THE GILGIT BALTISTAN TOURIST GUIDES RULES, 2023

S. R. O. 1010(I)/23.—In exercise of the powers conferred by the Section 13 (i) and (ii) of the Gilgit Baltistan Tourist Guides Act 2020 (Act No. V of 2020), the Government of Gilgit Baltistan is pleased to make the following rules;

1. **Short title, Extent and Commencement.**—(1) Short title: These rules may be called **the Gilgit Baltistan Tourist Guides Rules, 2023.**

(2) They shall extend to the whole of Gilgit Baltistan and Pakistan.

(3) They shall come into force at once.

2. **Definitions.**—(1) In this rule, unless there is anything repugnant in the subject or context:—

(a) **"Act"** means "The Gilgit-Baltistan Tourist Guides Act 2020".

(b) **"Rules"** means the Gilgit Baltistan Tourist Guide Rules 2023.

(c) **"Chairman"** means the Chairman of the Tourist Guides Advisory Committee *i.e.* the Secretary Tourism.

(d) **"Committee"** means the Tourist Guides Advisory Committee setup under section-3.

(e) **"Controller"** means a controller appointed under Section 4 of the Act and such other person as may be authorized by the provincial government of Gilgit Baltistan by notification in the official gazette to perform all or any of the functions of the Controller.

(f) **"Government"** means the provincial government of Gilgit-Baltistan.

(g) **"License"** means license issued to any person under section-5 of the Act to operate as a "Tourist Guide".

(h) **"Tourist"** means a person, domestic or foreigners who stays overnight or more as a guest in a hotel at a place other than his normal place of residence or as defined by UNWTO. Or a tourist is a citizen of Pakistan or other country who validly enters Gilgit-Baltistan and remains therein for not less than twenty-four hours and not more than six months in the course of any year for purposes such as touring, recreation, sports, health, study or religious pilgrimages.

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(i) **"Tourist Guide"** means a person licensed as such under section-4 of the rules.

3. **Composition of Advisory Committee.**—In the light of Section-3 of the Act, an Advisory Committee is set up, consisting of Secretary Tourism Department Gilgit-Baltistan as Chairman and Controller as Secretary of the Advisory Committee, respectively. The Advisory Committee is as under:

(1) **Composition:**

Secretary Tourism	Chairman
Controller/Director Tourism	Secretary
President Tourist Guide Association GB	Member

(2) **Functions of the Committee.**—The Advisory Committee set up under section 3 of the Rules, 2023 may render aid and advice to the Government of Gilgit-Baltistan in relation to;

(i) The determination and revision of license fee and fix the rates of tourist guides for trekking routes

(ii) Such matters as may be referred to it by the Government of Gilgit-Baltistan.

(3) **Meetings of the Committee.**—(1) Meetings of the Committee shall be called by the Chairman as and when considered necessary at such time and place as he may deem fit; provided that not less than one meeting shall be held in three months.

(2) A written notice in respect of the time and venue together with the agenda and the working paper of the meeting shall be sent 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 members as soon as possible after confirmation by the Chairman.

(4) The advice of the Committee shall be expressed/ produced in the form of a resolution passed in the meeting.

(5) The constitution and responsibilities/obligations of Committee will be as per Annex-I appended to these rules.

4. **Grant of License.**—(1) Any person (having a minimum qualification of Matric/SSC with at least one-year experience in relevant field or equivalent in one or more of the categories mentioned in Schedule I of Act) operating or

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intending to operate as a tourist guide shall apply to the Controller on **Form "I"** for the issuance of license.

(2) On receipt of an application under sub-rule (1) of Rule 4, the Controller shall consider the application and if considered necessary, satisfy himself/herself as to the suitability of educational qualification, prescribed test, payment of the prescribed non-refundable fee and professional know how of the applicant as prescribed in rule 4.

(3) Subject to sub-section (2) of rule 4, if the Controller is satisfied that the applicant is a fit person for the grant of a license, he may grant him a license on **Form "II"** on payment of the fee as specified in **Form "III".**

(4) In case the applicant is not found fit and suitable for the grant of a license, the Controller shall inform him/her accordingly, briefly stating the grounds in time.

(5) **Register/Database to Keep Record of Licensee:** The Controller shall maintain a register or a database in a computer in which the names, addresses and other particulars of all licensed tourist guides shall be entered.

(6) The license shall, unless earlier suspended or cancelled under Rule 6 remain valid for a period of one year and shall be renewed after every one year in the prescribed manner on payment of the prescribed non-refundable fee.

5. **Renewal and Re-issuance of a license and fee there of.**—(1) The license may be renewed on payment of the prescribed no-refundable fee as specified in Form- III within 15 days from the expiry of its date, provided that the application for renewal of a license is made within 30 days of the date of its expiry.

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

(3) If the application for renewal of license is made after three months and within six months, it shall be renewed by the Controller on payment of four times of the renewal fee. In case of failure to apply for renewal within six months after its expiry, the license shall be treated as cancelled.

(4) In case of loss or damage to the guide license, the guide would immediately inform the nearest office of Directorate of Tourist Services GB and the nearest Police Station. The Guide would have to apply afresh for the duplicate guide license on the basis of First Information Report (FIR) and statement that the guide license has been lost. The guide would be responsible for the safe custody of his/her license.

6. **Code of Conduct.**—(1) The licensee shall adhere to ethical practices and shall refrain from objectionable activities such as overcharging and

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misleading tourist/clients or violating principals and failing to fulfill his/her commitments.

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

(a) Misleading public, any client or a tourist.

(b) Damaging the reputation of a client or a tourist.

(c) Claiming to provide a better service than in fact he does.

(d) Unjustly delaying the discharge of debits accruing from his business transaction.

(e) Failing to afford necessary facilities to the Controller or any other official concerned such as an office premises and records.

(f) Failing to maintain a high standard of reputation or doing anything which is against the prestige or security of Pakistan.

(g) Failing to have good relations with the public, tourists and clients.

(h) Failing to keep the environment clean on the trekking routes during his trek with the trekkers.

(3) A licensee in relation to the general public, tourists and clients;

(a) Shall not do anything damaging the interest of public, tourists and clients.

(b) Shall keep himself / herself fully informed of all aspects of tourist sites and domestic and international travel services.

(c) Shall not make misleading and doubtful superlative statements during his dealings.

(d) in the event 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 and following all relevant rules.

(b) Settle all accounts without delay and within the agreed period.

(5) A licensee must not have any criminal record such as sexual harassment, assault, abusive language etc.

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(6) A licensee shall not violate the provisions of the Act or the Rules made there under or the terms and conditions of the license.

(7) A license tourist guide must ensure to dispose the litter appropriately.

(8) He/She must sign an undertaking/affidavit for adherence to sustainable tourism and ecological practices and protection of environment in keeping with guidelines for ecotourism and safety and security guidelines of concerned government agencies.

(9) He or she shall aspire to protect the reputation of tourism in our country by making every endeavor to ensure that guided groups treat with respect the environment, wildlife, sights and monuments and the local customs and sensitivities.

7. **Suspension/Cancellation of License.**—(1)The Controller or any other officer designated so, may, after affording a tourist guide an opportunity of show cause against the action proposed to be taken against him, suspend or cancel the license of the tourist guide if he/she:

(a) Violates the terms and conditions of the license or

(b) Violates the code of conduct defined in these rules.

8. **Penalty and Procedure.**—(1) **Whoever:**

(a) Being a person to whom no license is issued,

(b) Being a person whose license has been cancelled/suspended, hold himself/herself out or acts, as a tourist guide or otherwise contravenes the provision of these rules, or being a tourist guides contravenes the terms of the conditions of the license issued to him/her or of a notification issued or violates the prescribed code of conduct, shall be punishable with fine which may extend to ten thousand rupees.

(2) Any Assistant Controller for the time being is empowered to try in a summary way the offences specified in sub-section (1) of Section 260 of the Code of Criminal Procedure, 1898, may try summarily an offence punishable under these rules in the accordance with the provision of Chapter XXII of that code.

9. **Appeal to Appellate Authority and Revision.**—(1) A licensee aggrieved by the decision or order under Rule 7 or Section 7 of Act, may, within thirty days of the decision or order, prefer an appeal to:

(a) The Deputy Controller, where such order has been issued by the Assistant Controller.'

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(b) The Controller, where such order has been issued by the Deputy Controller.

(c) The Regulatory Committee where such order, not being an order passed in appeal under clause (b) has been passed by the Controller.

(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 passed the order appealed against as well as the complete records of the case.

(4) No application under clause (a), (b), or (c) of Rule 09 shall be entertained after the expiry of thirty days from the date of order passed by the competent authority under the given rule.

10. **Prohibition to Act as a Tourist Guide.**—(1) Unless a valid license has been issued by the Controller, no person shall hold himself/herself out or act as a tourist guide.

(2) No Travel Agency shall employ a person as a tourist guide who has not a valid tourist guide license.

11. **License Not Transferable.**—(1) The guide license is strictly non-transferable and the licensed guide would not lend his / her guide license or any other document which may have been issued to him / her by Department of Tourism, Government of Gilgit Baltistan to any other person(s). Any violation of this rule would make him / her liable to disciplinary action and withdrawal of the guide license granted to him / her.

12. **Display of License.**—(1) The licensed guide shall wear the laminated guide license issued by Controller, Department of Tourism, Government of Gilgit Baltistan, and also wear the name tag while accompanying the tourists.

(2) The licensee shall prominently display the license granted to him/her in his/her office premises in case he/she has established an office or shall keep his/her license readily available.

13. **Service Charges of Tourist Guides.**—(1) Every tourist guide, for the services he/she rendered to tourists, shall be entitled to follow the maximum fixed rates of charges notified by the Controller from time to time through notification in the official Gazette.

(2) Every licensee shall submit to the Controller for the approval of the details of service charges proposed to be charged by him/her from the tourists/employer.

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(3) The Controller 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.

(4) No licensee shall make any alternation in the service charges approved by the Controller without its prior approval.

(5) No licensee shall charge more than the approved rate from any tourist.

(6) Tourist guides employed on a fixed salary on a full time basis by any travel agency or tour operator licensed under a law for the regulation and control of the profession of travel and tourist agencies shall not charge any fee from a tourist. However, he will claim daily allowance agreed with employer.

14. **Conditions of License.**—The following shall be the conditions of the license:—

(a) The licensee shall have a minimum educational qualification of Matric/SSC or Equivalence preferably with sound knowledge of history/geography as one of the subjects with one-year relevant experience.

(b) The license shall not be transferable.

(c) The licensee shall have at least one-year practical experience and professional and relevant knowledge as a tourist guide.

(d) The licensee shall get his service charges approved by the Controller and no change in such charges shall be made without prior approval of the Controller.

(e) The service charges duly approved by the Controller 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.

(f) The licensee shall furnish information in respect of his/her business that may be sought by the Controller.

(g) The Controller or an officer duly authorized by the Controller shall have free access and right of inspection to the activities and premises of the licensee and his records.

(h) The licensee shall quote the number of his license prominently in all his correspondence and commercial publications.

(i) The licensee shall wear a badge duly approved by the Controller while on duty.

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(j) The licensee shall not canvass business of any kind on behalf of the business houses, travel agents, hoteliers, paying guest houses, shopkeepers, transport operators, etc., nor he / she would accept monetary commission from them or indulge in any other unethical practices.

(k) The licensee shall not enter into any other business arrangements with any of the establishments either by way of partnership or on commission basis.

(l) Licensed Tourist Guides found to be canvassing for shopping establishments like shops selling handicrafts etc. would be liable for cancellation of their license.

(m) A licensed guide would be compulsorily required to attend any short-term training; refresher courses that may be / as directed by the director / controller concerned from time to time.

(n) The Tourist Guide shall provide a professional service to visitors, shall be committed and shall provide an objective of understanding of the place visited, free from prejudice and propaganda.

15. **Complaints.**—On receipt of a complaint from a tourist or employer the Controller after making necessary investigation shall dispose of the same as promptly as possible and inform the complainant the result of the investigation.

16. **Inspection.**—(1) The Controller or an officer authorized by him/her on his/her 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 license.

(2) The Controller or an officer authorized by him/her may inspect the business or office premises of the licensee against whom a complaint has been lodged if he/she 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.

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Form-I

(See Rule 4(1))

APPLICATION FORM FOR GRANT OF TOURIST GUIDE LICENSE

(1. Please furnish typed replies)
(2. Separate sheets may be used where necessary)

S.No	Details	
1.	Name of the person	
2.	Father's Name	
3.	CNIC/Passport No.	
4.	Complete Permanent Address	
5.	Qualification.	
6.	Contact No.	
7.	Permanent Address of Employer.	
8.	Experience in relevant field.	
9.	Name of referees of Employer.	
10.	Charter Certificate from relevant District Superintendent of Police	
11.	Please give details of your connections with foreign travel agents and tour operator (enclose copies of agreements, if any, entered into with them).	

DECLARATION

1. I hereby solemnly declare that all the particulars give above are correct.
2. I hereby solemnly declare that if a license is granted to me, I shall abide by the Tourist Guide Act, 2021 and the Rules made thereunder the terms of the license granted to me and the code of conduct.

Place: _____

Date: _____

Signature of Applicant: _____

Designation: _____

Note: All the necessary documents such as attested copies of CNIC, Academic Qualification Certificate/(s) /Degree/(s), Experience Certificate/(s), Employment Certificate/(s) and original Character Certificate must be attached with application form.

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Form-II

(See Rule 4(3))

LICENSE

DIRECTORATE OF TOURIST SERVICES GILGIT-BALTISTAN

Mr./Miss/Mrs. _____
Address _____
is hereby granted a license to operate as a Tourist Guide under the Gilgit Baltistan Tourist Guides Act, 2020.

This license is valid for the year _____ and shall expire on_____ unless renewed in accordance with the said Act and the Rules made under this Act.

Given this to_____ days of _____ (Month and Year) under my authority and signature.

(Conditions of license to be printed at the back)

Signature,
Designation
Name of Controller

Renewal for the year:
1. _____ Signature
2. _____ Signature
3. _____ Signature
4. _____ Signature
5. _____ Signature
6. _____ Signature
7. _____ Signature
8. _____ Signature

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Form-III

(See Rule 4(3))

LICENSE & RENEWAL FEE

DIRECTORATE OF TOURIST SERVICES GILGIT-BALTISTAN

SNo.	Type of Fee	In Figures	In Words
1.	License Fee (The fee payable for issue of license is Rs.10,000/)-		
2.	Renewal Fee (Annual fee payable for renewal of license is Rs. 5,000/-		

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(to be printed on backside of license)

TERMS & CONDITIONS

ALL LICENSED TOUR GUIDES SHALL:

1. Maintain at all times appropriate personal appearance and attire when carrying out tours and related services for guests.
2. Continuously promote Gilgit Baltistan positively, as a leading destination to all guests.
3. Undertake refresher courses or professional development courses organized by Department of Tourism, GB to improve and enhance performance in the field.
4. Cooperate at all times with the Department of Tourism, GB.
5. Convey and/or guide all guests with information in the most precise and truthful manner at all times.
6. Assist and ensure guests purchasing arts and crafts acquire items of good quality.
7. Provide all guests with information in the most precise and truthful manner at all times.
8. Report any abuses or infraction of the laws relating to tourism to the Complaints Desk at the Department of Tourism, GB
9. Testify, if requested, before any relevant authority of any abuses to any guests under your care.
10. Not insult, abuse or harass any guest or industry peers either through word or deed.
11. Not induce or encourage any guest to do anything contrary to the laws of GB.
12. Not induce or encourage any guest to do anything which goes against good customs or morals.
13. Neither carry out or attempt to carry out your functions as a tour guide while under the influence of alcohol or drug nor offer for sale or otherwise any illegal drugs or illegal commodities to guests.
14. Not be convicted of any crime by any court of law.
15. Not engage in any activity detrimental to the environmental integrity, archaeological or cultural heritage of Gilgit Baltistan.
16. Ensure the safety of guests at all times. This includes ensuring that all safety equipment is available for guests to use at all times and that all safety equipment is regularly checked for operational safety. Tour Guides must at all times abide by speed limits established as well as adhering to no wake zones.
17. Prominently display license on person at all times when conducting tours.
18. Tour Guides shall not solicit tours or conduct tours that have not been legally sold by a licensed Tour Operator.

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19. A licensed tourist guide must ensure to dispose the litter appropriately.
20. He/she must sign an undertaking/affidavit for adherence to sustainable tourism and ecological practices and protection of environment in keeping with guidelines for ecotourism and safety and security guidelines of concerned government agencies.
21. He or she shall aspire to protect the reputation of tourism in our country by making every endeavor to ensure that guided groups treat with respect the environment, wildlife, sights and monuments and the local customs and sensitivities.

MUBASHAR AYUB,
Section officer.

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PUBLISHED BY THE DEPUTY CONTROLLER, STATIONERY AND FORMS, UNIVERSITY ROAD, KARACHI.

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