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

C-1 Hutments
Dara Shukoh Road
New Delhi – 110 011
Tel: 011-23012810

Dated: 10.12.2018

No. 4-TH-II(21)/2016-Pt-II-H&R

To,

1. Secretary (Tourism), All State Governments/UT Administrations
2. Secretary General, Federation of Hotel & Restaurant Associations of India (FHRAI)
3. President, Hotel Association of India (HAI)
4. President, Indian Association of Tour Operators (IATO)
5. President, Travel Agents Association of India (TAAI)
6. Principal, All State and Central IHMs
7. All Indiatourism Offices in India

Subject: Common National Standards and Guidelines for Classification of Incredible India Bed & Breakfast Establishments and Incredible India Homestay Establishments.

Madam / Sir,

1. Enclosed please find a copy of the Guidelines for Classification of Incredible India Bed & Breakfast Establishments and Incredible India Homestay Establishments.

2. These guidelines are required to be adhered to by all the Bed & Breakfast Establishments and Homestay Establishments seeking Classification / Re-classification under the Incredible India Bed & Breakfast Establishments and Incredible India Homestay Establishments Category by the Ministry of Tourism and will come into force with immediate effect.

3. These guidelines will also act as the Common National Standards for Classification of Bed & Breakfast Establishments and Homestay Establishments by all State Governments and Union Territory Administrations.

4. You are requested to kindly circulate these revised guidelines to all concerned.

5. These guidelines are also available on the official website of the Ministry of Tourism *www.tourism.gov.in*

Yours faithfully,

(Sagnik Chowdhury)
Assistant Director General
& Member Secretary (HRACC)

Government of India
Ministry of Tourism
(Hotels & Restaurants Division)

4-TH-II(21)/2016-Pt.II-H&R **Dated 31.12.2018**

OFFICE MEMORANDUM

Reference is invited to the Common national standards and guidelines for classification of Incredible India Bed & Breakfast Establishments and Incredible India homestay establishments dated 10.12.2018

Queries in this regard may be addressed to the concerned Regional Director, India Tourism Office. The office addresses of the Regional Directors are as under:

Sl. No.	State / UT in which the Homestay Establishment is located.	Concerned Regional Director, Ministry of Tourism.
1.	Haryana	Regional Director, Indiatourism (Northern Regional Office), 88 Janpath, New Delhi - 110 001
2	Jammu & Kashmir	
3	Chandigarh	
4	Punjab	
5	Uttarakhand	
6	Himachal Pradesh	
7	Uttar Pradesh	
8	Delhi	
9	Gujarat	Regional Director, Indiatourism (Western & Central Regional Office), 123 Maharshi Karve Road, Mumbai - 400 020
10	Daman & Diu	
11	Dadra and Nagar Haveli	
12	Chhattisgarh	
13	Madhya Pradesh	
14	Maharashtra	
15	Goa	
16	Telangana	Regional Director, Indiatourism (Southern Regional Office), 154 Anna Salai, Chennai-600002
17	Andhra Pradesh	
18	Tamil Nadu	
19	Karnataka	
20	Kerala	
21	Puducherry	
22	Lakshadweep	
23	Andaman & Nicobar	Regional Director, Indiatourism (Eastern Regional Office), 'Embassy', 4 Shakespeare Sarani, Kolkata - 700 071
24	Jharkhand	
25	Odisha	
26	Bihar	
27	West Bengal	
28	Arunachal Pradesh	Regional Director, Indiatourism (North Eastern Regional Office), Assam Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A.K. Azad Road, Paltan Bazar, Guwahati - 781 008
29	Assam	
30	Manipur	
31	Meghalaya	
32	Mizoram	
33	Nagaland	
34	Sikkim	
35	Tripura	

(Sagnik Chowdhury)
Assistant Director General (H&R) & Member Secretary (HRACC)

To,

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Government of India
Ministry of Tourism
(Hotels & Restaurants Division)

4-TH-II(21)/2016-Pt.II-H&R **Date: 03.01.2019**

CORRIGENDUM

Reference is invited to the Common national standards and guidelines for classification of Incredible India Bed & Breakfast Establishments and Incredible India homestay establishments dated 10.12.2018.

Queries in this regard may be addressed to the concerned Regional Director, India Tourism Office. The office address of the Regional Directors are indicated as under:

Sl. No.	State / UT in which the Homestay Establishment is located.	Concerned Regional Director, Ministry of Tourism.
1.	Haryana	Regional Director, Indiatourism (Northern Region), 88 Janpath, New Delhi - 110 001
2	Jammu & Kashmir	
3	Chandigarh	
4	Punjab	
5	Uttarakhand	
6	Himachal Pradesh	
7	Uttar Pradesh	
8	Rajasthan	
9	Delhi	
10	Gujarat	Regional Director, Indiatourism (Western & Central Region), 123 Maharshi Karve Road, Mumbai - 400 020
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14	Madhya Pradesh	
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18	Andhra Pradesh	
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34	Nagaland	
35	Sikkim	
36	Tripura	

(Sagnik Chowdhury)
Assistant Director General (H&R) & Member Secretary (HRACC)

To

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

Common National Standards and Guidelines for Classification of Incredible India Bed & Breakfast Establishments and Incredible India Homestay Establishments

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 Bed & Breakfast / Home Stay Facilities of Standardized World Class Services to the tourists, and to supplement the availability of accommodation across destinations, Ministry of Tourism will classify fully operational rooms of Home Stay Facilities in States & Union Territories of India where the respective State Government / UT Administration does not have its own scheme for approval / classification/ accreditation of Bed & Breakfast/ Homestay Establishments, as "Incredible India Bed & Breakfast Establishments" and "Incredible India Homestay 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 customs.

2. The Incredible India Bed & Breakfast/Homestay 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 / Homestay 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. These guidelines will supersede the earlier guidelines for approval and registration of "Incredible India Bed & Breakfast / Homestay Establishments"

4. The Incredible India Bed & Breakfast / Homestay 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 Incredible India Homestay 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 six rooms (12 beds).

The classification for Incredible India Bed & Breakfast Establishment will be given only in those cases where the owner / promoter of the establishment does not reside at the establishment himself/ herself, but an agent or operator, so designated by him/ her resides in the establishment premises for providing the necessary services to the visitors / guests. The establishment would have a minimum of 1 lettable room and a maximum of 6 lettable rooms (12 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 previous classification.

5. Establishments desirous of classification as Incredible India Bed & Breakfast Establishments and Homestay Establishments and 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 fees payable for classification/reclassification of Incredible India Bed & Breakfast Establishments and Homestay Establishments will be as follows:

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

7. An Incredible India Bed & Breakfast Establishments and Homestay Establishment will be classified following two stage procedure.

a) The presence of facilities and services will be evaluated against the enclosed Checklist. (Checklist will have to be duly filled in online and submitted along with the online 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 / Director, Indiatourism/ Asst. Director, Indiatourism – Chairman (in case of Director / Asst. Director, Indiatourism, nomination should be made by the concerned Regional Director)

2. Representative from IATO.

3. Representative from TAAI.

4. Representative from local Central / State IHM (member of teaching faculty to be nominated by Principal)

5. Representative from State Tourism Department.

9. The Chairman and any 2 members will constitute a quorum. The recommendation of the Committee will be approved by the Regional Director, Ministry of Tourism under whose jurisdiction the concerned State / UT falls.

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. However, such stipulated time will not exceed 3 months in any case. Failure to comply within stipulated time will result in rejection of the application.

11. The Committee may recommend to the concerned Regional Director, Ministry of Tourism, a category lower, but not higher than the one applied for. In case of the category recommended being lower than the one applied for, then there will be no refund / adjustment of classification fee paid.

12. The Incredible India Homestay Establishment will be expected to maintain required standards at all times. The Chairman, HRACC or the concerned Regional Director, Ministry of Tourism could authorize a surprise inspection of the establishment at any time without previous notice.

13. Any changes in the facilities of the Incredible India Bed & Breakfast Establishment and Homestay Establishment will have to be informed to the Regional Director, Indiatourism Office, within 30 days of such change. If any violation of this comes to the notice of the Approving Authority, then the classification will stand withdrawn/terminated.

14. All cases of classification would be finalised within 30 days of the application, complete in all respects and free from all deficiencies, being made online, and online confirmation of receipt of application fee by Pay and Accounts Office, Ministry of Tourism.

15. In case of any dissatisfaction with the decision of Regional HRACC, the establishment may appeal to Chairman, HRACC, 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 Incredible India Bed & Breakfast Establishments and Homestay Establishments will be those prescribed by the appropriate authorities.

18. Applications for Approval of Incredible India Bed & Breakfast Establishments and Homestay Establishments under any of the categories mentioned in para 2 above, should be submitted online on the portal https://wvvw.hotelclould.nic.in along with the fee payable by digital mode only in respect of application for the approval and subsequent extension if any.

Queries in this regard may be addressed to the concerned Regional Director, India Tourism Office. The office addresses of the Regional Directors are as under:

Sl. No.	**State / UT in which the Homestay Establishment is located.**	**Concerned Regional Director, Ministry of Tourism.**
1.	Haryana	Regional Director, Indiatourism (Northern Region), 88 Janpath, New Delhi - 110 001
2	Jammu & Kashmir	
3	Chandigarh	
4	Daman & Diu	Regional Director, Indiatourism (Western & Central Region), 123 Maharshi Karve Road, Mumbai - 400 020
5	Dadar and Nagar Haveli	
6	Chhattisgarh	

7	Tamil Nadu	Regional Director, Indiatourism (Southern Region), 154 Anna Salai, Chennai-600002
8	Puducherry	
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10	Jharkhand	Regional Director, Indiatourism (Eastern Region), 'Embassy', 4 Shakespeare Sarani, Kolkata - 700 071
11	Odisha	
12	Bihar	
13	West Bengal	
14	Arunachal Pradesh	Regional Director, Indiatourism (North Eastern Region), Assam Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A.K. Azad Road, Paltan Bazar, Guwahati - 781 008
15	Assam	
16	Manipur	
17	Meghalaya	
18	Mizoram	
19	Nagaland	
20	Sikkim	
21	Tripura	

Note: Items No. 5 (c), 6, 8 and 15 may be suitably amended by the State Govt./ UT Administration.

Annexure-I

Application format for Classification as Incredible India Homestay Establishment

1) Name of the Bed & Breakfast Establishment/ Homestay Establishment

2) Category applied for

3) Name and address of the promoter(s)/owner(s) with a note on their background

4) Complete postal address of the IIB&B/Homestay Establishment

a) Tel. no

b) Fax

c) E-mail:

d) Mobile No. of the promoter:

5) Distance of the Bed & Breakfast Establishment/ Homestay Establishment in kms. From:

a) Airport:

b) Railway Station:

c) City Centre:

d) Nearest main shopping centre:

e) Nearest bus stand /scheduled city bus stop:

6) Details of the Homestay 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) 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) Par-king 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. Photographs of the building including interiors showing types of facilities available, bathroom, living room, bedroom, parking etc.:

8. Check list details as per **Annexure II:**

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)

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Annexure-II

Checklist for Classification of Incredible India Bed & Breakfast/ Homestay Establishment

S. No.	General	Silver	Gold	Certification by the Establishment regarding the facilities Yes/No	Observations of the Classification Committee
1	Well maintained and well equipped house and guest rooms with quality carpets / area rugs/ tiles or marble flooring, furniture, fittings etc. 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 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. ft. 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 alongwith 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	M	M		

	sewerage connection				
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 aqua guard / 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	Energy Saving Lighting (CFL/ LED) in guest rooms and public areas.	M	M		
29	Acceptance of cash /cheque / D.D.	M	M		
30	Message facilities for guests.	M	M		
31	Name, address and telephone number of doctors.	M	M		
32	Left luggage facilities	D	M		
33	Assistance with luggage, on request.				
34	Safekeeping facilities in the room.	D	M		
35	Smoke /heat detectors in the house.	D	D		
36	Security guard facilities	D	M		
37	Fire extinguisher / Firefighting system	D	M		
38	Maintenance of register (physical or electronic format) 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.

ANNEXURE III

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/ Homestay 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:

*****