

No. TM-22/T.O/ 646

Dated: 11/3/22

**HARYANA GOVERNMENT
TOURISM DEPARTMENT
NOTIFICATION**

THE HARYANA HOME STAY SCHEME, 2021

Introduction


Home Stay means offering rooms in the home of the owner/family for stay on commercial basis at reasonable prices. Those home owner/family who have additional space in their homes, and the addition space is also available for letting out to guests, can offer these rooms at fixed rates to tourists along with full boarding. Thus, Tourists get clean and affordable place to stay and eat food with an added experience of local custom, cuisine etc. The offer of homely food and home environment is also a magnet for those looking for extended stay and those who are more comfortable in such homely environment rather than the commercial environment of hotels. It is also imperative that such rooms have an ethnic look and reflect the local culture and values in a modern and comfortable setting. This would allow tourists to imbibe local culture, cuisines and ambience while also enabling the home owner/family to supplement his income and put his unutilized resources in economically beneficial use.


DEFINITION:

The aim and objective

Tourism offers several benefits to economy i.e. employment, valuable foreign exchange, showcasing of traditional arts, crafts and skills, etc. But traditional accommodation offered in hotels or resorts lack in offering such experiences to tourists. The aim of the home stay scheme is to

1


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enlarge the market by making more accommodation/ rooms on offer as well as reducing the price-point of offering such accommodation to tourists. The scheme will also boost decentralization of benefits of tourism to large number of people who have properties available for use and such property requires little investment to offer it as tourist accommodation. The scheme also aims to provide common advertising or marketing platform as well as basic training in hospitality. From tourist point of view, the scheme will provide a lot of options of accommodation at various locations at competitive price-points. Customers who want longer stay will also benefit from such scheme. The home owner/family owner is supposed to provide home cooked food, stay facilities and show the visitor the agricultural practices such as floriculture, harvesting, bee keeping, dairying etc. and introduce to him the village way of life through various participatory activities. The visitor gets an exposure of local community life.

Under this scheme, it is targeted to open/register one Home Stay Unit in each block of the District and it is estimated that it will generate employment at least five persons in each home stay unit and would cover 75% of geographical area of Haryana State. It is also targeted that we will register at least 200 Home Stay Units in Haryana within one year by giving wide publicity.


The Scheme

- i) The scheme is named "The Haryana Home Stay Scheme, 2021".
- ii) The scheme is applicable w.e.f. 29.09.2021.
- iii) The scheme shall be applicable over entire geographical area of State of Haryana except Municipal Corporations.
- iv) Any house/home having upto five rooms shall be considered under the Scheme subject to fulfillment of other conditions. The Accommodation room means the reasonably furnished room of minimum size in good condition, which is ready to be let out to tourist/guests.

2


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Eligibility conditions

1. Any home owner/family owner can register a maximum of five fully owned accommodation/rooms at a single location under the scheme. All rooms must be in the same house. All registered rooms should be available for letting out. The family must provide its property ID and PPP ID.
2. At least one of the family member must be physically staying in the same house.
3. Only those Home Stay Units will be eligible where the Home Owner/Family Owner of the unit is residing physically in the same unit. At the time of stay of guest/tourist atleast one of the family member must be physically staying in the same house.
4. All subsidies or benefits under the scheme are applicable only after following all the rules and conditions of the Tourism Department. Any breach will automatically result in deregistration, denial of benefits and recovery of subsidy with interest. Additionally, due to character the scheme, it does not create any right enforceable by law.
5. The home must have proper approach and access.
6. Any home located within limit of any type of Municipal Corporation is not eligible for registration and consequential subsidy under the Scheme.
7. All the approved/registered Home Stay Units which are approved after the notification of this scheme and under the provision of this scheme shall be eligible to claim benefit of the exemptions as envisaged hereunder.
8. As the exemptions under these rules are provided under the discretionary power of the State Govt., hence do not create any claim against Govt. of Haryana enforceable in any court of law.
9. Only those Home Stay Units will be eligible to avail of these

3

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exemptions which follow the instructions/guidelines issued by the Directorate of Tourism under this scheme.

10. Only those Home Stay Units will be eligible where the Home Owner/family owner of the Unit alongwith his/her family is physically residing in the same unit.
11. The Home Stay Unit must have First-Aid Kit.
12. The Home Stay Unit must have fire extinguisher.

Incentive/Exemptions

The house selected for home stay can avail of loan amount for refurbishing or renovation of rooms offered for Home Stay. Such loan will be provided by a scheduled commercial bank and interest subsidy on reimbursement basis for a period to be determined up to a maximum of three years may be borne by the Government subject to condition that the home owner shall not default on any installment of the bank. The maximum loan amount shall be Rs. 3.00 lakh per Room subject to a maximum to Rs. 15.00 lakh per unit. The Directorate will facilitate the owner to get the loan from banks under the Mudra Scheme. Any home owner can register only one house under this scheme. Any loan taken before registration under scheme is not eligible for any subsidy.

In addition to this, the relaxation of taxes/fees (as detailed below) for Home Stay Tourism Units in the Rural Area has been provided to diversify the Tourist from other saturated areas to other areas and to give a boost to Home Stay and Rural Tourism to ensure participation of Villagers in the sector and make it a house hold affair. Under the said scheme, Home Stay Units in Rural areas will be registered by the Department of Tourism and will be provided following incentives/exemptions:-

- i) Home Stay Units would be exempted from Local taxes.
- ii) Domestic Rates for electricity would be charged.
- iii) Domestic Rates of water will be charged.

The exemptions sought above are imperative in order to

4

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encourage ordinary house-owners in rural areas to adopt the home stay model. Only Home Stay Units duly registered with the Tourism Department Haryana would be eligible for the above incentives.

Inspection(s)

The offered house will be inspected by the team of officers of Tourism Department/Haryana Tourism Corporation constituted by the Directorate of Tourism Department Haryana consisting of the officers/officials of Tourism Department/HTC and preferably a member from the Hotel Association in Haryana. For quality inspection/Monitoring at regular interval of the Home Stay Unit, an inspection Committee will be constituted headed by Principal IHM of the concerned area.

Village Culture

Community participation is a very important part of this concept as the scheme envisaged visit to the village, interaction with local people and attending village functions i.e. functioning of Village Panchayats, cattle Management, waste management, local architecture, field visit giving a farm house experience. Tourists gets an exposure of local community life which means experiencing an exposure of local songs, local culture , trek, , potteries, food, local drink, dances, art & craft etc. The tour of village includes visiting the local artisans like the carpenter, blacksmith etc. The visitors can have experience of festival occasion such as marriage and local melas. They can also participate or witness village games such as camel cart ride, bullock ride, artisans display, mehndi, folk music and dance, village safari, wrestling, gulidanda, kite flying, ride on tractor etc.


Marketing and Promotion

- i) Department of Tourism/HTC will publish on its website, free of charge, the list of all approved Home Stay Units. Brochures, leaflets, amongst other publicity materials will be developed and disseminated at suitable public places.
- i) Department will Launch aggressive campaigns on social media platforms like Facebook, Twitter, Youtube, Instagram etc. for

5


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promoting Home Stays in the State.

- i) Haryana State has strong flair for cultural fairs and festivals which have immense potential to attract tourists. Home Stay based tourism activities will be promoted as packages in major fairs and festivals of the State to ensure economic benefit to the local community.
- ii) Department will facilitate tie up with Home Stay service providers and online platforms/ aggregators to provide market linkage to Home owner for attracting a wider range of market segments including young people, families and international tourists.
- iii) The Department of Tourism will display district wise detail of Home Stay Units on the Haryana Tourism Portal for its wide publicity.
- iv) The Department of Tourism will prepare separate logo for display on the registered Home Stay Unit.

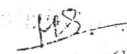
Capacity Building


A training of the eligible selected home-stay owners will be provided by the Haryana Tourism under Skill Development Mission in the concerned, IHM on payment of prescribed fees. The training shall include skills in bed-making, cleanliness & hygiene, serving, etiquettes, courtesy, communication skill, accounting, registration of Home etc. IHM shall include booking aggregator also in the training.


Responsibility of Home owner

1. Home Owner will be responsible for safety and security of guest.
2. Home Stay Owner/family owner must pay all government taxes, dues, fees, charges etc. timely and regularly. All applicable laws, rules, codes, regulations, instructions, circulars must be both respected and followed.

6


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3. Every Home Stay unit's owner shall get the unit registered with Department of Tourism, Government of Haryana and follow the guidelines framed under the schemes. These guidelines shall be binding on all Home Stay units.
4. The Home Stay owner/family of home stay units shall at all times, maintain the reasonable standard of cleanliness, sanitation, hygiene, food, accessories of the room etc.
5. Home owner/family shall maintain the register of guests and their details. Information of the register must be made available to Tourism Department authorities when asked for.
6. Home Owner/family shall take payment by issuing bill from bill book. Payment shall be preferred in any of the digital mode.
7. Home owner/family shall display the registration certificate.
8. Information regarding tourists shall be quarterly emailed to Tourism Department in prescribed format. For foreign tourists, concerned SHO shall also be informed.


Terms and Conditions for Registration of Home Stays

1. All applications for registration must be complete in all aspects including application form, registration fee, certificates, amongst others. Incomplete applications shall be summarily rejected. Online application will also be acceptable.
2. If the Home Stay Owner/family of the Home Stay unit wishes to cancel the registration, he/she may simply apply to the Director of Tourism as per the format mentioned in Annexure-VI.
3. All the registered units should submit Form C as per the format in the Bureau of Immigration, Ministry of Home Affairs, Government of India website (<http://indianfrro.gov.in/frro/FormC>) along with passport details to the nearest police station as done by the hotels, while

7


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- accommodating foreign tourists.
4. The home stay owner/family shall maintain a registration book and collect a copy of valid photo ID for letting out rooms to the tourists, which can be inspected by the Inspection Team of the Department of Tourism.
 5. Department of Tourism, Government of Haryana reserves the right to modify the guidelines/terms and conditions from time to time in public interest.
 6. The Home Stay Unit will be expected to maintain required standards at all times.
 7. Director General Tourism may cancel the registration, if any complaint of any nature is received against the home stay owner/family, after due diligence. A separate logo prepared by Haryana Tourism for registered Home Stay Unit can be displayed.
 8. Any change in facilities, discontinuation of activity or inclusion of new activity from the tourism point of view implemented by the Home Stay owner/family should be conveyed to Tourism Department Haryana.
 9. Hostels, Guest Houses, Club Houses, paying guest accommodation or any other such type of accommodation where the owner/promoter of the home stay unit along with his/her family doesn't reside within the same property are not eligible under this scheme.


Renewal and Deregistration.

The registration will be renewed after every five years. After return of all installments of the Bank loan, any registered home owner/family can deregister his property.


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8


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Maintenance of Documents


Every registered Home Stay Unit shall maintain the following books and registers, prescribed by the Director General, Tourism Department Haryana. The Home Stay owner/family upon demand by the Tourism Department shall produce the following records, namely: -

- i) Complaint /suggestion book the reception/lobby/living room of Home Stay.
- ii) Guest/tourist visitor register. will be.
- iii) Bill book/receipt duly numbered in duplicate. All guests shall be provided with proper bills and receipts.
- iv) Receipts book duly numbered in duplicate for receipt of payments /advance.
- v) The Code of conduct for guest shall be displayed in the prominent place.
- vi) The Home Stay Owner/family will not allow entry of guest/tourist in the house / room unless his particulars are entered in the guest register.

Submission of Application

The home owner/family applying for registration will have to provide all the information supported by required documents as per the following formats:-

- a) Application form as at Annexure-I
- b) Check List of facilities at Annexure-II
- c) Declaration by the Home owner/family at Annexure-III
- d) Undertaking by the Home owner/family at Annexure-IV
- e) Police Verification at Annexure-V
- f) Cancellation Form at Annexure-VI


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9 
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Advance and Cancellation Policy

In case advance reservation is made for more than four days, the Home Stay owner/family owner shall not demand more than 50% of the amount of the approved rent as advance. After the receipt of the advance money he shall confirm booking. The entire amount of advance money shall be returned within seven days where confirmation is cancelled by home owner/family owner. In case of cancellation of advance reservation by the guest, the following amount can be retained by the Home owner/family:

- i) Cancellation within 72 hours from the date and time of arrival.....10% advance amount.
- ii) Cancellation within 48 hours from the date and time of arrival25% of the advance amount.
- iii) Cancellation within 24 hours from the date and time of arrival50% of the advance rent.
- iv) In case of cancellation within 12 hours from the date and time of arrival.....75% of the advance rent.


DISCLAIMER

1. Though adequate care has been taken in the preparation of this scheme guidelines, the applicant should satisfy themselves that the document is complete in all respects. Intimation of discrepancy, if any, should be given to the Director General, Tourism Department Haryana, SCO-17-19, Sector 17-B, Chandigarh-160017 within a week of submission of application. In case, no such intimation is received, it shall be deemed that the applicants are satisfied that the documents are complete in all respects.
2. Neither Department nor its employee, nor even contractual staff/consultant will be liable to any prospective applicant or any other person under the law of contract, for any loss, expense or


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10


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