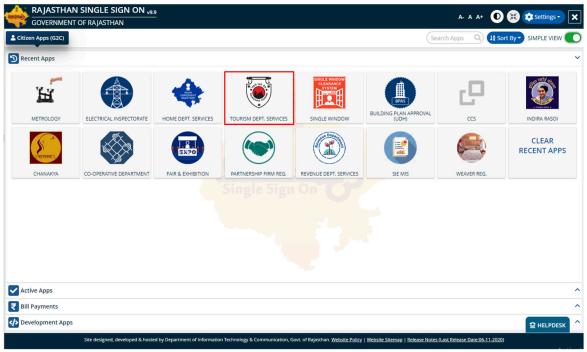
ONLINE APPLICATION SUBMISSION PROCEDURE

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

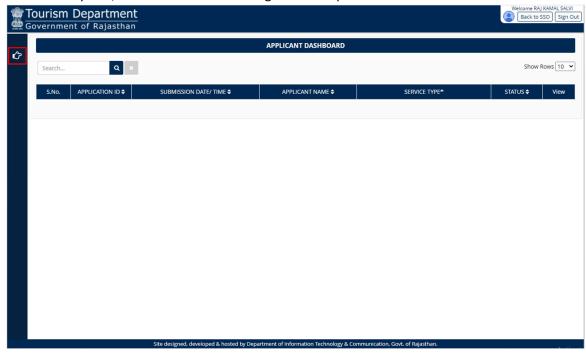
1. Applicant sign-in (login) to RajSSO (https://sso.rajasthan.gov.in) portal using his/ her SSOID as shown in figure below.



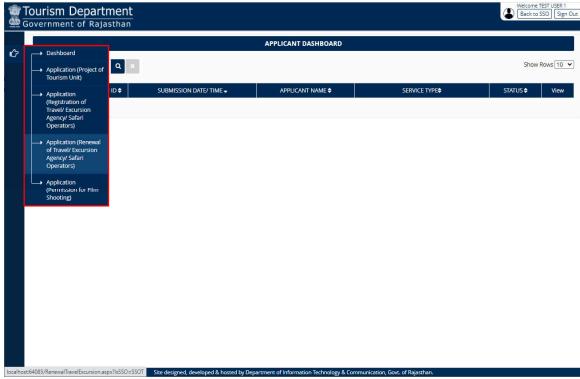
2. After successful sign-in (login), applicant selects "TOURISM DEPT. SERVICES" from the available list of applications as shown in figure below.



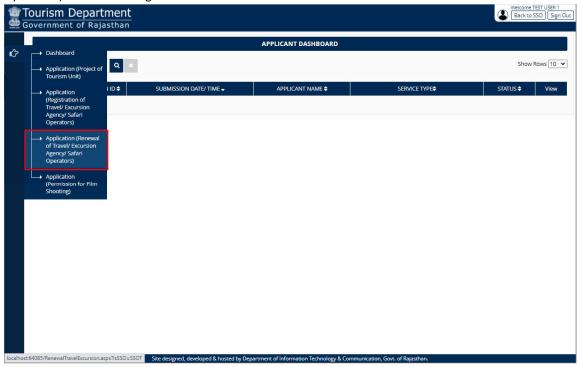
3. Applicant will see the following interface i.e. APPLICANT DASHBOARD where all the applications submitted by him/ her would be listed along with their present status.



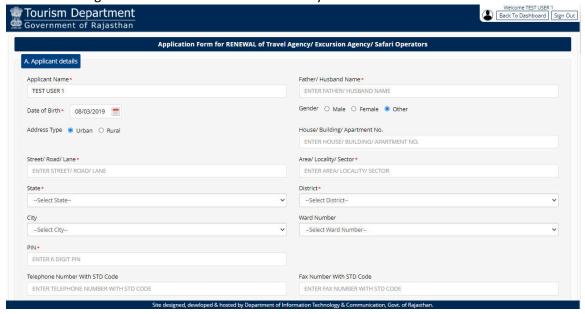
4. Applicant clicks on "SERVICES" on the left side on the menu-bar and then selects the appropriate service for which application is to be submitted by him/ her as shown in figure below.



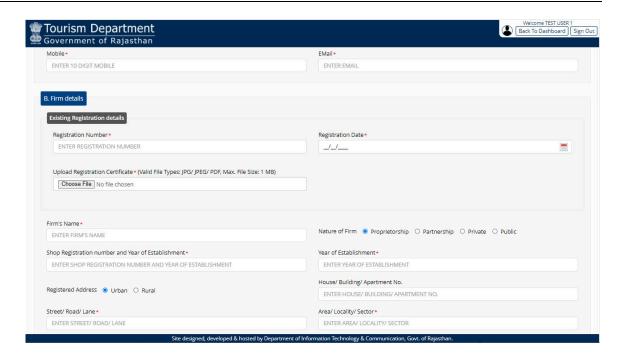
5. For this user manual, applicant will select "Application (Renewal of Travel/ Excursion Agency/ Safari Operators)" as shown in figure below.

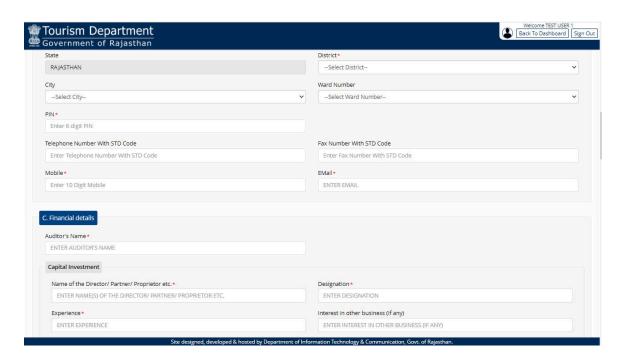


6. Applicant is presented with the self-explanatory and user-friendly Application Form (CAF) as shown in the figure below wherein all the mandatory fields are marked with *.

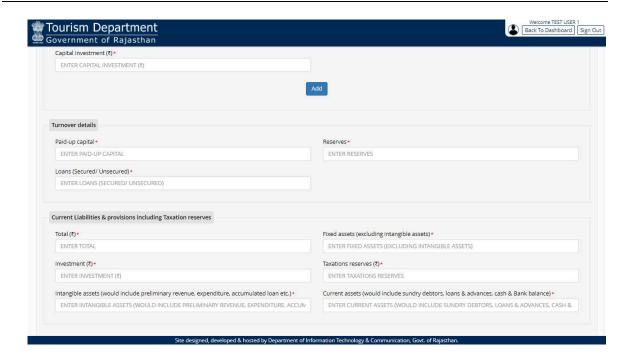


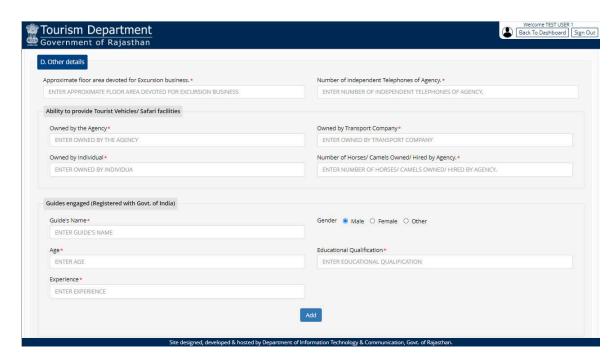




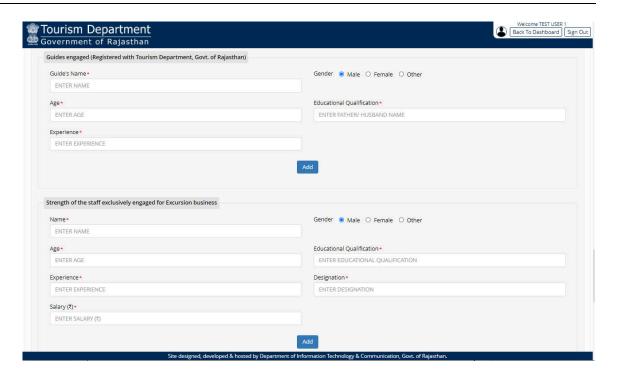


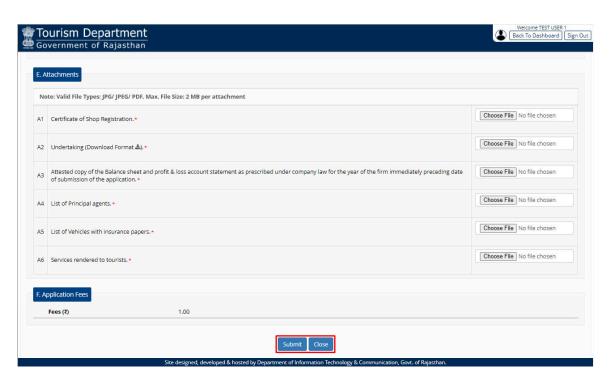




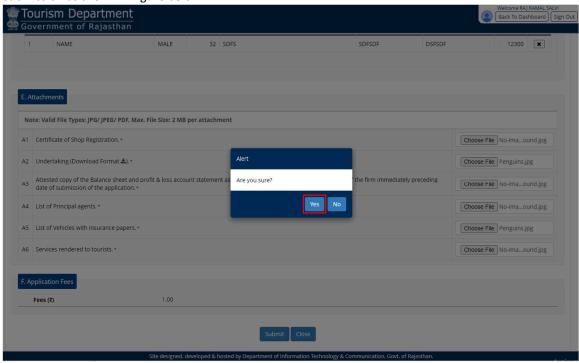




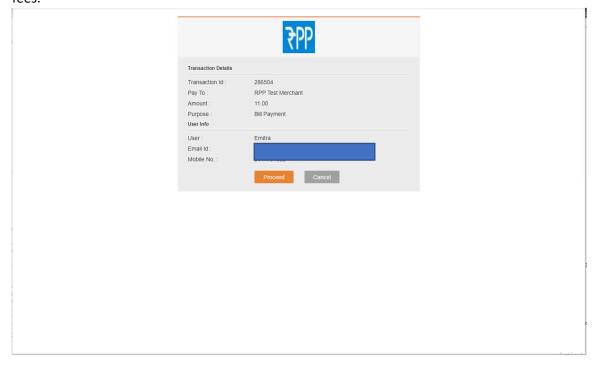




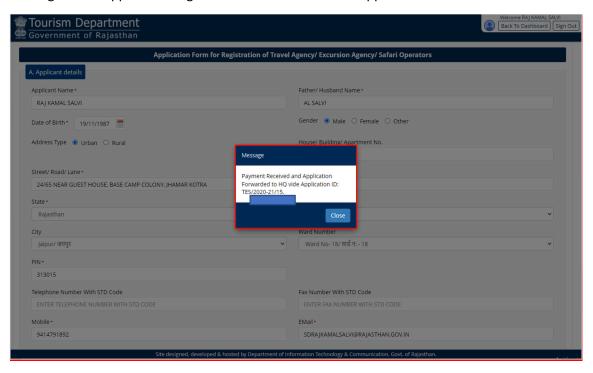
7. After filling all the mandatory inputs, uploading the required supporting documents (attachments) as shown above, applicant clicks the SUBMIT button to submit the application and is prompted to confirm the submission as shown in figure below.



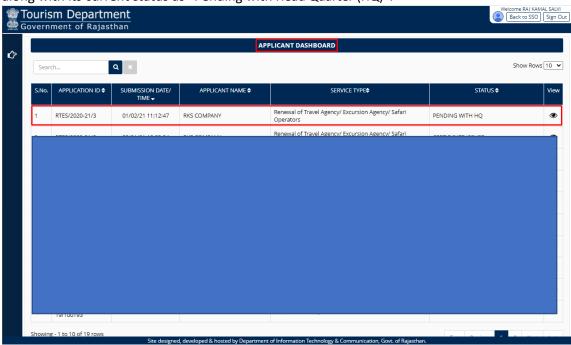
8. After Clicking the "Yes" as shown above, Applicant is redirected to "Rajasthan Payment Platform (RPP)" payment gateway as shown in the figure below for making the ePayment of the prescribed fees.



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.



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)".



<u>Note</u>: - 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.

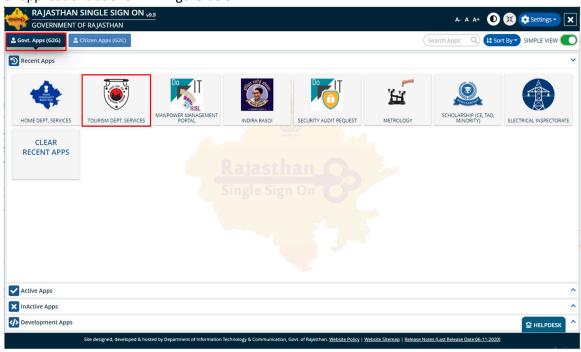
ONLINE APPLICATION DISPOSAL PROCEDURE

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

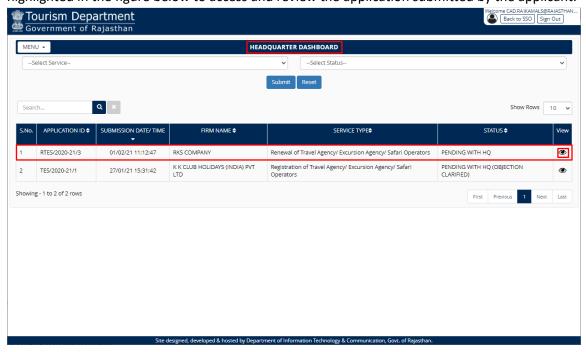
1. Designated Officer (TOURISM HEADQUARTER (JAIPUR)) sign-in (login) to RajSSO (https://sso.rajasthan.gov.in) portal using his/ her SSOID as shown in figure below.



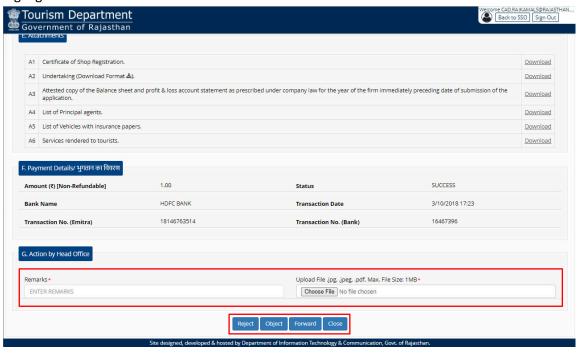
2. After successful sign-in (login), officer selects "TOURISM DEPT. SERVICES" from the available list of applications as shown in figure below.



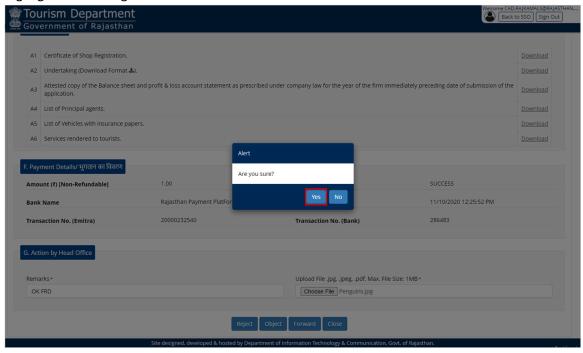
3. Officer will see the following interface i.e. HEADQUARTER DASHBOARD where all the applications pending for his/ her disposal would be listed. Officer clicks on the VIEW button (eye symbol) as highlighted in the figure below to access and review the application submitted by the applicant.



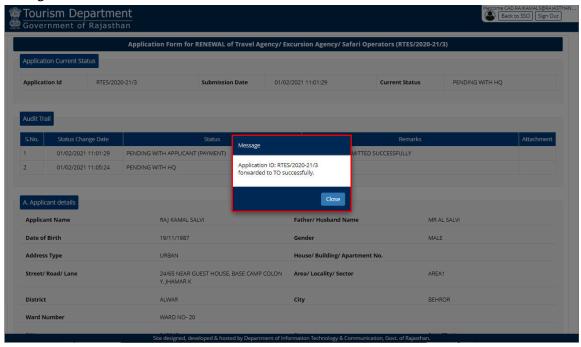
4. Officer thoroughly reviews the Application including supporting documents and if all OK then forwards the application to respective TOURISM OFFICER by clicking the "FORWARD" button as highlighted in the figure below. Alternatively, he/ she may REJECT/ OBJECT the application and return it back to the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



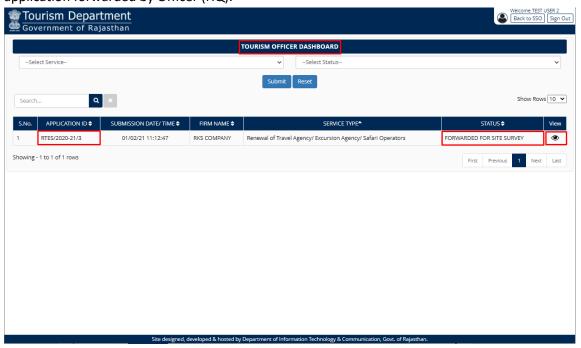
5. Upon clicking the "FORWARD" button, system presents a confirmation message to the Officer as highlighted in the figure below.



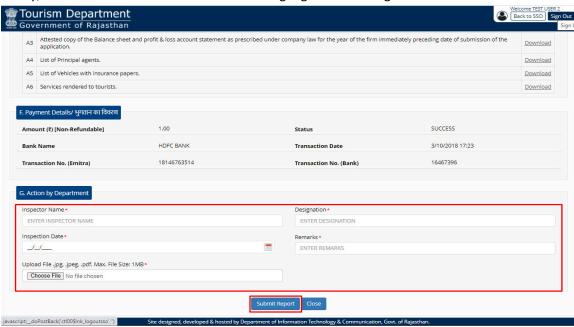
6. After confirmation, application is forwarded to respective TOURISM OFFICER (TO) and a confirmation message is presented to the officer as highlighted in the figure below. Application status is now updated as "FORWARDED FOR SITE-SURVEY". Also, applicant is notified of this event through SMS and Email.



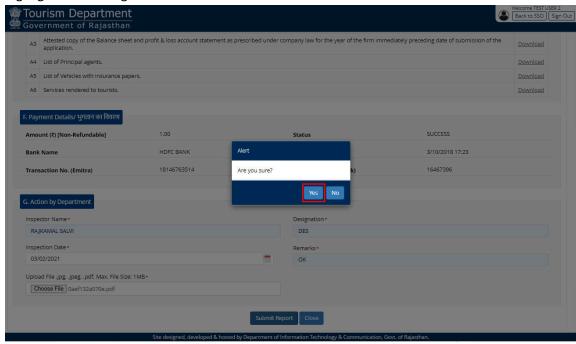
7. TO sign-in (login) to RajSSO to access the application as mentioned in S.No. 1 and 2 above and upon successful sign-in, TO is presented the following interface i.e. TOURISM OFFICER (TO) DASHBOARD where all the applications pending for his/ her disposal would be listed. TO clicks on the "VIEW" button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



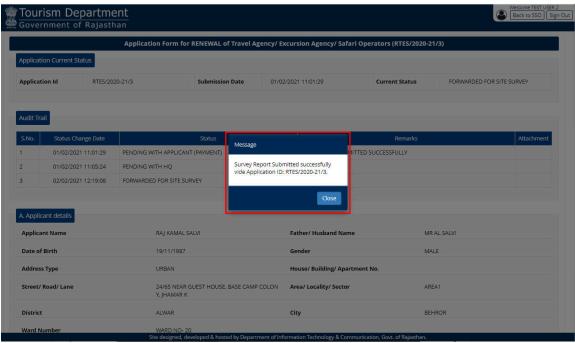
8. TO thoroughly reviews the Application and supporting documents and takes a printout (hardcopy) of the application form and supporting documents (if required) and then conducts the physical on-site inspection. Thereafter, TO enters the inspection findings in the REMARKS sections as highlighted in the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



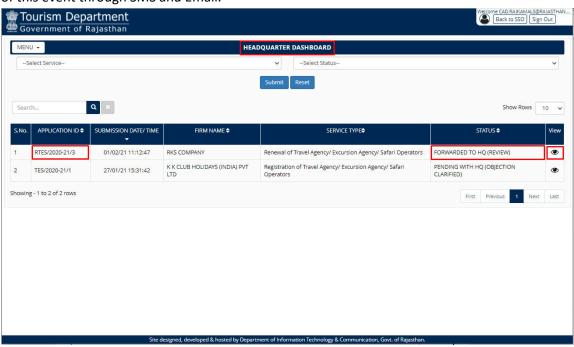
9. Upon clicking the "SUBMIT REPORT" button, system presents a confirmation message to TO as highlighted in the figure below.



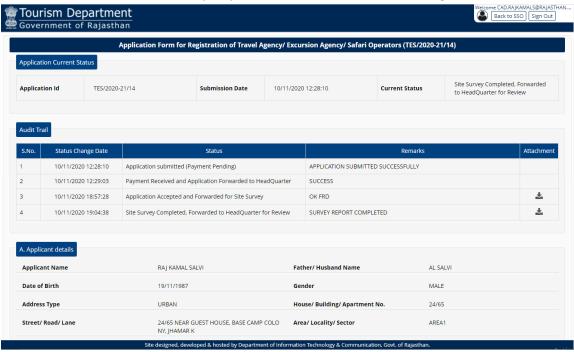
10. Upon clicking the "YES" button, system presents a confirmation message to TO as highlighted in the figure below.



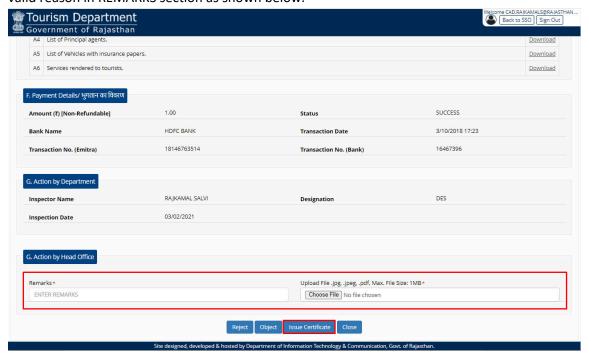
11. Application status is now updated as "FORWARDED TO HQ (REVIEW)". Applicant is also notified of this event through SMS and Email.



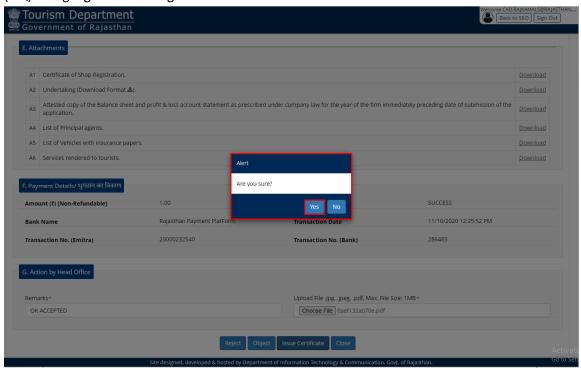
12. Officer (HQ) sign-in (login) back to RajSSO to access the application and reviews the REMARKS and INSPECTION REPORT forwarded by respective TO to HQ as shown in the figure below.



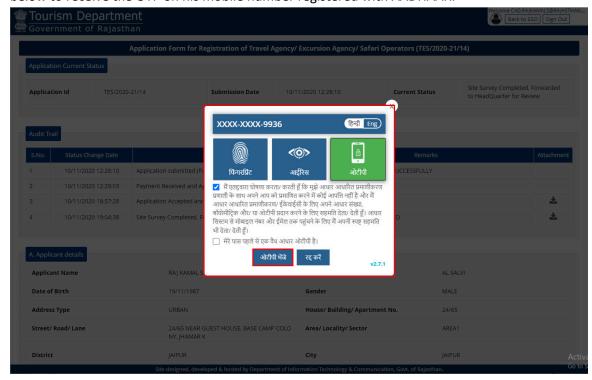
13. If all OK then Officer (HQ) enters the relevant REMARKS and may optionally upload any document (if required). Finally, Officer (HQ) clicks on the "ISSUE CERTIFICATE" button as highlighted in the figure below to issue the digitally signed (eSign) certificate of renewal. Alternatively, Officer may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



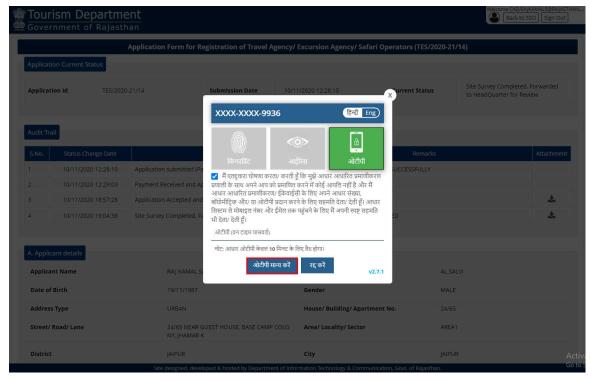
14. After clicking the "ISSUE CERTIFICATE" button, system presents a confirmation message to Officer (HQ) as highlighted in the figure below.



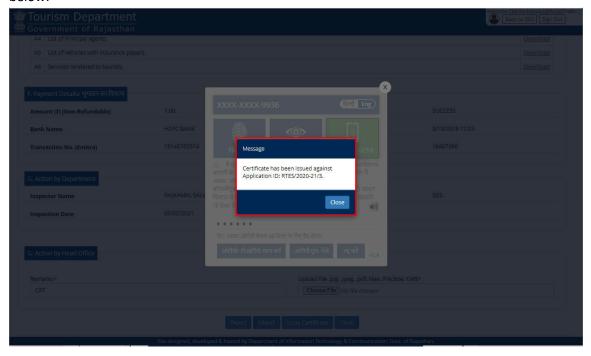
15. Upon clicking the "YES" button, system re-directs the Officer (HQ) to AADHAAR VERIFICATION window as highlighted in the figure below wherein the Officer clicks on the first checkbox to give his/ her consent for AADHAAR VERIFICATION and then clicks the "SEND OTP" button as shown below to receive the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



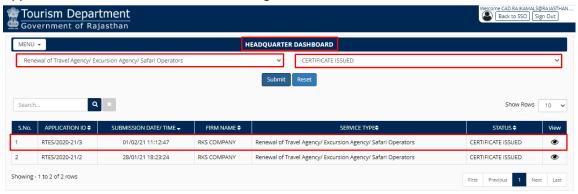
16. System prompts the Officer (HQ) to enter the received OTP and then click on "VERIFY OTP" button as shown below.



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.



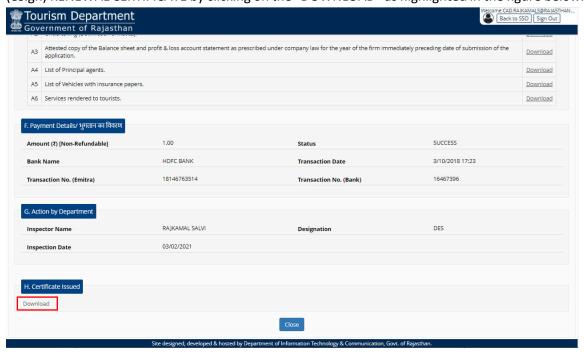
18. Application status is now updated as "CERTIFICATE ISSUED" as highlighted in the figure below. Applicant is also notified of this event through SMS and Email.



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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.





20. Digitally Signed (eSign) RENEWAL CERTIFICATE.







Government of Rajasthan Department of Tourism The Incredible State of India!

Certificate Ref. No: RTES/2020-21/3

Date: 02/02/2021

Certificate of Renewal

M/ s. RKS COMPANY is recognized as TRAVEL AGENCY/ EXCURSION AGENCY/ SAFARI OPERATORS with effect from 02/02/2021 to 01/02/2024.

They will function as per the guidelines of the Department.



Signature valid

Digitally Signed by Ray Amai Salvi
Designation: SENIO
SOFTWARE OFFE OPER
Date: 2027 NOW 56:04:52 IST
Reason: Applying
Location: Valsing

Disclaimer: This is a digitally signed certificate and does not required any physical signature.

THANK YOU