

**Government of India
Ministry of Tourism
(H&R Division)**

**GUIDELINES FOR APPROVAL OF GUEST HOUSES
(Revised – December 2009)**

In order to meet the rising demand of hotel accommodation for budget tourists both domestic and foreign, Ministry of Tourism has decided to standardize and ensure good, clean, hygienic, fair and upgraded facilities and practices in the large number of Guest Houses and unregulated accommodation units that spring up in cities and towns. These measures may not only augment hotel accommodation in budget category but also generate employment and revenue for the States. With this aim in view, Govt. of India, Ministry of Tourism has a voluntary Scheme for approval of Guest Houses in the country.

Guest Houses seeking approval should have the following features:-

I. Necessary Requirement

- (i) Minimum 6 (six) lettable rooms with proper ventilation and 6 meters approach road for Taxi / Ambulance (the road width of minimum 6 metres would not be mandatory in those cities, where Guest Houses on road width of less than 6 metres are permitted as per bye-laws/ local rules)
- (ii) Minimum size of the room should be 120 sq. ft. for double bed (or more). For single bed room, the minimum size of the room should be 80 sq.ft.
- (iii) Minimum size of the bathroom should be 30 sq. ft. for double room. For single bed room, the minimum bathroom size should be 20 sq.ft.
- (iv) 25% of the rooms should have air-conditioning / heating facilities
- (v) Sufficient lighting, wardrobe, shelves, opaque curtains or screening on all windows
- (vi) Western W.C. toilet
- (vii) Reception facility with telephone
- (viii) Dining room serving breakfast and dinner with proper cutlery and glassware (dining room would not be mandatory in cases where the local bye-laws of the concerned State / local body do not permit dining room in Guest houses. (Similarly, bar would not be mandatory in cases where the local bye-laws of the concerned State / local body do not permit dining room in Guest Houses)
- (ix) Segregated wet and dry garbage disposal system should be available
- (x)** Cleanliness & Hygiene: Front areas/ public areas, rooms, kitchen, store, pantry, refrigerator, dining area/ bar (where applicable as per bye-laws), garbage area, staff facilities and back areas including maintenance areas
(Note: **Minimum 60% marks are required under criteria No. 6 of the Mark Sheet regarding Cleanliness/ Hygiene**)
- (xi) Tie-up with nearby Hospital or Doctor-on-Call facility
- (xii) Safe- keeping facilities at the reception
- (xiii) Fire and emergency measures
- (xiv) RO treated/UV treated water / Branded bottled water to be made available for guests. Availability of 24 hours water. RO treated/UV treated water to be used for cooking
- (xv) Facility for adequate parking space
- (xvi) Pest control of all front of the house, guest rooms, kitchen (where permitted), staff facilities and back areas to be done regularly

- (xvii) Registration with local authorities like Police, Municipality, Electricity, Water, Fire, State Tourism Department or Corporation
- (xviii) CCTV in public areas with data backup is mandatory

II. DESIRABLE SERVICES

- (i) Staff quality with 10% of the staff experienced or one year certificate course from the Catering / Hotel Management Institute
- (ii) Recycling of waste water
- (iii) Dishwasher
- (iv) Coffee, tea dispenser
- (v) Credit Card facilities
- (vi) Tie-up with travel agents / nearby Hospital or Doctor-on-Call facility
- (vii) Room, ramp and dedicated public restroom for the physically challenged persons

The Hotel & Restaurant Approval & Classification Committee (HRACC) inspects and assesses the Guest Houses based on facilities and services offered. For approval of Guest Houses, application along with the requisite fees may be sent to the Regional Director, Indiatourism Office in whose region the Guest House is located:

1. Regional Director
Indiatourism
West & Central Region
23, M. Karve Road
Mumbai-400020
Tel: 022-22033144/5
E-mail: indiatourism@mtnl.net.in

2. Regional Director
Indiatourism
Northern Region
88, Janpath
New Delhi-110001
Tel: 011-23320342
Email: goitodelhi@tourism.nic.in

2. Regional Director
Indiatourism
Southern Region
154 Anna Salai,
Chennai- 600 002
Tel: 044-8461459
E-mail: indtour@dataone.in

4. Regional Director
Indiatourism
Eastern Region
Embassy, 4
Shakespeare Sarani
Kolkata -700 071
Tel: 033-22821402
Email: indtour@cal2.vsnl.net.in

5. Regional Director,
Indiatourism
North Eastern Region
Amarawati Path
Christian Basti
G. S. Road, Guwahati - 781 005
Tel: 0361- 2341603
E-mail indtour@asm.nic.in

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General Terms and Conditions- Application Format For Approval of Guest Houses

Guest Houses applying for approval must provide the following documentation:-

1. Name of the Guest House
2. Name and address of the promoters/ owners with a note on their business antecedents
3. Complete postal address of the Guest House with Telephone No. / Fax / E-mail
4. Status of the owners/ promoters
 - (i) If public /private limited company with copy of Memorandum and Articles of Association
 - (ii) If partnership, a copy of Partnership Deed and Certificate of Registration
 - (iii) If proprietor concern, name and address of proprietor/ certificate of registration
5. Date on which the Guest House became operational
6. Distance of Guest House (in kms.) from:
 - a. Airport
 - b. Railway Station
 - c. City centre
 - d. Downtown shopping area
7. Details of the Guest House:
 - (i) Area (in sq. meters) with title- owned/ leased with copies of sale/ lease deed
 - (ii) Copy of Land Use Permit / Licence to run Guest House from appropriate authority / Registration from local authorities
 - (iii) Number of rooms
 - (iv) Public restroom facilities for ladies and gents
 - (v) Details of public areas, lobby, bar (where applicable), parking facilities (the area for each facility should be indicated in sq. ft.)
 - (vi) Facilities for the physically challenged persons (dedicated room with bathroom, ramps and access to public areas)
 - (vii) Eco-friendly practices and any other additional facilities (water harvesting, solar heating)
 - (viii) Details of Fire Fighting Measures/ Hydrants, etc.
 - (viii) Details of measures for energy saving / water conservation and other initiatives.
 - (ix) Details of air-conditioning.
 - (ix) Facilities for power back-up (generators etc.)

- (x) Details of CCTV with data backup (mandatory for all public areas)

8. Certificates / No Objection Certificates (attested copies).

- (i) Certificate / licence from Municipality/ Corporation to show that the establishment is registered as a Guest House including Clearance by competent authority to the establishment on sanitary / hygienic point of view.
- (ii) Certificate/ licence from concerned police department authorizing the running of a Guest House.
- (iii) No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities).
- (iv) Public liability insurance (Desirable)
- (v) Bar Licence (required where permissible as per local laws and regulations)
- (vi) Money Changers Licence (if any).
- (vii) Sanctioned building plans/ occupancy certificate.
- (viii) If approved earlier, a copy of the earlier Certificate of Approval issued by Ministry of Tourism.
- (ix) Segregation of areas for smoking, non- smoking under the rules.
- (x) Any other Clearance / Licence required from local authority.

Note: The above mentioned approvals/ No Objection Certificates are the responsibility of the owners/ promoters/ concerned Company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn without notice in case of any violations or misrepresentation of facts.

9. All applications for approval of Guest Houses must be complete in all respects- application form, application fee, prescribed clearances, NOCs, Certificates etc. Incomplete application is liable to be rejected.

10. The application fee payable for approval and renewal of a Guest House is Rs. 5000/-. The demand draft maybe made payable to "**Pay & Accounts Officer, Ministry of Tourism, New Delhi**".

11. The Committee for approval of Guest Houses will consist of the following:-

- (i) The Committee will be chaired by the Regional Director, Indiatourism Office of the concerned region; Director, State Tourism Department or his nominee; IATO; TAAI; IHM. In addition, a nominee of the Guest House Federation will be a member. The recommendations will be sent to HRACC Division, Ministry of Tourism, Govt. of India within 3 weeks.
- (ii) The Chairman and any 3 members will constitute a quorum.
- (iii) The minutes will be approved by the Chairman (HRACC).
- (iv) The quality of facilities and services will be evaluated against the mark sheet.

12. The Guest House is expected to maintain required standards at all times. The Approval Committee may inspect a Guest House at any time without previous notice.

13. Any deficiencies/ rectification pointed out by the HRACC during inspection, must be complied within the stipulated time. Failure to do so will result in rejection of the application.

14. The Guest House must be able to convince the committee that they are taking sufficient steps to conserve energy and water, garbage segregation and disposal/ recycling as per Pollution Control Board (PCB) norms and other Eco-friendly measures.

15. Any changes in the plans for management of the Guest Houses should be informed to the HRACC, Govt. of India, Ministry of Tourism within 30 days otherwise the approval will stand withdrawn/ terminated.

16. Applicants are requested to go through the check list of facilities and services contained in this document before applying.

17. Incomplete applications will not be considered. As far as possible, cases of approval would be finalized within 3 months of the application being made.

18. Guest Houses seeking approval should apply 3 months prior to the expiry of the current period of approval.

19. Approval will be valid for five (5) years from the date of issue of orders or in case of re-approval from the date of expiry of the last approval provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted.

20. In case of any dissatisfaction with the decision of HRACC, the Guest House may appeal to Secretary (T), Government of India for review and reconsideration within 30 days of receiving the communication regarding approval/ renewal. No requests will be entertained beyond this period.

21. The Govt. of India, Ministry of Tourism reserves the right to modify the 'Guidelines/ Terms and Conditions' from time to time.

FORMAT FOR UNDERTAKING
(To be furnished on official Letter Head)

To
The Regional Director
Indiatourism
New Delhi/ Mumbai/ Kolkata/ Chennai/ Guwahati

Undertaking

I have read and understood all the terms and conditions mentioned above with respect to approval of Guest House and hereby agree to abide by them. The information and documents provided by me are correct and authentic to the best of my knowledge.

Signature
Name in block letters
Seal

Place:
Date:

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Mark Sheet for Assessment by HRACC

Inspection Date: _____

Name of the Guest House: _____

Address: _____

Telephone no. & Fax No. _____

E-mail: _____

| S. No. | Criteria & Questions | Maximum Marks | Marks obtained | Answers/ Details of the facilities offered |
|--------|---|---------------|----------------|--|
| 1. | Location & décor 10 (Please give brief description, environment, etc.) | 10 | | |
| 2. | Dining facilities Breakfast/lunch / dinner room service/ self service | 10 | | |
| 3. | Crockery/ Glassware/ tableware/ linen | 10 | | |
| 4. | Maintenance of kitchen/ utensils (3 Tier-Washing system should be applied) | 10 | | |
| 5. | Cold storage facilities | 5 | | |
| 6. | * Cleanliness/Hygiene Front areas/ public areas, rooms, kitchen, store, pantry, refrigerator, dining area/bar (where applicable as per by-laws), garbage area, staff facilities and back areas including maintenance areas (*Note: Minimum 9 marks (60%) in this criteria are required to qualify for approval) | 15 | | |
| 7. | Pest Control front of the house, guest rooms, kitchen and F&B areas, back areas, stores (where permitted), staff facilities and back areas | 10 | | |
| 8. | Staff (Please give list of staff with percentage of trained/ experienced employees) | 10 | | |
| 9. | Uniform and staff facilities (smart & clean uniforms, staff lockers etc.) | 5 | | |

| | | | | |
|--|--|------------|--|--|
| | | | | |
| 10. | RO treated/UV treated water / Branded bottled water to be made available for guests. Availability of 24 Hour water . RO treated/UV treated water to be used for cooking | 5 | | |
| 11. | Parking facilities (There should be adequate space for parking) | 5 | | |
| 12. | Safety and Security CCTV in public areas with data backup | 5 | | |
| 13. | Other facilities/ amenities under desirable categories | 5 | | |
| | Total Marks: | 100 | | |
| Note: Minimum 9 marks (60%) is required under criteria No. 6 – Cleanliness/ Hygiene- to qualify for approval. | | | | |
| | Overall minimum qualifying marks required for approval | 60 | | |

Comments: _____

| S. No. | Members | Name & Designation | Signature |
|--------|---------------------------------------|--------------------|-----------|
| 1. | Chairman | | |
| 2. | Director State Tourism Dept./ nominee | | |
| 3. | IATO | | |
| 4. | TAAI | | |
| 5. | IHM | | |
| 6. | Nominee of Guest House Federation | | |

