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GOVERNMENT OF ASSAM  
TOURISM DEPARTMENT: DISPUR



GUIDELINES FOR REGISTRATION OF HOTELS  
FOR PROMOTING TOURISM IN ASSAM

Hotels are an integral part of a tourist's visit to a place and the services offered by them can make or mar a visit completely. With the aim of providing standardized, world class services to the tourists, the Tourism Department, Government of Assam has a voluntary Scheme for registration of Hotels within the State of Assam.

Hotels seeking approval should have following features:-

**GENERAL TERMS, CONDITIONS & APPLICATION FORMAT  
FOR APPROVAL OF HOTEL**

Accommodation is one of the important components of the tourism industry. With the aim of providing comfortable stay to the tourists visiting the state, standardized services to the tourists and to supplement the availability of accommodation, the tourism department has set certain guidelines. The aim is to provide a clean and budget accommodation for foreigners and domestic tourists alike.

A committee comprising of the Director of Tourism or his nominee, the Regional Director of Tourism, Govt. of India or his nominee, and a member of the Hotel and Restaurant Association of Assam will be constituted who will as specified in the guidelines, inspect and assess the hotels, based on facilities and services offered. The details of the standards, facilities, services and the documents required for approval of such establishments will be as per these guidelines.

Once approved by the tourism department, it will be uploaded in the website, to enable domestic as well as foreign tourists to choose the varied accommodation facilities that are available for them.

**Detailed Guidelines:**

- A Hotel is an establishment where a customer is provided with accommodation, food and other services like laundry etc in return for payment. The type of services to be offered will have to be specified and the charges thereof will have to be displayed. The guests will have to be informed in advance to avoid unnecessary dispute.

- Application for registration, along with the requisite fees as stated below in the form of demand draft may be sent in the name of Director of tourism, station road, Panbazar, Guwahati – 1.

A	B	C	D	E
Rs.4000.00	Rs.4000.00	Rs.3500.00	Rs.3000.00	Rs.3000.00

A, B, C, D & E are classes of Hotels as per Annexure II.

- Once an establishment applies for approval it will have to be ready at all times for inspection.
- Approval will be valid for **three** years from the date of issue of orders or in case of renewal from the date of expiry of the last approval if, the application has been received within the stipulated time i.e. 3 months before the expiry of the last approval. The registration as an approved hotel shall be granted by the Department of Tourism, based on the verification report, and recommendations of the Committee constituted by the Tourism Department.
- The renewal will be granted for one year after inspection conducted by the prescribed committee at the District level with an application by the Proprietor of Hotels along with the requisite fee and relevant documents.
- Any deficiencies/rectifications pointed out by the Committee will have to be complied within the stipulated time which will be allotted in consultation with the representative /representatives of the establishment during inspection. Failure to do so will result in rejection of the application.
- Any changes in the facilities of the hotel will have to be informed to the Director of Tourism within 30 days. If any violation of this comes to the notice of the Committee then the approval stands canceled.
- All approvals will be finalized within 30 days from the date of submission of the application to the Director of Tourism, Government of Assam. The application should be complete in all respect.
- In case of any dissatisfaction with the decision, the establishment may appeal to the Secretary of Tourism, Government of Assam for review and reconsideration within 30 days of receiving the communication regarding approval. No requests will be entertained beyond this period.
- The Government of Assam reserves the right to modify the guidelines/terms and conditions from time to time.
- The rate of taxes for property, electricity and water to be paid for hotels will be those as prescribed by the appropriate authorities.

- As per prescribed qualifications and experience in the hospitality sector, there should be 100% local employment. In case the local employees for employment are unavailable, the proprietor may approach the Tourism Department for list of local youths who have undergone capacity/ skill development programme. A failure of employing suitable local youth even after procuring these details, the proprietor may be allowed to hire a non-local person for a maximum period of one year.
- The decision of the Department of Tourism will be final and binding in the matter of registration.

***NOTE: THE GRADING SYSTEM FRAMED IS APPLICABLE ONLY WITHIN THE STATE OF ASSAM AND ANY CLAIM FOR CLASSIFICATION OF STAR CATEGORY AT THE NATIONAL LEVEL HAS TO BE DONE THROUGH MINISTRY OF TOURISM, GOVERNMENT OF INDIA***

-Sd/-  
(V. S. Bhaskar, IAS)

Principal Secretary to the Govt. of Assam

Tourism Department

**Application for approval of hotels**

- 1) Name of the Hotel:
- 2) Category applied for:
- 3) Name and address of the promoters/owners with a note on their background:
- 4) Complete postal address of the Hotel:
  - a) Tel. no
  - b) Fax:
  - c) E-mail:
  - d) Mobile No. of the promoter:
- 5) Distance of the Hotel in kms. from
  - a) Airport
  - b) Railway Station
  - c) ISBT
  - d) Nearest main shopping centre:
  - e) Nearest bus stand /scheduled city bus stop:
- 6) Details of the Hotel:
  - (a)Area (in sq. metres) with title – owned/ leased (copies of sale/ lease deed to be enclosed)
  - (b)Whether building plan approved from local authorities (copy to be enclosed)
  - (c)Whether clearance obtained from the Police Authorities regarding the antecedents of the owner /owners and the proposed activity (copy to be enclosed)
  - (d)Number of rooms and area for each type of room in sq.ft. (single/double/suites)
  - (e)Number of attached baths
  - (f)Details of public areas for the following facilities in sq. ft.
    - (i)Lobby/lounge
    - (ii)Dining space
    - (iii)Parking facilities
  - (g)Additional facilities available if any (not mandatory)
    - (i) Eco –friendly facilities
    - (ii)Facilities for differently abled persons
  - (h)Details of Fire Fighting equipment/hydrants etc. if any
7. Details of payment of application fee
8. Check list details as per Annexure II (enclose a copy of the checklist duly certified that the facilities are available in the establishment)
9. Consent of acceptance of the regulatory conditions (please enclose a copy of the prescribed undertaking as per Annexure III duly signed by the owner of the establishment)

**Checklist:**

**ANNEXURE -II**

<i>Checklist For Facilities &amp; Services of hotels</i>	A	B	C	D	E	Comments
<b>Establishment should have necessary trading licenses</b>						
Reception Area	N	N	N	N	N	
Conference	N	N	D	D	-	
Banquet Hall	N	N	D	-	-	
Lounge area	N	N	N	D	D	
Facilities for physically challenged persons	N	N	N	D	D	
Facilities for cloak room for ladies and gents separately in public areas	N	N	N	-	-	
Water purifier system	N	N	N	N	N	
Laundry facilities	N	N	D	-	-	
Emergency Exit	N	N	N	N	N	
Parking areas	N	N	N	D	D	
Library	D	D	D	-	-	
Garden	N	N	N	-	-	
<b>Guest Rooms</b>						
Minimum 10 letable rooms	N	N	N	N	N	
Minimum size of bedroom excluding bathroom in sq. ft	150	150	120	120	100	
A clean change of bed and bath linen daily and between check ins	N	N	N	N	N	Group C& D. Change of linen on alternate days necessary between check – in.

*19*

Minimum bedding 2 sheets , pillow with case, blanket, mattress protector/ bedcover	N	N	N	N	N	
Sufficient lighting	N	N	N	N	N	
Bedside table & drawer	N	N	N	N	N	
TV's with remote – cable if available	N	N	N	N	N	
Writing table with chairs	N	N	N	-	-	
Wardrobe with minimum 4 cloth hanger per bedding	N	N	N	N	D	
Waste paper basket	N	N	N	N	N	
Dustbin with lid in bathroom	N	N	N	N	N	
Curtains in all windows	N	N	N	N	N	
Drinking water and one glass tumbler per guest	N	N	N	N	N	
Half length mirror – 3”	N	N	N	N	N	
Stationery folder containing stationery and envelopes	N	N	N	D	D	
Do not Disturb notice	N	N	N	-	-	
Safe deposit in room	N	N	N	-	-	
Mini bar fridge	N	D	D	-	-	
Iron and iron board on request	N	N	D	-	-	
<b>Bathrooms</b>						
Percentage of rooms with dedicated private bathroom	100%	100%	100%	75%	25%	
Minimum size of bathroom in sq ft	45	36	30	30	30	
Common bathrooms on same floor for grades D & E Access not through kitchen areas, public areas etc.	-	-	-	N	N	
24 hrs hot and cold running water	N	N	N	N	N	



Energy saving lighting	N	N	N	N	N	
One bath towel and one hand towel with guest toiletries to be provided	N	N	N	N	N	<b>Grade D&amp;E toiletries not necessary</b>
Floor and walls with non porous surfaces	N	N	N	N	N	
Public areas						
Conference facilities	N	N	D	-	-	
Accommodation, food and beverages and other tariff available	N	N	N	N	N	
Public rest rooms for ladies and gents with clean towel and soap and wash basin with running hot and cold water and waste bin with lid	N	N	N	D	D	
Facilities for aurally and visually handicapped	N	N	D	D	D	
Multi-cuisine restaurant on premises	N	N	N	D	D	
Room service	N	N	D	-	-	
Crockery and glassware	N	N	N	N	N	
Cutlery of good quality	N	N	N	N	N	
Bar	N	N	-	-	-	
Kitchen						
Refrigerator with deep fridge	N	N	N	N	N	
Segregated storage of meat, fish and vegetables	N	N	N	N	N	
Tiled wall, non slip floor	N	N	N	N	N	
Head cover for kitchen staff	N	N	N	N	N	

Daily germicidal cleaning of the floors	N	N	N	N	N	
Clean utensils	N	N	N	N	N	
Installation of CCTV in public areas	N	N	D	-	-	
Ventilation system	N	N	N	N	N	
First aid training for all the kitchen staff	N	N	N	N	N	
Treated drinking water with UV+ or with filtration	N	N	N	N	N	
Garbage segregation	N	N	N	N	N	
Staff quality						
Front office staff – English speaking	N	N	N	N	N	
Percentage of staff minimum one year certificate course from Government recognized hotel and catering institutes	30	25	20	15	10	
Staff welfare / facilities						
Staff cafeteria	N	N	D	D	D	
Staff locker rooms	N	N	D	D	D	
Toilet facilities	N	N	N	N	N	
Guest services						
Valet services to be available	N	N	D	-	-	
Laundry and dry cleaning service	N	N	D	D	D	
Credit card/ Debit card	N	N	D	D	D	
Public telephone/ internet facilities on premises	N	N	N	D	D	
Doctor on call	N	N	N	N	N	
Access to travel desk facilities	N	N	N	D	-	
Safety and security arrangements						
Smoke detector	N	N	N	N	N	



Fire alarm	N	N	N	N	N	
Fire fighting equipment	N	N	N	N	N	
Intercom	N	N	D	D	D	

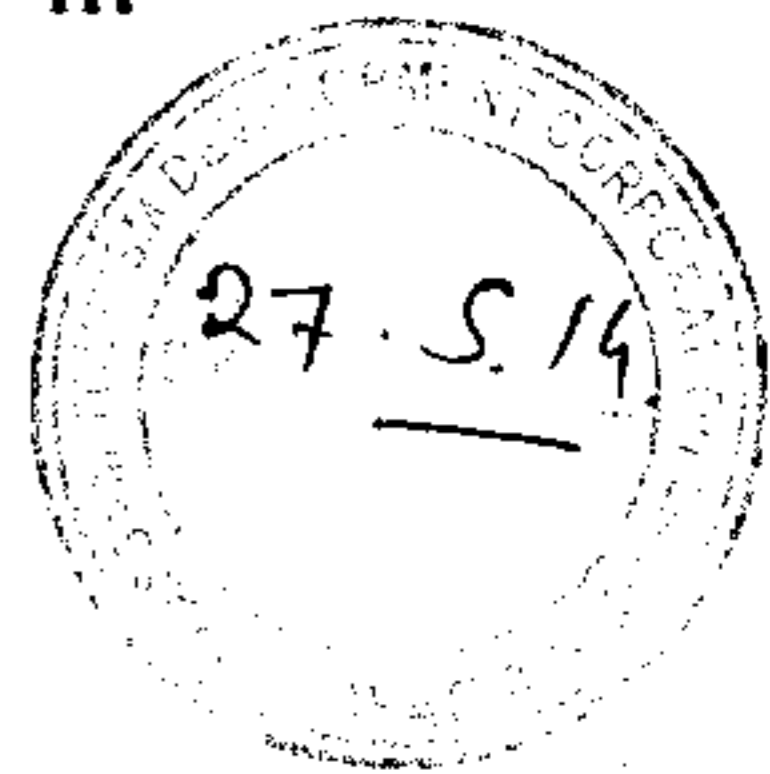
- Note N- necessity
- D- desirable

### Marking system for gradation of hotels

Criteria	Maximum marks	Scores	Remarks
Guest rooms	8		
Cleanliness	9		
Hygiene	9		
Safety and security	9		
Communication	8		
Hotel premises	8		
Public areas	6		
Bathrooms	8		
Food and beverage	8		
Eco – friendly practices	7		
Facilities for physically handicapped	6		
Staff quality	7		
Room service	7		
Grand Total	100		

91

**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 Hotels 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

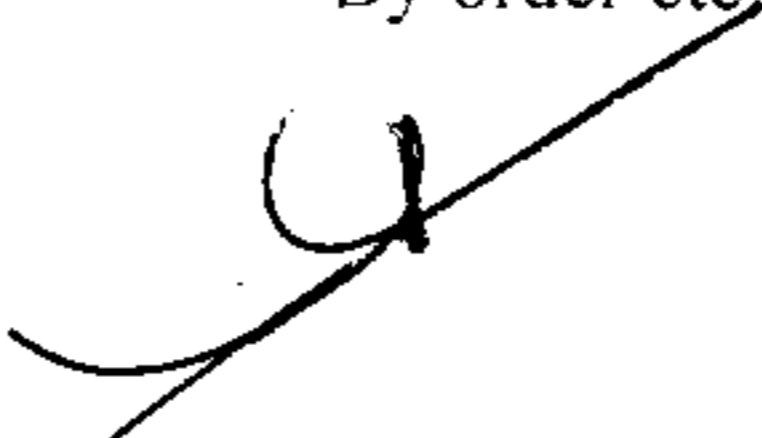
-Sd/-  
(V. S. Bhaskar, IAS)  
Principal Secretary to the Govt. of Assam  
Tourism Department


Memo TSM.58/2011/ 147-153 -A-  
Copy to:

Dated Dispur the 26th May, 2014

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

