of Information Technology & Communication, Govt. of Rajasthan.



## TOURISM DEPARTMENT eSERVICES

7. TO sign-in (login) to RajSSO to access the application as mentioned in S.No. 1 and 2 above and upon successful sign-in, TO is presented the following interface i.e. TOURISM OFFICER (TO) DASHBOARD where all the applications pending for his/ her disposal would be listed. TO clicks on the “VIEW” button (eye symbol) as highlighted in the figure below to access and review the application forwarded by Officer (HQ).

**Tourism Department**  
Government of Rajasthan

Welcome TEST USER 2  
[Back to SSO](#) [Sign Out](#)

**TOURISM OFFICER DASHBOARD**

--Select Service-- --Select Status--  
[Submit](#) [Reset](#)

Search... [Q](#) [X](#) Show Rows 10

S.No.	APPLICATION ID	SUBMISSION DATE/ TIME	FIRM NAME	SERVICE TYPE*	STATUS	View
1	RTES/2020-21/3	01/02/21 11:12:47	RKS COMPANY	Renewal of Travel Agency/ Excursion Agency/ Safari Operators	FORWARDED FOR SITE SURVEY	<a href="#">View</a>

Showing - 1 to 1 of 1 rows

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

8. TO thoroughly reviews the Application and supporting documents and takes a printout (hardcopy) of the application form and supporting documents (if required) and then conducts the physical on-site inspection. Thereafter, TO enters the inspection findings in the REMARKS sections as highlighted in the figure below and uploads the inspection report in the prescribed format and finally, clicks the “SUMIT REPORT” button as highlighted in the figure below.

**Tourism Department**  
Government of Rajasthan

Welcome TEST USER 2  
[Back to SSO](#) [Sign Out](#)

**Application Details**

A3	Attested copy of the Balance sheet and profit & loss account statement as prescribed under company law for the year of the firm immediately preceding date of submission of the application.	<a href="#">Download</a>
A4	List of Principal agents.	<a href="#">Download</a>
A5	List of Vehicles with insurance papers.	<a href="#">Download</a>
A6	Services rendered to tourists.	<a href="#">Download</a>

**F. Payment Details/ भुगतान का विवरण**

Amount (₹) [Non-Refundable]	1.00	Status	SUCCESS
Bank Name	HDFC BANK	Transaction Date	3/10/2018 17:23
Transaction No. (Emitra)	18146763514	Transaction No. (Bank)	16467396

**G. Action by Department**

Inspector Name\*

Designation\*

Inspection Date\*

Remarks\*

Upload File .jpg, .jpeg, .pdf, Max. File Size: 1MB\*

 No file chosen

[Submit Report](#) [Close](#)

javascript:\_doPostBack('ctl00\$lnk\_logoutss'); Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.



## TOURISM DEPARTMENT eSERVICES

9. Upon clicking the “SUBMIT REPORT” button, system presents a confirmation message to TO as highlighted in the figure below.

The screenshot displays the 'Tourism Department Government of Rajasthan' portal. A modal alert box is centered on the screen with the title 'Alert' and the text 'Are you sure?'. It contains two buttons: 'Yes' (highlighted with a red box) and 'No'. The background form is partially visible, showing sections for 'F. Payment Details/ भुगतान का विवरण' and 'G. Action by Department'. Section F includes fields for Amount (₹) [Non-Refundable], Bank Name, and Transaction No. (Emitra). Section G includes fields for Inspector Name, Designation, Inspection Date, Remarks, and an Upload File section. At the bottom, there are 'Submit Report' and 'Close' buttons.

10. Upon clicking the “YES” button, system presents a confirmation message to TO as highlighted in the figure below.

The screenshot displays the 'Tourism Department Government of Rajasthan' portal. A modal message box is centered on the screen with the title 'Message' and the text 'Survey Report Submitted successfully vide Application ID: RTES/2020-21/3.'. It contains a 'Close' button. The background form is partially visible, showing sections for 'Application Current Status', 'Audit Trail', and 'A. Applicant details'. The 'Application Current Status' section shows Application ID, Submission Date, and Current Status. The 'Audit Trail' section shows a table with columns for S.No., Status Change Date, Status, Remarks, and Attachment. The 'A. Applicant details' section shows fields for Applicant Name, Date of Birth, Address Type, Street/ Road/ Lane, District, Ward Number, Father/ Husband Name, Gender, House/ Building/ Apartment No., Area/ Locality/ Sector, and City.



## TOURISM DEPARTMENT eSERVICES

11. Application status is now updated as “FORWARDED TO HQ (REVIEW)”. Applicant is also notified of this event through SMS and Email.

**Tourism Department**  
Government of Rajasthan

Welcome CAD.RAJKAMALS@RAJASTHAN...  
Back to SSO Sign Out

MENU HEADQUARTER DASHBOARD

--Select Service-- --Select Status--  
Submit Reset

Search... Show Rows 10

S.No.	APPLICATION ID	SUBMISSION DATE/ TIME	FIRM NAME	SERVICE TYPE	STATUS	View
1	RTES/2020-21/3	01/02/21 11:12:47	RKS COMPANY	Renewal of Travel Agency/ Excursion Agency/ Safari Operators	FORWARDED TO HQ (REVIEW)	
2	TES/2020-21/1	27/01/21 15:31:42	K K CLUB HOLIDAYS (INDIA) PVT LTD	Registration of Travel Agency/ Excursion Agency/ Safari Operators	PENDING WITH HQ (OBJECTION CLARIFIED)	

Showing - 1 to 2 of 2 rows

First Previous 1 Next Last

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

12. Officer (HQ) sign-in (login) back to RajSSO to access the application and reviews the REMARKS and INSPECTION REPORT forwarded by respective TO to HQ as shown in the figure below.

**Tourism Department**  
Government of Rajasthan

Welcome CAD.RAJKAMALS@RAJASTHAN...  
Back to SSO Sign Out

**Application Form for Registration of Travel Agency/ Excursion Agency/ Safari Operators (TES/2020-21/14)**

**Application Current Status**

Application Id	Submission Date	Current Status
TES/2020-21/14	10/11/2020 12:28:10	Site Survey Completed, Forwarded to HeadQuarter for Review

**Audit Trail**

S.No.	Status Change Date	Status	Remarks	Attachment
1	10/11/2020 12:28:10	Application submitted (Payment Pending)	APPLICATION SUBMITTED SUCCESSFULLY	
2	10/11/2020 12:29:03	Payment Received and Application Forwarded to HeadQuarter	SUCCESS	
3	10/11/2020 18:57:28	Application Accepted and Forwarded for Site Survey	OK FRD	
4	10/11/2020 19:04:38	Site Survey Completed, Forwarded to HeadQuarter for Review	SURVEY REPORT COMPLETED	

**A. Applicant details**

Applicant Name	Father/ Husband Name
RAJ KAMAL SALVI	AL SALVI
Date of Birth	Gender
19/11/1987	MALE
Address Type	House/ Building/ Apartment No.
URBAN	24/65
Street/ Road/ Lane	Area/ Locality/ Sector
24/65 NEAR GUEST HOUSE, BASE CAMP COLO NY, JHAMAR K	AREA1

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.



## TOURISM DEPARTMENT eSERVICES

13. If all OK then Officer (HQ) enters the relevant REMARKS and may optionally upload any document (if required). Finally, Officer (HQ) clicks on the “ISSUE CERTIFICATE” button as highlighted in the figure below to issue the digitally signed (eSign) certificate of renewal. Alternatively, Officer may click on the REJECT/ OBJECT the application and return it back to the applicant after specifying valid reason in REMARKS section as shown below.

The screenshot displays the 'Tourism Department Government of Rajasthan' portal. At the top, there's a header with the department name and a user welcome message: 'Welcome CAD.RAJKAMALS@RAJASTHAN...'. Below the header, there's a table with links to download documents: A4 List of Principal agents, A5 List of Vehicles with insurance papers, and A6 Services rendered to tourists. The main section is divided into three parts: F. Payment Details/ भुगतान का विवरण, G. Action by Department, and G. Action by Head Office. The 'G. Action by Head Office' section contains a 'Remarks' field with a placeholder 'ENTER REMARKS' and an 'Upload File' button. Below this, there are four buttons: 'Reject', 'Object', 'Issue Certificate' (highlighted with a red box), and 'Close'. The footer states: 'Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.'

14. After clicking the “ISSUE CERTIFICATE” button, system presents a confirmation message to Officer (HQ) as highlighted in the figure below.

The screenshot shows the same portal as before, but with a confirmation alert dialog box overlaid. The dialog box has a title 'Alert' and a message 'Are you sure?'. It has two buttons: 'Yes' (highlighted with a red box) and 'No'. The background is dimmed, showing the same 'G. Action by Head Office' section with the 'Remarks' field containing 'OK ACCEPTED' and the 'Upload File' button. The footer is the same as the previous screenshot.





## TOURISM DEPARTMENT eSERVICES

15. Upon clicking the “YES” button, system re-directs the Officer (HQ) to AADHAAR VERIFICATION window as highlighted in the figure below wherein the Officer clicks on the first checkbox to give his/ her consent for AADHAAR VERIFICATION and then clicks the “SEND OTP” button as shown below to receive the OTP on his mobile number registered with AADHAAR.

The screenshot displays the 'Application Form for Registration of Travel Agency/ Excursion Agency/ Safari Operators (TES/2020-21/14)' on the Government of Rajasthan's Tourism Department portal. A modal window for Aadhaar verification is overlaid, titled 'XXXX-XXXX-9936'. It contains three icons: 'फिंगरप्रिंट' (Fingerprint), 'आईरिस' (Iris), and 'ओटीपी' (OTP). The 'ओटीपी' icon is highlighted with a red box. Below the icons, there is a checkbox labeled 'मैं एतद्वारा घोषणा करता/ करती हूँ कि मुझे आधार आधारित प्रमाणीकरण प्रणाली के साथ अपने आप को प्रमाणित करने में कोई आपत्ति नहीं है और मैं आधार आधारित प्रमाणीकरण/ ईकेवाईसी के लिए अपने आधार संख्या, बायोमीट्रिक और/ या ओटीपी प्रदान करने के लिए सहमति देता/ देती हूँ। आधार सिस्टम से मोबाइल नंबर और ईमेल तक पहुंचने के लिए मैं अपनी स्पष्ट सहमति भी देता/ देती हूँ।' (I hereby declare that I do not have any objection to being authenticated using the Aadhaar-based authentication system and I agree to provide my Aadhaar number, biometric and/or OTP for authentication. I also agree to provide my mobile number and email to the system for access.) Below this, there is a checkbox labeled 'मेरे पास पहले से एक वैध आधार ओटीपी है।' (I already have a valid Aadhaar OTP with me.) and a red box around the 'ओटीपी भेजे' (Send OTP) button.

16. System prompts the Officer (HQ) to enter the received OTP and then click on “VERIFY OTP” button as shown below.

The screenshot displays the same 'Application Form for Registration of Travel Agency/ Excursion Agency/ Safari Operators (TES/2020-21/14)' on the Government of Rajasthan's Tourism Department portal. A modal window for OTP verification is overlaid, titled 'XXXX-XXXX-9936'. It contains three icons: 'फिंगरप्रिंट' (Fingerprint), 'आईरिस' (Iris), and 'ओटीपी' (OTP). The 'ओटीपी' icon is highlighted with a red box. Below the icons, there is a checkbox labeled 'मैं एतद्वारा घोषणा करता/ करती हूँ कि मुझे आधार आधारित प्रमाणीकरण प्रणाली के साथ अपने आप को प्रमाणित करने में कोई आपत्ति नहीं है और मैं आधार आधारित प्रमाणीकरण/ ईकेवाईसी के लिए अपने आधार संख्या, बायोमीट्रिक और/ या ओटीपी प्रदान करने के लिए सहमति देता/ देती हूँ। आधार सिस्टम से मोबाइल नंबर और ईमेल तक पहुंचने के लिए मैं अपनी स्पष्ट सहमति भी देता/ देती हूँ।' (I hereby declare that I do not have any objection to being authenticated using the Aadhaar-based authentication system and I agree to provide my Aadhaar number, biometric and/or OTP for authentication. I also agree to provide my mobile number and email to the system for access.) Below this, there is a text input field labeled 'ओटीपी (वन टाइम पासवर्ड)' (OTP (One Time Password)) and a red box around the 'ओटीपी मान्य करें' (Verify OTP) button.





## TOURISM DEPARTMENT eSERVICES

17. After successful AADHAAR VERIFICATION, digitally signed (eSign) RENEWAL CERTIFICATE is issued by the system and Officer is presented with a confirmation message as highlighted in the figure below.

The screenshot displays the Tourism Department eServices portal. A modal window titled "Message" is centered on the screen, displaying the text: "Certificate has been issued against Application ID: RTE5/2020-21/3." The background shows a form with fields for "F. Payment Details/ भुगतान का विवरण" and "G. Action by Department". The "Payment Details" section includes "Amount (₹) [Non-Refundable]" (1.00), "Bank Name" (HDFC BANK), and "Transaction No. (Emitra)" (18146763514). The "Action by Department" section includes "Inspector Name" (RAJKAMAL SALV) and "Inspection Date" (03/02/2021). The "Payment Details" section also includes a "SUCCESS" status and a date/time stamp (3/10/2018 17:23). The "Action by Department" section includes a "DES" status. The "Payment Details" section also includes a "SUCCESS" status and a date/time stamp (3/10/2018 17:23). The "Action by Department" section includes a "DES" status.

18. Application status is now updated as "CERTIFICATE ISSUED" as highlighted in the figure below. Applicant is also notified of this event through SMS and Email.

The screenshot displays the Tourism Department eServices portal. The "HEADQUARTER DASHBOARD" section shows a table with application details. The table has columns: S.No., APPLICATION ID, SUBMISSION DATE/ TIME, FIRM NAME, SERVICE TYPE, STATUS, and View. The first row is highlighted, showing application ID RTE5/2020-21/3, submission date 01/02/21 11:12:47, firm name RKS COMPANY, service type Renewal of Travel Agency/ Excursion Agency/ Safari Operators, and status CERTIFICATE ISSUED. The second row shows application ID RTE5/2020-21/2, submission date 28/01/21 18:23:24, firm name RKS COMPANY, service type Renewal of Travel Agency/ Excursion Agency/ Safari Operators, and status CERTIFICATE ISSUED. The table is paginated, showing 1 to 2 of 2 rows.

S.No.	APPLICATION ID	SUBMISSION DATE/ TIME	FIRM NAME	SERVICE TYPE	STATUS	View
1	RTE5/2020-21/3	01/02/21 11:12:47	RKS COMPANY	Renewal of Travel Agency/ Excursion Agency/ Safari Operators	CERTIFICATE ISSUED	
2	RTE5/2020-21/2	28/01/21 18:23:24	RKS COMPANY	Renewal of Travel Agency/ Excursion Agency/ Safari Operators	CERTIFICATE ISSUED	



## TOURISM DEPARTMENT eSERVICES

19. All stakeholders (HQ Officer, TO and Applicant) can now see and download the digitally signed (eSign) RENEWAL CERTIFICATE by clicking on the “DOWNLOAD” as highlighted in the figure below.

Welcome CAD.RAJKAMALS@RAJASTHAN...  
[Back to SSO](#) [Sign Out](#)

A3	Attested copy of the Balance sheet and profit & loss account statement as prescribed under company law for the year of the firm immediately preceding date of submission of the application.	<a href="#">Download</a>
A4	List of Principal agents.	<a href="#">Download</a>
A5	List of Vehicles with insurance papers.	<a href="#">Download</a>
A6	Services rendered to tourists.	<a href="#">Download</a>

**F. Payment Details/ भुगतान का विवरण**

Amount (₹) [Non-Refundable]	1.00	Status	SUCCESS
Bank Name	HDFC BANK	Transaction Date	3/10/2018 17:23
Transaction No. (Emitra)	18146763514	Transaction No. (Bank)	16467396

**G. Action by Department**

Inspector Name	RAJKAMAL SALVI	Designation	DES
Inspection Date	03/02/2021		

**H. Certificate Issued**





[Download](#)

[Close](#)

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.



20. Digitally Signed (eSign) RENEWAL CERTIFICATE.

		
<b>Government of Rajasthan</b> <b>Department of Tourism</b> <b>The Incredible State of India !</b>		
<b>Certificate Ref. No: RTES/2020-21/3</b>		<b>Date: 02/02/2021</b>
<b><u>Certificate of Renewal</u></b>		
<p><b>M/ s. RKS COMPANY is recognized as TRAVEL AGENCY/ EXCURSION AGENCY/ SAFARI OPERATORS with effect from 02/02/2021 to 01/02/2024.</b></p> <p><b>They will function as per the guidelines of the Department.</b></p>		
	<b>Signature valid</b> <small>Digitally Signed by R. Kamal Salvi Designation : SENIOR SOFTWARE DEVELOPER Date: 2021.02.02 15:04:52 IST Reason: Approved Location: Udaipur</small>	
<b>Disclaimer: This is a digitally signed certificate and does not required any physical signature.</b>		

THANK YOU