

Government of India
Ministry of Tourism
(H & R Division)
Guidelines for Approval and Registration of
Incredible India Bed & Breakfast/ Home stay Establishments

Introduction :

1. Hotels and other supplementary accommodation are an integral part of a tourist's visit to a place and the services offered by them can make his/her visit memorable. With the aim of providing comfortable Home Stay Facilities of Standardized World *Class Services* to the tourists, and to supplement the availability of accommodation in the Metros and tourist destinations, Ministry of Tourism will classify fully operational rooms of Bed & Breakfast/ Home Stay Facilities as "Incredible India Bed & Breakfast/ Home stay Establishments". The basic idea is to provide a clean and affordable place for foreigners and domestic tourists alike including an opportunity for foreign tourists to stay with an Indian family to experience Indian customs and traditions and relish authentic Indian cuisine.
2. The Incredible India Bed & Breakfast/Home stay facilities will be categorized as follows:
 - (a) Silver
 - (b) Gold
3. The Regional Classification Committee, as specified in the guidelines, will inspect and assess the Bed & Breakfast/Home stay Establishments, 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.
4. The Incredible India Bed & Breakfast/ Home stay Establishments, once approved by Ministry of Tourism, will be duly publicized. A directory of all such approved establishments will also be prepared, so as to enable domestic as well as foreign tourists to live in a homely environment and to take advantage of the scheme. In addition, efforts will be made to organize short term training in hospitality trade to those who would opt for such training.

Detailed Guidelines :-

- 1 The classification for B&B Establishment will be given only in those cases where the owner/promoter of the establishment along with his/her family is physically residing in the same establishment and letting out minimum one room and maximum five rooms (10 beds).
- 2 The scheme will be on Bed and Breakfast basis and charges will have to be levied accordingly. The type of breakfast to be offered will have to be specified, the charges will have to be displayed and the visitors will have to be informed in advance so as to avoid unnecessary dispute.
- 3 Once an establishment applies for classification/re-classification, it will have to be ready at all times for inspection by the Regional Classification Committee. No requests for deferment of inspection will be entertained.
- 4 Classification will be valid for two years from the date of issue of orders or in case of reclassification from the date of expiry of the last classification provided that the application has been received within the stipulated time i.e. 3 months before the expiry of the last classification.
- 5 Bed & Breakfast Establishments applying for classification will have to provide all the information supported by required documents, as per the following formats:
 - a) Application format as at Annexure-I
 - b) Checklist of facilities as at Annexure-II
 - c) Undertaking as at Annexure-III
6. The application fee payable for classification/reclassification will be as follows. The demand draft will have to be payable to "**Pay & Accounts Officer, Ministry of Tourism, New Delhi**".

Star Category	For Classification/Reclassification
Silver	Rs. 3,000/-
Gold	Rs. 5,000/-

7. Bed & Breakfast Establishment will be classified following two stage procedure.
 - a) The presence of facilities and services will be evaluated against the enclosed Checklist. (Checklist will be have to be duly filled in and signed on all pages and submitted along with the application.)
 - b) The quality of facilities and services will be evaluated by the Regional Classification Committee. Due preference will be accorded to the homes, which are able to provide Indian experience by way of Indian decor, authentic and exotic Indian cuisine etc.
8. The Regional Classification Committee will consist of the following:
 1. Regional Director, Indiatourism-Chairman.
 2. Representative from IATO.
 3. Representative from TAAI.
 4. Representative from local Indiatourism Office.
 5. Representative from State Tourism Department.
9. The Chairman and any 2 members, where the presence of the police representative will be mandatory, will constitute a quorum. The recommendation of the Committee will be approved by the Chairman, Hotel and Restaurant Approval and Classification Committee (HRACC).
10. Any deficiencies/rectifications pointed out by the Regional Classification 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.
11. The Committee may recommend to the Chairman, HRACC a category either higher or lower than one applied for. In case the category applied for is higher than the one recommended by the Committee, then the applicant will have to deposit the required fee for the recommended category. However, in case of the category recommended being lower than the one applied for, then there will be no refund of extra classification fee.
12. The IIB&B/Homestay Establishment will be expected to maintain required standards at all times. The Chairman, HRACC could authorize a surprise inspection of the establishment at any time without previous notice.
13. Any changes in the facilities of the IIB&B/Homestay Establishment will have to be informed to the Regional Direction, Indiatourism Office, within 30 days. If any violation of this comes to the notice of the Committee, then the classification will stand

withdrawn/terminated.

- 14 All cases of classification would be finalised within 30 days of the application being made to the Regional Director concerned complete in all respect.
- 15 In case of any dissatisfaction with the decision of HRACC, the establishment may appeal to Secretary, Ministry of Tourism, Government of India for review and reconsideration within 30 days of receiving the communication regarding classification/ reclassification. No requests will be entertained beyond this period.
- 16 Ministry of Tourism, Government of India reserves the right to modify the guidelines/terms and conditions from time to time.
- 17 The rate of taxes for property, electricity and water to be paid for classified IIB&B/Homestay Establishment will be those prescribed by the appropriate authorities.

Where to apply (for Govt. of India Scheme):

The applications along with the requisite fees may be sent to: -

1. **Regional Director** (West), India tourism, 123 M. Karve Road, Mumbai - 400020. Tel: 022 - 22033144/5, 22074333/4, Fax: 022 - 22014496, Email : indiatourism-mum@nic.in, touristoffice-mum@nic.in, itgmumbai@gmail.com (for States of Gujarat, Chattisgarh, Ut of Daman & Diu, Dadra Nagar Haveli and and Maharashtra except Aurangabad).

Application format for Home Stay Establishment

1.	Name of the IIB&B/Home stay Establishment	
2.	Category applied for	
3.	Name and address of the promoters/owners with a note on their background	
4.	Complete postal address of the IIB&B/Home stay Establishment a). Tel. No. b). Fax. c) E-mail d). Mobile no. of promoter	
5.	Distance of the IIB&B/Home stay Establishment in kms. from: a) Airport b) Railway Station c) City Centre d) Nearest main shopping centre e) Nearest bus /scheduled city bus stop	
6.	Details of the IIB&B/Home stay Establishment: a) Area (in sq. metres) with title -owned/ leased (copies of sale/ lease deed to be enclosed) b) Revenue papers regarding ownership. Affidavit in case of co-sharer of house/land c) Whether clearance obtained from the Police Authorities regarding the antecedents of the owner /owners and the proposed activity (copy to be enclosed) d) Numbers 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 (iii) Details of Fire Fighting equipment/ hydrants etc. if any	
7.	Photographs of the building including interiors showing types of facilities available, bathroom, living room, bedroom, parking etc.	
8.	Details of payment of application fee	
9.	Check list details as per Annexure II (enclose a copy of the checklist duly certified that the facilities are available in the establishment)	
10.	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 for approval & registration of Incredible India Bed & Breakfast/Home stay Establishment

S.No.	General	Silver	Gold	Certification by the Establishment regarding the facilities	Observations of the Classification Committee
1.	Well maintained and well equipped house and rooms with quality area tiles or marble flooring, furniture, fittings in keeping with the Traditional lifestyle.	*M	M		
2.	Sufficient parking with Adequate road width.	**D	M		
3.	Guest rooms: Minimum one lettable room and maximum 6 rooms (12 beds). All rooms should be clean, airy, pest free, without dampness and with outside window/ventilation	M	M		
4.	Minimum floor area in sq. for each room. Plains Hills	120 100	200 120		
5.	Comfortable bed with good quality linen & bedding preferably of Indian design.	M	M		
6.	Attached private bathroom with every room along with Toiletries.	M	M		
7.	Minimum size of each bathroom in sq.ft.	30	40		
8.	WC toilet to have a seat and lid, toilet paper	M	M		
9.	24 hours running hot & cold water with proper sewerage connection .	M	M		
10.	Water saving taps/shower	D	M		
11.	Well maintained smoke free, clean, hygienic, odour free, pest free kitchen.	M	M		

12.	Dining area serving fresh Continental and / or traditional Indian breakfast.	M	M		
13.	Good quality cutlery and Crockery.	M	M		
14.	Air-conditioning / heating depending on climatic conditions with room temp. between 20 to 25 degrees Centigrade in the offered room.	M	M		
15.	Iron with iron board on request.	M	M		
16.	Internet Connection.	D	M		
17.	15 amp earthed power socket in the guest room.	M	M		
18.	Telephone with extension facility in the room.	D	M		
19.	Wardrobe with at least 4 clothes hangers in the guest room.	M	M		
20.	Shelves or drawer space in the guest rooms.	M	M		
21.	Complimentary aquaguard/RO/Mineral water.	M	M		
22.	Good quality chairs, working table and other necessary furniture.	M	M		
23.	Washing machines/dryers in the house with arrangements for laundry / dry cleaning services.	D	M		
24.	Refrigerator in the room	D	M		
25.	A lounge or seating arrangement in the lobby area	D	M		
26.	Heating and cooling to be provided in enclosed public rooms.	D	M		
27.	Garbage disposal facilities as per municipal laws.	M	M		
28.	Acceptance of Cash/cheque/D.D.	M	M		
29.	Message facilities for guests.	M	M		
30.	Name, address and telephone numbers of doctors.	M	M		
31.	Left luggage facilities.	M	M		

32.	Assistance with luggage, on request.	D	M		
33.	Safekeeping facilities in the rooms	D	M		
34.	Smoke/heat detectors in the houses	D	D		
35.	Security guard facilities	D	M		
36.	Maintenance of register for guest check-in and check-out records including passport details in case of foreign tourists.	M	M		

* M stands for mandatory

**D stands for desirable.

Note:- The grading in the various categories will depend on the quality of accommodation, facilities and services provided.

Format for Undertaking

To,
The Chairman, HRACC
Government of India
Ministry of Tourism
New Delhi

UNDERTAKING

I have read and understood all the terms and conditions mentioned in the guidelines with respect to the approval and registration of the Incredible India Bed & Breakfast/ Establishment and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature and name
of the owner in block letters

Place:

Date: