

The background is a collage of three images: a temple with a monk in the top left, a sunset over water in the top right, and a tiger in a forest in the bottom half.

Standard Operating Procedure-Uttar Pradesh Water Tourism and Adventure Sports Policy 2023

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Draft for Discussion

1. Introduction

Uttar Pradesh is a unique state offering diverse segments of tourism experiences backed by the strengths of its abundant natural, cultural and heritage assets. State has several dam sites, water bodies, forest sanctuaries and unique natural landscapes which offers immense potential for conducting all forms of adventure and water sports activities.

The Department of Tourism, Government of Uttar Pradesh plans to promote Adventure and Water Sports Tourism by way of making it safe, accessible, and sustainable for all stakeholders. To this end, there is a need to lay down the minimum acceptable standards for Adventure Tourism and Water Sports Operators in terms of infrastructure, equipment, human resources, standard operating procedures, and risk mitigation, and thereby recognize and register the adventure and water sports tourism operators in the State. The Government has carefully considered the subject and hereby issues the following Standard Operating Procedures for implementation of Water Tourism and Adventure Sports Policy, 2023.

2. Title Extension and Commencement

- a. The Standard Operating Procedures (SOP) for Adventure Sports and Water Sports Policy shall extend to the whole of the State of Uttar Pradesh. This SOP shall remain in force till the applicability of the Uttar Pradesh Water Tourism and Adventure Sports Policy, 2023.
- b. Licence holders shall be eligible to operate as an Water Tourism and Adventure Sports Operator in the State of Uttar Pradesh.

3. Objectives

- a. To **standardize** the Operations of Water Tourism and Adventure Sports Operators in the State of Uttar Pradesh.
- b. To **promote development of Quality infrastructure** in the notified Water Tourism and Adventure Sports activity locations.
- c. To ensure adherence to **safety norms and create a safe environment** for tourist participation in water sports and adventure sports activities.
- d. To provide a **common window and registration/ license portal** for Water Tourism and Adventure Sports Operators for obtaining Licenses to Operate as Operators.

4. Definitions

In the SOP (Standard Operating Procedures) unless the context otherwise requires.

- a. **“SOP”** means **“Standard Operating Procedure”**.
- b. **“State”** means Uttar Pradesh.
- c. **“ATOAI”** means Adventure Tour Operators Association of India.
- d. **“DoT”** means Department of Tourism, Government of Uttar Pradesh.
- e. **“UPSTDC”** means Uttar Pradesh State Tourism Development Corporation (UPSTDC). UPSTDC shall function as the Nodal Department for promoting Water Tourism and Adventure Sports activities in the State.
- f. **“Water Tourism and Adventure Sports Operator”** or the **“Operator”**, means an entity engaged in activities and operations related to Water Tourism and Adventure Sports in the State.
- g. **“Applicant”** means potential Water Tourism and Adventure Sports Operator applying for Registration under this Standard Operating Procedures.
- h. **“Equipment”** includes all necessary gear (safety, rescue, adventure equipment) required for conducting the activity and fulfilling the safety requirements enlisted in the ATOAI guidelines and other relevant guidelines/SOPs/rules/policies issued by Ministry of Tourism, Government of India for the activity.
- i. **“Adventure Sports Unit (ASU)”** means a Technical Cell created by UPSTDC for providing all technical support towards implementation of the Water Tourism and Adventure Sports Activities in the state.
- j. **“Registration”** means the application process for obtaining “Registration Certificate” for further process of obtaining **“Licence”** for conducting Water Tourism and Adventure Sports Activities in the State.
- k. **“Registration Certificate”** means Certificate issued by UPSTDC after review of all applications submitted by Applicant.
- l. **“Licence”** means the permission to operate Water Tourism and Adventure Sports activities in the state within the specified sites.

5. Uttar Pradesh State Tourism Development Corporation

- a. UPSTDC shall function as the **Nodal Agency** for promoting Water Tourism and Adventure Sports activities within the State.
- b. UPSTDC in cooperation of all other related Departments like Revenue and Disaster Management, Home (Police), Fisheries, Fire Service, Pollution Control Board and Environment, etc., for smooth discharge of its function for promotion and development of Water Tourism and Adventure Sports activities in the State.
- c. UPSTDC for the purpose of streamlining and regulating the water tourism and adventure sports activities may request resources from these departments in terms of men, materials, equipment, expertise on case-to-case basis, as may be found necessary, with necessary prior approval of DoT.
- d. UPSTDC will sign an MOU with ex-servicemen Welfare Services (Kalyan Nigam) for inclusion of ex-servicemen in the Adventure Sports.
- e. UPSTDC is authorized to frame and issue guidelines or orders for laying down the procedure of online submission of application, processing, and registration of the Water Tourism and Adventure Sports Operator and for revision / modification of the formats of the Application and other formats / introduction of new formats (under intimation to DoT).

6. Structure of Adventure Sports Unit

Sr. No.	Designation	Number of Individuals
1.	Unit Head (Retired Review officer/ Section Officer)	01
2.	Retired Army Officer/servant for water, land, or aero sports	03
3.	Technical Consultants	02
4.	Computer Operator	02

7. Functions and Responsibilities of Adventure Sports Unit

The Adventure Sports Unit shall have the following responsibilities:

- a. The Adventure Sports Unit in consultation with UPSTDC shall maintain list of proposed water bodies and other sites suitable for water tourism and adventure sports activities for eco-tourism development and present it before the executive committee of the board.
- b. The Adventure Sports Unit will examine all applications (new/ renewal of applications/ registrations) for seeking permission for adventure and water sports activities.
- c. The Adventure Sports Unit will get the carrying capacity assessed of each site.
- d. The Adventure Sports Unit will perform such responsibilities as assigned to them from time to time by UPSTDC/DoT.

8. Grant of Registration Certificate and License

- a. The applicant may apply for registration on portal for obtaining “Registration Certificate” for further process of obtaining “**Licence**” for conducting Water Tourism and Adventure Sports Activities in the State. UPSTDC will issue “**Registration Certificate**” after review of all applications submitted by Applicant.
- b. **Licence** will be issued by respective District Magistrates where the certified sites are located as per the terms and conditions stipulated in the SOP.
- c. The licenses will be issued for a period of 5 years.

9. Application for Registration Certificate

All Water Tourism and Adventure Sports Operators/firms engaged in water tourism and adventure activities intending to register under Uttar Pradesh Water Tourism and Adventure Sports Policy will submit the application form online in the prescribed format in the portal developed by UPSTDC (**Annexure I**).

All existing operators will be liable to get registered under Uttar Pradesh Water Tourism and Adventure Sports Policy within the time frame of 6 months and will submit the application form online in the prescribed format in the portal developed by UPSTDC (Annexure I)

10. Approval of Registration Certificate

UPSTDC through Adventure Sports Unit after thorough examination of applications will dispose of all the applications within a time frame of 60 days.

11. Appeal for Rejection of Registration Certificate

Any person aggrieved by any order of the UPSTDC may within thirty (30) days from the date on which the order was communicated to him shall, prefer an appeal before the Principal Secretary, Department of Tourism, Government of Uttar Pradesh.

12. Approval for Grant of License

- a. The concerned District Magistrate will review and inspect the applications forwarded by UPSTDC, who have obtained Registration Certificate.
- b. The concerned District Magistrate will either consider or dispose the applications within a maximum of 60 days (Annexure II).

13. Application for Renewal of License

All applicants will have to apply for renewal of their license before 2 (two) months of its expiry to the UPSTDC through the Portal through which Registration Certificate was originally obtained.

14. Refusal for Grant of License

- a. The operator fails to comply with any prevalent, rules, Acts or standards laid down by Government of India or State Government of Uttar Pradesh for operation/ maintenance of Water Tourism and Adventure Sports activities from time-to-time.

- b. The operator did not adhere to any Safety Guidelines Published in Government of India Ministry of Tourism Guidelines for Recognition / Renewal or Extension as an Approved Adventure Tour Operator [Revised with effect from 2nd January 2012]
- c. Any other reason as deemed fit by Respective District Magistrates as per laws of land.

15. Removal of Difficulties

In case of any difficulty arising in the course of implementation of these guidelines and Standard Operating Procedures, the decision of the DoT will be final.

Failure to comply with any of the above conditions and furnishing of incorrect information by the water sports operators, the said water sports operator will be debarred for a minimum period of three years and the amount deposited as Annual Premium/User Fee/Security Deposit will be forfeited by UPSTDC.

16. Steps for Grant of License for Operation of Water Tourism and Adventure Sport Activities

Step 1: Identification of Sites for Water Tourism and Adventure Sports activities in the state of Uttar Pradesh

- a. **“Adventure Sports Unit”, District Administration or general public may propose** potential sites across Uttar Pradesh where Adventure and Water Sports activities can be conducted to UPSTDC.
- b. ASU shall do the screening of the proposed sites and list such land areas and water bodies constituted wherein there is a possibility of conducting **water sports and adventure sports** in consultation with concerned District Magistrates where Licenses shall be granted to eligible Operators for the development and operation of Water and adventure activities in the state.

Step 2: Obtain Consent/NOCs

UPSTDC will obtain **“Consent/NOCs”** from the owners/concerned departments, authority of identified potential sites across Uttar Pradesh.

Step 3: Notification of Sites

- a. UPSTDC shall present **details** of each potential sites for seeking approval of Executive Committee of the Eco-Tourism Board.
- b. After detailed review of all the presented sites to the **“Executive Committee of the Eco-Tourism Board”** chaired by Chief Secretary, eligible sites as per prescribed norms shall be finalized for Notification which will be considered as eligible list of Adventure and Watersports Sites and declared as Notified Sites.
- c. The executive committee of the Eco-Tourism board may de-notify any site or sites notified in this Policy.

Step 4: Study for Carrying Capacity of Notified Sites

UPSTDC shall **conduct detailed studies** through consultants on Carrying Capacity and other related aspects, Infrastructure Gaps, and water sports potential/challenges/risks studies of all sites notified by the Eco-Tourism Board.

Step 5: Inviting Applications from Prospective Operators

- a. UPSTDC shall **initiate proceedings** for identification of Operators for each Notified Site and invite applications to submit applications for **“Registration”** in the prescribed formats in the Portal.

Step 6: Review of applications by UPSTDC

- a. UPSTDC shall carry out **preliminary examination** of the above received applications by prospective Operators against each Notified Site.
- b. Based on preliminary examination, UPSTDC will grant Registration Certificate to all the **technically suitable applications** where the notified sites are located that are fulfilling basic requirements as per SOP and reject applications that does not fulfill the conditions. On a case-to-case basis, as per requirement, the nodal agency may also seek further details from applicants for more clarity on the submissions.

Step 7: Setting up of Infrastructure

- a. Registered operators will be required to set the necessary allowed infrastructure for the safe and sustainable operations of Water Tourism and Adventure Sports at the notified sites.
- b. The applicant will then notify UPSTDC that the developer has put up infrastructure and necessary facilities during the given period for operationalizing the unit and the site is ready for inspection by the District Magistrate.

Step 8: Issuance of License by District Magistrate

The concerned District Magistrate will review and inspect the application either consider or dispose the applications within a maximum of 60 days (Annexure II). Grant of Registration does not tantamount to **issue of license** to carry out any commercial operations. Operators may commence commercial operations only after obtaining final license form the District Magistrate.

Step 9: Miscellaneous

- a. In case Nodal Agency does not agree with the District Magistrate's decision on the list of rejected Operators to whom license may be allotted, then such specific cases shall be presented before next scheduled Executive Committee of Eco-Tourism Board Meeting for final settlement/resolution.
- b. The decision taken by the executive committee of the board shall be final and binding upon all.
- c. The list of licensed Operators for each Notified Site shall be published by UPSTDC on the website/UP Tourism Website/UP Tourism Policy Portal.
- d. The License will be issued for 5 (Five years).
- e. UPSTDC will collect all the fees paid by the Applicant. An application shall be accompanied with a non-refundable registration fee as given below paid through

payment gateway on the Portal.

- f. In case of any violations or discrepancy of any of the rules issued by UPSTDC, DoT and ATOAI guidelines related to water tourism and adventure activities, UPSTDC may charge penalty as may deemed fit/ blacklist the operators/ cancel the registration of the operators.

Fee for Registration (Amount in Rs.)	Fee for License (One-Time Fees) (For a period of 5 years) (Amount in Rs.)	Renewal Fees (After 5 years) (Amount in Rs.)	Penalty for delay of renewal
5,000/-	2,00,000/-	2,00,000/-	A penalty of Rs.1000/- per day from the date of expiry of license

17. Functions and Responsibilities of Operator (License Holder)

- Operators will not operate and carry out activities in any waterbody or land area in Uttar Pradesh without a License.
- Operator has to inform UPSTDC and District Magistrate of any change within 1 week.
- All necessary certificates relating to the type of staff and equipment must be in their possession and it must be ensured that they are valid all the times of Operation.
- Operators will ensure third party insurance coverage for all adventure activities as well as all equipment used by tourists.
- It will be mandatory for the operator to follow the guidelines issued from time to time by the Ministry of Tourism, Government of India, Nodal Agency and ATAOL regarding water-based tourism, aero sports, and adventure tourism activities.

18. General Guidelines

18.1 General Safety Norms

- a. All Safety Guidelines Published in Government of India Ministry of Tourism Guidelines for Recognition / Renewal or Extension as an Approved Adventure Tour Operator (ATO) [Revised with effect from 2nd January 2012] must be adhered to.
- b. It shall be binding for the operator to follow the minimum standards for water-based tourism, aero sports and adventure tourism activities as suggested by the Indian Adventure Tourism Guidelines issued by Ministry of Tourism and ATOAI or determined by the nodal agency.

- **Safety Norms to be ensured by Operators having Registration Certificates for final Grant of License by respective District Magistrates.**

The Operator shall ensure that.

- i. All Operators/Event Conductors must possess a valid certificate or license from a recognized institution association. In case of Power Boat Operators, they must have the Power Boat Operator License from NIWS/INDIAN NAVY {Yachting Association of India (YAI)} or any Institution authorized by the Central/State Govt.
- ii. Operators/Conductors involve in Water Sports activities must be good swimmers and should be well trained in water rescue techniques, first-aid & CPR (Cardiopulmonary resuscitation). A rescue craft should always be in sight or in radio contact of the persons or group engaged in water sports.
- iii. Emergency Contact Numbers/Helpline Numbers should be displayed.
- iv. The rescue craft could be powered according to requirements of the sport, but it must have a first aid kit, spare life jackets and throw lines/rescue bags.
- v. The operation of Water Sports and Allied Activities is carried out only in the demarcated areas/routes as approved by UPSTDC.

- vi. Life jackets should be available in all prominent locations in case of water sports activities.
- vii. The operations are carried out only in the designated seasons during the period of operation as indicated by UPSTDC.
- viii. Adventure and water sports activities shall be conducted in the presence and active supervision of qualified manpower such as motorboat drivers, crew members, lifeguards, and other technicians etc.
- ix. All the participants and manpower of operators of Adventure and water sports activities are provided full safety gear including life jackets during operations.
- x. The carrying capacity of the water sports unit is prominently displayed and the limit of carrying capacity is never exceeded.
- xi. Safe embarkation/disembarkation arrangements be made for users in the form of a jetty or pontoon bridge etc.
- xii. Complete safety briefing to all the participants at the start of each trip be mandatorily made.
- xiii. It is to be ensured that no participant is allowed to participate without taking an undertaking as per Annexure before the start of an operation.
- xiv. No foreigners shall be permitted to work as an operator or instructor or as a partner without valid Work Visa and the approval of the UPSTDC.
- xv. Any operator who causes harm//injury/death to a tourist/general public /third party on account of his actions/ /irresponsible behaviour/neglect of safety norms etc. shall be punishable as per relevant provisions of the Indian Penal Code (IPC), Criminal Procedure Code or Civil Procedure code as the case may be. Further the operator shall be debarred for a period of three years in case he causes any death or grievous injury to any tourist//general public, on account of his neglect.
- xvi. It is to be ensured Less than 5 years of age may be permitted for boating on a country/motorboat only if at least one of his/her parent is present with him/her. and the parent/appropriate guardian has given undertaking as per the rules.

- xvii. The country/motorboat has appropriate size having adequate buoyancy and appropriate for intended activity and are certified /approved by any national or international certifying agencies including the following: -
- IACS
 - CE (Communaute Europeene).
 - EN (European Norms).
 - ISO (International Standards Organization).
 - IRS (Indian Register of Shipping).
 - Director General of Shipping, India.
 - BIS (Bureau of Indian Standards).
 - SOLAS (Safety of Life at Sea).
 - EC (European Commission).
 - EU (European Union).
 - MED (Marine Equipment Directive).
 - Any other national or international certifying agencies.
- xviii. All the water sports activities commence with a thorough safety briefing orally or by way of prominent display highlighting the equipment used, dos and don'ts, rescue, and emergency procedures.
- xix. Medical concerns: Those suffering from any serious medical conditions such as a weak heart, epilepsy, back / spinal problems (such as slip disc) & expecting mothers should not be allowed to participate in river sports/adventure sports such as scuba diving etc.
- xx. Any person having consumed alcohol in any form or quantity, or illicit drugs shall not be allowed/continue to allow to participate in the operation. No person should be allowed to participate under the influence of illicit drugs or alcohol.
- xxi. Incidents and accidents should be immediately reported to the concerned district administration/Nodal Agency.
- xxii. Helpers are stand-by whenever the customer approaches the disembarkation pontoon bridge/jetty etc.
- xxiii. All the crew members and helpers hold a certificate in basic course from recognized water sports centres of the State or the Central Government.

- xxiv. The rescue boat is not used for other water sports activities and the word Rescue Boat shall be painted with red colour between the load line and top of the boat on all the sides.
- xxv. All participants should wear suitable buoyancy aids and where necessary protective headgear. Life jackets are a must for river tourism sports.
- xxvi. All equipment should be inspected by a competent person or the manufacturer once every season or six months, whichever is less and record of inspection must be kept in the record book.
- xxvii. A logbook should be maintained for each Motored craft, which should be a record of usage, inspection, repairs, and modifications. A river logbook must be maintained be maintained for river rafting operations.
- xxviii. All large craft except speed boats which are away from the base of operations should carry a first-aid kit, emergency equipment and repair kit. They should, where appropriate, carry navigational equipment They Must also be available at the reception counter.
- xxix. The capacity rating of the craft should be prominently displayed so as to be visible to the users along with a warning of potential risks and hazards.
- xxx. An Indemnity Bond (Annexure) must be Framed and Displaced at the ticket Counter and the wording "By buying this ticket the user is Indemnified as per the conditions displayed in the Indemnity Bond at the Ticket counter) must be printed on all ticket or it can be stamped."
- xxxi. For river sports, life jackets must be always on while on the craft. The lifejackets must be fastened properly and have certified buoyancy. Appropriate lifejackets should be used.

18.2 Norms for the operations of various adventure activities

The following are the general norms that should be adhered related to Area of Operation, Period of Operation, Safety Briefing Check, Boarding and Off-Boarding, Maintenance, Insurance, Infrastructure and Equipment and Accessories Required.

Along with these generic norms, the guidelines Published in Government of India, Ministry of Tourism Guidelines for Recognition / Renewal or Extension as an

Approved Adventure Operator (ATO) [Revised with effect from 2nd January 2012] and ATOAI or determined by the nodal agency should be adhered by the operators.

- a. The area of operation should be clearly identified GPS coordinates of the activity zone should be submitted to the UPSTDC and the district administration, and a copy kept ready in case of any Search & Rescue (SAR) situation.
- b. If there are other stakeholders of the marked area, regular meetings should be held with District Administration or District Magistrate, and open communication encouraged to ensure safe practices.
- c. The period of operation of activity should be in daylight hour only except for those wherein special permission will be taken from Adventure Sports Unit of UPSTDC. Operation timings should be clearly mentioned in all marketing materials as well as at the operation site.
- d. The operator must ensure that the Operator/ Conductor should perform a safety briefing before starting the activity. A thorough check of safety protocols should be done after the safety briefing.
- e. The Operator/ Conductor should be present during the boarding / off-boarding of participants.
- f. The equipment should be checked every time before use and certified by the instructor that is fit for use. All safety instructions should be mentioned in signages at the boarding point.
- g. Daily maintenance of equipment should be practiced by staff.
- h. Securing equipment at the end of each day is mandatory to avoid misuse.
- i. Equipment status check should be undertaken on a weekly basis to ensure no damage. Breakdown / incident report is to be maintained for a period of 3 years.
- j. The ATO should have third party insurance coverage to cover the risk to the staff and the participants.
- k. A Centre/Club should have Embarkation/disembarkation arrangement for customers in the form of a jetty or pontoon. Booking office/ Kiosk, reception Shelter for customers

with facilities for drinking water and toilet. Storage space for water sports equipment to protect it from deterioration from exposure to direct sunlight. Fuel should be Stored in separate “Inflammable” store with prominent display “Inflammable” in a well- ventilated area and provided with appropriate firefighting facilities.

- I. It is mandatory for all operators to have good quality and well-maintained equipment.
- **Helmets:** Protective headgear is mandatory for sports as prescribed by the national federation for the sport.
- **Safety Harnesses:** Quality safety harnesses are mandatory for land-based & air-based sport as prescribed by the national federation of the sport.
- **Lifejackets for water-based activities:** To ensure participants safety each participant should wear a quality life jacket / personal floatation device or buoyancy aid as prescribed by the national federation for the sport. For general motorised water activities, a Type 2 life jacket is compulsory.
- **Rescue gear:**
 - To ensure safe operations, the on-duty Lifesaver / Lifeguard must have access to the following rescue equipment:
 - 1) Communication device (Phone, VHF or UHF)
 - 2) Navigation tool (GPS/Charts)
 - 3) Whistle
 - 4) First Aid kit
 - 5) Rescue Knife
 - 6) Tool kit

A Water sports Operator must have the following rescue equipment in addition to the above:

- 1) If operating in open waters, a fully equipped rescue boat with engine
 - 2) If operating in confined sheltered waters, rescue board / kayak
 - 3) Rescue tube for surface rescue Life Buoys with minimum 10 m rope tied to it.
 - 4) Face mask and fins for underwater retrieval
- **Adventure Activity equipment:**

The equipment used for the activities should be of good quality and well maintained as prescribed by the international / national / state association / organization governing the sport.

- **Maintenance:**

The equipment should be maintained as per manufacturer's instructions with daily upkeep to prevent corrosion, damage from sunlight and abrasion. A maintenance logbook should be maintained by the operator with a detailed maintenance schedule for all equipment. Documents should be maintained about the maintenance of the equipment actually due vis-a-vis requirement of the manufacturer / guidelines published by the federation /association for the sport. All periodical maintenance of equipment should be documented and presented on demand during inspection.

18.3 Forbidden Manoeuvres

- a. Riding too close to other boats, jumping wake of boat or waves and fast approaching to the jetty is forbidden.
- b. During emergency turning, the driver would lose control of Jet Ski if the throttle is released abruptly. Therefore, power should be reduced after turning action is complete.
- c. Boat should not be allowed to be deployed when there is warning by government agencies.
- d. Operators/crew members shall ensure that pollution due to plastic wastes, oil spills etc. is not caused to marine environment. He/she shall also ensure that no damage is caused to underwater marine life.
- e. To prohibit the boarding of individuals under the influence of alcohol or toxic substances.
- f. To prohibit the boarding of individuals whose number exceeds the capacity stated in the prescribed certificate of sea worthiness.
- g. To prohibit passengers from standing or sitting on the gunwale of the vessel.
- h. To operate the vessel with great care, avoiding dangerous maneuvers, prioritizing navigational safety, and preventing pollution of the sea and coasts.

- i. To carry the required equipment for their category, such as rescue and firefighting equipment. All equipment should be suitable for immediate use and not expired.
- j. In case the high-speed vessel does not have a fuel gauge, they carry a spare suitable fuel container with a safety cap and a capacity of at least three liters, or an auxiliary tank of equivalent capacity.
- k. In the event of an accident involving another vessel or person, operators are obliged to remain at the accident site and provide any possible assistance to the affected individuals. They also have an obligation to immediately report the accident to the Port Authority.
- l. It is prohibited to navigate at a speed exceeding five knots within a distance of less than two hundred meters from the shoreline in areas where there are no swimmers present, in any case, AND when adverse weather conditions prevail.
- m. To prohibit the use of the water sports vessels by individuals who do not possess a speedboat operator's license, as well as by individuals under the influence of alcohol or toxic substances.
- n. To equip their vessels with the necessary supplies suitable for their category, such as life- saving and fire-fighting equipment. All supplies are ready for immediate use, and the expiry date of perishable supplies has not passed.
- o. The operation of a speedboat/cruise for tourism is prohibited: a) During adverse weather conditions. b) When there are damages or malfunctions in the engine.

18.4 Operator Qualifications

Minimum requirement for Manpower

Operators should ensure they have the following qualified staff during operating hours. Minimum manpower requirements and qualification as specified by the governing body for the activity/sport should be adhered to.

Manager:

The operator should have a qualified manager on site.

Manager's Qualification:

The manager of the adventure tourism centre should be qualified personnel who have undergone training through a recognized organization.

Power Boat Operators/Handlers:

- a. Power Boat Operators/ Handlers and Adventure operating the activity should be qualified for the activity they operate within the scope of their training.
- b. In case of Power Boat Operators/ Handlers they should have Power Boat Operators License from Indian Navy [Indian Navy {Yachting Association of India (YAI)}] NIWS (National Institute of Water Sports) or any authorized Institute by GOI or State Government). Ex Indian Navy Personnel having more than 5 years of the Service are eligible for Boat Operators/Handlers.

Lifesavers:

For Adventure based activities, the operator should at any given time have a certified lifesaver on duty observing the activity area. For water sports activities, the water sports centre should at any given time have a certified lifeguard and rescue boat driver on duty observing the activity area.

Technical Staff:

- a. Maintenance of all equipment should be done by technically qualified and experienced staff.
- b. All instructors / guides / lifesavers / lifeguards must obtain Medical Fitness Certificate by a certified doctor and the certification must be documented in the records.
- c. Instructor/ Guide Qualification:
Instructors should be certified through a recognized training institute / national or international federation for the sport. Guides should work under the supervision of instructors and be certified through a recognized training institute / national or international federation for the sport. At no given time should other staff members instruct / guide participants of the given activity.

Lifeguard / Lifesaver Qualification:

Lifesavers / Lifeguards should be certified through a recognized training institute/national or international federation.

- **Technical Staff Qualification:**

Technical staff who perform regular and routine maintenance on equipment should be trained as per the equipment manufacturer's guidelines. Instructors/ Guides can also be technically trained for maintenance of equipment.

- **Insurance Cover:**

The operator should have a valid third-party liability stipulated coverage of insurance.

17 Annexures

Annexure I Registration Form

1.	Name of the Applicant	
2.	Registered Address of Applicant	
3.	Correspondence Address of Applicant	
4.	Contact Number of Owners/ Partners / Directors /Authorised Signatory (as the case maybe)	
5.	Email id of Applicant/Authorised Signatory	
6.	Type of the Applicant	a. Sole Proprietorship b. Partnership c. Limited Liability Partnership d. Company e. Others (specify)
7.	GST Registration Details of the Operator	
8.	PAN Card Details of the Operator	
9.	List of Owners/ Partners / Directors /Authorised Signatory	
10.	Accreditation/ Certification particulars for the organisation	
11.	Name of notified site, where the adventure activities are being undertaken: - Location details of Notified Site: Complete details of location including name of district/tensil/village/town/city/other details/major landmarks, including nearest police station and pin code	
12.	List down the activities conducted by the operator	a. Water-Based Activities b. Bunjee Jumping c. Mountaineering d. Trekking e. Zip Line Wires and Ropes f. Paragliding g. Paramotoring

		h. Any other, Kindly specify
13.	Proposed Staff Strength	
14.	Qualification details of the Proposed Staff/s (Educational qualification and experience for all staff members to be furnished)	
15.	Proposed List of Equipment (Quantity, manufacturer details, year of procurement, maintenance details, certification) a. Safety Gear / Equipment b. Rescue Gear / Equipment c. Water Tourism and Adventure Sports Activity / Equipment	
16.	Document Checklist (Applicant) (Scanned copies of latest documents to be uploaded) a. Company Registration certificate b. GST Certificate c. PAN Card d. Name of Preferred Notified Site/s where Applicant is interested to become operator. (The list of Notified sites will be available on the portal and applicants can choose from the list) e. Letter of Undertaking (Affidavit) f. Sustainable Practice Declaration	

The operators will be granted registration certificate post the successful registration on the portal developed by UPSTDC. However, Grant of registration certificate does not tantamount to issue of license to carry out any commercial operations. Operators may commence commercial operations only after obtaining final license form the District Magistrate.

Annexure II

Checklist for Inspection by District Magistrate at the time of issuance of license

Sl. No.	Particulars	Input by the Camping Operator (Yes/No)	Comments by the Inspection Agency
Infrastructure			
1.	Notice board with information display in the Registration & Briefing Facility		
2.	Basic amenities (drinking water etc.)		
3.	Well maintained and Sanitary Washrooms & Toilets		
4.	Planned access for ambulance and emergency services		
5.	Access to water body for water sports : safe entry / exit points (mandatory) & well marked access points (where possible)		
6.	Easy access to Tools & consumables		
7.	Neat and dry Equipment Storage Area with well-marked zones/shelves		
Human Resources			

8.	Qualified and Certified Guides & Instructors as prescribed by the international/national/state association / organization governing the sport		
9.	Qualified and Certified Lifesavers / Lifeguards as prescribed by the international / national / state association / organization		
10.	Qualified and Certified Technical Staff		
Equipment			
11.	Safety Gear as prescribed by the international/national/state association/ organization governing the sport.		
12.	Rescue Gear & equipment as prescribed by the international / national / state association / organization governing the sport.		
13.	Adventure Activity equipment should be as prescribed by the international / national / state association / organization governing the sport.		

14.	Maintenance manual with a detailed maintenance schedule of equipment (as prescribed by manufacturer)		
15.	Maintenance log		
16.	Inventory log of all equipment		
Standard Operating Procedure			
17.	Clearly Defined/Demarcated Area of Operation		
18.	First-aid Kit		
19.	Adequate distance between two water sports		
20.	Safety briefing / check before the activity		
21.	Thorough check of safety protocols after briefing		
22.	Equipment status check on a weekly basis		
23.	Breakdown / incident report for 3 years		
24.	Third Party Insurance Cover		
25.	Emergency Contact Numbers and Helpline Numbers should be displayed		
Risk Mitigation			
26.	Study on operational safety should be submitted.		

Annexure - III
Format for Undertaking
(To be given by the Owner / Authorized legal representative of the
Adventure and Water Sports Operator)

I have read and understood all the terms and conditions mentioned in the guidelines with respect to the approval and registration or renewal of the Registration and hereby agree to abide by me. The information and documents provided are correct and authentic to the best of my knowledge and belief and nothing material has been concealed therein. I am well aware that in case of concealment of facts and giving false information or concealment of facts herein, I will be liable for the civil and criminal action under the relevant provisions of law. I also undertake that the registration availed by me by furnishing such false information or concealment of facts shall be liable to be summarily cancelled.

Place:

Date:

Signature of Owner / Authorized legal representative of Adventure Tourism Operator Name:

Address with contact No. E-mail Id:

Annexure – IV
Format for Undertaking
(To Be Given By The Owner / Authorized Legal Representative Of
The Adventure And Water Sports Operator)
Sustainable Practice Declaration

I / We solemnly pledge and reiterate our commitment to conduct our business in a manner that benefits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country.

We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I / We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature:

Date:

Name, Address & Official Seal:

Annexure - V
Format for Undertaking
(To Be Given by The Owner / Authorized Legal Representative Of
The Adventure And Water Sports Operator)
Guidelines From Ministry of Tourism, Government Of India

The “Indian Adventure Tourism Guidelines for Adventure Activities” as recommended by the Ministry of Tourism establishes the basic minimum standards and quality norms for operation of adventure tourism activities in the country.

The detailed guidelines for specific adventure activities have been listed out in the following document link:

https://tourism.gov.in/sites/default/files/2020-02/1527867024_gallery_image.pdf

I have read and understood all the terms and conditions mentioned in these guidelines with respect to Adventure and Water Sports Tourism and hereby agree to abide by me.

Place:

Date:

Signature of Owner / Authorized legal representative of Adventure Tourism Operator Name:

Address with contact No. E-mail Id:

Annexure – VI
FORMAT OF REGISTRATION CERTIFICATE



UTTAR PRADESH STATE TOURISM DEVELOPMENT CORPORATION

Dated: ...

Registration Number:

REGISTRATION CERTIFICATE

प्रमाणित किया जाता है कि “उत्तर प्रदेश वाटर टूरिज़म एण्ड एडवेंचर एक्टिविटीज़ पॉलिसी-2023” के अन्तर्गत.....को उत्तर प्रदेश राज्य पर्यटन विकास निगम द्वारा पंजीकृत किया गया है।
पंजीकरण की अवधि दिनांक.....से.....तक 5 वर्ष की अवधि तक रहेगी।

Certified that.....has been registered under “Uttar Pradesh Water Tourism and Adventure Activities Policy-2023” by Uttar Pradesh State Tourism Development Corporation.

The registration period will be from to for a period of 5 years.

**Managing Director
UPSTDC**

This certificate has been generated electronically and does not require signature in ink. The award of this registration certificate does not tantamount to issue of license to carry out any commercial operations. Operators may commence commercial operations only after obtaining final license form the District Magistrate.

Annexure – VII

OFFICE OF THE DISTRICT MAGISTRATE

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LICENSE FOR OPERATION OF ADVENTURE/WATER SPORTS ACTIVITIES

No...../32/WS/UPSTDC/20..
/ /2022

Lucknow Dated

In exercise of the powers conferred by the Government to Uttar Pradesh, vide Notification No dated hereby issues this license to , Address- to operate following water tourism and adventure sports activities at for a period of 05 years from the date of its issuance, subject to renewal as per the rules and terms and conditions mentioned in the policy and standard operating procedures.

1. All water-born equipment/vessels must be certified for buoyancy and safe operations either by IRS (Indian Register of Shipping) or any International authorized Agency. The certificate may also be for the model for mass manufacturing or for the design. A copy of the above certificates for the equipment which the licensee wishes to operate in the allotted Water Body must be submitted to the UPSTDC. (IRS certificate No., dt.)
2. The Adventure tour operator/Licensee undertakes to use the Property (Name of the Boat) - (Name of the Water Body/Reservoir- (U.P.) and not for any other purposes.
3. The Water Tourism and Adventure Activity Operator/Licensee shall be fully responsible and liable for any injury arising to any member of its staff/any participant of tourism activity/any other person affected due to use of the Property (Vessel). UPSTDC shall not be liable for any claim. The Licensee shall also have third-party insurance for all users by any national insurance company.
4. It will be the sole responsibility of the Operator/Licensee to bring in & utilize own finances and resources for full operation, maintenance, and management of the Property (Vessel).
5. The Operator/Licensee shall be responsible for the safety and security of the Property at its own cost.
6. The Operator/Licensee will ensure the Basic minimum safety standard for water sports for operating the activity and operating the equipment according to the decision by the Ministry of Tourism, Government of India.
7. The Operator/Licensee will have to maintain a high standard of cleanliness, sanitation, and hygiene on the Property and will have to take due care to prevent any immoral/illegal activities on the Property.
8. The Operator/Licensee shall have to settle liabilities/Losses or claims which may be raised by any person at its own cost.
9. The Operator/Licensee shall not allow any such act/activity which may be detrimental to the interest/reputation or credibility of the DoT, U.P. and UPSTDC.
10. The Operator/Licensee shall also ensure pest control and prevent any nuisance from insects, rodents, or any other source of infection.
11. The Operator/Licensee shall ensure that its workers/staff receive visitors in a cordial and respectful manner while rendering services.
12. The Operator/Licensee shall engage only such persons who have good character/behavior and are skilled/competent to handle the Property & Visitors/Tourists. He shall also adhere to all stipulated rules for employment of HR such as PF/Min. wages act etc.
13. The Operator/Licensee shall not allow any alcoholic beverage on the property (Vessel).
14. The Operator/Licensee shall at all times allow the officers/employees of the UPSTDC and IRS (Indian Register of Shipping) free and undisturbed access to the said property for the purpose of inspection.
15. The Operator/Licensee shall take adequate coverage of the third-party insurance for tourists/visitors who are on board at the boat against damage, destruction by fire, flood, mob violence, or such other causes.

16. The Operator/Licensee shall have the right to select and appoint any number of employees/staff/contractors/suppliers as it may deem fit for smooth operation and functioning of the Property. However, the staff for boat operation (Skipper, Assistant Skipper, Driver/Boatman, and Helpers) must have training license with Life Saving Techniques from NIWS (National Institute of Water Sports), Goa and they all must have swimming experience and the licensee must follow all the rules & regulations as per labor laws of Government of India and U.P. State Government. UPSTDC will not be responsible.
17. The Operator/Licensee shall be responsible for the payment of all kinds of taxes/duties and other liabilities resulting from the operation of the Vessel.
18. The Operator/Licensee shall not permit any person to store combustible and/or explosive material or any other prohibited material on the Vessel/Schedule premises. However, the adequate quantity of diesel/petrol as fuel for vessel engines and generators may be kept and essential firefighting instrument (fire extinguisher) has to be arranged and kept in working order.
19. The Operator/Licensee shall keep a separate place for storage of inflammable items such as petrol, diesel, etc.
20. The Operator/Licensee shall ensure that polythene and carry bags, disposal waste material, Gutka/Pan Masala Pouches, Cigarettes (Smoking), Pan, etc. are not allowed to be brought on board.
21. The Operator/Licensee shall ensure that all persons aboard the Property wear life jackets and should have an adequate number of life jackets/Lifebuoy and other safety measures.
22. The operation of the Boat/vessel is allowed from Sunrise to Sunset. During floods operation of the boat/vessel shall not be allowed.
23. The Operator/Licensee shall ensure that a First-Aid Box is available on the Boat/Vessel.
24. In case of any emergency, the Helpline contact number must be displayed on the property/Boat/Vessel.
25. The Operator/Licensee shall be solely responsible for obtaining all necessary approvals/clearances as required from the appropriate State/Central Pollution Control Boards/ Authorities to follow all rules and regulations at their end as applicable. No spillage or drainage in the water body is allowed. Proper outlets/septic tanks for the drainage system to be made by the Licensee if required.
26. By this License only, the right to use the Property for water tourism activities as per the Rules & Regulations mentioned. Licensee cannot in any manner mortgage, dispose of or any other way alienate or create third party interest over the property with the prior written permission of the UPSTDC. Further, the Licensee shall not create any alteration in the original structure of the Property without obtaining written permission from UPSTDC.
27. The Operator/Licensee shall use the property only within the permitted water body and follow the instructions for the safety of the Dam. It has to maintain and keep the premises in a proper state of Cleanliness and Hygiene in and around. Licensee will ensure the compliance of all the rules and regulations failing which it will be treated as an act of default.
28. If at any time by any reason of war or hostility, act of the public enemy, civic commotion, sabotage, explosion, epidemic, strikes, lockouts, fire, flood, natural calamities, or any act of God, the Licensee will not have any such claims for the damages.
29. In case of an event of default or breach of conditions of the license a penalty of Rs.1000/- per day from the date of expiry of license per violation shall be imposed and the license may be suspended, temporarily suspension shall be revoked after the rectification of the violation. On violation of conditions of the license, more than three times the License may be terminated.
30. In case the Licensee creates its own infrastructure such as a boat club, jetty, he will be free to fix ticket rates and make his own arrangements.
31. In case of operation of Boat & Water sports facilities from the boat club jetty of UPSTDC, fees chargeable from tourists & ticketing arrangements shall be centralized. In case of such a facility is extended to more than one operator, UPSTDC shall adopt a roster system. For similar activities/facilities, ticket rates shall be the same for all operators.
32. For any specific activity/services the operator shall be free to fix the ticket rates.
33. Number of passengers/tourists shall be restricted onboard as per the carrying capacity of the boat.
34. No other operation should be undertaken except the allowed (Licensed) Boat/Vessel. A separate new license has to be obtained in advance from UPSTDC for any new water sports activity.

35. Any additional terms & conditions may also be incorporated as and when required as per the instructions of the Government of Uttar Pradesh, other than the mentioned terms and conditions in this license, and that shall be binding on the licensee.
36. The Operator/Licensee shall not have any adverse record in the past and no foreigner shall be permitted to work as a partner or operator without a valid work visa and the approval of the competent authority.
37. The Operator/Licensee shall operate Water Sports Activities in the specified/earmarked area only and within visual range and These activities should be carried out only in settled weather conditions and in daylight only.
38. In the case of the own Vessel/Jetty/Boat club of the Licensee/Operator, he/she has to provide facilities of drinking water, public toilets (Gents/Ladies) and proper waiting places with the seating arrangement.
39. If the Operator/Licensee wishes to operate or Houseboat, he has to keep his own Pontoon and Gangway to step in for Tourists/Visitors from the Jetty/Platform to the boat (Houseboat).
40. The License fees shall be Rs. 2,00,000 for Operators to carry out water tourism and adventure sports activities.
41. The license shall be renewed after a period of 5 years after having the required certification from IRS/other authorized agencies.
42. In case of any emergency situation UPSTDC or local administration shall have the right to use the boat club/jetties and any other equipment being operated by the Licensee free of cost.
43. In case of termination/cancellation/suspension of license, the licensee shall not be permitted to operate the activities. If the licensee is found operating the activity/activities during the termination/cancellation/suspension period proper legal action shall be taken against the licensee.
44. If the Licensor terminates/cancel the license, the licensee may within 30 days from the issuance of the termination/cancellation order, prefer an appeal before the Principal Secretary, Department of Tourism, Government of Uttar Pradesh challenging the termination/cancellation order. The decision of the Principal Secretary, Department of Tourism shall be final and be binding on both parties. If no appeal is preferred within 30 days of issuance of the termination/cancellation order, the right of the licensee to challenge the termination/cancellation order shall be barred.
45. The sitting of all challenges arising out of the license, or its implementation shall be in courts located in Lucknow, Uttar Pradesh for all matters arising out of arbitration.
46. Licensee shall be liable to comply with all the legal provisions of state and central Government as and when required.
47. This activity may be allowed in areas as earmarked by the UPSTDC and shall be beyond normal bathing/swimming zones.
48. Light helmets (ISI approved) should be made mandatory for the passengers. At all times participants shall wear properly fitted type-approved life jackets.
49. A rescue boat must be made available by the operator in full readiness during the entire period of water sports operation in the immediate vicinity (within visual distance). This boat must be powered by an OBM of a minimum 40 HP. A certified lookout cum boat driver must be at standby near the boat for prompt deployment with personnel duly qualified to operate/ carry out rescue's operations.
50. The boat, as well as the lookout, should not be involved with any other activity while on rescue duty the rescue boat should be equipped with a rescue tube, lifebuoys, life jackets, first aid box, stretcher, etc. as recommended by NIWS.
51. All water sports activities must begin with a thorough safety briefing. The briefing must highlight the equipment used, do's and don'ts, demarcation of the boundary for the activity, rescue and emergency procedures. The operator shall strictly ensure that passengers are free from health, medical problems such as blood pressure, heart problems, etc. and shall obtain necessary undertaking regarding risk & release of liability waiver from all passengers prior to starting the activity and in no case pregnant women and children below 16 years of age be allowed to parasail.
52. Alcohol/drugs are not permitted at least six hours prior or during the activity.
53. The Operator/Licensee shall be bound to follow all the instructions given by UPSTDC.

District Magistrate