



COMMON STANDARDS AND GUIDELINES
FOR ESTABLISHMENT/CLASSIFICATION OF
BED & BREAKFAST ESTABLISHMENTS,
HOMESTAY ESTABLISHMENTS
IN THE STATE OF MANIPUR

DIRECTORATE OF TOURISM
GOVERNMENT OF MANIPUR

Common Standards and Guidelines for Establishment/Classification of Bed & Breakfast Establishments/Homestay Establishments In the State of Manipur

1. Accommodation is an integral part of the tourism industry. In order to facilitate and to supplement the availability of accommodation at various destinations across the state of Manipur, the **Department of Tourism, Manipur will identify, register and classify Bed & Breakfast Establishments/Homestay Establishments** in order to regularize the facilities and to provide clean, affordable place/rooms to stay for foreigners and domestic tourists with a family residing in the state to let tourists experience the variety of customs and traditions and relish authentic Manipur's cuisines.
2. Bed & Breakfast/Homestay facilities will be categorized as follows: -
 - a) Premium
 - b) Deluxe
 - c) Standard
3. A Committee will inspect and assess the Bed & Breakfast / Homestay Establishments, based on facilities and services offered. The details of the standards, facilities, services and the documents required for approval of such establishments will be as per these guidelines.
4. A directory of all such approved establishments will also be prepared, so as to enable domestic as well as foreign tourists to live in a homely environment and to take advantage of the scheme. In addition, efforts will be made to organize short term training in hospitality trade to those who would opt for such training.

Detailed Guidelines

1. The registration/classification for Homestay Establishment will be done only in those cases where the owner /promoter of the establishment along with his/her family is physically residing in the same establishment and letting out minimum one room and maximum six rooms (12 beds).
2. The registration/classification for Bed & Breakfast Establishment will be done only in those cases where the owner / promoter of the establishment does not reside at the establishment himself/ herself, but an agent or operator, so designated by him/ her resides in the establishment premises for providing the necessary services to the visitors / guests. The establishment would have a minimum of 1 room and a maximum of 6 rooms (12 beds).
3. The scheme will be on bed and breakfast basis and charges will have to be levied accordingly. The type of breakfast to be offered will have to be specified, the charges will have to be displayed and the visitors will have to be informed in advance so as to avoid unnecessary dispute.
4. Once an establishment applies for- registration/classification/re-classification, it will have to be ready at all times for inspection by the Committee. No requests for deferment of inspection will be entertained.
5. Registration/Classification will be valid for two years from the date of issue of orders or in case of reclassification from the date of expiry of the last classification provided that the application has been received within the stipulated time i.e. 3 months before the expiry of the previous classification.
6. Establishments desirous of registration/classification as Bed & Breakfast Establishments and Homestay Establishments and applying for registration/classification will have to provide all the information supported by required documents as per the following formats:
 - a) Application format as at Annexure —I
 - b) Checklist of facilities as at Annexure -II

- c) Undertaking as at Annexure —III
- d) Police Verification (Background Check) – Annexure IV

7. The application fees payable for registration/classification/reclassification of Bed & Breakfast Establishments and Homestay Establishments will be as follows:

Star Category	For Classification/Re-classification
Premium	Rs. 2,500/-
Deluxe	Rs. 2,000/-
Standard	Rs. 1,000/-

8. A Bed & Breakfast Establishments and Homestay Establishment in Manipur will be classified following two stage procedure.

- a) The presence of facilities and services will be evaluated against the enclosed Checklist. (Checklist will have to be duly filled in online and submitted along with the online application).
- b) The quality of facilities and Services will be evaluated by the Registration/ Classification Committee. Due preference will be accorded to the homes, which are able to provide pure indigenous experience by way of decor, authentic and exotic state's cuisine etc.

9. The Registration/Classification Committee will consist of the following officials of Manipur Tourism:

- Representative from State Tourism Department/Tourism Corporation of Manipur Ltd.
- Representative from Tour Operators
- Representative from the concerned Urban Local Body/Autonomous District Council under whose jurisdiction the establishment who has applied falls.
- A representative from Home Department/District Police concerned.

10. The recommendation of the Committee will be approved by the Director (Tourism), Manipur.

11. Any deficiencies/rectifications pointed out by the Registration/Classification Committee will have to be complied within the stipulated time which will be allotted in consultation with the representative/representatives of the establishment during inspection. However, such stipulated time will not exceed 3 months in any case. Failure to comply within stipulated time will result in rejection of the application.

12. The Committee may recommend to the Director (Tourism), Manipur, a category lower, but not higher than the one applied for. In case of the category recommended being lower than the one applied for, then there will be no refund/adjustment of registration/classification fee paid.

13. The Homestay Establishment will be expected to maintain required standards at all times. The Director (Tourism), Manipur could authorize a surprise inspection of the establishment at any time without previous notice.

14. Any changes in the facilities of the Bed & Breakfast Establishment and Homestay Establishment will have to be informed to the Director (Tourism), Manipur's office within 30 days of such change. If any violation of this comes to the notice of the Approving Authority, then the registration/classification will stand withdrawn/terminated.

15. All cases of registration/classification would be finalised within 30 days of the application, complete in all respects and free from all deficiencies, being made online, and online confirmation of receipt of application fee by Director (Tourism), Manipur.

16. In case of any dissatisfaction with the decision of Committee, the establishment may appeal to Director (Tourism), Manipur for review and reconsideration within 30 days of receiving the communication regarding registration/classification/reclassification. No requests will be entertained beyond this period.

17. Directorate of Tourism, Government of Manipur reserves the right to modify the guidelines/terms and conditions from time to time.
18. The rate of taxes for property, electricity and water to be paid for classified Bed & Breakfast Establishments and Homestay Establishments will be those prescribed by the appropriate authorities.
19. Applications for Approval and registration of Bed & Breakfast Establishments and Homestay Establishments under any of the categories mentioned above should be submitted online on the portal <https://www.manipur tourism.gov.in> along with the fee payable by digital mode only in respect of application for the approval and subsequent extension if any.
20. All registered Bed & Breakfast Establishments and Homestay Establishments will have the option to have their establishments listed on online portals.
21. In view of lack of high speed internet facilities, especially hill districts, and the need for seamless registration for customers with Bed & Breakfast Establishments and Homestay facilities, the Directorate of Tourism, Government of Manipur may explore to engage any agency such as approved tour operators to facilitate online booking/registration/query. The agency so engaged shall have backend arrangements with listed properties and may charge a reasonable commission on the bookings. However, the arrangement will be purely voluntary and subject to agreement between the parties.
22. Only those establishments registered with the Directorate of Tourism, Government of Manipur shall be eligible for any beneficiary taken up or provided through this Directorate.
23. Queries in this regard may be addressed to the concerned Director (Tourism), Manipur. The office addresses of the Director (Tourism), Manipur is as under:

**Directorate of Tourism
Government of Manipur
North AOC
Near Imphal Hotel
Imphal – 795001
Manipur**

Application format for Registration/Classification as Homestay Establishment

- 1) Name of the Bed & Breakfast Establishment/ Homestay Establishment:
- 2) Category applied for:
- 3) Name and address of the promoter(s)/owner(s) with a note on their background:
- 4) Complete postal address of the B&B/Homestay Establishment
 - a) Tel. no
 - b) E-mail:
 - c) Mobile No. of the promoter:
- 5) Distance of the Bed & Breakfast Establishment/ Homestay Establishment in kms. From:
 - a) Airport:
 - b) Railway Station:
 - c) City Centre:
 - d) Nearest main shopping centre:
 - e) Nearest auto/bus stand:
- 6) Details of the Homestay Establishment
 - (a) Area (in sq. metres) with title - owned/leased (copies of lease deed to be enclosed):
 - (b) Proof of ownership. Affidavit in case of co-sharer of house/land:
 - (c) Whether clearance obtained from the Police Authorities regarding the antecedents of the owner /owners and the proposed activity (copy to be enclosed):
 - (d) Number of rooms and area for each type of room in sq.ft. (single/double/suites):
 - (e) Number of attached/unattached baths:
 - (f) Details of public areas for the following facilities in sq. ft.:
 - (i) Lobby/lounge:
 - (ii) Dining space:
 - (iii) Parking facilities:
 - g) Additional facilities 'available if any (not mandatory):
 - (i) Eco -friendly facilities:
 - (ii) Facilities for differently abled persons:
 - (iii) Internet
 - (iv) Air-conditioning
 - (v) Any other
 - (h) Details of Fire Fighting equipment/ hydrants etc. if any:
7. Photographs of the building including interiors showing types of facilities available, bathroom, living room, bedroom, parking etc.:
8. Check list details as per Annexure II:
9. Consent of acceptance of the regulatory conditions (please enclose a copy of the prescribed undertaking as per Annexure III duly signed by the owner of the establishment)

Annexure-II

Checklist for Registration/Classification of Bed & Breakfast/ Homestay

S. No.	Facilities	Premium	Deluxe	Standard	Certification by the Establishment regarding the facilities Yes/No	Observations of the Registration/ Classification Committee
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	D		
2.	Sufficient parking with adequate road width for 4 wheelers	M	M	D		
3.	Guest rooms: Minimum one room and maximum rooms (12 beds). All rooms should be clean, airy, pest free, without dampness and with outside window / ventilation.	M	M	M		
4.	Minimum floor area in sq. ft. for each room. Plains – Hills	200 120	200 120	120 100		
5.	Comfortable bed with good quality linen & bedding preferably of indigenous design;	M	M	M		
6.	Attached private bathroom/with every room along with toileteries	M	M	D		
7.	Toilet with proper water closet, toilet paper at all times	M	M	M		
8.	24 hours running hot & cold water with proper sewerage connection	M	M	M		
9.	Well Maintained Clean Kitchen – (Accessible to guests – Y/N)	M	M	M		
10.	Air-Conditioning and heating depending on climatic conditions	M	M	D		
11.	Iron and Iron Board on Request	M	M	D		
12.	Telephone with Extension Facility	M	D	D		
13.	Proper Power Sockets	M	M	M		
14.	Wardrobes with Hangers	M	M	D		
15.	Complimentary Mineral Water/Aqua guard/RO	M	M	D		
16.	Good Quality Furniture – chair, table etc.	M	M	D		
17.	Internet Connection	M	M	D		
18.	Lobby and seating arrangement	M	M	D		
19.	Room Refrigerator	M	M	D		
20.	Garbage Disposal Facilities as per rules	M	M	M		
21.	Name, Address and Telephone No. of Doctors	M	M	M		
22.	Safekeeping Facilities	M	M	D		
23.	Fire Extinguisher/Fire Fighting Facilities	M	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.

Format for Undertaking

To

The Director (Tourism)
Manipur

UNDERTAKING

I have read and understood all the terms and conditions mentioned in the guidelines with respect to the approval, registration and classification of Bed & Breakfast/ Homestay Establishment in Manipur and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature and name of the owner in block letters

Place:

Date:

To Whom It May Concern

This is to certify that Shri/Smt S/O or D/O Resident of District, Manipur who is desirous of registering a Bed and Breakfast Establishment/Homestay Establishment bears good moral character. He/She and his family does not have any adverse records against them in the records of this police station.

He/She or any of his/her family members have not been convicted by any court of law to the best of my knowledge. He/She has been staying at the above address since

His particulars are as under:

- Name:
Place of Birth:
Date of Birth:
Address:

Signature of Verifying Officer
Full Name:
Designation:

Note: To be issued by the Superintendent of Police of the Respective District
