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23/12/15-

**GOVERNMENT OF KERALA**  
**Abstract**

Tourism Department – Classification and Re-classification of Homestays- Revised Scheme sanctioned – Orders issued.

**Tourism (C) Department**

**GO(MS) No.324/15/TSM**

**Dated, Thiruvananthapuram 21.12.2015**

Read : 1. G.O(MS) No.299/2006/TSM dated 28.10.2006.

2. Letter No. P7-1903/2015 dated 24.06.2015 from Director, Department of Tourism, Thiruvananthapuram.

**ORDER**

Government had accorded approval to the Homestay Classification as per the Government Order read above. Owing to the issues and difficulties faced by the Homestay operators at the operational side mainly connected with recognition, registration, classification etc, Director, Department of Tourism vide letter read above has forwarded a proposal to Government suggesting revised Guidelines to improve the current scheme of Homestay classification.

2. Government have examined the matter in detail and are pleased to accord approval to the revised guidelines to improve the current scheme of Homestays Classification as appended to this order.

**BY ORDER OF THE GOVERNOR**  
**Shaju P.K.**

**Additional Secretary to Government**

To

1. The Director, Department of Tourism, Park View, Thiruvananthapuram
2. The Information Officer (Web and New media Wing)
3. SF / OC

Forwarded/ By Order

Section Officer

## INTRODUCTION

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:

- Diamond House
- Gold House
- Silver 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 the Gold House status and Class C category will be accorded the Silver House Status. The Proposed criteria attempted to incorporate basic principles of Responsible Tourism (RT) so as to elevate the classification certificates to the level of Responsible Tourism Classification Scheme. Hence there is no need for separate Responsible Tourism Classification for Homestays.

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, Government 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. The following documents are to be submitted along with application for reclassification:

1. Residence cum Ownership Certificate from Local Self Government.
2. Location and Possession Certificate from Village Office.

3. Details of renovation made if any, along with sketch and photograph.
4. Police clearance from the Station House Officer.
5. Mandatory registration from the Office of Food Safety Commissioner; no license needed.
6. Fee for reclassification drawn in favour of Director, Department of Tourism.
7. Detailed Statement of number of lettable rooms, tariff with type of meal plan- American Plan/Modified American Plan/Continental Plan/European Plan (annexure 3). A copy of the menu to be provided.

### **Committee for Classification/Reclassification**

The committee for the classification/reclassification of homestay is constituted district wise with the following members:

#### **Structure of the Classification/Reclassification Committee**

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

The minimum number of members to satisfy the quorum of the classification committee shall be four including the chairman.

### **State Level Committee**

For the smooth and uninterrupted operation of the homestay business in Kerala and to address issues if any related to business operation, it is proposed to form a State Level Committee. The State Level Committee comprising the following members will

oversee the implementation of the scheme, monitor the progress and intervene in issues if any.

### Structure of the State Level Committee

1	Chairperson	Secretary (Tourism), Government of Kerala
2	Convener and Member	Director, Department of Tourism
3	Member	Director, Kerala Institute of Tourism and Travel Studies (KITTS)
4	Member	Representative of Food Craft Institute (FCI)
5	Member	Representative of Indian Association of Tour Operators (IATO)

### Detailed guidelines for the Classification and Reclassification of Homestay Units:

1. Classification will be done only for operational homestays.
2. Individuals or 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.
3. Classification will be given to only those homestays where the owner along with his/her family is physically residing in the unit.
4. At least one of the family members should be able to communicate in English.
5. An inspection fee of Rs. 2000/- has to be remitted along with the applications for conducting the inspection.
6. Inspection Committee will examine the facilities within two months of the receipt of the application.
7. Based on the criteria developed, the Committee will assign marks for the facilities offered in the homestay identified for classification.
8. Homestays that receive less than 50 marks will not be eligible for classification.
9. Based on the marks awarded by the Inspection Committee, the qualified homestays 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.

10. Application for reclassification should be submitted three months before the expiry date along with the prescribed fees for each category.

11. The proposed Classification/Reclassification fees is as follows:

**Details of proposed Classification/Reclassification Fee**

Sl. No	Category	Marks	Classification Fee Rs.	Reclassification Fee Rs.
1	Diamond House	75 Marks and above	5500/-	4000/-
2	Gold House	60-74 Marks	4000/-	3000/-
3	Silver House	50-59 Marks	2500/-	2000/-
4	Not qualified	Less than 50 Marks	Nil	Nil

12. The Classification/Reclassification Certificate for operators will be issued by Director, Department of Tourism.

13. The Classification/Reclassification will be valid for a period of three years.

14. The application for change to higher classes will be considered only at the time of reclassification.

15. 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.

16. The facilities provided and services offered will be evaluated against the checklist and score sheet by the committee.

17. The classification units are expected to maintain required standards at all times.

18. Director, Department of Tourism or an officer deputed by the Director, has the right to inspect homestays at any time without prior notice.

19. Serious deficiency, if any, will be reported to Department of Tourism and the Department is free to take action including the cancellation of classification.

20. 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.
21. The classified units shall have to submit Form-C with passport details.
22. 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 will be considered for Classification by Department of Tourism.
23. 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.
24. Department of Tourism, Government of Kerala reserves the right to modify the guidelines/terms and conditions from time to time.
25. It is mandatory for the homestays to display Classification Certificate properly, visible to the guests.

**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 in to two-Necessary (N) and Desirable (D). It is mandatory for the promoter to fulfill 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.

Table 4.2 Proposed checklist of facilities which are Necessary/Desirable in a Homestay

## I. General:

Sl. No.	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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	

Sl. No.	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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	D	D	D	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/vegetable within the compound	D	D	D	2	



	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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	

## Guest Rooms:

Sl. No.	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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	

Sl. No.	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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 owner	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	

Sl. No.	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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	

## 2. Bathrooms:

Sl. No.	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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	

Sl. No.	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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	

## 3. Public Areas:

Sl. No.	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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	

## Kitchen:

Sl. No.	Item	Silver	Gold	Diamond	Marks	Observations of the Classification Committee
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	

N = 50

D (1) = 30

D (2) = 10

Class A (Diamond House): 75 Marks

Class B (Gold House): 60 – 74 Marks

Class C (Silver House): 50 – 59 Marks

Not qualified: Less than 50 Marks



## ANNEXURE

### I. Explanatory Note for Check list of Facilities

1. The applicant should submit Ration Card and Election Identity Card or Aadhaar Card or Passport as evidence before the Committee as Address proof.
2. At least one member of the family residing in the house should be able to communicate in any one foreign language other than English.
3. Destination is the area that provides any natural/cultural/man-made attractions/pilgrim centres that attract domestic/foreign tourist.
4. The exterior portion of the house should be clean and presentable.
5. Ensure servicing of bedrooms, bathrooms and public areas on a daily basis
6. Proper maintenance of rooms, roof, floor, lock, key etc.
7. Place surveillance cameras with recording facility for identifying trespassers /miscreants.
8. Proper maintenance of occupancy register and bills related to business operations.
9. Certificate in training issued by Government Departments/Organisations.
10. Facilities provided for persons with differential abilities in the building and premises including toilets.
11. Display a chart showing Dos and Don'ts in the homestay premises and destinations.
12. Employing personal from the Local Self-Government (LSG) area /district.
13. Women employment from the LSG area/district.
14. Vegetables, Milk, Meat, Egg etc. for preparing food are sourced from local households.
15. Local services like conveyance, guiding etc. are sourced from the LSG area.
16. Supporting art and cultural performance in the homestay by local groups/individuals or enabling tourist to experience the same in the locality.

17. Promoting local souvenirs by displaying/selling the same in the homestay and giving details of the local producer.
18. This is for promoting homestead farming and enriching the experience of tourists.
19. Heritage building with Kerala Architectural Style or modern building exemplifying Kerala architecture.
20. Use of solar panels, wind mills, bio-gas plants etc.
21. Installation of five star rated equipments on available electrical items.
22. Rainwater harvesting facility in operation at the homestay.
23. Pipe Compost facility in operation at the premises.
24. Separate labelled waste bins for biodegradable and non-biodegradable items and proper systems for disposing non- bio-degradable waste.
25. Boards displaying ban of plastic bags, covers and bottles to be placed in the rooms, open areas as well as in the promotional materials of the homestay.
26. Stocking of cloth/paper bags and other alternatives to plastic and making available to guests on request.
27. Promotional materials should carry authentic and realistic information giving due respect to culture.
28. Installation of equipments for power back up in case of electricity failure.
29. Minimum of one window to be provided in each room to ensure proper ventilation. Attached bathroom is mandatory. However, in traditional/heritage houses with more than 50 years old, where attached bathrooms cannot be newly constructed, the operator can maintain a separate toilet for each room exclusively for the use of the guests.

30. Minimum size of bedroom for traditional/heritage houses with Kerala architecture and more than 50 years old is fixed as 100 sq.ft. This is for promoting use of heritage houses for homestays.
31. Air Conditioning with remote control facility.
32. Proper maintenance of fan with regulators in working condition including cleaning the leaves to make it dust free. In hill stations where the climate is cold, instead of fan room heater can be provided.
33. Provide clean white coloured bed and bath linen at the time of check-in. Change of the same on subsequent days will be done as per the request of the guest. To facilitate this, door hangers are to be provided requesting for change of linen.
34. Bed in good condition of specified size.
35. Mattress in good condition as per the specification.
36. Cotton sheets and pillow covers in white. Blankets, Mattress Protector/ Bed covers should be of quality materials and in good condition.
37. Sufficient lighting, one per bed.
38. Flexible wall lamp above head rest.
39. A 5 AMP earthed power socket.
40. Table and drawer in good condition with lock and key. The table can be used for writing purpose also.
41. A folder as per the specification to be kept on the table.
42. Provide Television with remote in good condition along with any one English and Malayalam newspapers.
43. Two similar chairs in good condition.
44. Clean wardrobe in good condition.

45. Shelves/Luggage Rack with lock and key and in good condition.
46. Separate waste bin for bio- degradable and non-degradable items in the room.
47. The materials should be clean and tidy and mosquito net to be provided for windows and ventilators.
48. Potable drinking water along with clean glass tumbler in good condition.
49. Mirror in clean and good condition.
50. Door Knob Cards of non-plastic material.
51. Clean Bath mat and Room mat in good condition.
52. Clean bathroom as per specification.
53. Clean and hygienic bath towel and face towel.
54. Shower/Fap in good condition and leak-proof.
55. Clothes hook in good condition.
56. Sanitary bin in good condition.
57. Western type water closet including flush tank and health facet in good condition.
58. Sufficient quantity properly placed.
59. Floors and walls - Nonporous surface, good condition.
60. Bathroom Fittings in good condition ensuring 24 hours hot and cold running water.
61. CFL/LED lights in Guest rooms and toilets.
62. CFL/LED lights in all outdoor lighting in the premises.
63. Non-plastic materials to be used for bottling the products.
64. Proper placement of complimentary items as specified.
65. New Soap and Shampoo properly placed.
66. Clean bucket and mug in good condition.
67. Wash basin and Face Mirror in good condition.