



**GOVERNMENT OF ARUNACHAL PRADESH
DEPARTMENT OF TOURISM
ITANAGAR**

GUIDELINES

**FOR APPROVAL AND REGISTRATION OF
VILLAGE HOMESTAY IN ARUNACHAL PRADESH**

“*Welcome*
a guest send
back a *friend*”

CONTENTS

PROSPECT OF HOMESTAY IN ARUNACHAL PRADESH	1
MAIN OBJECTIVES	1
BASIC STANDARD REQUIREMENTS FOR A HOMESTAY	2-4
ROLE OF THE STATE GOVERNMENT	4
ROLE OF DISTRICT OFFICIALS	4-5
PROCEDURE FOR RECOGNITION OF HOMESTAY	5-6
MANDATORY CRITERIAS TO BE CONSIDERED WHILE RECCOMMENDATION:	6
CLASSIFICATION OF THE HOMESTAYS	6
ROLE OF HOME STAY OWNER	7
PROCEDURE FOR RE-REGISTRATION OF HOME STAY	7
Refusal of Establishment as Home stay	7-8
REMOVAL OF NAME OF A HOME STAY	8
Annexure -I	9-12
Annexure II	13

**GOVERNMENT OF ARUNACHAL PRADESH
DIRECTORATE OF TOURISM
ITANAGAR**

**GUIDELINE FOR RECOGNITION OF
HOMESTAYS ARUNACHAL PRADESH**

PROSPECT OF HOMESTAY IN ARUNACHAL PRADESH

In Arunachal context we define a Homestay as an accommodation facility provided for visitors within an existing traditional private home owned by a local. The owner of the home stay should be residing in it and managing the operation. Any additions made for the convenience of the visitors should be in line with the traditional design.

Considering that most of the sites of tourist attraction in Arunachal Pradesh are in remote locations under traditional control of local indigenous communities who are also custodian of rich cultural heritage, CBT with homestays in the state will also help in bringing forward many of the remote locations of the state to attract tourist with minimal investment on infrastructure development for tourism. However, only homestay facilities with other community based tourism activities like camping, trekking, bird watching, showcasing traditional culture and festivals etc. either within the village or adjoining areas and thus necessary steps to develop the capacity of local villagers to provide various services will have to be taken up simultaneously. This in turn will not only diversify the income opportunities for the villagers but will also provide multiple choices for the visitors.

MAIN OBJECTIVES:

The main objectives of this guideline are as follows:

1. Ensure direct economic benefits to local villagers inhabiting areas of high tourism potential in the remote areas of the state.
2. Ensure credible, standard and uniform quality of services and facilities for the visitors coming for homestay experience.
3. To reduce the negative impact of tourism on traditional culture of the local indigenous communities.

4. Link tourism with conservation of rich biological diversity of the state
5. Empower community for sustainable management of tourism in their area for the economic development of local people
6. Ensure support from Government to local villagers for promotion of homestays.

BASIC STANDARD REQUIREMENTS FOR A HOMESTAY

In order to have simple and easily implantable guideline to provide uniform opportunity to villagers with diverse kind of living style of various indigenous communities settled in the state, a standard guidelines to be followed by all home stay owner has been prepared. This is in turn will provide scope to the visitors to enjoy the cultural diversity of the state and at the same time will ensure standard service to them from the homestay operators.

Facilities	Requirements
A. Location	
i. Sites	Of high tourist interest (Biological and cultural richness, wildlife watching potential etc.,)
ii. Ownership	Resident of village and staying in the house with family
iii. Approach Road	Clean and clear trail to homestay with proper signage
B. Room Accommodation and Facilities	
i. Accommodation Capacity	Not more than 04 rooms, accommodation not more than 08, including children below 05 years.
ii. Structure and design	Room should be in continuity or adjoining to the house of the owner and very much traditional in design/decor. The size of the Room should be at least 15 Sqm
iii. Furnishing	Two bed with one table and two chairs in one room.
iv. Linen	With clean and comfortable sets of 2 mattress, pillows, bedcovers, towels for each room
v. Drinking water	Boiled/filtered water and clean glasses
vi. Lighting	Ideally alternative energy e.g. solar lamps with back up of candle with match box

i. Ventilation	Sufficient number of window with ventilation must be in the room
ii. Housekeeping	Clean bed cover, pillow cover and towel must be replaced every day or whenever the Guest requires so and should be cleaned after the departure of the guest
iii. Security	The room should have proper lock and key provision
iv. Waste Management	Waste bin should be provided in the room and in the compound
Facilities Requirements	
A. Host and Guest Interaction	
i. Reception of Guest	One member of house should be able to receive guest on arrival and properly describe him/her about the schedule of various services, facilities available and local customs and traditions
ii. Luggage pick up and drop service	There should be man power in the house to assist the tourist to carry their luggage from road point to house during arrival and departure
iii. Interaction with guest	One member of house should be able to do basic interaction with the guest
B. Food and Beverage	
i. Skill	One member of the house must be well trained to cook food of good standard
ii. Food items	Basic, nutritious and hygienic meals should be provided with at least one traditional item
iii. Serving of food	To be served in traditional style and preferably in traditional utensils maintaining high standards of hygiene
C. Toilet and Bathroom	
i. Facility in Toilet and Bathroom	All rooms to have attached toilet (European style) well ventilated with continuous water supply and provision of hot water/wash basin/shower.
ii. Hygiene	Toilet should be cleaned regularly.
iii. Approach path	Must be clean and properly lighted for night with proper signage's

A. Other Facilities (Optional)

Air conditions/Heating

ii. Internet Connectivity

iii Laundry

ROLE OF THE STATE GOVERNMENT:

1. Finalizing and implementing guidelines for setting up of homestays in the state along with provision for registrations of homestay operators as well as appropriate mechanism for fee collection.
2. Developing mechanism for extending necessary financial support in the form of loan or grant and also linkages with banking/ financial institutions for interested villagers to set up homestays as per guidelines.
3. Organize training/ workshops for capacity development of local villagers.
4. Marketing and promoting of CBT products developed as per guidelines of the department.
5. Monitoring of implementation of guidelines and take corrective measures whenever required.
6. Once registered, the details of the Home stay will be uploaded in the Govt. websites.

ROLE OF DISTRICT OFFICIALS:

- Functioning and activities of the Homestay is to be monitored by the District Tourism Officer in coordination with the DC preferably by forming a committee. The constitution of members can be as:-

1. The Deputy Commissioner- Chairman
2. Deputy Director , Textiles and Handicrafts- Member
3. One active tour operator representing the district.
4. District Tourism Officer- Member Secretary

- The District Tourism Officer should, at any point of time, visit the Home Stay to ascertain their proper functioning.
- The District officials should publicize and promote Home Stay.

- The District Tourism Officer of the concerned district should mobilize and motivate more Homestays in their respective districts particularly in the areas where there is shortage of accommodation.
- Detailed Tourist arrival report of the registered Homestay is to be submitted to the Director of Tourism.
- DTO will be responsible for ensuring that the registered Homestays are running and catering to the Tourists.
- DTO will be responsible for maintaining the standard of the homestays under their jurisdictions.

PROCEDURE FOR RECOGNITION OF HOMESTAY :

All the homestay promoters should register under Department of Tourism after due recognition and recommendation by the deputy commissioner concerned.

1. Interested individuals to write an application to their respective DTO along with supporting photographs for recommendation
2. After receiving the application, concern DTO with committee member will inspect the house, various facilities being offered and photograph the house. A complete checklist to be used as per Annexure 1. Recommendation Form as per Annexure 2
3. As per the recommendation of the Home stay Board, the applicant will be informed about their status. Accordingly homestay form with relevant documents except challan will have to be submitted by the applicants to DTO. Home stay Form as per the Annexure 3. Details of relevant document as per the Annexure 4.
4. A Directorate Homestay Committee will scrutinize the documents and photos submitted by districts to ensure the quality of the recommended homestays are as per the laid down guideline. The committee will submit the observation to the higher authority for necessary approval.
5. A certificate of recognition may be issued initially for a period of 1 year by the Director of Tourism with prior approval of Secretary Tourism.
6. The Homestay License are to be issued to the applicant on payment of amount as per the classification to be deposited under Head of Accounts, Arunachal Pradesh "1452- Tourism" in favour of Director of Tourism, Govt. of Arunachal Pradesh,

Itanagar" at their respective districts. The License has to be renewed every 1 year after proper verification and satisfaction of the authority concerned.

7. A copy of Tourist arrival report and visitors feedback is to be furnished by the homestay to the DTO's office every quarterly for further submission to the Director of Tourism.
8. Home stay can be identified in villages under Community Based Tourism.

MANDATORY CRITERIAS TO BE CONSIDERED WHILE RECOMMENDATION:

The approval of running the homestay unit among the applicants will be done by the committee based on the following criteria:-

1. The applicant must be 18yrs and above.
2. The family must reside within the vicinity of the compound where homestay is operating.
3. Location of the house.
4. Quality of the house and surrounding areas in terms of facilities and hygiene.
5. Accessibility and connectivity (Distance from highway/ main road/ link road and telephone, mobile network, internet.etc.).
6. The Committee also needs to ensure that the environment of the house and the neighbors are conducive for starting Home stay.

CLASSIFICATION OF THE HOMESTAYS

Based on the facilities and quality of the accommodation provided, home stay units will be classified into three categories as per the total marks scored by the Home stay at the time of inspection :-

Classes of Homestays

	Annual fees
1. Class 'A' (Diamond House)	Rs. 3000/-
2. Class 'B' (Gold House)	Rs. 2000/-
3. Class 'C' (Silver House)	Rs. 1000/-

Checklist for classification of homestays is placed at Annexure I.

ROLE OF HOME STAY OWNER:

After getting registered under the Dept. of Tourism, the homestay owners are to follow following points:-

1. Submit Tourist Arrival details to DTO Office.
2. Keep a record of the guest/tourist by maintaining a register and keeping a copy of ILP (for domestic tourist) and PAP(for Foreign tourist).
3. Maintaining a feedback register for improvising.
4. In case of change in contact details, inform DTO in written.

PROCEDURE FOR RE-REGISTRATION OF HOME STAY

The Homestay owner can/should renew his/her license on expiry of the same.

1. DTO will inspect the house and performance of the existing Home stay and forward his recommendation after proper verification and satisfaction.
2. Attach the details of guest/tourist with copies of PAP/ILP against the recommended Home stay. Recommendation for re-registration form as per annexure 5 has to be duly filled with documents.
3. The Homestay license will be renewed for another one year by the Director of Tourism with prior approval of Secretary Tourism on payment of amount as per the categorization assigned to be deposited under Head of Accounts, Arunachal Pradesh"1452- Tourism" in favour of Director of Tourism, Govt. of Arunachal Pradesh, Itanagar" after proper verification and satisfaction of the authority concerned.

Refusal of Establishment as Home stay

The Concern Authority may refuse registration of a Home Stay Establishment under following conditions:-

1. If he or she is convicted of any offence under any law providing for prevention of hoarding, smuggling or profiteering or any adulteration Of food or drug under chapter13 and 14 of the Indian Penal Code, 1860 and those three years have not elapsed since the expiry of any sentence imposed upon him or her.
2. If the condition of the house/room is not as per the standard mentioned.

3. If the numbers of the room are more than 4.
4. Any reason mentioned by the recommending committee on the basis of the inspection report.
5. Rented building and under constructed buildings.

REMOVAL OF NAME OF A HOME STAY:-

The Concern Authority may by an order in writing remove the name of a Home under following points:-

1. If the registered Homestay in writing seeks the permission of the Dept. of Tourism to discontinue the service of providing Homestay facility and surrender the License.
2. In case of overcharging, unhygienic condition, misbehavior with the guest, failure to maintain the basic required standard.
3. In case of any complaint by the guest, the concern Home stay will be given an opportunity to be heard by the Authority before removing the name of the Home stay.
4. In case of non-renewal of the License after expiry of its validity.

(Abu Tayeng)
Director Tourism
Govt. of Arunachal Pradesh

Annexure -I

HOMESTAY INSPECTION BY DEPARTMENT OF TOURISM

HOMESTAY IN DIST

NAME OF HOMESTAY:-	
PLACES:-	
ADDRESS:-	
CONTACT:- EMAIL:-	
NO. OF ROOMS:-	

CHECK LIST FOR OPERATION OF HOMESTAY IN THE DIST

Sl. No	Particulars	Max Mark	Allocation of Mark	Mark Assigned	Observation of Inspection Committee
1	Location	4	-Places of Tourist attraction(2), -Location at scenic place/farm (2)		
2	Exterior and surrounding	5	-Exterior environment (1), -approach (1), - landscaping(1), - exterior lighting(1), -parking(1)		
3	Type of the building	3	-Traditional Architect(3), -Normal RCC structure(1)		
4	Guest Room	17	-Area(1), -Furniture- Bed, Cupboard, table, chair(3), -Furnishing/Quality of linen/blanket etc.(3), -Décor(1), -Room facilities/ Amenities (1),		

			<ul style="list-style-type: none"> -Cleanliness (1), -dampness/ventilation(1), -Natural light(1) - Menu displayed(1) -Guide Map of the destination/Details of the Tourist places(1) - Use of local handlooms as curtains, linen etc.(2) 		
5	Bathroom	12	<ul style="list-style-type: none"> -Attached with the room(2), -shower(1) -Geyser(1), -Tiles(2), -Toiletries(1), -Clean Towel(1), -Cleanliness of the bathroom(2), - Western Toilet(2) 		
6	Public areas (Sitting)	7	<ul style="list-style-type: none"> -Furniture & Furnishing(2), -Décor(1), -Cleanliness(1) -Display of local art & culture(3) 		
7	Kitchen	9	<ul style="list-style-type: none"> -Cleanliness(2), -Odor & Pest free(2), -State of repair(1) -Clean drinking water(2) -Traditional Kitchen with fireplace(2) 		
8	Food	6	<ul style="list-style-type: none"> -Traditional Cuisine(2), - Choice of Cuisine(2), - food quality(1), -good quality cutlery & crockery(1) 		

9	Air Condition/ Heating	2	In working condition(2)		
10	Safety & Security	5	-Lock & Key facility for the guest room(2), -CCTV facility(1), - Boundary wall with facility of locking the main gate at night(2).		
11	Communication	3	-Internet facility(2), -Landline telephone(1)		
12	Eco-friendly practices	6	-Waste management(2), -no plastic(2), -alternative energy usage(2).		
13	Garbage disposal	2	As per municipal or local administration laws.(2)		
14	Other facilities	17	-Laundry service(2), - Iron with iron board(2), -enough sockets in the room like for mobile charging/laptop(2), - inverter or generator(2), - luggage assistance(2), -acceptance of online payment transaction(2), -Organic Kitchen Garden(2) -Signage(1) -Facility for differently able person(2)		

15	Maintaining a register	2	-Register has been maintained (1) - Feedback/complaint register(1)		
Total Mark		100			

Class A(Diamond) - 80 and above, Class B(Gold) - 65 to 80, Class C(Silver) - 65 to 50
 Not Qualified - Less than 50

The category assigned:-

Member (Sign & Designation)

Member (Sign & Designation)

Member(Sign & Designation)

Chairman (Sign & Designation)

Annexure II

RECOMMENDATION/INSPECTION REPORT OF HOMESTAY APPLICATION OF DISTRICT

The board constituted vide order no..... dated.....
has inspected the following Homestay on..... And
found the following:

Sl. NO	NAME OF THE PROPRIETOR	NAME OF THE HOMESTAY	ADDRESS	REMARKS AS PER INSPECTION (RECOMMENDED OR NOT RECOMMENDED)	CATEGORY UNDER WHICH RECOMMENDED

CERTIFICATE

1. Certified that all the homestay inspected by the Board are found to be fit for operating Homestay purpose. The locations of the home stays were found to be healthy surroundings with spacious compound.
2. Certified that all the applicants are being recommended for initial registration for the period of 1 year. The period can be renewed after expiry with proper verification and inspection by the Board.
3. The approved Homestay has to provide the service to the satisfaction of the Tourist. The board has all the right to cancel the registration in case of mishandle to the client.
4. The board has recommended imparting proper training on capacity building to the Home stay applicants.
5. The board will strictly monitor the performance of the recommended Homestay and decide for consideration of additional applicants.

Member (Sign & Designation)

Member (Sign & Designation)

Member(Sign & Designation)

Chairman (Sign & Designation)

To follow SoP Regarding Covid-19:-

- i) Sanitizer & Thermal Screening Provisions at the Entrance of the Homestay.
- ii) Only asymptomatic Guest shall be allowed
- iii) Face Cover/Mask to be worn by staff & Guest at all times inside the Homestay.
- iv) Social distancing norms to be followed.
- v) Details of Guest (Travel History, Medical Condition) along with a declaration form must be provided by the guest on arrival.
- vi) Posters on preventive measures about Covid-19 to be displayed prominently.
- vii) Hand Sanitizers must be kept at the reception for a Guest. Guest to sanitize hands before & after filling the Register.
- viii) Homestays must adopt contact less process like online registration, digital payment etc.
- ix) Luggage should be disinfected before sending them to rooms.
- x) Required precautions while handling supplies & goods in the Homestay shall be ensured.
- xi) Sitting arrangement in the public area to be made in such a way that social distancing is maintained.
- xii) Use of good quality disposable like paper napkins, crockery/ cutlery to be encouraged.
- xiii) Cleaning & frequent sanitization of the premises to be done.
- xiv) Proper disposal of face covers / mask left over by guest/ staff should be ensured.
- xv) In case of suspect case in the premises, the nearest medical facility should be informed.

REGISTRATION OF GST

Homestays which come under the GST Regime are to be registered accordingly. The GST Rule suggest that all Homestays which have a turnover of Rs. 20 Lakhs per annum and above should register with the GST Council.



Annexure III
GOVERNMENT OF ARUNACHAL PRADESH
DEPARTMENT OF TOURISM
ITANAGAR

1. Name of establishment/Homestay :
2. Name of the person authorized to run the establishment :
3. Contact no. of the authorized person :
4. Email address :
5. Complete postal address of the establishment :
6. Whether building use is duly approved by the local authority :
7. No. of rooms in the establishment :

Single	Double	Dormitory/Others
<input type="text"/>	<input type="text"/>	<input type="text"/>
8. Types of food to be provided :
9. Other facilities (if any) :
10. Tourist Handled So far :

11. Declaration by the applicant:

I do hereby declare that the above given facts are true as per my knowledge and the relevant documents submitted herewith. I also declare that presently I am not employed under any Govt. Department.

Date:/...../..... Place:

Applicant's signature

Annexure IV

List of Documents required:-

1. Duly filled up application form.
2. ST,PRC.
3. Passport Size Photo 03 copies.
4. Photos of House, Rooms, Kitchen, bathroom & Surrounding.
5. Education Qualification.
6. LPC/Allotment Paper of the Land or NOC from competent authority.
7. Challan amount as per the categorization under Head of Account " 1452 Tourism". *(To be deposited after approval of registration of Homestay).*

Annexure V

FORMAT FOR RENEWAL OF HOMESTAYS

Sl. No.	Name of the proprietor	Name of the homestay	No. of tourist		Have the owner availed CMPVY scheme (Y/N)	Residential address	Contact	Email-id	Location	Remarks (if any)
			Foreign	Domestic						

I do hereby declare that all the information mentioned above are true and have been cross checked by the undersigned.

(Signature of DTO with seal)



DEPARTMENT OF TOURISM
D-Ering Colony, Itanagar
Arunachal Pradesh

 www.arunachaltourism.com

 Arunachal Tourism

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