



Tour Operator Service Provider- MP eService

[User Manual for Citizen]

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1. Application Overview

Purpose of this user manual document is to explain the process to apply for Tour Operator Service Provider application over MP EService portal and get the required certificate from MP Tourism Board.

Applicant have to register their profile and complete their business profile as well before applying for Tour Operator Service Provider certificate , during the submission of the application applicant also have to make online payment using integrated payment gateway .

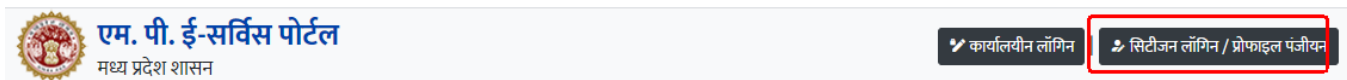
Once after application has been submitted successfully applicant can track the status of the applicant and once certificate has been issue by the competent authority applicant can download the application from the portal.

2. Getting Started

This section explains the steps/process to be followed by the applicant to apply for the MP Tourism Service Provider Certificate over MP eService Portal.

2.1. Accessing Application

- Applicant need to open the URL : <http://services.mp.gov.in/>
- As soon as website is open they need to click on the option available on the top right side “Citizen Login /Profile Registration”.



- For the case if applicant is already registered over the portal they can select the option to login else they have to register their profile before apply for any listed service over MP EService portal.

2.2. Registration Process

- To initiate the registration process user has to enter
 - First Name
 - Last Name
 - Mobile Number
 - Email
 - Password
 - Password Must 1. Have Minimum 6 and Maximum 14 characters
 - Have at least 1 letter
 - Have at least 1 number

- Have at least one special character (only! @ # \$ & are allowed)
- They also have the option to opt in for the option which allows them to get the updates for the applied service over Whats App.

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मध्य प्रदेश शासन

Login Register

First Name * Last Name *

Mobile No * Email

Password * Confirm Password *

Do you want to use same mobile no. for updates on WhatsApp? *

☒ Yes ☐ No

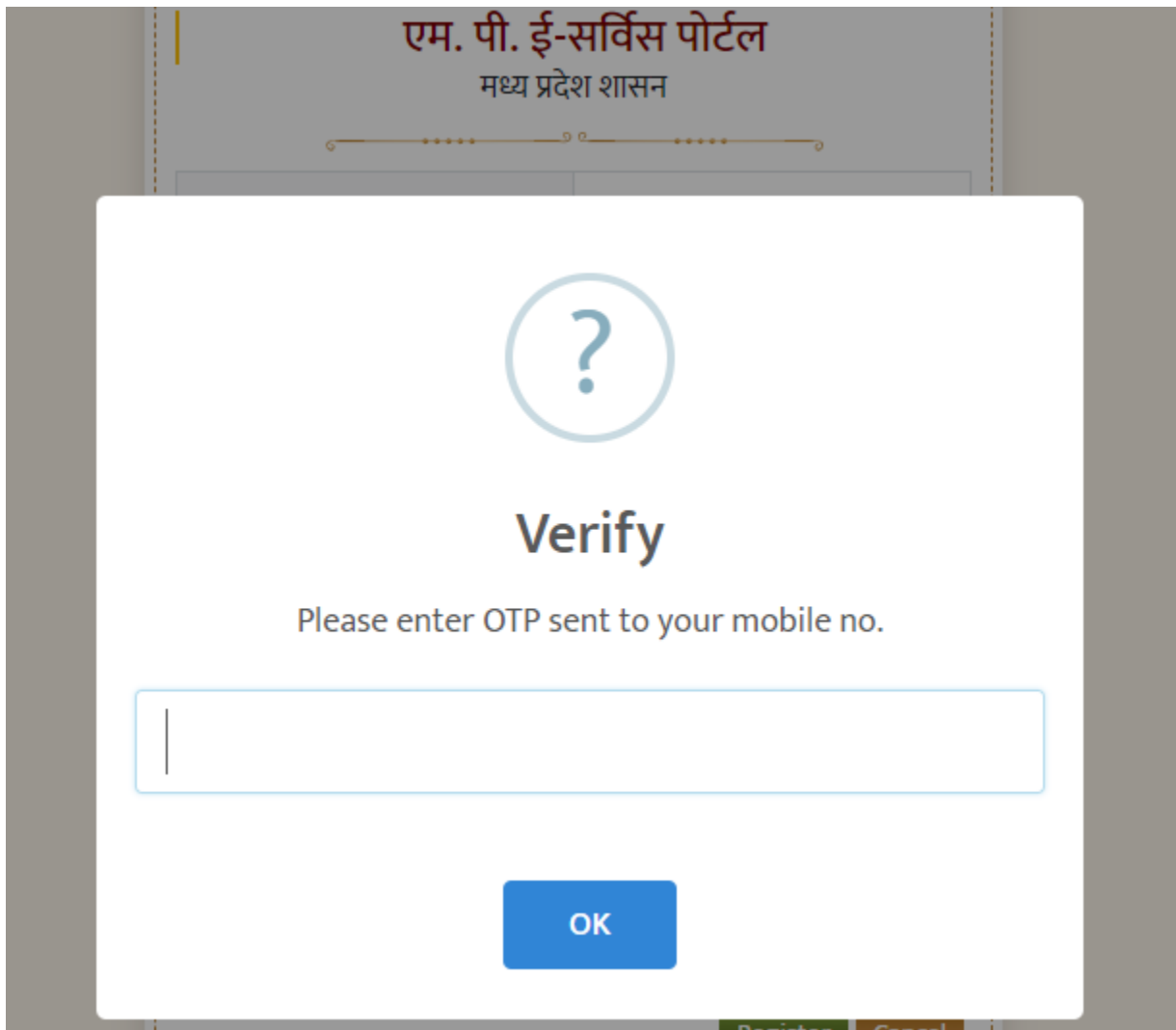
Do You want to Opt-In for updates on WhatsApp? * ☐ Yes ☐ No

☐ Accept Terms & Conditions

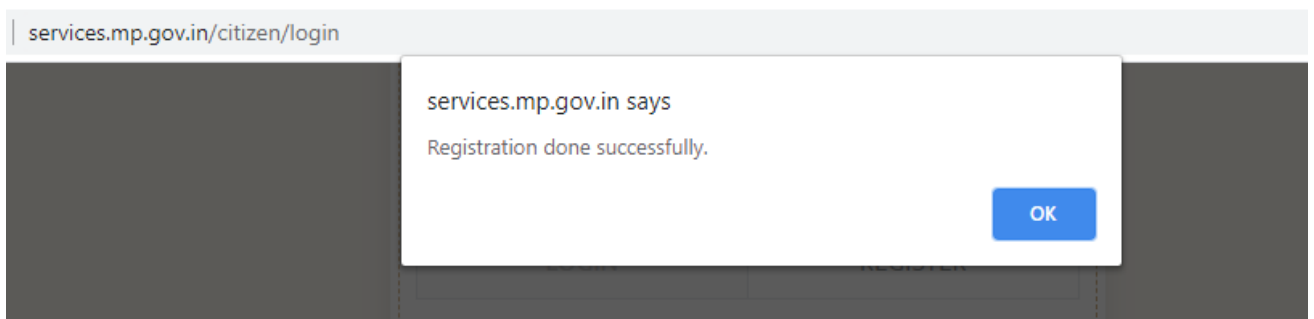
Register Cancel

[Forgot Password?](#) [Home](#)

- Applicant also need to accept the terms and condition check box before submitting the registration form.
- As soon the registration form is submitted a system generated OTP will be sent on the entered mobile number.



- In the next step they have to enter the received OTP and click on the “Ok” button.
- When entered OTP is verified successfully then, pop up appear on the screen notifying the successful registration of the application.



2.3. Login

- After successful registration applicant can login on portal with their registered mobile number and password.



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मध्य प्रदेश शासन

LOGIN REGISTER

Username (Email Id or Mobile no.) *
Enter Username

Password *
Enter Password

Submit Reset

2.4. Manage Profile

- Registered user of the eService portal can manage their profile and update the details as and when required. Registered user can manage details following section wise.

2.4.1. Manage Basic Profile Details

- Basic Profile Details – Under this section applicant have the option to manage
 - Profile Image
 - Date Of Birth
 - Email Id
 - State

- District
- City
- Address
- Pin code
- Whats App opt in

2.4.2. Individual ID Proof Details – Under this section they can manage

- ID Proof
 - They can upload ID proof like Pan Card , Voter Card or Driving License
 - ID Proof Number
 - ID Proof Document – They can upload PDF file up to 5 mb.
 - Samagra Details – They have to enter Family Samagra ID and Samagra ID and click on the Verify Samagra Button.

2.4.3.Business Profile - Under this section they can manage

- Company Details
 - Company Name
 - Owner Name
- Company Address
 - Address
 - District
 - Tehsil
 - Block
 - Pin code
- Company Contact Details
 - Telephone
 - Mobile Number
 - Email
 - Website
- Other Details
 - Start Year
 - GSTIN Number

Services


My Dashboard

My Profile

Helpdesk No.
0755-2700800

Profile Update

Basic Detail

 **rajat**
click on image to upload/change profile picture

Not Opted for Updates on Whatsapp

Jan 1, 1970

Madhya Pradesh

Bhopal

Bhopal

Edit Profile

Individual Id Proof Details

Business Profile

ID Proof Details

ID Proof Type

-- Please Select --

ID Proof Number

Enter ID proof Number

ID Proof Document

Browse File...

Upload

Pan Card

(ID Proof Number)

Click here to view uploaded document

Samgra Details

Family Samgra Id

Enter Samgra Id of Family


Samgra Id

Enter Your Samgra Id

Verify and Map Samgra Details

Individual Id Proof Details

Business Profile

Business Profile 

Company Details

Company Name*

Akash Ent.

Owner Name*

Rajat

Company Address

Full Address*

Bhopal

State*

Madhya Pradesh

District*

Bhopal

Tehsil

-- Please Select --

Block

-- Please Select --

Pincode*


272027

Company Contact Details


Telephone

Company's Telephone no

Mobile No.*



Email*



Website

Company's Website

Social Media Handles

Social Media Handles of Company

Other Details

Start Year*

2020

GSTIN Number

GSTIN Number of Company

2.5. Accessing Dashboard to apply for MP Tour Operator Service Provider Certificate

After successful login over the portal registered user will be redirected to the dashboard over which list of services will be available, from the listed services applicant have to select desired services for which they want to apply for .

For the case of MP Tour Operator Certificate service applicant have two option to select they can either select apply for Tour Operator Certificate or they can view the status of the request they submitted.



2.5.1. Apply for MP Tourism Service Provider

Under this section applicant can raise new request to raise a new request applicant have to follow below steps.

1. Step 1 – In the first step they have to select the type of the certificate they want to apply
 - 1.1.Travel Agency
 - 1.2.Domestic Tour Operator
 - 1.3.Adventure Tour Operator
 - 1.4.Tourist Transport Operator

TSP Application Request

1 COMPANY DETAILS 2 STAFF DETAILS 3 TOURIST VOLUME 4 ADVENTURE TOURISM SPECIFIC 5 UPLOAD DOC 6 PREVIEW

Akash Enterprises

Rajat
(Owner/CEO)

MP Nagar 272627

8787878787

rajat.gaikwad1@gmail.com

aaaaaa55555

Other Important Details ◆ Please read the [guidelines](#) carefully before filling the application form.

☐ Travel Agency (TA)

☐ Domestic Tour Operator (DTO)

☐ Adventure Tour Operator (ATO)

☐ Tourist Transport Operator (TTO)

Annual turnover (₹) (min ₹ required) *

Paid up capital (₹) (min ₹ required) *

Business focus *

Category *

Area of Activity *

Offered services description *

Save as Draft & Next Step

2. Step 2 –Based on the selected certificate type applicant have to provide the details as listed below.

a. Company Details

- I. Annual Turn Over
- II. Paid Up Capital
- III. Business focus
- IV. Area of activity
- V. Offered service description
- VI. Office Space
- VII. Internet available in office
- VIII. Is Reception area available in office
- IX. Is Easy access to toilet facility
- X. Is Pledge for “Safe & Honorable Tourism” displayed in office
- XI. Name of Tour Operator & DMC with whom most business is transacted.

b. Staff Details –

- I. Total Number of Employee
- II. Number of Qualified Staff
- III. Point Of Contact (they can add multiple POC)

c. Upload Supporting Document – Based on the selected type of the certificate they have to upload the supporting document as listed.

d. Tourist Volume

- I. Number of Tourist handled in last financial year
- II. Number of tourist handled upto date of application

- III. Special tourist group handled
- IV. International tourist group handled
- V. Special program arranged for foreign tourists, location etc.
- VI. Steps taken to promote international tourist traffic
- VII. Number of conference handled along with details of total number of participant, location etc.
- VIII. Number of incentive tours handled along with the group size
- IX. Steps taken to promote domestic tourist traffic and details of the groups handled.

e. Adventure Tourism Specific

- I. Number of Adventure Tourism qualified staff (min 3 required)
- II. Specialization
- III. Has Own Adventure Equipment
- IV. Office premises has the maps and reference material
- V. Arrangements for emergency lift and evacuation of clients in case of mishap
- VI. Porters used for adventure purposes are also experienced and insured
- VII. Type of insurance facilities available with the company
- VIII. Equipment available for emergency lift up / evacuation of the persons
- IX. Any additional information

- 3. Step 3- Preview Application and submit – Before finally submitting the application they can preview the application and proceed for next step.
- 4. Step 4 - Payment Processing -Once after adding all required details applicant can submit the application, once they submit the application a system generated application id will be generated for reference and sent over SMS on the registered mobile number of applicant.

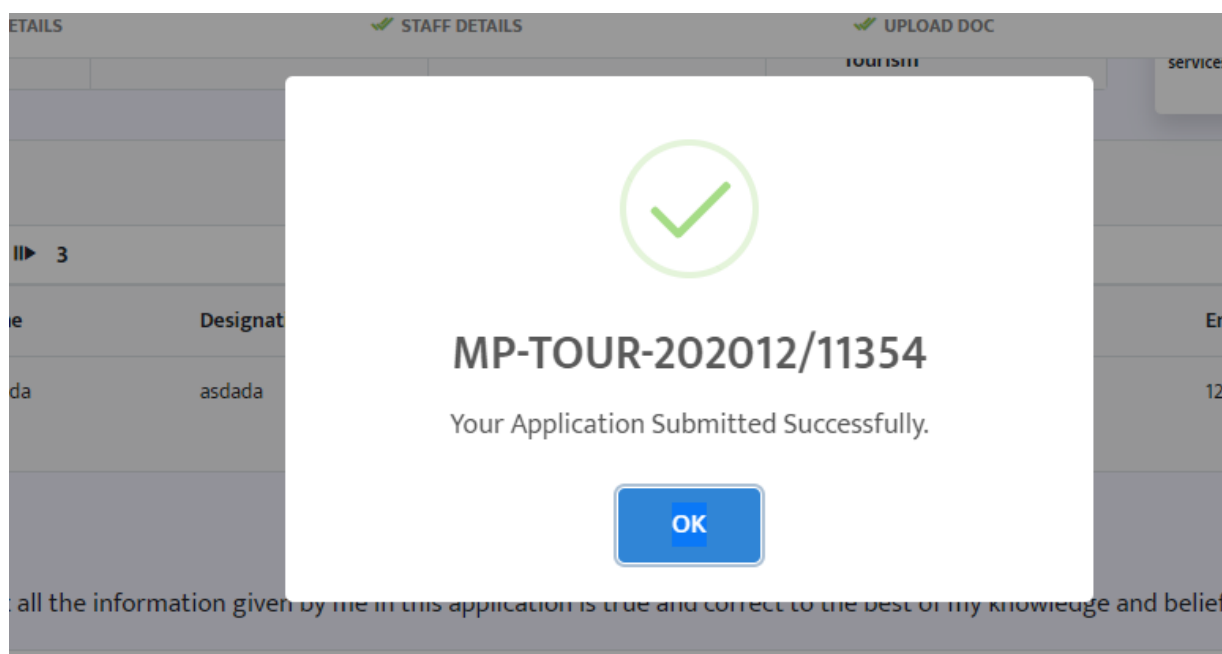
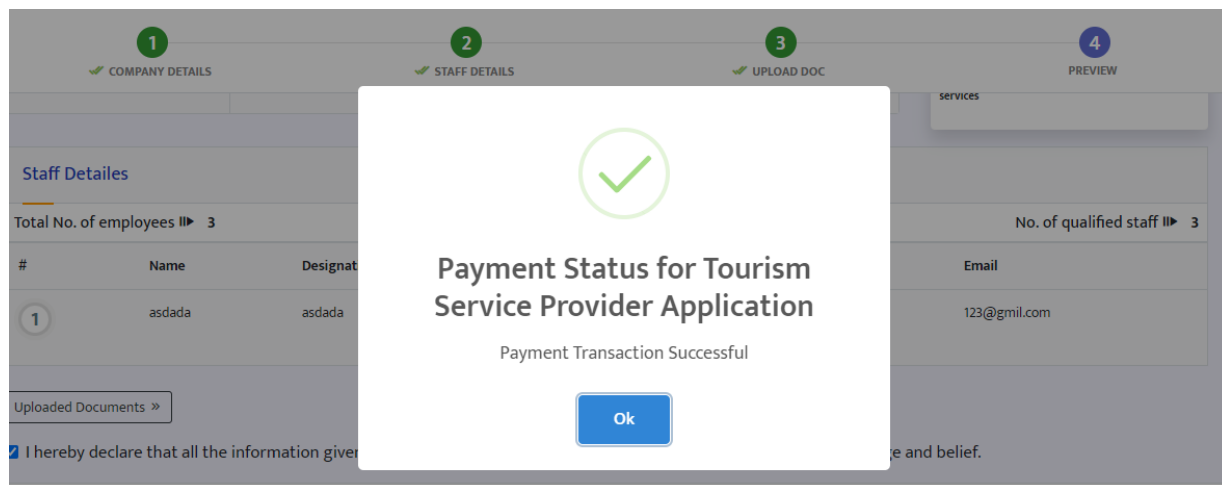
The screenshot displays a web application interface for MP Tourism Service Provider Application. A modal window is centered on the screen, indicating that the application has been saved as a draft with a payment pending status. The modal includes a green checkmark icon, the application reference number **MP-TOUR-202012/11354**, and a message: "Your Application is Saved as Draft with Payment Pending Status . Please click 'Pay Now' to proceed with the payment." A blue button labeled "Pay ₹5900(Incl. GST) Now" is visible at the bottom of the modal.

The background shows the application form with the following details:

- COMPANY DETAILS** (Step 1): Total No. of employees: 3
- STAFF DETAILS** (Step 2): Table with 3 columns: #, Name, Designation. Row 1: 1, asdada, asdada.
- UPLOADED DOCUMENTS** (Step 3): Button to upload documents.
- PREVIEW** (Step 4): No. of qualified staff: 3, Email: 123@gmail.com.

At the bottom of the form, there is a checkbox "I hereby declare that all the information given is true and correct" and a "Previous Step" button. A "Make Payment" button is also visible at the bottom right.

- Step 5 - Once after reference number is generated applicant can click on the make payment button to complete the online payment process, after they click on the payment option user will be redirected to the MP Online payment gateway where they can select the payment mode and complete the payment process. After payment is done successfully an acknowledgement message appears on the screen and application will be submitted to MP Tourism Board.



2.6. View application status

Under this section applicant can view the list of the application request raised by them from their registered profile. Once they select this option user will be redirected to the dashboard for MP Tourism Board service on which they can view the complete statistics like count of total request they applied, total approved, pending request count and rejected request count.

Applicant can track and view the status of the request they have raised from the eService Portal, they can select the option to view the details of the request they have raised.

1. **View request details** – Applicant can view and track the status of the application request they have submitted. Once the application is approved by MP Tourism Board applicant receives

an system generated SMS and they can download the digitally signed certificate issued from the department from the MP eService portal .

Services

My Dashboard

My Profile

Helpdesk No.
0755-2700800

सर्विसेस

इ-पास

विभिन्न शासकीय पारिस्सर में प्रवेश हेतु आवेदन करें

आवेदन देखें

आवेदन करें

सूचना का अधिकार

सूचना के अधिकार तहत जानकारी हेतु आवेदन करें

आवेदन देखें

आवेदन करें

पर्यटन

टूरिज्म सर्विस प्रोवाइडर हेतु आवेदन करें

आवेदन देखें

आवेदन करें

सार्वजनिक जल प्रदाय एजेंसी से जल अनुपलब्धता का प्रमाण पत्र

जल संसाधन उपलब्धता हेतु आवेदन करें

आवेदन देखें

आवेदन करें

विस्फोटक सामग्री लाइसेंस

विस्फोटक सामग्री लाइसेंस हेतु आवेदन करें

Sl No	TOURISM SERVICE PROVIDER	MP TOUR-202011/11264	DECEMBER 2, 2020	Certificate Issued	Select Action
69	Tourism Service Provider	MP-TOUR-202012/11264	December 2, 2020	Certificate Issued	Select Action
70	Tourism Service Provider	MP-TOUR-202011/10978	November 5, 2020	Certificate Issued	View Download

Prev

1

...

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Next