

# TRAVEL OPERATORS' WELFARE ASSOCIATION

REGISTERED UNDER WEST BENGAL SOCIETIES ACT XXVI OF 1961, NO-50039658

Regd. Office : 30, JADUNATH DEY ROAD, 2ND FLOOR, KOLKATA-700012

MOBILE : 89105 02743 • 98301 21806

EMAIL : towa.kolkata2023@gmail.com



PLEASE WRITE CLEARLY IN BLOCK CAPITALS. Please Read Our Terms & Conditions Mentioned On The Back

## APPLICANT DETAILS

NAME OF THE ORGANIZATION					
TRADING NAME (IF ANY)	TRADING NAME (IF DIFFERENT FROM ABOVE NAME)				
NAME OF THE APPLICANT				DESIGNATION	
ADDRESS					
	PIN <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>				
TYPE OF BUSINESS	<input type="checkbox"/> PROPRIETORSHIP	<input type="checkbox"/> PARTNERSHIP	<input type="checkbox"/> PVT LTD	<input type="checkbox"/> LLP	<input type="checkbox"/> LTD CO.
	DATE OF INCORPORATION				
OFFICE PHONE NUMBER			WHATSAPP		
MOBILE NUMBER			ALT MOBILE NO		
EMAIL			WEBSITE		

## PARTNERS / DIRECTORS / PROPRIETOR / AUTHORISED REPRESENTATIVE DETAILS

NO	NAME	DESIGNATION	MOBILE	EMAIL	ADDRESS

## OTHER DETAILS

Are You A Member Of Any Other Association ? If Yes, Mention The Names		Your Area Of Operations (What are your specializations?)
Do You Have A GST No? If Yes, Please Mention		
Business PAN NO. (proprietor Give Personal Pan no.)		Do You have Any Branches /Subsidiary Offices?
You can be BEST described as... (Tick which are Applicable)		
<input type="checkbox"/> Travel Operator	<input type="checkbox"/> Travel Agent	<input type="checkbox"/> Inbound Tour Operator
<input type="checkbox"/> VISA Support	<input type="checkbox"/> MICE	<input type="checkbox"/> FIXED Departures
<input type="checkbox"/> Outbound Tour Operator	<input type="checkbox"/> FOREX	<input type="checkbox"/> Hotelier
<input type="checkbox"/> DMC	<input type="checkbox"/> Others	<input type="checkbox"/> Airticketing Company

## DECLARATION

I/We hereby certify that the information given herewith is true and accurate to the best of our knowledge and belief and that no information that may be relevant to the above questions has been suppressed or withheld. We agree to pay all fees of the Association as established from time to time.

NAME OF AUTHORIZED SIGNATORY		PROPOSED BY :
DESIGNATION		APPROVED BY :
SIGNATURE OF AUTHORIZED SIGNATORY		MEMBERSHIP NO :
		DATE OF JOINING :
DATE / /	SEAL OF THE BUSINESS IN THE BOX	FEES RECEIVED DATE : MODE : AMT :
		Signature of Secretary
		Signature of Treasurer



# MEMBERSHIP TERMS

The membership of the association shall be open to organizations of good professional reputation and standing, who have been associated with tourism and / or travel industry for at least one year.

All applications for membership must be made as per prescribed form, to be proposed by one active member and approved by the core committee of the association. In case the application is proposed by the Regional /State Chapter Chairman / President, there is no requirement of the recommendation of the active member. Membership subscription of the proposer must have been paid till 31st March for the previous financial year.

The application for membership shall be considered by the Core Committee and approved by a majority of two third of the members.

Each company can nominate maximum 3 persons i.e. MD/Full time Director/Owner/Partner/Senior Official of the company, who would be the authorized representatives of the company for all activities of TOWA. They would also be entitled to vote in the elections on behalf of the company. However, the representation would be done by only one person at a given time in any of the meetings, events. Only one person can vote in the elections. In case of any paid employee is nominated as representative of the company in TOWA, he should be on regular pay roll of the company. Any person being nominated as representative must have completed minimum one year in the respective organisation, except in case of a new company or in case of change of ownership. However, representation of any person can be revoked by the company and other person can be nominated subject to eligibility as above.

In case of any court case or any dispute, involving the members of the executive committee of TOWA, legal advice may be taken by the EC. Legal expenses on this account would be borne by the association.

EC is empowered to decide and review/ increase the membership fee from time to time.

## MEMBERSHIP FEE

	Admission fee	Annual Subscription
Active Members	500	1500
Overseas Members	1000	2000
Honorary Members	No Fee	No Fee

## DOCUMENTS REQUIRED (to be submitted with Form)

- Aadhar Card of Proprietor / Partners / Directors
  - PAN Card of the Firm / Company (Personal PAN Card for Proprietorship firms)
  - Trade License Copy (Renewal Copy for the Present Financial Year)
  - Visiting Card of the Proprietor / Partners / Directors
  - One Passport Size Photo of Proprietor / Partners / Directors
  - GST Certificate (If Available)
- In case of appointment of Authorised Representative, One Passport Photo, his/her visiting Card / Aadhar Card & Personal PAN Card copy to be submitted.

## TERMINATION OF MEMBERSHIP | CODES of CONDUCT

A member may resign from membership of TOWA and upon acceptance of his/her resignation by the Executive Committee, he/she shall cease to be a member. The annual subscription of member shall become due on 1st April of each year. If the subscription is not paid within 60 days from the due date, the member shall deem to be a defaulter. If any member fails to pay its subscription beyond the period of 60 days from 1st April of each year, the Hony. Secretary shall issue a notice calling for payment through certified post/email of such dues within 20 days and if the payment is not made within the said 20 days from the date of receipts of the notice, the member shall cease to be a member of the Association. If desired, the said member can request to re-instate his/her membership after clearing all the dues. In case the member pays for his subscription on or after 01JUN of the respective financial year, he/she is supposed to pay a penalty charge of INR 500/- alongwith his annual subscription fees.

A member who causes damage or prejudice to the Association or who does not comply with the rules and regulations of the Association or misbehaves with fellow members in public (including on Social Media), or cheats any member or any other such act, the EC is empowered to suo-moto take notice of such act and issue a show-cause notice and grant such erring member 10 days' time to submit reply. After receiving the reply, the EC shall convene a 3 member independent Committee who would consider the reply and also grant an opportunity of hearing to the member. The Committee would then submit their findings in writing to the EC. The EC shall then take into consideration of the Committee and take a decision accordingly with regard to the membership. The decision shall be communicated to the respective member in writing. If a member has to be expelled from membership, the same shall be done by a resolution of the Executive Committee to be passed at a duly convened meeting and supported by at least ¾ of elected members present. The voting on the resolution shall be by Secret Ballot. The President shall have a casting vote.

A Member or the EC Member of the Association may be issued a show-cause notice and may subsequently be expelled/ suspended on account of disciplinary action taken by the Association on following acts of a Member that shall be construed as 'Misconduct':

Conviction of the Member or EC official by the Court for criminal and/ or economic offence.

Any act of the Member or EC official against the interests of the Association or Travel and Tourism industry.

Writing, posting, forwarding any post that defame, malign, damage the image of the Association/ its Executive Committee.

on any social, print media including Facebook, twitter, LinkedIn, WhatsApp, Instagram etc.

Writing any circular, article, comment through letter/ email/ circular to the Members/s or EC officials of the Association, that contains derogatory or abusive remarks.

Insulting and defamatory language about the Association, its Executive Committee or the members.

Non-compliance of any of the directions of the Executive Committee duly approved in the General House.

### Code of Ethics:

The travel industry is now highly specialized and the average traveller depends upon the professional travel agent to guide him wisely. The principals who appoint travel agents to represent them also depend upon their approved agents to follow the best traditions of salesmanship and ethical conduct. The growing number of travel agents and their increased scale of activities require their adherence to fair dealing and ethical practices.

Therefore, each TOWA member by reason of his/her membership admits and acknowledges that he/she is aware of the TOWA Code of Ethics and subscribes to and supports the precepts and principles contained therein. TOWA represents all that is professional, ethical and dynamic in our nation's travel related activity and has been recognized as the voice of the Travel and Tourism industry in India.

### A)- Relations with the Public:

The TOWA members shall, at all times, follow the best traditions of marketing ethics and fair dealing by presenting all carriers, hotels and other agencies which they represent in a fair and impartial manner to prospective clients. The members shall make themselves thoroughly conversant with tariff rules, regulations and changes in procedure introduced by his principals and the appropriate regulatory bodies.

The TOWA members must discourage receiving any personal favors in the conduct of their profession, in keeping with their status in the trade and in society.

In the event of a complaint or grievance by a client against any Principal, the TOWA member shall give the Principal an opportunity to make a full investigation before any further action on his part.

### B) - Relations with Fellow Members and Other Travel Agents

The TOWA member shall conduct his business so as to avoid controversies with his/her fellow Travel agents. In the event of a controversy between TOWA members, the matter should be settled by mutual discussions, failing which it should be brought to the notice of the TOWA Executive Committee for settlement before any direct course of action is resorted to by the parties.

The TOWA member shall not willfully violate any decision of TOWA Executive Committee. He/she shall adhere to the decisions taken, the TOWA member shall circulate the names of defaulters in his/her client list strictly as per the mode and format specified by TOWA, sufficiently in advance, to save other members from any risk of business loss. The member shall endeavor to participate regularly in the meetings, and shall contribute to the best of his ability in promoting the interests of the Association. The proceedings of all meetings of TOWA should be kept confidential and decisions taken shall not be disclosed, in part or full, to anyone not belonging to the Association.

Signature with Stamp





## MEMBERSHIP APPLICATION FORM

### For Office Use Only

Name .....

Category.....

Membership No .....

W.e.f .....

To

The President,  
Tour Operators' Welfare Association  
Kolkata

Dear Sir,

We, (Name of the company) \_\_\_\_\_

hereby apply for membership of your Association.

1. I / We hereby solemnly promise to abide by the rules and regulations as specified in the Memorandum of Association (MOA) of the Tour Operators' Welfare Associations (TOWA) to observe a high ethical standard in the conduct of our business without reservation or equivocation of any kind, consistent with the regulations in force from time to time.
2. I / We agree and undertake to intimate to the Association any change in our status / constitution and / or conventional or corporate name by any reason whatsoever within 30 days of any such change being effected.
3. I / We do hereby agree to intimate the Association in writing about any change in the present ownership of the company.

( Stamp of the Company )

Yours' truly

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_