

Chhattisgarh Tourism Guidelines 2020

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Abbreviations

IRS	Indian Register of Shipping
CTB	Chhattisgarh Tourism Board
ISSPL	IRClass Systems and Solutions Pvt Ltd
NIWS	National Institute of Water Sports
ATOAL	Adventure Tour Operators Association of India

Chhattisgarh State Water Tourism Guidelines

- 1.1 Pursuant to clause No. 4.5 of the Chhattisgarh Tourism Policy, the Chhattisgarh Tourism Board (CTB) has been authorized for granting licenses to private investors for water tourism activities such as cruise, motor boats, house boats and other such water sport activities.
- 1.1 Initially, the Empowered Committee constituted under the Chairmanship of the Chief Secretary shall approve such water bodies wherein CTB shall be authorized for granting the license. List of water bodies shall be notified in the Gazette of Chhattisgarh and shall be uploaded on the official website of CTB. It will be properly publicized.
- 1.2 CTB shall elect an Expert Agency with transparent selection procedure to study and assess the carrying capacity of such notified water bodies. Such report submitted by the Agency shall be placed before the Empowered Committee for perusal. Empowered Committee shall take appropriate decision on that basis.
- 1.3 As initially, operations of large-scale tourism activities in notified water bodies shall not be possible, hence there shall be no bar in procedural process of granting the license till the submission of study report for carrying capacity in the water bodies and license shall be issued for applications received under these instructions, as per laid down procedure.
- 1.4 Notice for inviting private investment/investors for water tourism in notified water bodies shall be publicised through advertisements & general notice in public domain.
- 1.5 Willing investors shall apply for intention to invest in the prescribed format. For this application with desired information application format shall be uploaded on the official website by CTB. Submission of INR 2,000 (INR Two Thousand Only) as application fee along with the application form shall be essential.
- 1.6 CTB shall scrutinize the applications received within 7 working days. In case of acceptance, the applicant shall be given a Letter of Acceptance under the prescribed format determined by the Corporation.
- 1.7 While asking license for House Boat, Cruise, Motor Boat and other types of watercrafts, submission of certification of Indian Register of Shipping (IRS) shall be must. Subsidiary of IRS i.e. IR Class Systems & Solution Pvt. Ltd. (ISSPL) jointly provides services of survey, inspection and certification under the brand of IR Class.
- 1.8 CTB shall sign an MoU with the Indian Register of Shipping for co-operation.
- 1.9 In addition to boats and other equipment such as adventure sports/ water sports like parasailing, zorbing, banana ride, etc. shall be essentially as per consistency of national/ international standards.
- 1.10 To operate licensed boats or other water sports activities, required human resources shall have to be trained through National Institute of Water Sports (NIWS) Goa or from any reputed national level training institute identified by the CTB.
- 1.11 On issuance of Letter of Acceptance, a time period of one year for Big Boats and 6 months shall be given for small boats to make them available. Under this application for the license for boats with the certification from Indian Register of Shipping shall have to be made and on this, the CTB shall issue the license. Big boat means capacity above 4 seats and all motorized boats. Small boats mean non-motorized and up to 4-seater boats.
- 1.12 Format of License shall be determined by the CTB. Details of the concerned boats, certification, number of total permissible tourists, essentiality of trained sailors, third party insurance, safety measures i.e. life jackets, lifebuoys etc. shall be specifically mentioned in the license. Dam safety instructions, responsibility in case of natural calamities i.e. excess rain, flood etc. shall also be

specifically mentioned in the license. Conditions of license shall mention instructions for dam safety, natural calamities such as excess rain, flood etc.

- 1.13 A license fee of INR 50,000 (INR Fifty Thousand Only) shall be for big boats and INR 10,000 (INR Ten Thousand Only) shall be for small boats. License renewal shall be made annually only after having certification by Indian Register of Shipping. Renewal fee for big boats shall be INR 25,000 (INR Twenty Five Thousand Only) and for small boats shall be INR 5,000 (INR Five Thousand Only).
- 1.14 Before obtaining the license, the Investor will have to obtain third party insurance in favour of the tourists.
- 1.15 In case of operation of boat and water sports facilities in the boat club or jetty of CTB, fees chargeable from tourists & ticketing arrangements shall be centralized. In case of such facilities extended by more than one operator, CTB shall devise the procedure of roaster determination. For similar activities/ facilities tickets/ ticket rates shall be the same.
- 1.16 For specific activities/services, Private Operator shall be free to determine the ticket rates.
- 1.17 In case of creation of self-boat club or jetty construction for boat and water sport activity operation by the Investor, he/she shall be free to determine the rates of the tickets and appropriate arrangements for its sale.
- 1.18 License shall specifically contain the condition that in emergency situations CTB or local administration shall have the right to use these private boat clubs/ jetties constructed by the Investor.
- 1.19 Personnel authorized by CTB/surveyor authorised by Indian Register of Shipping may/shall inspect the boat and water sport equipment and on non-observance of condition of license a penalty of INR 5,000 (INR Five Thousand Only) per violation shall be imposed and license may be temporarily suspended. Suspension shall be revoked after the rectification of violation.
- 1.20 On violation of condition of license for more than 3 times, the license shall be terminated.
- 1.21 Legal action shall be initiated if water tourism to tourists is carried out by investor through boat or water sport equipment even after the termination of license.
- 1.22 Secretary, Government of Chhattisgarh, Tourism Department, shall be competent to take final call against any order related to sanction, suspension & termination of license and shall be binding on both the parties. In case the charge of Secretary, Tourism Department and the Managing Director, CTB is held by the same person, any other secretary authorized by the State shall hear the appeal and his/her decision shall be final and binding to both parties.
- 1.23 Money received by the CTB against application fees, license fees, penalty, etc. shall be deposited under the separate heads.
- 1.24 Managing Director, CTB, shall be authorized for compliance and regulation of aforesaid instructions for water tourism.
- 1.25 Apart from Indian Register of Shipping, the Managing Director, CTB, shall be authorized to select/ approve any other International/ National agencies for certification of equipment by the investors.
- 1.26 Initially, the license shall be for 10 years. For this, prescribed fees shall have to be paid and certification from Indian Register of Shipping (IRS)/ Authorised International/ National agencies shall have to obtain every year.

Chhattisgarh State Adventure Tourism Guidelines

Introduction

An Adventure Tour Operator is one who is engaged in activities related to Adventure Tourism in India, water sports, aero sports, mountaineering, trekking and safaris of various natures etc. In addition to that, he/she may also make arrangements for transport, accommodation etc.

1.1 General Guidelines for All Adventure Sports

- 1.1.1 Every group of persons taking part in adventure sports must be accompanied by a person designated as a “leader”.
- 1.1.2 “Leaders” must possess appropriate qualifications and skills, as indicated in relevant chapters of this document.
- 1.1.3 Every person joining a group engaged in adventure sports must receive an introductory training and leaders should be satisfied that they have acquired the skills necessary to participate.
- 1.1.4 Leaders should have a first aid certification and must be competent to impart first aid training in the use of stretchers.
- 1.1.5 Leaders should be familiar with the search procedures and should brief all group members in these procedures.
- 1.1.6 All group members must be familiar with the use of radios, wherever their need be.
- 1.1.7 Leaders should be familiar with helicopter operations, know how to approach a helicopter and procedures for being winched up and down.
- 1.1.8 Leaders should be proficient in the use of maps and compasses, in any weather, by day or night.
- 1.1.9 Leaders should be satisfied that all members are medically fit to take part in adventure sports.
- 1.1.10 Leaders should be satisfied that equipment to be used meets all the safety norms for each adventure sport; all inspections have been carried out as recommended by the manufacturer and is fit for use.
- 1.1.11 Under no circumstances should the capacity rated by the manufacturer of adventure sports equipment be exceeded by any unauthorized modifications except as additional safety measures be carried out or substandard material used.
- 1.1.12 Information regarding nature of activity, area of operation, period of activity, possible hazards, persons to be contacted in an emergency and list of members should be given to the concerned safety and rescue committees.
- 1.1.13 Suitable hand-held devices with graded distress signal capabilities should be made available to adventure tourist groups at suitable prices when available in India.
- 1.1.14 A qualified Doctor should be available on call.
- 1.1.15 Communication facilities such as Mobile Telephone/Walkie Talkie etc. should be available.

1.2 Guidelines for Water Sports

- 1.2.1 All leaders or guides must possess a valid certificate or license from a recognized institution or association. They should have an adequate experience in the concerned sport.
- 1.2.2 All leaders and guides must be good swimmers and should be well-trained in water rescue techniques, first-aid & CPR (Cardio Pulmonary Resuscitation).

- 1.2.3 A rescue craft should always be in sight or in radio contact of the persons or group engaged in water sports. The rescue craft could be powered or unpowered according to requirements of the sport, but it must have a first-aid kit, spare life jackets and throw lines/rescue bags. For river sports, a minimum of two crafts (i.e. two rafts or a raft and one/two safety/rescue kayaks) is a must.
- 1.2.4 All participants should wear suitable buoyancy aids and where necessary protective headgear. Helmets are a must for river sports.
- 1.2.5 In water sports, where there is a possibility of being thrown in the water, all participants should be swimmers.
- 1.2.6 All equipment should be inspected by a competent person or the manufacturer once every season or six months, whichever is less.
- 1.2.7 A log book should be maintained for each craft, which should be a record of usage, inspection, repairs and modifications. A river logbook must be maintained for river rafting operations.
- 1.2.8 All craft which are away from the base of operations should carry a first-aid kit, emergency equipment and repair kit. They should, wherever appropriate, carry navigational equipment.
- 1.2.9 All craft should display of the list of minimum equipment and accessories as recommended by the manufacturer.
- 1.2.10 The capacity rating of the craft should be prominently displayed so as to be visible to the user along with a warning of potential hazards.
- 1.2.11 No person should be allowed to participate under the influence of illicit drugs or alcohol.
- 1.2.12 Incidents and accidents should be immediately reported to the concerned safety committee.
- 1.2.13 Medical concerns: Those suffering from any serious medical conditions such as a weak heart, epilepsy, back/spinal problems (such as slip disc) & expectant mothers should not be allowed to participate in river sports/adventure sports such as scuba diving, etc.
- 1.2.14 Age limit: The age limit for water sports should be prominently displayed in all literature and also base of operations. For river sports, the age limit is:
 - 14 years and above for all sections
 - 10 years and above on float trips (grade II)
 - Based on the river section/conditions, this can be relaxed by 1 or 2 years by the trip leader
- 1.2.15 A liability waiver should be signed by the client prior to the river trip. This should clearly mention the inherent risks involved in the sport.
- 1.2.16 For river sports, life jackets must be on at all times while on the river. The life jackets must be fastened properly and have a minimum buoyancy of 8-9 kgs. Appropriate life jackets should be used. Inflatable life jackets should not be used on river.

1.3 Guidelines for Aero Sports

- 1.3.1 All aero sports must be carried out under an instructor or guide holding a valid license or certificate from a recognized institution, club or association.
- 1.3.2 All pilots and parachutists must be medically examined and certified fit to participate in aero sports.
- 1.3.3 Passengers should be medically fit and briefed on emergency procedures.
- 1.3.4 All aero sports should be undertaken only during day light hours. Clearance in powered flying, such as micro-light and powered hand gliders should be obtained from the concerned air traffic

control while flying in controlled airspace. In uncontrolled areas, a responsible person should be available on ground to give take-off and landing clearances.

- 1.3.5 For unpowered flying, such as hand gliding and paragliding, a launch master should be present at the take-off site and a landing area safety officer should be there at the landing zone.
- 1.3.6 First-aid equipment along with a suitably trained person should be available at all times.
- 1.3.7 All pilots, passengers and parachutists must wear protective helmets.
- 1.3.8 All aero sports activity must be undertaken when sky is clear of clouds; the surface is in sight and with visibility at least one nautical mile.
- 1.3.9 No person should be allowed to participate in aero sports under the influence of drugs and alcohol.
- 1.3.10 Rules for avoiding collision:
For these rules, micro-light, powered hang gliders etc. may be read as aircraft)
 1. No aircraft shall be flown in a way such as to create a danger of collision.
 2. Formation flying is not recommended.
 3. All aircraft must avoid passing under, over or in front of another aircraft unless well clear of it.
 4. The lower aircraft will always have the right of way, except for an aircraft in any emergency.
 5. When two aircrafts approach each other head on, they should turn on their light.
 6. Overtaking is not allowed under any circumstances.
- 1.3.11 All aircrafts, parachutes and airborne equipment must be inspected and certified fit by a competent person on a daily basis.
- 1.3.12 Log books should be maintained for all aircrafts, parachutes and airborne equipment which would record its usage inspections, modifications and repairs.
- 1.3.13 Repairs and modifications of airborne aero sports equipment must be carried out with the approval of the manufacturer.
- 1.3.14 All clubs, associations, government and other bodies offering aero sports facilities must maintain a manual of operation which would be available at the site of the aero sports activity and a copy should be sent to the concerned safety committee for review. This manual should contain standard operating procedures, list of mandatory check of equipment, details and specifications of equipment and emergency procedures.

1.4 **Guidelines for Mountaineering and Trekking**

- 1.4.1 All members of mountaineering expeditions should be adequately qualified for taking part in the sport. Basic course certificate issued by National Mountaineering Institutes should be considered adequate for this purpose.
- 1.4.2 Leaders of mountaineering expeditions should possess adequate qualifications approved by Indian Mountaineering Foundation.
- 1.4.3 Members of mountaineering expeditions and trekking groups should be physically fit.
- 1.4.4 Equipment used for mountaineering and trekking should be UAAI certified or approved by the India Mountaineering Foundation.

- 1.4.5 Rescue equipment such as ropes, harnesses, pulley systems and portable stretchers must be maintained as a separate kit in a suitable package marked boldly with the words “Rescue Equipment”.

1.5 **Formation of Safety and Rescue Committee**

- 1.5.1 In addition to having an element of risk, adventure sports are usually undertaken in remote areas, often inaccessible by road. In order to minimize the risks, it must be ensured that adequate safety measures are adopted by all agencies conducting adventure sports especially where tourists are involved. Rescue arrangements also have to be speedily put into operation to minimize loss of life and limb, in the event of mishaps.
- 1.5.2 The formation, therefore, of state level committees for safety and rescue of tourists, is essential. The committees should be able to oversee implementation of safety measures and co-ordinate rescue efforts.
- 1.5.3 The safety and rescue committee should function as a nodal agency for all adventure activities in the state. It should draw its members from the various executive departments such as departments of Tourism, Sports, Police and military authorities and representatives from ATOAL.
- 1.5.4 A similar committee should be formed at the district level under the district administration.

1.6 **Urgent Safety Notices**

- 1.6.1 These notices will be issued subsequently, as and when required, to update these guidelines, based on suggestions and reports received.

Chhattisgarh State Homestay and Bed & Breakfast Establishment Scheme and Guidelines

1.1 Title, Extension and Commencement of Scheme

- 1.1.1 This scheme will be called as “Chhattisgarh State Homestay and Bed & Breakfast Establishments (Registration and Guidelines) Scheme”.
- 1.1.2 The effective area for this Scheme will be whole state of Chhattisgarh.
- 1.1.3 This Scheme will come into implementation from the date of release of this document.
- 1.1.4 The aim of this Scheme will be to:
1. Provide stay and food at reasonable rates to domestic and foreign visitors.
 2. Introduce the tourists to Chhattisgarh’s unique culture and traditions.
 3. Enable private home owners to earn additional income by renting a part of their property to tourists for limited period of stay.
 4. This Scheme will not be applicable to hotels, motels and guesthouses.

1.2 Definitions

In this scheme, unless the context otherwise requires:

- 1.2.1 “Homestays” means properties where only an agent/ operator, so designated by the owner/ promoter resides in the establishment for providing necessary services to the visitors/ guests.
- 1.2.2 “Bed and Breakfast (B&B) Establishments” means properties where the owners/ promoter of the establishment resides along with his/ her family for providing necessary services to the visitors/ guests.
- 1.2.3 “Applicant” means the owner of the establishment who applies for registration as Homestay and/or Bed & Breakfast Establishment under this scheme.
- 1.2.4 “Unit” is the registered homestay and/or bed & breakfast establishment.
- 1.2.5 “Tourist” or “Guest” or “Visitor” means a person who pays for staying in the Homestay and/or Bed & Breakfast Establishment.
- 1.2.6 “Form” means the form appended to this scheme.
- 1.2.7 “Heritage unit” means the unit must have at least 50% of its floor area constructed before the year 1950 and there should not be any substantial change in the façade of the building.
- 1.2.8 “Urban unit” means the unit located within the municipal corporation’s boundary.
- 1.2.9 “Rural/Jungle unit” means the unit located outside the municipal corporation’s boundary.
- 1.2.10 “Tribal Unit” means the unit located in a tribal notified area.

1.3 Classification of Homestays and Bed & Breakfast Establishments

- 1.3.1 Based on the facilities and quality of accommodation provided, the applicable homestays and bed & breakfast establishments will be classified into four categories: (i) Heritage (ii) Urban (iii) Rural/ Jungle and (iv) Tribal. The homestay and bed & breakfast units meeting all the prerequisites given by the Chhattisgarh State shall be awarded the given categories:

S. No	Category of Classification	Registration Fee (INR)	Renewal Fee (INR)
1	Heritage Unit	5,000	5,000
2	Urban Unit	2,000	2,000
3	Rural/ Jungle Unit	500	500
4	Tribal Unit	200	200

- 1.3.2 The unit owners wishing to classify their property as per the given categories will be required to pay an initial classification fee as given in the table above.
- 1.3.3 Classification will be only for operational Homestays and Bed & Breakfast Establishments.
- 1.3.4 Once the unit applies for classification, it must be ready for inspection by the Committee.

1.4 Eligibility for Participating in the Scheme

- 1.4.1 Families or individual who own a house of good quality in the state of Chhattisgarh, is physically residing there and can spare minimum one room and maximum 5 rooms (10 beds) for tourist accommodation.
- 1.4.2 Properties where only an agent/ operator designated by the owner/ promoter resides in the establishment where minimum one room and maximum 5 rooms (10 beds) can be spared for tourist accommodation.
- 1.4.3 The houses in areas of tourism importance will get priority.
- 1.4.4 Under this scheme, the unit owner can rent a part of his/her home to domestic and international tourists. The homestay or B&B establishment will have to be registered with the Chhattisgarh Tourism Board (CTB).
- 1.4.5 For classification, the homes should have additional 1-5 rooms (10 beds) apart from the main living area of the residing family. The rooms meant for stay of tourists should be self-sufficient, with an attached bathroom consisting of western style toilet. The other requirements for registration of the establishments are given in the document.
- 1.4.6 The unit meant for tourist accommodation should have adequate arrangement for water, power supply, proper ventilation and lighting, suitable furniture, sanitation facilities and other amenities as mentioned in the Schedule A of this document.
- 1.4.7 The premises of the unit must be in good state of maintenance and have the required standards of hygiene, cleanliness and safety, including fire safety.
- 1.4.8 The premises should have adequate parking area, either within the premises or in its vicinity.
- 1.4.9 The premises should be located in an easily accessible area and should be good residential properties in good locations where tourists can comfortable stay.
- 1.4.10 The premises have to be considered by the classification committee for registration as an establishment in the categories given in clause 1.3.1.
- 1.4.11 In case the tourist asks for provision of food (lunch and/or dinner), the home owner and/or operator can provide the same at an additional cost that is determined by the owner. The owner can decide to serve vegetarian and/or non-vegetarian food. He/she must inform the guests of the type of food served at the time of booking and at the beginning of their stay.

- 1.4.12 The unit owner will determine the cost of stay for his/her establishment. The prices also must be registered and should be competitive in nature.
- 1.4.13 Once the unit is registered under this scheme, it will be promoted by the CTB on their website, along with its description and photographs.

1.5 Registration and Regulations for Homestays and Bed & Breakfast Establishments in Chhattisgarh

- 1.5.1 The property owners wishing to apply for a certification of homestay and/or bed & breakfast establishment should follow the guidelines and rules given in this Scheme.
- 1.5.2 The Owner must submit the following documents (attached as appendices in Scheme):
1. Appendix 1: Form “A”: Application Form
 2. Appendix 2: Self Verification Certificate
 3. Appendix 3: Form “B”: Police Verification Certificate
 4. Appendix 6: Undertaking on a Non-judicial stamp paper
- 1.5.3 In case of renewal of registration for the Unit, the Owner must submit the following documents:
1. Appendix 5: Form “C”: Application for Renewal of Registration
 2. Appendix 2: Self Verification Certificate
 3. Appendix 3: Form “B”: Police Verification Certificate
- 1.5.4 In case of registration and renewal, the application must be accompanied by a Demand Draft for INR amount (as per category applied, clause 1.3.1), payable to “Managing Director, Chhattisgarh Tourism Board” payable at “Raipur”.
- 1.5.5 On successful registration, the Owner of the registered unit will receive a “Certificate of Registration” as attached in Appendix 4: Form “C”. The owner will have to produce this certificate whenever asked for by the authorities and/or the visiting guests.
- 1.5.6 Classification will be valid for 3 years from the date of issue of order or in case of reclassification, from the date of expiry of the last classification, provided that the application has been received at least 3 months before the expiry of the last classification.
- 1.5.7 A certificate from the Local Authority should be submitted along with the application.
- 1.5.8 A Police Clearance certificate from the Local Station House Officer should be submitted along with the application.
- 1.5.9 All applications for the classification or reclassification must be complete in all respects including application form, application fee, prescribed clearances, NOCs, certificates, checklist etc. Any incomplete application is liable to be rejected.
- 1.5.10 In case of dissatisfaction with the decision of the categorisation on classification, the unit owner may appeal to the Secretary (Tourism), Government of Chhattisgarh within 30 days of receiving the communication regarding classification/reclassification.
- 1.5.11 The presence of facilities and services will be evaluated against the checklist and by the Committee. The checklist should be duly filled in and signed on all pages and submitted to the Department of Tourism with the application.
- 1.5.12 The classified units will always be expected to maintain required standards. The Classification Committee could inspect the same at any time without previous notice. Any serious deficiencies will be reported to the Department of Tourism and the Department is free to take any action including cancellation of the classification.

- 1.5.13 Any deficiencies/rectification pointed out by the Committee will have to be complied within the stipulated time. Failure to do so will result in rejection of the application.
- 1.5.14 Any changes in the facilities of the unit shall be reported to the Secretary, District Tourism Promotion Council within 30 days.
- 1.5.15 The Department of Tourism, Government of Chhattisgarh reserves the right to modify the guidelines/terms and conditions from time to time.

1.6 Committee for classification of homestays and bed & breakfast units in Chhattisgarh

- 1.6.1 Regional Manager as appointed by the Chhattisgarh Tourism Board
- 1.6.2 Executive Engineer as appointed by the CTB
- 1.6.3 Representative as nominated by the District Collector

1.7 Disqualification of Registration Certificate under this Scheme

- 1.7.1 The classification certificate issued by the CTB to the units will be cancelled if of the following reasons are encountered during the period of classification:
1. If the unit owner has been jailed for any criminal activity.
 2. If the unit owner becomes bankrupt.
 3. If the unit is barred/ removed/ disqualified from other homestay and B&B directories.

1.8 Removal of the Unit from the Directory

- 1.8.1 The Managing Director, with a written notice, can remove a homestay and/or B&B establishment from the directory and cancel its classification certificate for the following reasons:
1. If the unit's owner has changed
 2. If the unit's owner has been punished through legal means for participating in any criminal activity
 3. If the unit owner is declared as a bankrupt
 4. If the unit owner is not following the guidelines of operation as per given in this document
 5. If the unit is causing harm, creating nuisance for its neighbouring homes and communities
 6. Any other plausible reason
- 1.8.2 The action taken for removal of the unit from the directory will not have effect on the property owner's legal character or civil liability under the prevailing law.
- 1.8.3 Before the removal of the unit from the directory, the unit owner will be notified of the reasons for the removal by a written notice. A hearing will be conducted for the property owner to explain and then a decision will be taken.
- 1.8.4 The Managing Director, on a regular basis, will publish updated lists of the homestay and B&B establishment directory and the ones that have been removed from the same.
- 1.8.5 The units removed from the directory can re-apply for classification according to the method prescribed in this document along with a thorough inspection.

1.9 Responsibilities of the Property Owner

- 1.9.1 The unit owner shall maintain a documented registry of all the guests which will always be available for inspection by the authorities. This register will be renewed each year and each register will be maintained for five years.
- 1.9.2 This register will be sent to the concerned police station monthly for inspection.
- 1.9.3 The unit owner must conduct a thorough background check and police verification of the employees at the units.
- 1.9.4 The unit owner is to ensure that the premises of the unit are clean, hygienic and secure.
- 1.9.5 The unit's certification of classification rent amount of the rooms, menu card and food rates, check-in and check-out timings, and other such information should always be displayed by the property owner.
- 1.9.6 The food must always be prepared and served to the guests in hygienic conditions.
- 1.9.7 The type of food served (vegetarian and/or non-vegetarian) and its rates should be clarified to the guests at the time of booking and at the beginning of their stay.
- 1.9.8 If any services are promised/ mentioned on the website by the property owner, he/she must make them available to the guests.
- 1.9.9 In case the guest wishes to complain/ express any grievances, the property owner must display the contact details (name, designation, address, telephone number and e-mail address) on the counter always.
- 1.9.10 Any change in amenities and/or infrastructure and services of the homestay and B&B establishment should be brought to the Regional Manager's notice immediately by the property owner.
- 1.9.11 The unit owner must not have a front office as seen in commercial establishments.
- 1.9.12 The unit owner must not deal in selling of tours and travels, site seeing packages, handicraft items, etc. commercially to the guests.
- 1.9.13 The unit owner must not give any wrong information to the guests regarding the homestay and/or B&B establishment.
- 1.9.14 Any unit that is creating nuisance for the neighbouring areas and/or communities or is located in areas that are unfavourable for guests, will not be given a classification certificate.

1.10 Responsibilities of the Guests

- 1.10.1 The guest should furnish accurate information about himself/herself for booking the stay and any other documents related to this.
- 1.10.2 The guest will always maintain good character and behaviour on the premises and with the home residents and the surrounding communities.
- 1.10.3 The guest must ensure that his/her activities do not create nuisance for other guests and/or affect their privacy.
- 1.10.4 The guest will not use the home owner's kitchen independently i.e. without the supervision of the owner.
- 1.10.5 In case of any damages done to the property, the concerned guest will be held responsible and will be liable to pay the cost of the damages to the owner. The timely wear and tear of the property will not be included in this.

1.10.6 The guest should assist and help the home owner, whenever possible, in keeping the premises of the property clean and tidy, he/she should pay the rent on time and with the correct amount and must follow the rules and regulations given by the home owner.

1.10.7 The guest will not allow a non-guest (who has not been registered by the home owner) to stay with, in the unit.

1.11 Handling of Guests' Complaints

1.11.1 In case the unit owner furnishes wrong information regarding the homestay and/or the B&B establishment (amenities, services, type of food served, rent, etc.) to the guest, the guest can lodge a written complaint, along with supporting documents, to the Managing Director of the CTB. Such a complaint can be lodged by fax, e-mail and post. In the complaint, the guest must mention his/her full name, address, telephone number and e-mail address.

1.11.2 The Managing Director will analyse such complaints and question the property owner, allowing him/her to give an explanation. After scrutinizing the complaint thoroughly, if the property owner is found at fault, his/her homestay or B&B establishment will be removed from the directory, after the cancellation of its certificate.

1.12 Other Taxes and Licenses

1.12.1 The unit owner will have to pay water tax and property tax as per the rates prescribed for domestic units by the governing local bodies.

1.12.2 As per Appendix 6.3 of the Chhattisgarh Industrial Policy 2019-2024, the unit owner will be eligible for reimbursement of up to 40% of State Goods and Service Tax (SGST) paid for acquiring food and other raw materials, for 7 years post the Commercial Operation Date (COD).

1.12.3 In case there are modifications in the rates for prescribed GST by the Central Government, the unit owner will follow the revised rates.

1.12.4 The unit owner will pay Electricity Duty as per rates prescribed by the Chhattisgarh State Power Distribution Company Limited (CSPDCL).

1.12.5 In case there is a modification in the Registration and/or Renewal fees within the Chhattisgarh Homestay and Bed & Breakfast Scheme, the unit owner will be liable to pay the same as per the revised rates.

1.12.6 The unit owner will not require any food and restaurant license for this activity.

1.12.7 Capacity Building workshops will be conducted for the unit owners and their families/employees for the betterment of their service to the guests in terms of speaking skills and behaviour skills.

1.13 Provision of Incentives

1.13.1 Pursuant to Clause 6.2 of the Chhattisgarh Tourism Policy 2020, the Owner of the Unit can avail a capital investment subsidy for refurbishment of the Unit.

1.13.2 If the owner of a registered Unit wishes to participate in a national/ international travel mart, 50% of the cost of participation up to maximum INR 50,000 as incentive will be given by the Board. The cost of participation will include return fare of journey by second class travel in Indian Rail, exhibition/ advertisement stall and cost of brochures. For international travel, the travel in economy class will be considered.

- 1.13.3 The CTB shall provide for exhibit space alongside theirs to Unit Owners to showcase their units. To decide these units, the Board shall call for entries by publishing a notice on its website on a timely basis. The best of the entries (number of winning entries to be decided by the Board, based on a set of parameters) shall be invited to set up a stall in the space occupied by CTB.
- 1.13.4 For participation in Pradhan Mantri Kaushal Vikas Yojna, a travel allowance of up to INR 500 will be given to one person per Unit. This allowance will be given only if the training program under this Scheme is held in a city other than the one where the Unit is located.

1.14 The role of Private Sector in Homestay and Bed & Breakfast Establishment

For the establishment of homestay and bed & breakfast units in Chhattisgarh, Self-Help Groups (SHGs) and Non-Governmental Organizations (NGOs) shall be encouraged.

1.15 Powers of Inspection

The Managing Director or any representative authorized by him/her can inspect the unit and its surroundings on any appropriate occasion.

1.16 Marketing and Promotion

The Chhattisgarh Tourism Board will promote the registered Homestay and Bed & Breakfast Establishments on their website.

1.17 Definition/ Clarification/ Amendment in the Scheme and Guidelines

The Chhattisgarh Tourism Board will publish any change in definitions, clarifications and/or modifications related to this Scheme, as and when need be.

Appendix 1: Form “A”

Application Form for Registration of Homestay and Bed & Breakfast Establishment as per Clause 1.5.2

1. Name of the Establishment: _____
2. Category for which applied (Heritage/Urban/Rural): _____
3. Name of the person authorized to manage the Unit: _____
4. Complete Postal Address of the Unit: _____
5. Distance of the Unit (in km) 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 Unit:
 - a. Whether owned or leased premises (enclosed proof of ownership or leased deed, in case of lease): _____
 - b. Width of the road on which Unit is located: _____
 - c. Details of parking available in the establishment or its vicinity: _____
 - d. Plot Area (in sq.metres): _____
 - e. Covered Area (in sq.metres): _____
 - f. Number of Rooms in the Unit:
 - i. Single Bed & Size of each room: _____
 - ii. Double Bed & Size of each room: _____
 - g. Number of Rooms (attached with bathroom and WC) offered for use under this scheme: _____
 - h. Common Area (give details & area in sq.metres):
 - i. Lobby/ Lounge: _____
 - ii. Dining Space: _____
 - i. Additional facilities, if any: _____
 - j. Eco-friendly facilities: _____
 - k. Fire-fighting equipment/hydrants, if any: _____
7. Type of food provided: _____
8. Tariff for rooms:
 - i. Single Bedroom (INR): _____
 - ii. Double Bedroom (INR): _____
9. Details of Fee to be deposited: Banker’s cheque or DD No. _____ & date
10. Details of enclosures with this Form: _____
11. Particulars of owner or authorized person residing in the establishment giving age, profession, family members with their relationship and brief note on the back ground of owner or representative.

(Attach checklist of facilities available in the establishment as per “Schedule A”)

Schedule A: Checklist

(N: Necessary, D: Desirable)

Sr. No	Prerequisites	Heritage	Urban	Rural	Tribal	Certification by Owner (Yes/No)	Observation of Classification Committee (Yes/No)
1. General							
1.1	Necessary license from local body	N	N	N	N		
1.2	Clean and hygienic environment	N	N	N	N		
1.3	Bedrooms, bathrooms, public areas and kitchens serviced daily while there are guests	N	N	N	N		
1.4	All floor surface clean and in good condition	N	N	N	N		
1.5	Safety and security	N	N	N	N		
1.6	Uniform and nametags for employees	D	D	D	D		
2. Guest Room							
2.1	Minimum one lettable room and maximum 5 lettable rooms (10 beds). All rooms must be clean, pest-free and ventilated	N	N	N	N		
2.2	Minimum floor area of the lettable room (in sq.mt)	120 sqft	120 sqft	100 sqft	100 sqft		
2.3	A comfortable bed with minimum 2 sheets linen and bedding, preferably in an Indian design	N	N	N	N		
2.4	One 15-amp earthed power socket in guest room	N	N	D	D		
2.5	Wardrobe with 4 hangers	N	N	D	D		
2.6	Shelf/ drawer space	N	N	D	D		

Sr. No	Prerequisites	Heritage	Urban	Rural	Tribal	Certification by Owner (Yes/No)	Observation of Classification Committee (Yes/No)
2.7	Chairs (one per bedding)	N	N	D	D		
2.8	Writing table with sufficient lighting	N	D	D	D		
2.9	Facility of safe/ safety locker	N	N	D	D		
2.10	Wastepaper basket	N	N	N	N		
3. Bathroom							
3.1	Attached bathroom (with WC toilet)	N	N	N	N		
3.2	Minimum floor area of bathroom	30 sqft	30 sqft	30 sqft	30 sqft		
3.3	Western toilet having toilet seat and cover	N	N	N	N		
3.4	Western toilet having toilet paper	N	N	N	N		
4. Water Supply							
4.1	24 hours hot and cold-water supply that is connected to appropriate sewage	N	N	N	N		
4.2	Water saving taps/shower	D	D	D	D		
5. Public Areas							
5.1	Kitchen that is smoke-free, clean, odourless and pest-free	N	N	N	N		
5.2	Dining area where Indian food will be served	N	N	N	N		
5.3	Clean, non-plastic crockery and cutlery	N	N	N	N		
5.4	Air-conditioning or heating facility, as per climate requirements, by which the room	D	N	D	D		

Sr. No	Prerequisites	Heritage	Urban	Rural	Tribal	Certification by Owner (Yes/No)	Observation of Classification Committee (Yes/No)
	temperature would be between 20-25°C						
5.5	Provision of iron and/or iron board on request	D	D	D	D		
5.6	Internet connection	D	N	D	D		
5.7	Complimentary aquaguard/ RO/ mineral water	N	N	D	D		
5.8	Telephone, with an extension in the guest room	D	D	D	D		
5.9	Laundry/ washing machine/ dry cleaning/ dryer facility on premises	N	N	D	D		
5.10	Refrigerator in room	D	D	D	D		
5.11	Seating arrangement in lounge/ lobby	N	N	D	D		
5.12	Solid waste collection done within premises as per local regulations	N	N	N	N		
5.13	Facility to accept cheque/ DD/ credit card	N	N	D	D		
5.14	Facility to take guests' messages	D	D	D	D		
5.15	Names and contacts of doctors/ emergency personnel easily available	N	N	N	N		
5.16	Assistance in handling luggage, if asked	N	N	N	N		
5.17	Smoke detectors/ smoke alarms	D	D	D	D		
5.18	Facility for left luggage	N	N	D	D		

Note- The grading in the various categories will depend on the quality of accommodation, facilities and services created or provided. The same can be relaxed as also by the committee based on local requirement.

Certificate of Observation of the Classification Committee

On today's date, the Unit, given as application on date, was inspected by the Classification Committee. The Unit applied for, as per the Chhattisgarh State Homestay and Bed & Breakfast Scheme and Guidelines, is suitable/ unsuitable as per the inspection. Therefore, the Classification Committee awards the Unit with the Category, within the provisions in the Scheme, and allows/ does not allow for registration of the Unit.

Name:

Name:

Designation:

Designation:

(Chhattisgarh Tourism Board)

(Regional Manager)

Signature and Stamp

Signature and Stamp



Appendix 2
Self-Verification

I, _____, son/daughter/wife of Mr/Ms/Mrs _____, do hereby verify that the information provided above is true to the best of my knowledge and the documents are authentic.

Signature of the Owner of the Unit

Place: _____

Date: _____

Appendix 3: Form "B"

Police Verification

This is to certify that Mr/Ms/Mrs _____, son/daughter/wife of _____, residing at _____ address _____, since _____ years and applying for Homestay or Bed & Breakfast Establishment under the Chhattisgarh State Homestay and Bed & Breakfast Establishments (Registration and Guidelines) Scheme 2020, bears a good reputation and there are no adverse remarks and entries made against him/her or any members of the family at the Police Station.

Signature of Police Inspector of Concerned Police Station

Place: _____

Date: _____

Appendix 4: Form “C”
Certificate of Registration

It is certified that house _____, owned by Mr/Ms/Mrs _____, is registered for _____ number of room in the _____ category under the Chhattisgarh State Homestay and Bed & Breakfast Establishments (Registration and Guidelines) Scheme 2020.

This certification is issued on date _____ and shall be valid till date _____.

Managing Director
Chhattisgarh Tourism Board

Place: _____

Date: _____

Appendix 5: "Form D"

Application for Renewal of Registration of Unit under the Chhattisgarh State Homestay and Bed & Breakfast Establishments (Registration and Guidelines) Scheme 2020 as per Clause 1.5.3

To,
Managing Director,
Chhattisgarh Tourism Board,
Udyog Bhavan, Raipur,
Chhattisgarh – 492001

Dear Sir/Madam,

I hereby apply for renewal of certificate of registration of this Scheme. Brief details are as under:

1. Name of Unit (with complete address): _____
2. Date of registration with the date of validity: _____ (enclose copy of certificate of registration)

As the period of validity of validity of the registration certificate is expiring on _____, so I request that the said certificate may be renewed for a further period of two years on the term and conditions as laid down under this Scheme. [check list of the approved existing accommodation and facilitation is enclosed as per schedule of the said scheme].

I enclose herewith Banker's Cheque or Demand Draft No. _____, dated _____ for amount of INR _____ payable to "Managing Director, Chhattisgarh Tourism Board" at "Raipur" as renewal fee.

Signature of the Unit Owner

Place: _____

Date: _____

Appendix 6

Format for Directory to be Maintained by CTB

S. No	Registration No.	Category	Date of Registration	Unit Owner's Name	Address	Phone Number	E-Mail	No. of Rooms and Rent		Front View Picture of the Unit	Duration of Registration for Unit
								Single Bed	Double Bed		
1	2	3	4	5	6	7	8	9	10	11	12



Appendix 7

Format for Directory to be Maintained by the Unit Owner

Name of Homestay/ Bed & Breakfast Establishment:

Address of Unit:

S.No	Guest Name	Age	Residential Address	Phone No. & E-Mail Address	Nationality	Passport No/ Other Identification No.	Date and Time		Guest's Place of Arrival	Guest's Place of Destination	Sign
							(A) Arrival	(B) Departure			
1	2	3	4	5	6	7	8	9	10	11	12

Appendix 8

Chhattisgarh State Homestay and Bed & Breakfast Establishment Scheme and Guidelines

Process of Availing Incentives (Clause 1.13)

With respect to the amount of incentives provided within the Chhattisgarh State Homestay and Bed & Breakfast Establishment Scheme, the following process is determined to avail the said incentives by the Unit Applicant:

1. The Unit Owner shall submit the form provided in Annexure 8.1 to the Managing Director, Chhattisgarh Tourism Board, to apply for availing of incentives.
2. The application form as well as the requisite annexures will be presented to the Joint Director (Investment Promotion), two days after the applicant receives the receipt of application from the Managing Director (CTB).
3. The Joint Director (Investment Promotion) will examine the application and eligibility within two days and will determine the additional requirements, eligibility/ ineligibility and in case of complete, eligible application, will present it to the Managing Director (Investment Promotion).
4. The Director (Investment Promotion) will review the application and comments issued by the Joint Director (Investment Promotion) within 2 days of receiving it. The Director will provide his comments after reviewing the application and send the same to the Managing Director. The MD will review the application and its comments and declare the following:
 - a. In case of an incomplete application, instructions for a complete application will be given with all the details
 - b. If ineligible, order for cancellation of application will be given
 - c. The required instructions will be given to the applicant Unit through the medium of e-mail
 - d. In case of an incomplete application, the applicant will be given 10 days to furnish a satisfactory application. The time limit can be extended if the applicant wishes to apply for the same. Once the application is complete, the Additional Managing Director will be presented within 3 days with the revised application through the Joint Director (Investment Promotion).
 - e. Once the application is complete and eligible, instructions will be given for submission of report including verification and inspection.
5. The verification and inspection of the application will be conducted by a committee including the following members:
 - i. Assistant Director/ Manager/ Officer-in-Charge for Homestay and Bed & Breakfast Establishments Scheme, CTB, Raipur
 - ii. Joint/ Deputy Director (Finance and Accounts) who is a representative of CTB
6. According to the instructions received from the Managing Director, the committee will test the facilities and records in the case based on the checklist mentioned in the plan.
7. The Committee will make a summary of the observations and for the purpose of availing the incentive amount shall be given to the Director/ Managing Director through the Additional Director/ Director (Investment Promotion). This verification will be done within 10 days of submission.

I hereby request the disbursement of incentive amount, as provided within the Chhattisgarh State Homestay and Bed & Breakfast Establishment. The requisite details are as below:

Name of Bank :

Account No :

IFSC Code :

Signature of Applicant

Self Certification Letter

I, Mr/Mrs/Ms, owner of Unit name
Place City/Village Registration No
..... Date hereby confirm that all the information rendered
by me in the Application Form above is true to my knowledge. I myself will be answerable for any
wrong information furnished in this form. In case any wrong information is noted in the form, I
understand that my application will stand to be rejected and the Chhattisgarh Tourism Board can lodge
a complaint against me.

Signature of Applicant

Mobile No:

E-Mail ID :



Format for Undertaking

To,
Managing Director,
Chhattisgarh Tourism Board,
Udyog Bhavan, Raipur,
Chhattisgarh – 492001

I have read and understood all the terms and conditions mentioned in the guidelines with respect to the approval and registration or renewal of the Homestay Establishment and hereby agree to abide by me. The information and documents provided are correct and authentic to the best of my knowledge.

(_____)

Name and Signature of the Unit Owner

Place: _____

Date: _____

