

DRAFT

The Haryana Home Stay Scheme 2020

Introduction

Home Stay means offering rooms in the home of proprietor for stay on commercial basis at reasonable price. Those proprietors who have additional space in their homes, and the addition space is also available for stay, can offer tourists or guests stay in those rooms at fixed rate. Thus, Tourists get clean and affordable place to stay and eat food with an added experience of local custom, cuisine etc. The offer of homely food and home environment is also magnet for those looking for extended stay and those who are more comfortable in such homely environment than the commercial environment of hotels. However, the room should have ethnic look and local culture and not a modern room. On the other hand, the proprietor is able to supplement his income and put his unutilized resources in economically beneficial use.

The aim and objective

Tourism offers several benefits to economy, employment, forex kitty, traditional craft/skill etc. But traditional accommodation offered in hotels or resorts lack in decentralization of these benefits. The aim of the home stay scheme is to enlarge the market by making more accommodation rooms on offer as well as reducing the price-point of offering such accommodation rooms. The scheme will also boost decentralization of benefits of tourism to large number of people who have properties available for use and such property requires little investment to offer it as tourist accommodation. The scheme also aims to provide proprietors common advertising or marketing platform as well as basic training in hospitality. From tourist point of view, the scheme will provide lot of options of accommodation rooms at various locations at competitive

price-points. Customers who want longer stay will also benefit from such scheme. The proprietor/owner is supposed to provide home cooked food, stay facilities and show the visitor the agricultural practices such as floriculture, harvesting, bee keeping, dairying etc. and introduce to him the village way of life through various participatory activities. The visitor gets an exposure of local community life.

The Scheme

- i) The scheme is named "the Haryana Home Stay Scheme 2020".
- ii) The scheme shall come into force from XXXXXXXXXXXX.
- iii) The scheme shall be applicable over entire geographical area of State of Haryana.
- iv) Any house, within the State of Haryana, having up-till four accommodation rooms with attached bathrooms shall be considered under the Scheme subject to fulfillment of other conditions. Accommodation room means the reasonably furnished room of minimum size in good condition, which is ready to let out to tourist/guests.

Eligibility conditions

1. Any Proprietor can register maximum four fully owned accommodation rooms in the scheme. All rooms must be in the same house. All registered rooms should be available for letting out. All rooms must have separate attached toilets and bathrooms of minimum size prescribed by Tourism Department Haryana.
2. At least one of the Proprietors must be physically staying in the same house.
3. All subsidies or benefits under the scheme are discretionary and are applicable only after following all the rules and conditions of the

tourism department. Any breach will automatically result in deregistration, denial of benefits and recovery of subsidy with interest. Additionally, due to discretionary character the scheme, it does not create any right enforceable by law.

4. The house must have proper approach and access, as well as adequate parking place.
5. Existing OYO or Air B&B, or B&B proprietors are not eligible under the scheme.
6. Any house located within limit of any type of municipal body is not eligible for registration and consequential subsidy under the Scheme.

Incentive

The house selected for home stay can avail of loan amount for refurbishing or renovation of rooms offered for Home Stay. Such loan will be provided by the scheduled commercial bank and interest subsidy till five years is to be borne by state government, on the conditions that proprietors shall not default on any installment of the bank, and his room bookings shall not fall below 15% of combined total of all rooms offered under the scheme in any quarter. The maximum loan amount shall be 1.00 lakh per room. Any proprietor can register only one house under this scheme, despite the fact that he is only part owner of the house. Any loan taken before registration under scheme is not eligible for any subsidy.

Inspection(s)

The offered house will be inspected by the tourism department officials for verifying suitability and proposed renovation/refurbishing for which loan amount is sought. Director General Tourism may co-opt any official from engineering officials as per requirement. After refurbishing/renovation, another inspection will be done, before booking of rooms in registered property is allowed.

Village Culture

Community participation is a very important part of this concept as the scheme envisaged visit to the village, interaction with local people and attending village functions etc. Tourists gets an exposure of local community life which means experiencing an exposure of local songs, local walk, trek, para gliding, potteries, food, dances, art & craft and local drink etc. The tour of village includes visiting the local artisans like the carpenter, blacksmith etc. The visitors can have experience of festival occasion such as marriage and local melas. They can also participate or witness village games such as camel cart ride, bullock ride, artisans display, mehndi, folk music and dance, village safari, wrestling, gulidanda, kite flying, ride on tractor etc.

Marketing and Promotion

- i) Department of Tourism/HTC will publish on its website, free of charge, the list of all approved Home Stay Units. Brochures, leaflets, amongst other publicity materials will be developed and disseminated at suitable public places.

- ii) Department will Launch aggressive campaigns on social media platforms like Facebook, Twitter, Youtube, etc. for promoting Home Stays in the State.
- iii) Haryana State has strong flair for cultural fairs and festivals which have immense potential to attract tourists. Home Stay based tourism activities will be promoted as packages in major fairs and festivals of the State to ensure economic benefit to the local community.
- iv) Department will facilitate tie up with Home Stay service providers to provide market linkage to Home Stay proprietors for attracting wide range of market segments including young people, families and international tourists.
- v) Department will invite travel bloggers around the world to promote local destinations of Haryana.
- vi) Department of Tourism, in association with industry chambers and associations, will organize an annual event exclusively on promoting Home Stays. The platform will be used to felicitate proprietor individual/organizations doing exemplary work in the field of Home Stay tourism in Haryana.

Capacity Building

12 hours training of the eligible selected home-stay proprietors will be provided by concerned, IHM on payment of prescribed fees. IHM shall include booking aggregator also in the training. The training shall include skills in bed-making, cleanliness & hygiene, serving, etiquettes, courtesy etc.

Responsibility of proprietor

1. Proprietor(s) must pay all government taxes, dues, fees, charges etc. timely and regularly. All applicable laws, rules, codes, regulations, instructions, circulars must be both respected and followed.
2. Every Home Stay unit's proprietor shall get the unit registered with department of Tourism, Government of Haryana and follow the guidelines framed under the schemes. These guidelines shall be binding on all Home Stay units.
3. The proprietors of home stay units shall at all times, maintain the reasonable standard of cleanliness, sanitation, hygiene, food, accessories of the room etc.
4. The proprietors shall charge the rate intimated by the Director General Tourism at the time of registration and there shall not be any extra charge from anybody for anything. Rates can be revised after two year through intimation to the Director General, Tourism Department Haryana.
5. In case of overcharging, unhygienic conditions or any other violation, the registration shall be cancelled and subsidy shall be recovered from proprietors.
6. Proprietors shall maintain the register of guests and their details in the format prescribed by the Tourism Department on demand. Information of the register must be made available to tourism department authorities when asked for.
7. Proprietors shall take payment by issuing bill from bill book. Payment shall be preferred in any of the digital mode.
8. Proprietor shall display the registration certificate as well as the rate list as approved by the Tourism Department Haryana.
9. Information regarding tourists shall be quarterly emailed to tourism department in prescribed format. For foreign tourists, concerned SHO shall also be informed.

10. Taxi Expenses of the inspections by department official shall be borne by the applicant proprietor.

Terms and Conditions for Registration of Home Stays

1. All applications for registration must be complete in all aspects including application form, registration fee, certificates, amongst others. Incomplete applications shall be summarily rejected.
2. If the proprietor of the Home Stay unit wishes to cancel the registration, he/she may simply apply to the Director of Tourism as per the format mentioned in Annexure-VI.
3. All the registered units should submit Form C as per the format in the Bureau of Immigration, Ministry of Home Affairs, Government of India website (<http://indianfrro.gov.in/frro/FormC>) along with passport details to the nearest police station as done by the hotels, while accommodating foreign tourists.
4. The proprietor shall maintain a registration book and collect a copy of valid photo ID for letting out rooms to the tourists, which can be inspected by the officials of the Department of Tourism/concerned Deputy Commissioner.
5. Department of Tourism, Government of Haryana reserves the right to modify the guidelines/terms and conditions from time to time in public interest.
6. The Home Stay Unit will be expected to maintain required standards at all times. The Director General Tourism, Govt. of Haryana could authorize a surprise inspection of the home stay unit at any time without previous notice.
7. Any changes in the facilities of the Home Stay Unit will have to be informed to the Director General Tourism Department Haryana within 30 days. If any violation of this comes to the

notice of the Committee then the registration will stand withdrawn/terminated and subsidy will be stopped and also recovered.

8. The proprietor of the Home Stay is responsible for any casualty which may occur during the stay of the visitors and is liable to provide immediate medical and transportation assistance. Any loss sustained during the causality will be compensated to the victim by the Home Stay proprietor. The Home Stay proprietor will be required to give an affidavit to this effect at the time of registration.
9. Director General Tourism may cancel the registration, if any complaint of any nature is received against the home stay proprietor.
10. No logo or name of the Haryana Tourism Department/Haryana Tourism Corporation shall be displayed in any form including the printed publicity material, cash receipt, letter heads, rubber stamps etc. by the Home Stay proprietors. Violation of this condition will attract cancellation of registration and recovery of subsidy.
11. Any change in facilities, discontinuation of activity or inclusion of new activity from the tourism point of view implemented by the Home Stay proprietor should be conveyed to Tourism Department Haryana.
12. Hostels, Guest Houses, Club Houses, paying guest accommodation or any other such type of accommodation where the proprietor/promoter of the home stay unit along with his/her family doesn't reside within the same property are not eligible under this scheme.
13. Safety and security of the guests is the responsibility of the home stay proprietor.
14. Home Stay Proprietor must intimate the Director General Tourism Department Haryana within 3 months from the date

of registration regarding of completion of furnishing/renovation for inspection after taking bank loan.

Renewal and Deregistration.

The registration will be renewed after every five years. After return of all installments of the Bank loan, any proprietor can deregister his property.

Charges

Charges for food/facility/activity/rent etc. are not prescribed by the Department of Tourism, but proprietor cannot charge more than the charges intimated at proper time to the department for respective heads.

General Guidelines for Home Stay proprietors.

Department of Tourism has framed certain guidelines that should be followed by the Home Stay Proprietors all the time as under:-

- The proprietor of the registered Home Stay shall not use the Home Stay unit for any other commercial purpose other than tourism activities.
- Every Home Stay unit need to comply with the prescribed guidelines, maintain the basic infrastructure and quality standards as per the selection criteria.

- Home Stay proprietors should deal with the tourists promptly and courteously with enquiries, requests, reservations and complaints amongst others.
- Maintain the registered Home Stay in a good state with proper hygiene for habitation of tourists at all times and comply with the prescribed rules respecting standards of health, safety and security.

Information to be displayed by the Home Stay proprietor(s).

Every registered Home Stay unit should display on notice board for the tourists with the following information:

- a) Name of the Home Stay
- b) Signed registration certificate issued by the Department of Tourism Haryana.
- c) Check-in & Check Out time
- d) Dining closing time
- e) Guidelines for the tourists
- f) Prohibitions (like smoking, drinking, loud music, illegal activities etc.)

Maintenance of Documents

Every registered Home Stay Unit shall maintain the following books and registers, prescribed by the Director General, Tourism Department Haryana. The Home Stay Proprietor upon demand by the Tourism department shall produce the following records, namely: -

- i) Complaint /suggestion book to be kept at the reception/lobby/living room of Home Stay.
- ii) Guest/tourist visitor register. Formats for these will be designed and handed over to the home stay proprietor at the time of registration.

- iii) Bill book/receipt duly numbered in duplicate shall be provided before registration is granted. All guests shall be provided with proper bills and receipts.
- iv) Receipts book duly numbered in duplicate for receipt of payments /advance.
- v) A feedback Form prepared by the Department will be given to all home stay proprietors upon registration. These Forms shall be displayed at the home stay counters along with other information.
- vi) The Code of conduct for guest shall be displayed in the prominent place.
- vii) The Home Stay proprietor/family will not allow entry of guest/tourist in the hotel room unless his particulars are entered in the guest register.

Submission of Application

The proprietor applying for registration will have to provide all the information supported by required documents as per the following formats:-

- a) Application form as at Annexure-I
- b) Check List of facilities at Annexure-II
- c) Declaration by the Home proprietor at Annexure-III
- d) Undertaking by the Home proprietor at Annexure-IV
- e) Police Verification at Annexure-V

Advance and Cancellation Policy

In case advance reservation is made for more than four days, the Home Stay Proprietor shall not demand more than 50% of the amount of the approved rent as advance. After the receipt of the advance

money he shall confirm booking. The entire amount of advance money shall be returned within seven days where confirmation is cancelled by proprietor. In case of cancellation of advance reservation by the guest, the following amount can be retained by the Home Stay Proprietor:

- i) Cancellation within 72 hours from the date and time of arrival.....10% advance amount.
- ii) Cancellation within 48 hours from the date and time of arrival25% of the advance amount.
- iii) Cancellation within 24 hours from the date and time of arrival50% of the advance rent.
- iv) In case of cancellation within 12 hours from the date and time of arrival.....75% of the advance rent.

DISCLAIMER

1. Though adequate care has been taken in the preparation of this scheme guidelines, the Applicants should satisfy themselves that the document is complete in all respects. Intimation of discrepancy, if any, should be given to the Director General, Tourism Department Haryana, SCO-17-19, Sector 17-B, Chandigarh-160017 within a week of submission of application. In case, no such intimation is received, it shall be deemed that the applicants are satisfied that the documents are complete in all respects.
2. Neither Department nor its employee, nor even contractual staff/consultant will be liable to any prospective applicant or any other person under the law of contract, for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in these documents.
3. The applicable laws for the purpose are the laws of India. Courts of Chandigarh will have jurisdiction concerning or arising out of these documents.

4. Director General Tourism, Haryana reserves the right to accept or reject any application.
5. In case of overcharging, unhygienic conditions, misbehavior, malpractices, failure to maintain required standards the registration of Home Stay unit will be summarily cancelled.
6. Any Home stay Unit, which is removed from the registered list, shall forthwith cease to be a Home Stay Unit.
7. The Director General Tourism may by an order in writing remove the name of a Home Stay Unit from the registered list and cancel its certificate of Registration on any of the following grounds namely: -
 - a) If the Home stay unit ceases to cater to tourists;
 - b) if any proprietor is convicted of any offence punishable under the relevant sections the Indian Penal Code 1860 or under any law providing for the prevention hoarding, smuggling or profiteering or adulteration of food and drugs or corruption or;
 - c) If proprietor is blacklisted by any Government Authority.

Annexure-I: Application Form for registration of Home Stay

1. Name of the Home Stay Unit (if any):
2. Name of the owner:
3. Father's name:
4. Age:
5. Postal address:
6. Aadhar Number:
7. Contact Number (Mobile No., Fax, Email):
8. Location of the Home Stay alongwith full address:
9. GPS Coordinates:
10. Details of the building:
 - Area of existing house:
 - No. of Rooms on existing:
 - No of rooms on offer:
 - Location Plan showing access to the Home Stay from the main approach road :
 - Proof of ownership of the house/property:
11. Details of location
 - Plot Number alongwith area of ownership:
 - Name and Distance from nearest town (w.r.t. Village):
 - Name and Distance from nearest railway station:
 - Name and Distance from nearest airport:
 - Name and Distance from nearest bus stand:
 - name and Distance from nearest shopping center:
 - Name and Distance Hospital /Dispensary
12. Name and Distance from Nearest Tourist spot (please describe the tourist attraction nearby):
13. Details of additional facilities, if available:
14. Registration No. :
(If approved earlier, attach a copy of the earlier Certificate of Registration issued by Tourism Department Haryana.
15. Detail of application fee/registration fee amounting to Rs. 5000/-.
16. Copy of documents enclosed alongwith the application:

Paste Passport Size Photo captured within 2 months of application

Sr. No.	Documents enclosed
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17. Loan amount sought:

I/We have read and understood all the terms and conditions, guidelines and details mentioned in the Haryana Home Stay Scheme 2020 with respect to the approval and registration of the Home Stay units and hereby agree to abide by them. I/We further confirm that I/we shall abide by the same and such other condition as may be laid down time to time by the Department of Tourism Haryana for the Home Stay Certification. I/we are not involved in any sort of illegal activities and shall adopt responsible tourism practices for integrated environment management around the surrounding areas. The information and documents provided are correct and authentic to the best of my knowledge and belief.

Signature of proprietor(s):

Place:

Date:

Note:

- ✓ Submit the application form addressing the Director General Tourism Haryana along with the Demand Draft and documents in duplicate as under:
 - Proof of ownership of the house or property
 - Location plan showing access to the building from the major road (need not be to the scale)
 - Police clearance certificate from concerned Superintendent of Police.
 - If approved earlier, a copy of the earlier Certificate of Registration issued by the Department of Tourism.
- ✓ After inspection(s) of the house by the official of Department of Tourism, the Department of Tourism will register the Home

Stay subject to satisfaction and fulfillment of guidelines and terms and conditions.

ANNEXURE-II: Checklist (not exhaustive) of facilities mandatory for approval of Home Stays

Sr. No.	Category	Details
1	General	<ul style="list-style-type: none"> • Owner of the unit should physically reside in the same unit proposed to operate as Home Stays. • Clean and hygienic environment. • Bedrooms, bathrooms, public areas and kitchens Serviced daily while there are tourists. • All floor surface clean and in good repair. • Safety & Security. • Room should have ethnic look and local culture and not a modern room.
2	Guest Rooms	<ul style="list-style-type: none"> • Minimum one lettable room and maximum 4 lettable rooms (8 beds) with attached western styled toilets. All rooms to have good ventilation. • Minimum size of bedroom excluding bathroom has to be 120 sq. ft. • A clean change of bed and bath linen daily and between check-in. • Minimum bed width for single is 3ft and double 5ft. • Mattress minimum 6 inches thick-cotton, foam or spring. • Minimum bedding 2 sheets, pillow, blanket, mattresses, bedcover. • Sufficient lighting. • A 6 AMP to 16 AMP earthed power socket • Chairs • Wardrobe with minimum 4 cloth hangers per bedding. • Shelves or drawer space. • A wastepaper basket. • Proper drinking water. • A mirror, at least half length (3 feet). • AC/ Heater/Geyser.

3	Bathrooms	<ul style="list-style-type: none"> • Minimum size of bathroom 30 sq. ft. • Each western toilet to have a seat and lid, toilet paper. • 1 bath towel and 1 hand towel to be provided per guest. • Guest toiletries on request. Minimum 1 new soap/ guest. • Clothes – hook in each bath/ shower room. • A sanitary bin. • Floors and walls to have non-porous surfaces. • Hot and cold running water available 24 hours. • Water saving taps/shower.
4	Public Areas	<ul style="list-style-type: none"> • Telephone facility. • Dining room with necessary furniture. • Non-plastic crockery & glassware.
5	Kitchen	<ul style="list-style-type: none"> • Refrigerator/Oven depending upon the region. • Daily germicidal cleaning of floors. • Clean utensils. • All food grade equipment, containers. • Ventilation system. • Purified drinking water. • Garbage to be segregated – wet and dry and disposed/ treated.

Annexure III

DECLARATION IN AFFIDAVIT

To

The Director General,
Tourism Department, Haryana,
SCO No.17-18-19, Sector-17B,
Chandigarh.

I/We have read and understood all the terms and conditions, guidelines and details with respect to the approval and registration of Home for Stay under Haryana Home Stay Scheme 2020 and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge. I/We hereby agree to sign detailed undertaking on the requisite stamp paper at the time of registration of my/our Home.

Place:

Signature _____

Date:

Name of the proprietor _____

Address _____

Annexure-IV

U N D E R T A K I N G

I _____ proprietor of the _____ located at Village _____ have understood the concept of the scheme of _____ Home Stay under Haryana Home Stay Scheme 2020 initiated by Haryana Tourism and agree to adopt the scheme on the following terms and conditions :

1. That the proprietor of the Home Stay is responsible for any casualty which may occur during the stay of the visitors and is liable to provide immediate medical and transportation assistance. Any loss sustained during the causality will be compensated to the victim by the Home Stay proprietor. The Home Stay proprietor will be required to give an affidavit to this effect at the time of registration.
2. That any change in tariff, discontinuation of activity or inclusion of new activity from the tourism point of view implemented by the Home Stay proprietor should be conveyed to Tourism Department Haryana.
3. That any changes in the facilities of the Home Stay unit will have to be informed to the Director General Tourism Department Haryana within 30 days. If any violation of this comes to the notice of the Committee then the registration will stand withdrawn/terminated and subsidy will be stopped/recovered.
4. That I/we shall charge the rate intimated by the Director General Tourism at the time of registration and there shall not be any extra charge from anybody for anything. Rates can be revised after two year through intimation to the Director General, Tourism Department Haryana.

5. No logo or name of the Haryana Tourism Department or Haryana Tourism Corporation shall be displayed in any form including the printed publicity material, cash receipt, letter heads, rubber stamps etc. by the Home Stay proprietors. Violation of this condition will attract cancellation of registration and recovery of subsidy.

6. That I will be acting as host and guide for the guests once they arrive at my Home.

7. That I will be making appropriate arrangements for safety and security of the guests during their visit/stay under this scheme.

8. That I would ensure highest standards of hospitality, hygiene, linen and integrity which would create good impression about Haryana State.

9. That I will be duty bound to conduct the guests and provide accommodation when the booking has been done confirmed.

10. That I will abide by the rules and regulations of the concerned departments / agencies of the Government. I shall be responsible if any violation is committed by me which attracts initiating of action against me by the concerned department.

Signature_____

Name_____

Address_____

Date of execution of agreement.

ANNEXURE-V

PROFORMA FOR POLICE VERIFICATION

1. Name & Address of the Home proprietor (Contact Number)
2. Father s Name
3. Nationality
4. Age
5. Occupation
6. Address of the Home for Stay (Contact Number)
7. Name of village
8. Nearest Police Post
9. General reputation of Home for Stay in the area
10. Comments / recommendations of the Police Department

Paste Passport
Size Photo
captured
within 2
months of
application

ANNEXURE-: Certificate of Registration

It is certified that the house (located at)
_____ owned by Mr/Ms/Mrs
_____ is registered for under Haryana
Home Stay Scheme 2020.

This certificate is issued on _____ and shall
remain valid till _____ on until subsequent orders
whichever is earlier.

Director General Tourism
Government of Haryana

Copy forwarded to:

- 1) Concerned Deputy Commissioner.
- 2) Concerned Superintendent of Police for information.
- 3) Mr/Ms/Mrs _____ of the Home Stay.
/proprietor/applicant.

Director General Tourism
Government of Haryana

ANNEXURE-VI: Cancellation Form for Registered Home Stay

To,

The Director General,
Tourism Department Haryana,
SCO-17-19, Sector 17-B,
Chandigarh.

Sir,

I hereby apply to cancel the certificate of registration of my Home Stay under Haryana Home Stay Scheme 2020. Following are the details for the registration:

- ✓ Name of the home stay unit with complete address.
- ✓ Date of registration (attach copy of certificate of registration).
- ✓ I have returned the bank loan taken under the scheme.

Sincerely,

Signature of Proprietor of the Home Stay Unit

Date:

Place:

REGISTRATION FORM

ARRIVAL DATE :

DEPARTURE DATE :

Name : Mr./Mrs./Miss./Dr.		Suite/ Room No. :	
Marital Status		Guest Home Country Address :	
Nationality :			
Date of Birth :			
Passport No./ ID :			
Expiry Date :			
Date/Place of Issue :			
Name of Company :		In Case of emergency please contact :	
Designation / Profession :		Name :	
Office Tel No. :		Tel :	
Billing Instruction :		Booking Made By :	
Payment Method :			
Card No :			
Expiry Date :			
Name of Occupants	Relationship	Date of Birth	Passport No.

Important : Money, Jewels and other valuables are brought to the Resort premises at the guest's sold risk.

The Resort or the management accept no liability and shall not be responsible for any loss or damage thereto and guests remain solely responsible for the safekeeping of any such items.

I consent to the usage of my personal information for administrative and marketing purposes. The hotel guarantees not to disclose information to third parties other and affiliated companies.

By signing this form, I consent to the use for my personal information for the purpose described above.

We respectfully remind you that check-out time is 12 noon

Guest Signature Date Checked in by

Name of the Home _____

Address _____

Mobile No. _____

Web/mail ID: _____

Tax Invoice

Name of the Home _____

Mobile No. _____

GSTIN No. _____

Block No. _____

Sr. No. _____

Date _____

.....
Name of Guest
.....
.....
..
.....
..

S. No.	Description	Qty.	Rate	AMOUNT	
				Rs.	P.
Total					
SGST @ 2.5%					
CGST @ 2.5%					
R. Off					
G. Total (Inclusive of Taxes)					
Guest Signature by _____				Prepared _____	