

പതിനാലാം കേരള നിയമസഭ
അഞ്ചാം സമ്മേളനം

നക്ഷത്രചിഹ്നമിടാത്ത ചോദ്യം നം. 5912

25.05.2017 -ൽ മറുപടിക്ക്

ടൂറിസ്റ്റുകൾക്കായി ഹോംസ്റ്റേ

ചോദ്യം

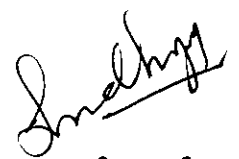
ഉത്തരം

ശ്രീ. എം. രാജഗോപാലൻ

ശ്രീ. കടകംപള്ളി സുരേന്ദ്രൻ
(സഹകരണവും വിനോദസഞ്ചാരവും
ദേവസ്വവും വകുപ്പു മന്ത്രി)

എ) സംസ്ഥാനത്ത് ടൂറിസ്റ്റുകൾ
ക്കായി ഹോം സ്റ്റേ ഏർപ്പെടുത്തുന്ന
തിന് എന്തൊക്കെ നടപടികളാണ്
സ്ഥലവാസികൾ ഏർപ്പെടുത്തേണ്ട
തെന്നും ഇതു സംബന്ധിച്ച
നടപടികൾ/അംഗീകാരങ്ങൾ
എന്നിവ എവിടെ നിന്നും
തേടണമെന്നും വ്യക്തമാക്കുമോ?

എ) കേരളം സന്ദർശിക്കുന്ന വിനോദസഞ്ചാരികൾക്ക്
താമസസൗകര്യം വർദ്ധിപ്പിക്കുന്നതിനും അവർക്ക്
കേരളത്തിന്റെ സംസ്കാരവും ആതിഥ്യ മനോഭാവവും
അനുഭവവേദ്യമാക്കുന്നതിനുവേണ്ടി കേരള ടൂറിസം
ഹോംസ്റ്റേ ക്ലാസിഫിക്കേഷൻ പദ്ധതി നടപ്പാക്കി
വരുന്നു. ഹോംസ്റ്റേ ക്ലാസിഫിക്കേഷൻ ലഭിക്കുന്ന
തിനായി നിശ്ചിത മാതൃകയിലുള്ള അപേക്ഷ
അനുബന്ധ രേഖകൾ ഉൾപ്പെടെ ടൂറിസം വകുപ്പിന്റെ
ജില്ലാ ഓഫീസുകളിൽ സമർപ്പിക്കേണ്ടതാണ്.
ഹോംസ്റ്റേയിൽ ഉണ്ടാകേണ്ട അവശ്യ സൗകര്യ
ങ്ങളെക്കുറിച്ചുള്ള വിശദാംശം അനുബന്ധമായി
ചേർക്കുന്നു.



സെക്ഷൻ ഓഫീസർ.

Homestay classification scheme

Homestay is a family business carried out by the owner of the house providing accommodation alone or food and accommodation facility to tourists visiting Kerala. A resident of Kerala staying in own house and is willing to set apart minimum one room (two beds) and maximum six rooms (twelve beds) for accommodating tourists can submit an application to the Director, Department of Tourism for starting a homestay.

Homestay is an accommodation system and an economic activity in the tourism industry. It is popular among the tourists who want to interact with local culture, lifestyle, social system and people. As the name indicates, homestays are a stay in a 'home' with a family where the tourists will get opportunity to mingle with the people, their culture, life style, ideas etc. Homestay refers to accommodation provided in a private home run like a small business by the home owner. Homestays play an integral part of promoting our culture and nature to the external world. This accommodation ensures economic, social and cultural development in a sustainable way. The main component of homestay is the cultural diversity of the local people which can attract the visitors. Homestay accommodation is helpful for tourism development in a country or an area. Homestay can meet the accommodation problem for various types of tourism like rural tourism, ecotourism and cultural tourism. Homestay accommodation provides opportunity to the local community members for active participation in tourism activities.

Procedure for starting homestays

Classification of homestay is mandatory and those who intend to start homestay business, has to submit the application form to the concerned District officer of Department of Tourism along with an inspection fee of Rs.2000/- by a Demand Draft drawn in favour of Director, Department of Tourism

The Classification of homestay units from among the applicants will be done by a Committee appointed by the Government for the purpose, after examining the facilities provided and environment in which homestay is located

Classification criteria

Based on the facilities and quality of the accommodation provided and commitment to environment, society and culture, Homestay units will be classified into three categories by using clear guidelines on the requirements.

They are:

1. Diamond House
2. Gold House
3. Sliver House

Homestay units fulfilling all the essential conditions prescribed by the Department of Tourism and meeting the required criteria in the Checklist of Facilities, belonging to the Class A category will be given Diamond House status, Class B category will be awarded Gold House status and

Class C category will be accorded Silver House status.

The Committee for classification/reclassification of Homestay units constituted by the Government for the purpose will visit the unit and if found satisfactory with the facilities, recommend the Department of Tourism for the classification/reclassification of the unit. The order of classification will be issued by the Director, Department of Tourism, Govt. of Kerala.

Reclassification of homestays

The validity for classification of homestays is only for a period of **three years**. Application for reclassification has to be submitted three months prior to the expiry of classification. The existing classification will be valid till reclassification, provided the application for reclassification is submitted before the expiry of the existing classification

Documents to be attached with the application of classification/reclassification

They are:

1. Acceptance of regulatory condition in 200/- stamp paper
2. Residence cum Ownership Certificate from Local Self Government
3. Location and Possession Certificate from Village Office
4. Location plan showing access to the building from the major roads (need not be scaled)
5. Plan and elevation of the building.
6. Photographs of the building (two exterior and two interior)
7. Police clearance certificate from the Local Station House Officer in the prescribed format
8. Mandatory registration from the Office of Food Safety Commissioner; no license needed
9. Tariff details
10. Application fee (Demand draft for 2000/- in favour of the Director, Department of Tourism, Thiruvananthapuram)

COMMITTEE FOR CLASSIFICATION/RECLASSIFICATION

The committee for the classification of homestays is constituted district-wise with the following members:

1	Chairperson & Convener	Regional Joint Director/Deputy Director, District Office, Department of Tourism
2	Member	Member Secretary, District Tourism Promotion Council (DTPC)
3	Member	Representative of Food Craft Institute (FCI)
4	Member	Manager of Government Guest House/ Representative of Kerala Tourism Development Corporation (KTDC) not below the rank of Unit Officer
5	Member	Representative of Indian Association of Tour Operators (IATO)
6	Member	Representative of Registered Homestay and Tourism Society (District wise)

7	Member	Representative of the Local Body in which the unit is located
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Guidelines for the Classification and Reclassification of Homestay Units

- Classification will be done only for operational accommodation units.
- Families who own a house of good quality in the state and can spare at least 1 room and up to maximum 6 rooms for tourist accommodation.
- Classification will be given to only those units where the owner along with his/her family is physically residing.
- At least one of the family members should be able to communicate in English.
- An inspection fee of Rs 2000/- has to be remitted along with the applications for conducting the inspection.
- Inspection Committee will examine the facilities within two months of the receipt of the application.
- Based on the criteria developed, the Committee will assign marks for the facilities offered in the homestay identified for classification.
- Units that receive less than 50 marks will not be eligible for classification.
- Based on the marks awarded by the Inspection Committee, the qualified units will be classified as Diamond House, Gold House and Silver House. The applicants have to remit the classification fees to the Department of Tourism for obtaining certificate in addition to the inspection charges already remitted.
- The Classification/Reclassification Certificate for operators will be issued by Director, Department of Tourism.
- The Classification/Reclassification will be valid for a period of three years.
- The application for change to higher classes will be considered only at the time of re-classification.
- The existing classification will be valid until reclassification, provided application for reclassification is submitted with the required fees before the expiry of the existing classification.
- The facilities provided and services offered will be evaluated against the checklist and score sheet by the committee.
- The classification units are expected to maintain required standards at all times.
- Director, Department of Tourism or an officer deputed by the Director, has the right to inspect homestays at any time without prior notice.
- Serious deficiency, if any, will be reported to Department of Tourism and the Department is free to take action including the cancellation of classification.
- Any change in the facility/service of the unit shall be reported to the Joint Director/ Deputy Director, District Office, Department of Tourism within 30 days.
- The classified units shall have to submit Form-C with passport details.

- If the Department of Tourism is satisfied with the ownership certificates from the Local Self Governments, sketch and photographs of the unit, police verification certificate, and checklists duly signed, the application will be considered for Classification by Department of Tourism.
- In case of dissatisfaction of the remarks of the Classification/Reclassification Committee, the unit may appeal to Secretary (Tourism), Government of Kerala within 30 days of receiving the communication regarding classification/ re-classification.
- Department of Tourism, Government of Kerala reserves the right to modify the guidelines/ terms and conditions from time to time.
- It is mandatory for the homestays to display Classification Certificate properly visible to the guests
- Application for reclassification should be submitted three months before the expiry date along with the prescribed fees for each category.
- The proposed Classification/Reclassification fees is as follows:

Classification/Reclassification Fee

Sl.No	Category	Classification Fee Rs.	Reclassification Fee Rs.
1	Diamond House	5500/-	4000/-
2	Gold House	4000/-	3000/-
3	Silver House	2500/-	2000/-
4	Not qualified	Nil	Nil/-

Checklist for Classification/Reclassification

A total number of 90 items are identified as checklist which has to be fulfilled by the applicant for getting classification/Reclassification Certificate. The checklist is designed in such a way that the promoter could himself/herself examine the various items and ensure whether his/her property is eligible for classification/reclassification and the status which the property could acquire. All the 90 items are put under five categories – General, Guest Rooms, Bathrooms, Public Area and Kitchen. The items included in the checklist are broadly divided into two – Necessary (N) and Desirable (D). It is mandatory for the promoter to fulfil all necessary items to become eligible for classification/reclassification. All the necessary items carry one mark each. Marks acquired through ‘Desirable’ items will enable the promoter to acquire higher classification like Gold House and Diamond House. Out of the ‘Desirable items’, ten are given two points each which give more weightage to commitment towards society, culture and environment.

General:

Sl.No	Item	Silver	Gold	Diamond	Marks
1	Address Proof (Ration card & Election ID card/Aadhaar Card / Passport) of applicant	N	N	N	1
2	Ability to communicate in foreign language other than English by any one member of the family residing in the house.	D	D	D	1
3	Proximity to tourism destination(3km radius)	D	D	D	1
4	Clean and hygienic premises of Homestay	N	N	N	1
5	Bedrooms, bathrooms and public areas serviced daily while there are tourists	N	N	N	1
6	Building in good condition (Paint, roof, lock & key etc.)	N	N	N	1
7	Surveillance cameras for safety and security	D	D	D	1
8	Occupancy Register and Bills (Annexure 4 & 5)	N	N	N	1
9	Proof of training attended on Food Safety/ Entrepreneurship/ Travel & Tourism/ Hospitality Management	D	D	D	1
10	Facilities for persons with differential abilities	D	D	D	2
11	Code of conduct for visitors	N	N	N	1
12	Local employment (100%)	D	D	D	1
13	Women employment (50%)	D	D	D	1
14	Sourcing local goods	D	D	D	1
15	Sourcing of local services	D	D	D	1
16	Promotion of local art and culture	D	D	D	1
17	Promotion of local souvenirs	D	D	D	1
18	Cultivation of minimum 10 numbers of fruits/végetable within the compound	D	D	D	2
19	Type of building- Heritage/ Traditional architecture	D	D	D	1
20	Use of alternative sources of energy	D	D	D	2
21	Use of five star rating electrical equipment	D	D	D	2
22	Facility for rain water harvesting	N	N	N	1
23	Pipe compost	N	N	N	1
24	Segregation of wastes	D	D	D	1
25	Ban on plastic bags, covers, bottles	D	D	D	1
26	Encouraging use of alternatives to plastic	D	D	D	1
27	Realistic promotional materials	D	D	D	2

28	Power back up	N	N	N	1
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Guest Rooms:

Sl.No	Item	Silver	Gold	Diamond	Marks
29	All rooms to have good ventilation and attached/separate toilets	N	N	N	1
30	Minimum size of bedroom excluding bathroom has to be 120 sq. ft. (For traditional/heritage houses – 100 sq. ft.)	N	N	N	1
31	Air-conditioning	D	D	D	1
32	Fan/Room heater	N	N	N	1
33	Provision of clean white colour bed and bath linen at the time of check-in. Change of the same on subsequent days on request of the guest.	N	N	N	1
34	Minimum bed width for single is 90 cm. and double 120 cm.	N	N	N	1
35	Mattress minimum 10 cm. thick - coir, cotton, foam or spring	N	N	N	1
36	Minimum bedding 2 sheets, 2 pillows & 2 blankets (in air-conditioned rooms), mattress protector/bedcover	N	N	N	1
37	Sufficient lighting, 1 per bed	N	N	N	1
38	Flexible wall lamp above headrest	D	D	D	1
39	A 5 AMP earthed power socket	N	N	N	1
40	A table with drawer that can be used for writing purpose also	N	N	N	1
41	A folder with writing pad, pencil, brochure/tariff, emergency phone numbers – police, hospital, house	N	N	N	1
42	Television and One Malayalam/English Newspaper	D	D	D	1
43	Two chairs per room	N	N	N	1
44	Wardrobe with minimum 4 cloth hangers per bedding	N	N	N	1
45	Shelves/luggage rack	D	D	D	1
46	Separate waste bin for degradable and non-degradable items	N	N	N	1
47	Opaque curtains or screening and mosquito net for all windows	N	N	N	1
48	Drinking water + 1 glass tumbler per guest	N	N	N	1
49	A mirror, at least half length (3 feet)	N	N	N	1
50	A 'do not disturb' knob card	D	D	D	1
51	Bath Mat and Room Mat	N	N	N	1

Bathrooms:

Sl.No	Item	Silver	Gold	Diamond	Marks
52	Minimum size of bathroom 20 sq. ft.	N	N	N	1
53	One bath towel and one face towel per guest	N	N	N	1
54	Shower/ tap facility	N	N	N	1
55	A clothes-hook in each bath/shower room	N	N	N	1
56	A sanitary bin	N	N	N	1
57	Western type Water Closet	N	N	N	1
58	Toilet paper	N	N	N	1
59	Floors and walls to have non-porous surfaces	N	N	N	1
60	Water saving fittings in bathroom and 24 hours hot & cold running water availability	N	N	N	1
61	Energy saving lighting (CFL/LED) in guest rooms	D	D	D	1
62	Energy saving lighting (CFL/LED) in premises	D	D	D	1
63	Bottled toiletry products including body shampoo, moisturizer	D	D	D	1
64	Complimentary tooth paste, tooth brush, shaving kit, comb	D	D	D	1
65	Guest toiletries – soap (per guest) - shampoo (common)	N	N	N	1
66	One bucket with mug	N	N	N	1
67	Wash basin & face mirror	N	N	N	1

Public Areas:

Sl.No	Item	Silver	Gold	Diamond	Marks
68	Telephone facility	N	N	N	1
69	Internet connection	D	D	D	2
70	Feedback Register	D	D	D	2
71	Complaint Register including action taken	N	N	N	1
72	Dining room with quality furniture	N	N	N	1
73	Non-plastic crockery & glassware	N	N	N	1
74	Non-plastic cutlery	N	N	N	1
75	Wash basin with liquid soap	D	D	D	1
76	Water Purifier for potable water	D	D	D	1
77	Washing machine/facility for laundry services	D	D	D	1
78	Security guard	D	D	D	1

79	Luggage/seating arrangements in the lobby area	D	D	D	1
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Kitchen:

Sl.No	Item	Silver	Gold	Diamond	Marks
80	Use of organic products	D	D	D	2
81	Refrigerator	N	N	N	1
82	Daily cleaning of kitchen	N	N	N	1
83	Stainless steel made Cooking Range/Stove	N	N	N	1
84	All quality equipments & utensils	N	N	N	1
85	Ventilation system	N	N	N	1
86	Purified drinking water	D	D	D	1
87	Garbage to be segregated – wet and dry and disposed/ treated	D	D	D	2
88	Waste bucket with lid	N	N	N	1
89	Kitchen Sink	N	N	N	1
90	Biogas plant	D	D	D	2

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