

# CHANDIGARH ADMINISTRATION TOURISM DEPARTMENT

## NOTIFICATION

Tourism offers several benefits to economy i.e. employment, valuable foreign exchange, showcasing of traditional arts, crafts and skills, etc. The traditional accommodation offered in hotels or resorts lack in offering such experiences to tourists. Thus, it is imperative to frame a policy where accommodation within the city is offered at competitive prices besides providing clean and affordable place to stay and eat food with an added experience of local customs. Such a policy will not only boost tourism but shall also be beneficial for such owners of properties in Chandigarh who do not intend to let out their properties but at the same time intend to generate income with little investment. The offer of homely food and home environment is also a magnet for those who are more comfortable in such homely environment rather than the commercial environment of hotels.

Therefore, with an aim to provide comfortable Bed and Breakfast Home Stay Facilities and to supplement the availability of accommodation in Chandigarh, the Administrator, Union Territory of Chandigarh is pleased to make the following policy, namely;

### Chandigarh Bed and Breakfast Home Stay Policy

#### 1. Short title, extent, commencement and application

1. This policy may be called the Chandigarh Bed and Breakfast/Home stay policy;
2. It extends to the whole of the Union Territory of Chandigarh;
3. It shall come into force from the date of its publication;
4. It shall apply only to residential units which are not less than 500 sq yards and shall not be applicable to other types of transient accommodation such as hotels, motels, guest-houses, boarding, lodging, houses, etc.

#### 2. Definitions:- In this policy, unless the context otherwise requires-

- a) "**appellate authority**" means the Secretary Tourism, Union Territory, Chandigarh or any other officer appointed by the Administrator, Union Territory, Chandigarh;
- b) "**applicant**" means the owner of the establishment who applies for registration;
- c) "**bed and breakfast/ Homestay**" means providing lodging and food services to the guest in the establishment;
- d) "**certificate of registration**" means a certificate issued by Tourism Department, U.T., Chandigarh showing the registration of an establishment;
- e) "**classification committee**" means a committee constituted by the prescribed authority for inspection and evaluation of the services at the establishment and classification thereof;
- f) "**directory**" means a directory of registered establishments,
- g) "**establishment**" means a residential premises registered where guests are provided bed and breakfast/Home stay on payment;

- h) **"family"** means the owner of the establishment and includes his spouse, parents and children and other close relations residing in the establishment;
- i) **"Government"** means the Administrator, Union Territory, Chandigarh;
- j) **"Guest"** means a person residing temporarily in the establishment;
- k) **"Local Authority"** means Tourism Department, U.T., Chandigarh and includes any other government body that provides services like water, city, etc;
- l) **"owner"** means owner of the establishment and includes the person who for the time being is authorised by him to be in-charge the management of the establishment;
- m) **"Prescribed Authority"** means the Director Tourism or any other person or authority appointed by the Chandigarh Administration under this policy;
- n) **"Register"** means a register or computerised record in electronic form maintained by the owner containing the prescribed particulars of the guests'
- o) **"Room"** means a bed-room with not more than two beds and provision for extra beds for children accompanying the guest;
- p) **"Touting"** means enticing, misguiding, coercing for shopping, accommodation, transportation, sight-seeing or pestering for any particular premises, person, establishment, dealer or manufacturer with consideration of personal benefit.

### 3. Registration and Classification of establishments:

1. Any owner intending to let out his residential premises to the guest or guests, may apply for registration thereof as an establishment to the prescribed authority, in such form and manner along with such registration fees as is provided in Form 'A' and other annexures appended with the present policy;

2. The residential premises to be registered as establishment under this policy shall conform to the following conditions, namely:-

- a. that the residential unit must be of minimum size of 500 square yards. Application of residential units less than 500 square yards shall not be accepted and same shall be rejected outrightly;
- b. that it shall not be mandatory for the family to physically reside in the establishment;
- c. that the owner shall let out to the guests up to 8 rooms per home stay unit;
- d. that each bedroom should have an attached bath-room and Wet Commode and adequate arrangement for water and power supply, proper ventilation and lighting, suitable furniture and other facilities;
- e. that the construction of the premises shall be of good quality and the premises should meet with the standards of fire safety, hygiene, and cleanliness;
- f. that there should be adequate parking facility either within the premises or the parking places should be designated by the prescribed authority while granting permission under this policy;
- g. that the registration of establishment under this policy shall be approved by the classification committee;

- h. that the owner of the establishment shall obtain the food license in accordance with the Food Safety and Standard Act and submit the copy of same in the Tourism Department, U.T., Chandigarh within 30 days from the grant of license under this policy.
- i. that proper fire fighting system must be installed at the premises and the owner shall obtain NOC from the Fire Department, Chandigarh that adequate fire extinguisher facility as prescribed by the respective Station Fire Officer has been installed in the establishment.
- j. that in case of joint ownership of the residential unit, it is imperative for the applicant to have NOC from the other shareholders of the property;
- k. that the owner of the residential property may apply for registration of either one or two or all the floors of the residential unit as the case may be under this policy;
- l. that the owner should have an occupancy certificate issued by Estate Office, U.T., Chandigarh.

3. The prescribed authority shall forward the application for registration received under this policy to the classification committee comprising of the following officers for its comments and report:

- (a) Representative of Director Tourism, U.T., Chandigarh
- (b) S.D.O (Building), Estate Office, U.T., Chandigarh
- (c) Concerned Fire Officer of the area

4. The classification committee on inspection of the premises of an applicant shall point out the deficiencies, if any. The applicant shall be required to rectify such deficiencies within the stipulated time, to the satisfaction of the committee. Failure to do so will result in rejection of the application.

5. The classification committee shall after such enquiry or inspection as it may think proper take a view about the eligibility or otherwise of the premises for registration.

6. The classification committee upon its evaluation of the standard of food and facilities and services available vis-a-vis the prescribed checklist, classify the establishments into following categories:

- (a) Gold
- (b) Silver

7. The report of the classification committee shall be placed before the prescribed authority for its final approval.

8. On receipt of the report of the classification committee, the prescribed authority shall, on being satisfied about the correctness of the report, register the premises of the owner in such manner as is prescribed under this policy and shall issue a certificate of registration. This certificate shall be valid for a period of three years unless earlier revoked.

9. The entire process of grant of registration of a premises shall be completed within a period of one month from the date of receipt of application and the applicant shall be informed about the result.

10. The prescribed authority shall maintain a directory of the establishments for the purpose of this policy.

11. The registration under this policy shall be valid for a period of three years. However for extension of registration, the registered owner of the establishment shall before the expiry of period of three years shall submit self declaration/undertaking that he is running the establishment under this policy and all the conditions as prescribed under this policy are met with. Such self declaration/undertaking shall be accompanied with relevant fees as applicable at the time of renewal and accordingly, the certificate shall be auto renewed for a further period of three years.

#### 4. Evaluation and certification of food, etc.


Evaluation and certification of food and other services or amenities provided by an establishment under this policy shall be the function of the classification committee and it may in the discharge of this function or any other function assigned to it under this policy, utilise the services of an authorised agency for purposes of inspection of the establishments from time to time.

#### 5. Disqualification for registration –

An establishment shall be disqualified for registration under this Policy:-

- a) If its owner is convicted of an offence punishable with imprisonment exceeding one month;
- b) if its owner is an undischarged insolvent; and
- c) if name of the establishment stands removed from the directory under this policy;

#### 6. Obligations of the owner.

- i. The owner of an establishment shall maintain a register or computerised record in electronic form giving detailed particulars as prescribed, of the guests and keep the same readily available for inspection at all times. The register shall have to be renewed on year-to-year basis and preserved for such period as may be prescribed;
  - ii. The owner of the establishment shall be required to preserve the record/register pertaining to the establishment for 20 years and shall preserve the record for even longer period in case of any civil/criminal dispute;
  - iii. The owner of the establishment shall be liable to send information of the guests staying in the establishment to the local authority concerned and the police every fortnight i.e. on the 15th and last day of every month;
  - iv. It shall be the duty of the owner of the establishment to obtain verification of the employees in the establishment by the police;
  - v. The owner shall be liable to maintain establishment in a good state of repair and cleanliness and fit for habitation of guests at all times and shall comply with relevant rules pertaining to health, hygiene and safety including fire safety;
  - vi. The certificate of registration of establishment under this policy, type of food being offered, the schedule of charges for the accommodation and food, names of employees and time of checking out shall be displayed at a conspicuous place;
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- vii. It shall be the duty of the owner of the establishment to provide good quality food prepared in hygienic conditions;
- viii. The owner of the establishment shall inform the guests in advance of the type of accommodation; facilities and food to be offered, the rates charged, time of opening and closing of the establishment, etc;
- ix. The quality of food and facilities to be made available to the guests shall meet with the promises so made in this regard; and
- x. The owner of the establishment shall inform the prescribed authority within a week of the changes, if any, in the facilities at the establishment as approved at the time of registration.

**7. Restrictions on owners of establishments.**--The owner of the establishment shall not-

- i. maintain a front office and the entire house should appear like a normal residential house;
- ii. carry out or allow any commercial activity of tours and travel, sight-seeing, transport, handicrafts, cloud kitchen, dine in food facility to other than the residing guests or any other similar activity in or from the establishment;
- iii. indulge or allow any such activity which adversely affects the privacy and rights of the neighbours and residents of the locality;
- iv. make misrepresentation to any person in respect of the establishment; and
- v. indulge in any kind of touting activity.

**8. Obligations of the Guest.** --It shall be the duty of the guest(s) to-

- a) disclose his/her/their correct particulars for making entries in the register maintained by the owner;
- b) maintain good conduct and behaviour and not to indulge in any disorderly activity leading to breach of peace, civil and social atmosphere of the locality or create any nuisance to adversely affect the rights of other guests and residents of the establishment;
- c) not run a separate kitchen in the establishment;
- d) repair the damage (if any) caused by him/her/them or by any person whom he/she/they permits on the establishment through any of their wilful or negligent act, but not for damage caused by normal wear and tear,
- e) cooperate fully with the owner of establishment to maintain the premises neat and clean, to pay charges as due in time and to abide by other rules of the establishment, and
- f) not to allow any other person to stay in the establishment overnight.
- g) Not to indulge in any illegal activity within the premises and if any such activity is done then prescribed authority shall be at liberty to forward the complaint to the Concerned Department of Chandigarh Administration for further necessary action at their end.

**9. Redressal of grievance of guest-**

- 1. Where the owner of an establishment makes false representation to the guest in respect of the establishment or fails to provide the food and other facilities or amenities as promised by him, the guest may make a written



complaint to the prescribed authority along with such documents or material as he relies upon;

2. A complaint under this policy may be filed by email or post alongwith the permanent address and contact of complainant;
3. The prescribed authority shall make an enquiry into the complaint and after providing a reasonable opportunity to the owner, the prescribed authority may either reject the complaint or if the allegations are substantiated, remove the name of the establishment from the directory of this policy.

#### **10. Removal of name from the directory**

(1) The prescribed authority may by an order in writing, remove the name of an establishment from the directory and revoke its certificate of registration on any of the following grounds, namely-

- i. if there is change in the ownership of an establishment;
- ii. if its owner is convicted of an offence punishable with imprisonment exceeding one month;
- iii. if its owner is an undischarged insolvent;
- iv. if the owner has contravened any of the provisions of this policy or any rule or order made there under, and
- v. if an establishment adversely affects the privacy and rights of the neighbouring residents.

(3) The action taken under this policy shall not preclude such owner from being prosecuted under any other law for the time being in force.

#### **11. Notice of removal of name of establishment from directory-**

In case there is violation of the terms and conditions of this policy or any enquiry is proved on the allegations made in any complaint then the prescribed authority shall issue a show cause notice to the owner of establishment stating the ground on which the action is proposed to be taken, giving him a reasonable opportunity of show cause if any. Thereafter, any order shall be passed by the prescribed authority regarding revocation of certificate of registration or otherwise.

**12. Publication of list of persons removed from register-**The prescribed authority shall publish the names and addresses of the establishments and the owners thereof, whose registration under this policy has been revoked.

**13. Return of the certificate of the registration-** When a certificate of registration has been revoked under this policy, the person holding such certificate shall, within seven days from the date of issue of the order of revocation return the said certificate to the prescribed authority.

**14. Restoration of Registration-** If the appellate authority is satisfied that there are sufficient grounds for the restoration of the registration of an establishment whose certificate had been revoked, it may, after recording the reasons shall pass a restoration order and issue directions regarding grant of a fresh certificate of registration, on payment of prescribed fee and completion of other formalities and shall also include such establishment in the directory.

15. **Establishment not to require licence:** Notwithstanding anything contained in the Sarais Act, 1867, or any other Act relevant to the subject, for the time, being in force, the owner of an establishment shall not be required to obtain a licence from any authority under the said policy, for the purpose of providing food or lodging services to the guests at his establishment.

16. **Establishment not to be treated as commercial unit.** (1) Notwithstanding the provisions of any other law for the time being in force, the establishment shall not be treated as a commercial one and shall only be liable to pay:-

- a) power tariff as applicable to Domestic Service category and tariff rates of 'LTDS-III' category will be applicable.
- b) water tariff as applicable to domestic or residential use, and
- c) property tax as applicable to residential or residential tenanted premises.

17. **Penalty for not providing facilities to the guests as promised-** Any owner who fails to provide services to the guests, as promised, shall be liable to a penalty which may extend to five thousand rupees.

18. **Penalty for false statement-** Any owner who wilfully provides false information in the application of registration or furnishes false information or makes a false statement or undertaking or suppresses a material fact with the intention to mislead the prescribed authority, shall be liable to pay penalty which may extend to ten thousand rupees followed by immediate cancellation of registration of establishment.

19. **Certificate not to be assigned-** Any owner who lends, transfers or assigns the certificate of registration or fails to return it on its expiry or revocation, shall be liable to pay a penalty which may extend to twenty thousand rupees followed by immediate cancellation of registration of establishment and same will be reported to Police Authorities for appropriate action.

20. **Certificate and documents to be shown to the person on demand-**

- 1) Any owner registered under this policy shall at all times, on demand, produce and show his certificate of registration and any other document required under this Policy to:-
  - a) the prescribed authority or any officer duly authorised by him in this behalf; and
  - b) any bonafide guest.
- 2) Any owner who refuses on demand to show his certificate of registration or documents, or allow it to be read by any of the persons authorised under this policy, shall be punishable with fine which may extend to two thousand rupees.

21. **Penalty for malpractice-** If any owner or any other person to whom this policy may be made applicable, commits a malpractice or contravenes any of the provisions of this policy, for which no specific penalty has been provided, he shall be liable to pay a penalty which may extend to twenty thousand rupees.

22. **Obstructing lawful authorities-** An owner who wilfully obstructs or offers any resistance to or otherwise interferes in the discharge of the functions of the prescribed authority or any officer authorised by him in pursuance of this policy or the rules made there under, shall be liable to pay a penalty which may extend to twenty thousand rupees.

23. **Authority to impose penalty/hear appeal.**

(i) Only the prescribed authority shall be competent to impose the penalty as prescribed under this scheme. Further, no penalty shall be imposed without following the principles of natural justice of hearing.

(ii) Any person aggrieved by an order of the prescribed authority may, within a period of thirty days from the date of such order may prefer an appeal to the appellate authority.

Provided that the appellate authority may entertain an appeal after the expiry of the said specified period, if it is satisfied that the appellant was prevented by sufficient cause from filing the appeal within the stipulated period.

24. **Notice of changes.-**

(1) Whenever an establishment for which certificate of registration is held by a person, devolves by inheritance or otherwise upon any other person or undergoes a change in respect of any particular entered in the directory under this policy, such person shall, within sixty days of the date of such resolution or change, give notice in writing of the change to the prescribed authority;

(2) The prescribed authority on receipt of such intimation under this policy, if satisfied, shall make necessary changes in the certificate of registration and the directory maintained by it;

(3) Notwithstanding anything contained in this policy, the prescribed authority may cancel the certificate of registration and remove from the directory, the name of the establishment in whose favour the certificate was issued if the succeeding person is not qualified to be registered under this policy.

25. **Power to inspect.-**The prescribed authority or any other person authorised by it in this behalf may inspect at all reasonable times, the premises of the establishments registered under this policy.

26. **Protection of action taken in good faith-** No suit, prosecution or other legal proceedings shall lie against the Government or any person or officer authorised by it or any authority appointed or specified by or under this policy, for anything which is done or intended to be done in good faith, in pursuance of this policy or any rule made there under.

Form - A

**Application form for Registration of Establishment under the Chandigarh  
Bed and Breakfast/Homestay policy**

1. Name of the establishment
2. Category applied for - Silver/Gold
3. Name of the owner(s) or person (s) authorized to manage the establishment
4. Complete postal address of the establishment
  - (a) Telephone number
  - (b) Fax
  - (c) E-mail
  - (d) Mobile number of the promoter
5. Distance of the establishment in kms. from
  - (a) Airport
  - (b) Railway Station
  - (c) City Centre
  - (d) Nearest main shopping center
  - (e) Nearest bus stand/scheduled city bus stop
6. Details of the establishment
  - (a) Whether owned or leased, please enclose (copies of sale/lease deed)
  - (b) Whether building plan and its use approved from local authorities (copy to be enclosed)

Yes	No	
		(c) Occupancy certificate :- Yes (copy to be enclosed) No
		(d) Width of road on which establishment is located
		(e) Details of parking available in the establishment and or its vicinity
		(f) Plot area (sq. mtrs.)
		(g) Covered area (sq. mtrs)
		(h) Number of rooms in the establishment
		(i) single-bed (size of each room)
		(ii) double-bed (size of each room)
		(i) Number of rooms (with attached bathrooms & WC) Offered for letting-out under the scheme
		(j) Details of common areas for the following facilities in sq. mtr.
		(i) Lobby/Lounge
		(ii) Dining space
		(k) Any violation/show cause notice pending? Yes/No
		(l) Additional facilities available if any
		(i) Eco-friendly facilities
		(ii) Facilities for differently abled persons
		(m) Details of Fire Fighting Equipment/hydrants etc. if any
7. Type of food to be provided.
8. Tariff for rooms
  - (a) Single-room
  - (b) Double-room



9. Payment and details of payment of registration fee:

(a) Amount of registration fee:

(i) For Silver Rs. 2000/- plus GST (as applicable)

(ii) For Gold Rs, 5000/- plus GST (as applicable)

(b) Demand Draft Number and date

10. Details of enclosures

(i) Note on background of owner.

(ii) Particulars of family of the owner/person authorized residing with him in the establishment giving age, profession and relationship of each with the owner/person.

(iii) Checklist of facilities available in the establishment

### VERIFICATION

I.....Son of Shri..... do hereby verify that.....

The information and documents provided above are correct and authentic to the best of my knowledge.

Signature and Name of the  
owner in block letters

Place:

Date:

Note:—Providing false information in the application or furnishing false information or making false statement or undertaking or suppressing a material fact with intention to mislead the prescribed authority, shall be an offence and action as per rules will be taken.

NS

Form - B  
POLICE VERIFICATION

This is to certify that  
Shri/Smt/Km.....

Son/wife/daughter of  
.....

.....(address)since.....(y  
ear)

and an applicant applying for registration of his premises under the Chandigarh Bed & Breakfast/ Homestay policy, bears a good reputation and that there are no adverse remarks/entries made against him/her or any members of his/her family at this Police Station.

(Signature of S.H.O)

Alongwith stamp and  
address

Date:

Place:



Form – C

Checklist for approval & registration of establishment under the Chandigarh Bed & Breakfast/Home stay policy

Sr. No.	General	Silver	Gold	Certification of the establishment regarding the facilities Yes/No	Observations of the Regional Classification Committee
1	2	3	4	5	6
1	Well maintained and well-equipped house and guest rooms with quality carpets/area rugs/tiles or marble flooring, furniture, fittings etc in keeping with the traditional lifestyle.	*M	M		
2	Sufficient parking with adequate road width and nearby designated parking space	**D	M		
3	Guest rooms: Minimum one let-table room and up to 8 rooms. All rooms should be clean, airy, pest free, without dampness and with	M	M		


MS

	outside window/ventilation.				
4	Minimum floor area in sq.ft. for each room.	120	180		
5	Comfortable bed with good quality linen & bedding preferably of Indian design.	M	M		
6	Attached Private Bathrooms with every room along with toiletries.	M	M		
7	Minimum size of each bathroom in square feet.	30	40		
8	WC toilet to have a seat and lid, toilet paper.	M	M		
9	24 hours running hot and cold water with proper sewage connections.	M	M		
10	Water saving taps/shower.	D	M		
11	Well maintained smoke free, clean, hygiene, odor free, pest free kitchen.	M	M		
12	Dinning area serving fresh continental and/or traditional Indian breakfast.	M	M		
13	Good quality cutlery and crockery.	M	M		

14	Maintenance of ambient room temperature	M	M		
15	Iron with iron board on request.	M	M		
16	Internet Connection.	M	M		
17	A 15 amp earthed power socket in the guest room.	M	M		
18	Telephone with extension facility in the room.	D	M		
19	Wardrobe with at least 4 clothes hangers in the guest room.	M	M		
20	Shelves or drawer space in the guest rooms.	M	M		
21	Complimentary aqua-guard/RO/mineral water	M	M		
22	Good quality chairs, working table and other necessary furniture.	M	M		
23	Washing Machines/dryers in the house with arrangements for laundry/ dry cleaning services.	D	M		
24	Refrigerator in the room.	D	M		

AS

25	A lounge or seating arrangement in the lobby area.	D	M		
26	Heating and cooling to be provided in enclosed public rooms.	D	M		
27	Garbage disposal facilities as per Municipal laws.	M	M		
28	Message facilities for guests	M	M		
29	Left luggage facilities.	M	M		
30	Safekeeping facilities in the room.	D	M		
31	Smoke/heat detectors in the house.	D	D		
32	Security guard facilities.	D	M		
33	Maintenance of register for guest check-in and check-out records including passport details, in case of foreign tourists (Form C mandatory as applicable)	M	M		
34	Emergency nos. display.	M	M		

- 
- 'M' stands for mandatory
  - 'D' stands for desirable

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

10

Form-D

Certificate of Registration of Establishment

Under the Chandigarh Bed & Breakfast/Homestay Gold/Silver Category

House.....  
....

Mr/Ms.....  
.....

is registered is registered for (No. of Rooms) Gold/Silver Category under the Chandigarh Bed & Breakfast/Homestay policy.

This certificate is valid w.e.f.....To.....



Form – E

Form of Directory of Establishment

Serial Number

Date of receipt of Application

Name of Owner

Address

E-mail

Fax Number

Mobile Number

Landline Number

Category Applied for

Number of Rooms

(i) single-bed



(ii) double-bed

D.D. Number and Date

Amount

Date of Inspection

Remarks of the Inspection

Time Period for which applied



Form – F

Form of register to be maintained by the owner of Establishment

Sl. No

Name of guest (s)

Age

Permanent Address

Phone Number

Nationality

Passport Number

Date and time of

(a) checking-in

(b) checking-out

From where the guest has arrived

Purpose of visit

Signature



Form – G

Form of Notice to owners for removal of the name of his establishment from the Directory

Whereas your residential premises located  
at.....

is registered as an Establishment under the Chandigarh Bed & Breakfast/Homestay  
policy.

And Whereas, I am the prescribed authority under the said policy Chandigarh, hereby,  
inform you that Shri.....has complained to the undersigned  
that

.....  
.....  
.....  
.....

therefore, the undersigned hereby gives you notice to show cause why action should not  
be taken against you, including removal of the name of your establishment from the  
directory and revocation of its certificate of registration, within a fortnight of the receipt of  
this notice, failing which it would be presumed that you have no explanation to make and  
thus necessary action as per law shall be taken against you without any further notice.

(.....)

Prescribed Authority

To,

.....

.....

