

**1. Who will register through this online system?**

All existing units/entrepreneurs of the following tourism and hospitality sector (as mentioned at point 5) in West Bengal can apply for the scheme.

1. Establishments must be working in travel and tourism sector in West Bengal.
2. New applicant of loan & existing borrowers.
3. Proprietorship firms/ Partnership firms/ Ltd Companies etc.
4. Should be in possession of valid trade license as per extant guidelines.
5. Should be in possession of all statutory approvals for the functioning of the firm / unit.
6. Should be GST registered wherever applicable.
7. Any existing Loan should not be in SMA2 status or NPA as on 29.03.2020 with any MLIs.

Provided only one (01) establishment from the family will be eligible for this scheme.

In case of new applicants in the tourism and hospitality sector, the applications will be examined on eligibility as per project/financials submitted.

**2. What are the offerings of Paryatan Sahayata Prakalpa loan scheme?**

Under the aegis of Paryatan Sahayata Prakalpa loan scheme, the interested tourism industry stakeholders can apply for working capital loan up to Rs 10 Lakh from the Banks at a rate of interest as per the approved policy of the respective banks.

**3. How to register a new applicant/entrepreneur in this portal?**

Click on the "Login" link a page will appear on the screen. Click on the "Click here to Register" link. A user registration input form will appear, please enter profile detail and click on the "Register" button. OTP is to be sent in your Email ID and Mobile Number. Input field is to be appear where applicant / entrepreneur will have to input the OTP for verification the Email ID and Mobile Number. OTP session is 1000 sec.

**4. Required eligibility to fill up the application form.**

Already mentioned at point 1 please see.

**5. What are the applicability Criteria of the scheme?**

Establishments Working in West Bengal in travel and tourism sector in the following sectors: -

- a. Resorts & Hotels having valid star classification or approved non-star category according to guidelines issued by Ministry of Tourism, Govt. of India/ Department of Tourism, Govt. of West Bengal/ Valid Licence from the local administration.
- b. Transport Operators accredited with India Tourism with registered office in West Bengal.
- c. Tour Operators / Travel Agents (with registered office in West Bengal) having valid GST Registration (as tour operator/ travel agent) and have filed GST returns for the last two years.
- d. Tourist Boats/ launches / cruise boats/ house boats having valid license from the Port Department.
- e. Home Stays registered with the Department of Tourism, Govt. of West Bengal.

- f. Low budget hotels and establishments such as Motels, Yatriniwas and Yatrika.
- g. Way side facilities.
- h. Convention centers.
- i. No NPA status and whose financials support additional finance over and above of Guaranteed Emergency Credit Line and have the repaying capacity.
- j. Only one person form a family will be eligible for this scheme.
- k. In case of new applicants in the tourism and hospitality sector, the applications will be examined on eligibility as per project / financials submitted.

**6. Is there any age criteria?**

No, there is no age criteria.

**7. What is the basic information to provide to get the OTP?**

Applicant Full Name, Email ID and Mobile No. are the basic information to provide to get OTP.

**8. How to get the OTP?**

Click on the "Login" link, a page will appear on the screen. Click on the "Click here to Register" link.

Fill up all the required information in the online registration section and after input the email id, click on "TAB" button an OTP is to be sent in your email id. Similar process follows to get OTP through Mobile No.

**9. How to regenerate/resend OTP, if not received for the first time?**

To regenerate/resend OTP, if not received for the first time click on the 'Send Verification Code Again' link, which indicates on the registration screen.

**10. How to login into this portal?**

Click on "Login" link a page will appear on screen. If applicant/entrepreneur already registered in this portal then input Username/Email, password and CAPTCHA (Image Code) then click on the "Log In" button.

**11. What are mandatory information required to fill up during form submission? Or Documents required?**

The following information are required to fill up during form submission- Business Information, Background Information of Proprietor / Partners / Directors, Names of Associate Concerns and Nature of Association, Banking / Credit Facilities Existing, Credit Facilities Proposed, In case of Working Capital: Basis of Cash Credit Limit applied, In case of Term loan requirements – the details of machinery/equipment, Past Performance/Future Estimates and Status Regarding Statutory Obligations. Supporting Documents Required to upload for application form submission – Photograph of Proprietor/Partners/Directors, Proof of Identity, Proof of Residence, etc.

**12. Is there any requirement for the submission of fees for online registration?**

No, there is no requirement for the submission of fees for online registration.

**13. How to check the status of the Submitted Application?**

After successfully logged in, the Applicant/Entrepreneur can see a "Details" link on the Dashboard. Click on the "Details" link. Applicant can view the application status after successful submission of online application form.

**14. Can the applicant/entrepreneur apply with more than one application with the same user login credential in this portal?**

No, there is no provision to apply more than one application with the same user login credential in this portal.

**15. What is the rate of interest on Paryatan Sahayata Prakalpa loan scheme?**

Please follow the guideline.

**16. Who will monitor the implementation of Paryatan Sahayata Prakalpa?**

Please follow the guideline.