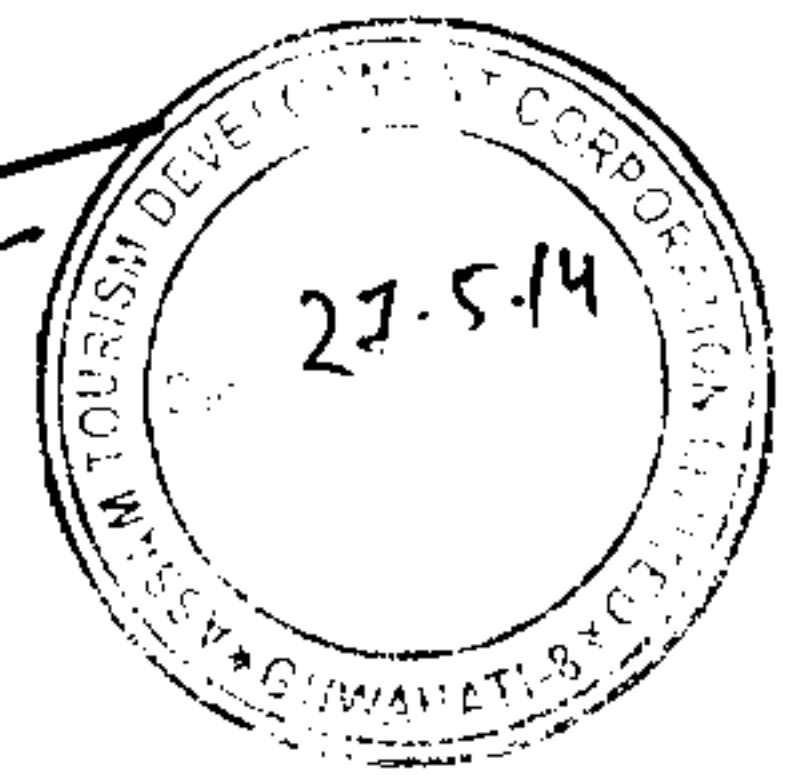


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29/5/14

**GOVERNMENT OF ASSAM
TOURISM DEPARTMENT: DISPUR**



**GUIDELINES ON GUEST HOUSE AND
UNREGULATED ACCOMMODATION FOR TOURISM IN ASSAM**

In order to meet the rising demand of hotel accommodation for budget tourists both domestic and foreign, the Government 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 State. With this aim in view, the Tourism Department, Government of Assam has a voluntary Scheme for approval of Guest Houses in the State.

Guest Houses seeking approval should have 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 bedroom, 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 toilet.
- (vii) Reception facility with telephone.
- (viii) Dining room serving breakfast and dinner with proper cutlery and glassware.
- (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, garbage area, staff facilities and back areas including maintenance areas.
(Note: Minimum 50% 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) Fire and emergency measures.

- (xiii) RO treated/UV treated water / Mineral bottle water to be made available for guests. Availability of 24 hours water. RO treated/UV treated water to be used for cooking.
- (xiv) Adequate parking facility should be made available.
- (xv) Pest control in front of the house, guest rooms, kitchen (where permitted), staff facilities and back areas should be done regularly.
- (xvi) 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) Coffee, tea dispenser.
- (iv) Credit Card facilities. (Not mandatory).
- (v) Tie-up with tour operators. (Not mandatory)
- (vi) Room, ramp and a dedicated public rest room for the physically challenged persons.

The Tourism Department will evaluate/ inspect the guest houses/ lodges and assess the Guest Houses based on facilities and services offered. For approval of Guest Houses, an application along with the requisite fees amounting to Rs 3000/- (Three Thousand only) in the form of demand draft may be sent in the name of Director of tourism, station road, Panbazar, Guwahati – 1. The approval will be valid for a period of three years.

General Terms and Conditions
Application Format for Approval of Guest Houses

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

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. ISBT/ Bus station
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 / License 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, 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) Details of Fire Fighting Measures/ Hydrants, etc.
 - (viii) Details of air-conditioning.
 - (ix) Facilities for power back-up (generators etc.)
 - (x) Details of CCTV with data backup (mandatory)

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) Sanctioned building plans/ occupancy certificate.
- (vi) Segregation of areas for smoking, non- smoking under the rules.
- (viii) Any other Clearance / License 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 departments 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 Committee for approval of Guest Houses will consist of the following:-
 - (i) The Committee will be chaired by the Director of Tourism or his nominee. In addition, The Regional Director, Government of India or his nominee, a nominee of the Hotels and Restaurant Association of Assam and a nominee of the Tour operators Association will be a member. The members will constitute the quorum. The members will evaluate the quality of facilities and services against the marksheet and accordingly approval will be granted.
11. An appeal against the decision of the Committee will lie with the Principal Secretary/ Secretary within one month of the communication of the decision. The decision of the Appellate Authority is final. Rejected applicants can always reapply after fulfilling the requirements.
12. The Guest House is expected to maintain required standards at all times. The Guest House may be inspected at any time without previous notice.
13. Any deficiencies/ rectification pointed out by the committee during inspection must be complied within the stipulated time. Failure to do so will result in cancellation of the registration.
14. The Guest House must be take all 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 Director 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 2 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 three years from the date of issue of orders or in case of reapproval 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 the committee, the Guest House may appeal to Secretary (T), Government of Assam for review and reconsideration within 30 days of receiving the communication regarding approval/ renewal. No requests will be entertained beyond this period.
21. The Department of Tourism reserves the right to modify the 'Guidelines/Terms and Conditions' from time to time.

-Sd/-

(V. S. Bhaskar, IAS)

Principal Secretary to the Govt. of Assam
Tourism Department

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

To
Director of Tourism
Station Road
Panbazar, Guwahati - 1

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.

Date:
Place:

Signature
Name in block letters
Seal

GUIDELINES FOR APPROVAL OF GUEST HOUSES

Mark Sheet for Assessment by the committee

Inspection Date: _____

Name of the Guest House: _____

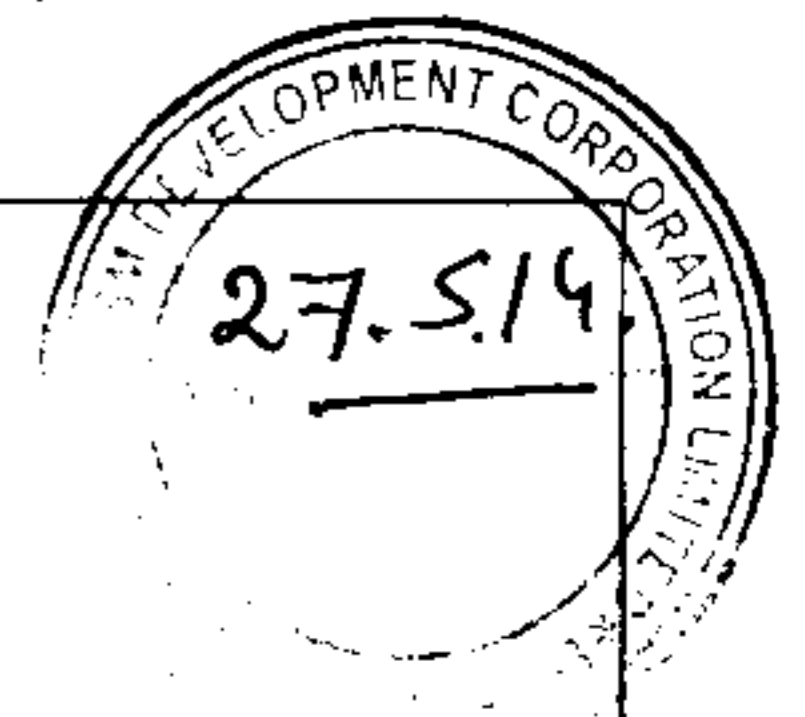
Address: _____

Telephone no. & Fax No. _____

E-mail: _____

Sl. no	Criteria & questions	Maximum marks	Marks obtained	Answers/details of the facilities offered.
1.	Location & decor (Brief description, environment)	15		
2.	Dining facilities Breakfast/ lunch/ dinner room service/ self service.	10		
3.	Maintenance of kitchen/ utensils	10		
4.	Cold storage facilities	10		
5.	Cleanliness / hygiene Front areas/ public areas/ rooms/ kitchen/ store / pantry/ refrigerator, dining area/ staff facilities and back areas including maintenance areas. *Note: Minimum 8 marks (50%) in this criteria are required to qualify for approval.	10		
6.	Pest Control front of the house, guest rooms, kitchen and F&B areas, back areas, stores (where permitted), staff facilities and back areas.	10		
7.	Staff (Please give list of staff with percentage of trained /experienced employees)	10		
8.	Uniform and staff facilities (smart & clean uniforms, staff lockers etc.)	10		

9.	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		
10	Parking facilities (There should be adequate space for parking)	5		
11	Other facilities/ amenities under desirable categories	5		
Grand Total		100		
Note: Minimum 8 marks (50%) is required under criteria No. 6 – Cleanliness/ Hygiene- to qualify				
Overall minimum qualifying marks required for approval				50



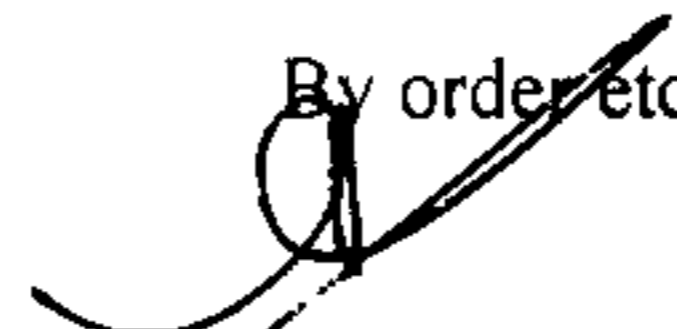
Comments: _____

-Sd-
 (V. S. Bhaskar, IAS)
 Principal Secretary to the Govt. of Assam
 Tourism Department

Memo TSM.58/2011/130-138 -A- Dated Dispur the 26th May, 2014

Copy to:

1. The Principal Secretary to Hon'ble Chief Minister, Assam, Dispur
2. P.S. to Hon'ble Minister, Tourism, Assam
3. P.S. to Principal Secretary, Tourism, Dispur, Guwahati-06
4. The Secretary, Tourism, Assam, Dispur, Guwahati-06
5. The Director, Directorate of Tourism, Assam. He is requested to issue the same to all concerned.
- ✓ 6. The Managing Director, ATDC Ltd., Paltan Bazar, Guwahati-08
7. The Director, Directorate of Printing & Stationery, Bamunimaidam, Guwahati-21 with a request to publish in the next issue of Assam Gazette.

By order etc.

 Deputy Secretary to the Govt. of Assam
 Tourism Department