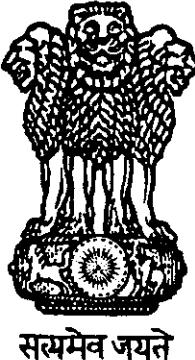


The



Kolkata Gazette

Extraordinary
Published by Authority

BHADRA 22]

TUESDAY, SEPTEMBER 13, 2022

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PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

GOVERNMENT OF WEST BENGAL

**Tourism Department, Establishment Cell,
N,S, Buildings Block-A, 3rd floor,
1, K.S. Roy Road, Kolkata-700001.**

No. 1968-TM/1T-31/2022

Date: 08.09.2022

NOTIFICATION

West Bengal Homestay Tourism Policy, 2022

A. Short Title

The policy may be called “West Bengal Homestay Tourism Policy-2022”

B. Commencement and Duration:

Unless specifically mentioned, it shall come into force with effect from the date of issue of notification in the whole of West Bengal.

1. Preamble

1.1. Homestay is an emerging concept in tourism industry which is also considered to be the best alternative to hotel accommodation. Globally, homestay tourism is defined as the form of tourism where tourists can stay with the members of the family wherein social and cultural interaction takes place along with exploring various tourist destinations. India has been blessed with plethora of scenic locations, numerous serene gateways which are consistently explored by tourists across the world. This has resulted in the burgeoning of homestay-based tourism in different parts of the country. In Indian context, homestay means any house preferably located in the rural setup where the house owner or his/her family members are physically residing in the unit and earmarks some rooms exclusively for the tourists.

1.2. West Bengal is blessed with bountiful resources, consisting of high peaks of Himalayas in the northern extremes and coastal regions in the southern parts with plateaus and Ganges delta in between. The State has been well known for its rich culture and heritage.

- 1.3. Homestays of West Bengal can play an instrumental role in offering tourists a clean and affordable place for domestic and international tourists to stay with local families and experience customs, traditions and relish authentic cuisine, which can act as an alternative livelihood option for local communities. Homestay tourism shall also be promoted to encourage MICE tourism, Medical Tourism, Education tourism etc.
- 1.4. The key components of homestay which can attract tourists are the cultural diversity of the local communities, authentic native cuisines, pleasant hospitality amongst others. It can also play an imperative role in promoting rural tourism, ecotourism and cultural tourism thereby diversifying tourist offerings. Thus, there is an urgent need to provide impetus to these home owners through suitable guidelines and providing incentives and concessions with the aim of providing comfortable homestay facilities of standardized world class services to the tourists and to supplement the availability of accommodation in tourist destinations.

2. Vision

To promote homestays across West Bengal as an important driver of equitable growth and prosperity offering an alternative source of livelihood, development and growth in remote locations, preservation of local skills, enterprise development at the micro level thereby ensuring inclusive growth and sustainable environment management.

3. Strategic Objectives

- 3.1. Promote homestay tourism in such a way that it can make meaningful contribution to the employment generation, economic growth and bringing the tourists closer to the cultural heritage and traditions of West Bengal.
- 3.2. Skill upgradation and capacity building of local communities to ensure standardization of services thereby enabling smooth functioning of homestays.
- 3.3. Transform West Bengal as the cultural and traditional hub of the country by promoting the rich tribal culture of the State and harnessing the potential of fairs and festivals.
- 3.4. Promote local cuisine of West Bengal across the world to make a mark on the international culinary map.
- 3.5. Undertake steps to promote rich and varied handicrafts of West Bengal for conservation and preservation of cultural heritage, traditions and customs.
- 3.6. Safeguard the interest of tourists to provide sensitive, proactive, comfortable and quick mechanism as also to provide an effective grievance system.
- 3.7. Ensure responsible tourism through developing guidelines to control tourists' behaviour and provide a pleasant experience.
- 3.8. Promote Inclusive Tourism strategies through community-based tourism ensuring equitable sharing of benefits to the local communities.
- 3.9. Promote MICE tourism, Health tourism, Education tourism etc.

4. What is a Homestay in West Bengal?

A place where the owner of establishment or his/her family member is physically residing in the same establishment and letting out minimum one room and maximum six rooms (12 beds) with toilet facilities exclusively for tourists. Eligible applicants need to meet the following criteria for the purpose of registration of homestays:

- The owner or promoter of the homestay should also be the owner of the homestay which is functioning or proposed to function.
- The minimum floor area of the homestay should be 120 sq ft for double-bedded room, 100 sq ft for single room and 30 sq ft for bathroom.

- There should preferably be an easy access from the road to the homestay.

5. Registration of Homestays

5.1. Any homestay owner meeting the above eligibility and meeting the required criteria mentioned in the checklist of facilities as per Annexure C, may submit an application for registration through online (www.wbhomestaytourism.gov.in) or to respective District Magistrate's Office (offline) addressing the concerned District Magistrate indicating the category of homestay applied along with the Demand Draft drawn in favour of District Magistrate in any scheduled bank payable at the concerned district in the format as per Annexure A of this policy. In case of online application registration fee can be paid through prescribed payment mode. The registration fee is non-refundable in case of disqualification of registration. In case of receipt of offline applications office of the District Magistrate will upload these applications in the portal.

The registration fees applicable for Category A (Gold) and Category B (Silver) are as under:

Classification	Registration Fees (in INR)
For Category A (GOLD)	1000
For Category B (SILVER)	500

- On receiving the application for registration concerned District Magistrate will provide an offline or online acknowledgement receipt to the applicant, as the case maybe.
- Upon receiving the application, the concerned homestay has to be ready for inspection by an Inspection committee constituted by the District Magistrate.
- Inspection Committee in districts shall comprise of representative of District Magistrate, representative of BDO/Municipality and Tourist Supervisor (TS)/Tourist Development Officer (TDO) posted in the district. In absence of TS or TDO, District Magistrate may nominate any competent person to the said Committee. In Kolkata Municipal Corporation (KMC) jurisdiction Inspection Committee shall comprise of Deputy Director of Tourism (Kolkata)/ Deputy Director of Tourism (CT), a representative of KMC and a Tourist Officer from the Tourism Directorate.
- District Magistrate, in case of positive recommendation of the Committee, would send the case for police verification and would obtain police clearance certificate as per annexure D.
- District Magistrate based on the recommendation of the Inspection Committee and after obtaining police clearance certificate would finally issue Certificate of Registration as per annexure -E.
- In case of non-qualification, the applicant shall be informed in writing the reason/s for disqualification.
- Bases on the observations and recommendations of the Inspection Committee, homestay unit will be certified under the prescribed classification and will be registered by the District Magistrate.
- The Inspection Committee may suggest a category either higher or lower than the one applied by the homestay owner. In case of higher than the one applied for, the applicant will have to pay the fee for that particular category. However, in case of lower category recommendation there will be no refund of the extra fee.
- Registration certificate shall be issued within 60 days from the date of receiving the application by the District Magistrate.

5.2. Registers to be maintained at District Magistrate's Office:- District magistrate will maintain a register for registered homestays in a format prescribed by Tourism Department, Government of West Bengal in MS excel format and will send the authenticated copies of the same through e-mail to the Department and Director, Tourism Directorate at the end of every month.

5.3. Validity, Renewal and Cancellation of Certificate of Registration

5.3.1. Registration of the Homestay will be valid for 3 years from the date of issue of registration of certificate.

ANNEXURE A : Application Form for Registration of Homestays

1. Name of the Homestay Units (if any) :
2. Category applied for :
3. Name of the owner :
4. Father's /Husband's Name :
5. Age :
6. Postal address :
7. Contact Number (Tel. No., Mobile No., Fax, Email) :
8. Location of the Homestay along with full address :
9. Details of the building :
 - Area of existing house :
 - No of rooms :
 - No of bathrooms/Indian/Western toilets
 - Location Plan showing access to the Homestay from the main approach road
 - Proof of ownership of the house/property
10. Details of location
 - Plot number along with area of ownership :
 - Distance from nearest town (w.r.t. village) :
 - Distance from nearest railway station :
 - Distance from nearest airport :
 - Distance from nearest bus stand :
 - Distance from nearest shopping center :
 - Distance from nearest Hospital/Dispensary :
11. Nearest tourist spot (Please describe the tourist attractions nearby) :
12. Details of additional facilities, if available :
13. Registration No. :

(If registered earlier, attach a copy of the earlier Certificate of Registration issued by DM)
14. Application fee/Registration Fee details :

Classification	Classification/Reclassification fee (INR)	Details of DD
Category A (GOLD)	1000	
Category B (SILVER)	500	

The Demand Draft should be drawn in favour of District Magistrate on any scheduled bank payable at the district. The registration fee is non refundable in case of disqualification of registration. Please attach the DD with the application form.

15. Copy of documents enclosed along with the application :

Sl. No.	Documents Enclosed
1.	
2.	

16. Undertaking :

I have read and understood all the terms and conditions mentioned in the West Bengal Homestay Tourism Policy 2022 also with respect to the approval and registration of the Homestay units and hereby agree to abide by them. I further confirm that I shall abide by the same and such other conditions as may be laid down time to time by the Tourism Department for the Homestay Certification. I am not involved in any sort of illegal activities and shall adopt responsible tourism practices for integrated environment management around the surrounding areas. The information and documents provided are correct and authentic to the best of my knowledge and belief.

Signature :

Place :

Date :

Note :

- ✓ Submit the application form addressing the concerned District Magistrate along with the Demand Draft and documents in duplicate as under:
 - Proof of ownership of the house or property
 - Location plan showing access to the building from the major roads (need not be to scale)
 - If approved earlier, a copy of the earlier Certificate of Registration issued by the DM.
- ✓ After inspection of the house by the Inspection Committee of the District Magistrate, the DM will register the Homestay as per the classification norm and if applied the owner has to submit the difference of fee as per the classification criteria.

ANNEXURE B : Quality of Tourism Amenities

Sl. No.	Component	Maximum	Marking Criteria	Total Marks Allotted
1	Location	10	<ul style="list-style-type: none"> Places of tourist destinations = 5 marks Located at scenic place = 5 marks 	
2	Exterior	10	<ul style="list-style-type: none"> Exterior environment = 4 marks Approach = 1 mark Landscape = 2 marks Exterior lighting = 2 marks Parking = 1 mark 	
3	Type of Building	8	<ul style="list-style-type: none"> Heritage building, Farm houses, Estate bungalow = 8 marks New construction in traditional architecture = 6 marks Normal structure = 4 marks Old tiled houses without much heritage value = 4 marks 	
4	Guest Rooms	12	<ul style="list-style-type: none"> Furniture = 6 marks Furnishing = 2 marks Comfortable with good quality linen & bedding = 2 marks Comfortable bed = 1 mark Decor = 2 marks Room facilities and amenities = 2 marks (such as proper ventilation and lightings etc) 	
5	Bathroom	10	<ul style="list-style-type: none"> Facilities = 2 marks Good Fittings = 3 marks Clean Linen = 2 marks Toiletries = 3 marks 	
6	Public Areas	04	<ul style="list-style-type: none"> Furniture = 2 marks Decor = 2 marks 	
7	Food	07	<ul style="list-style-type: none"> Traditional cuisine = 3 marks Multiple choice of cuisine = 2 marks Fresh and good food quality = 2 marks 	
8	Kitchen	07	<ul style="list-style-type: none"> Cleanliness = 3 marks State of repair = 2 marks Proper storage of food = 2 marks (pest free and clean) 	
9	Cleanliness and Hygiene	15	<ul style="list-style-type: none"> Overall Impression 	
10	Safety & Security	07	<ul style="list-style-type: none"> Public area and room security = 5 marks Signage = 2 marks Fire extinguisher 	
11	Communications	02	<ul style="list-style-type: none"> Phone Service = 1 mark Internet access = 1 mark 	

Sl. No.	Component	Maximum	Marking Criteria	Total Marks Allotted
12	Eco-friendly practices	08	<ul style="list-style-type: none"> ● Proper waste management=2 marks ● Proper recycling practices=2 marks ● No plastic=1 mark ● Water conservation/harvesting=1 mark ● Pollution control air/water/sound/light=1 mark ● Alternative energy usage=1 mark 	

Note:

Class A (GOLD): 75 and above

Class B (SILVER): 50-74

Not qualified: less than 50

ANNEXURE C : Checklist of facilities mandatory for approval of Homestays

Sl. No.	Category	Details
1.	General	<ul style="list-style-type: none"> ● Owner of the establishment or his /her family members should physically reside in the same unit proposed to operate as homestays ● Clean and hygienic environment ● Bedrooms, bathrooms, public areas and kitchens serviced daily while there are tourists ● All floor surface clean and in good repair ● Safety & Security
2.	Guest Rooms	<ul style="list-style-type: none"> ● Minimum one lettable room and maximum 6 lettable rooms (12 beds) with attached Indian or western styled toilets. Western toilets are preferable and not mandatory. All rooms to have good ventilation. ● Minimum size of bedroom excluding bathroom has to be 120 sq.ft ● A clean change of bed and bath linen daily and between check-in ● Minimum bed width for single is 3ft and double 5 ft ● Mattress minimum 4 inches thick - coir, cotton, foam or spring ● Minimum bedding 2 sheets, pillow, blanket, mattress, bedcover ● Sufficient lighting ● A 5 AMP earthed power socket ● Chairs - preferably one per bedding ● Wardrobe with minimum 4 cloth hangers per bedding ● Shelves or drawer space ● A wastepaper basket ● Proper drinking water ● A mirror, at least half length (3 feet)
3	Bathrooms	<ul style="list-style-type: none"> ● Minimum size of bathroom 30 sq.ft. ● Western toilet, if any, to have a seat and lid, toilet paper ● 1 bath towel and 1 hand towel to be provided per guest ● Guest toiletries on request. Minimum 1 new soap/guest ● A clothes-hook in each bath/shower room ● A sanitary bin ● Floors and walls to have non-porous surfaces ● Hot and cold running water available 24 hours ● Water saving taps/shower
4	Public Areas	<ul style="list-style-type: none"> ● Telephone facility ● Dining room with necessary furniture ● Non-plastic crockery & glassware
5	Kitchen	<ul style="list-style-type: none"> ● Refrigerator/oven depending upon the region ● Daily germicidal cleaning of floors ● Clean utensils ● All food grade equipment, containers ● Ventilation system ● Purified drinking water ● Garbage to be segregated - wet and dry and disposed/treated

ANNEXURE D: Police Clearance Certificate

This to certify that Mr./Ms./Mrs. _____ Son/daughter/wife of _____ residing at _____ since _____ and applying for registration of Homestay Establishment under the West Bengal Homestay Tourism Policy 2022 bears a good reputation and there is no adverse remarks and entries made against him/her or any other members of the family at this Police Station.

Signature of Police
Inspector of Concerned Police Station

Date:

Place:

ANNEXURE E: Certificate of Registration**Registration number****Date:**

It is certified that the house (located at) _____ Owned by Mr/Ms/Mrs _____ is registered for GOLD/ SILVER category under West Bengal Homestay Tourism Policy 2022.

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

District Magistrate
(Name of the district)

Copy forwarded to:

- 1) ACS/Principal Secretary/ Secretary, Tourism Department
- 2) Concerned Superintendent of Police for information
- 3) Mr/Ms/Mrs _____ (name of the Homestay Owner)

District Magistrate
(Name of the district)

ANNEXURE F: Application for Renewal of Registration of Homestays

To
The District magistrate
(Name of the district)

Sir/Madam,

I hereby apply for renewal of certificate of Registration of the Homestay under West Bengal Homestay Tourism Policy 2022. Following are the details for the registration:

- ✓ Name of the Establishment with complete address
- ✓ Date of registration with date of validity (attach copy of certificate of registration)

As the period of validity of registration is expiring on _____, I request you to kindly renew the registration for another 3 (three) years on the terms and conditions as laid down under the West Bengal Homestay Tourism Policy 2022. I further attach Demand Draft No. _____ of Rs. _____ drawn in favour of District Magistrate as renewal fee.

Signature of Owner of the Homestay Unit

Date:

Place:

ANNEXURE G: Cancellation Form for Registered Homestays

To
The District Magistrate
..... district

Sir/Madam,

I hereby apply to cancel the certificate of registration of my Homestay under West Bengal Homestay Tourism Policy 2022. Following are the details for the registration:

- Name of the Establishment with complete address
- Date of registration (attach copy of certificate of registration)

Sincerely yours,

Signature of Owner of the Homestay Unit

Date:

Place: