

NO. C.31012/3/2020-TOUR/8  
GOVERNMENT OF MIZORAM  
TOURISM DEPARTMENT

...

Mineco, Building 2, Room No. 027/028  
Ph.No. 0389-2334435

Aizawl the 28<sup>th</sup> August 2020

NOTIFICATION

In the interest of the public and for the Development of Tourism Industry in the State, the Governor of Mizoram is pleased to notify the “**Guidelines for Dormitories & Hostels in Mizoram**” as enclosed.

SD/-ESTHER LALRUATKIMI

*Commissioner & Secretary*

*Govt. of Mizoram*

*Tourism Department*

Memo. NO. C.31012/3/2020-TOUR/8 : Aizawl the 28<sup>th</sup> August, 2020

Copy to:

1. Secretary to Governor of Mizoram
2. PS to Chief Minister, Govt. of Mizoram
3. Speaker/ Dy. Speaker, Mizoram Legislative Assembly
4. All Ministers/Ministers of State, Govt. of Mizoram
5. All Members of Legislative Assembly, Mizoram
6. Sr.PPS to Chief Secretary, Govt. of Mizoram
7. All Administrative Heads/All Heads of Department
8. Controller, Printing & Stationery Department with 6 spare copies for publication in the Official Gazette.
9. Director, Tourism Department for information & necessary action.
10. All Tourist Lodges/Facilities under Tourism Department
11. Guard File.

(ZONUNTHARI)

*Deputy Secretary to Govt. of Mizoram*

*Tourism Department*

# **GUIDELINES FOR DORMITORIES AND HOSTELS IN MIZORAM**

## **1. Introduction**

The Department of Tourism intends to attract tourists and promote responsible tourism with intent to implement 'carrying capacity' in some locations. The pride of a state, vests in its ability to provide quality, comfort and safe accommodation to tourists across various income groups. This requires augmentation of tourist accommodation facilities across the states through various means such as hotels, homestays, dormitories and hostels. These guidelines have been proposed to assist and facilitate development of quality and affordable hostels and dormitories in the state with the intent to provide tourists an affordable, comfortable and convenient option for accommodation. These guidelines are only applicable to the state of Mizoram.

## **2. Definition**

Dormitories and hostels stated in these guidelines are accommodations meant for tourism purposes on commercial scale. This will not include hostels and dormitories exclusive made for students pursuing their career in the city or town they live in.

## **3. Eligibility**

Tourism Department encourages development of hostels and dormitories through private entrepreneurs or franchisees and has set out the following eligibility criteria for entities opting to enter this tourism segment. These entities could be:

- 1)** Existing reputed private hoteliers, homestay owners
- 2)** Private land owners or entrepreneurs or self help group or a group of persons or an NGO. Priority will be given to those entities which are:
  - a)** already in the tourism sector with a prior expertise in operations and management of similar projects;
  - b)** owners of land suitable for development of such facilities around the identified tourist destinations.

## **4. General requirements for hostels**

**1)** General requirements defined by Tourism Department for development of hostels under these guidelines include:

- a)** The site area on which hostel is located should be at least 0.5 acre;
- b)** Ownership/lease of land and land use should be in order;
- c)** Should be located on any main road;
- d)** The facility must be wheelchair accessible;

**e)** Should have at least 3 lettable rooms and 100% of lettable rooms should have attached bathrooms. At least one room must be wheelchair accessible and have attached bathrooms that can be used by disabled persons and or senior citizens;

**f)** Should have at least 2 dormitory rooms one for women and one for men as per the requirements specified for constructing dormitories under these guidelines;

**g)** Should have dining hall with sitting area of minimum 30 sq. mtrs. (excluding kitchen, Storage);

**h)** The double room and single room should have minimum carpet area of 12 sq.mtrs and 10 sq.mtrs respectively;

**i)** Rooms should have adequate furniture, fixtures and linen;

**j)** Bathroom carpet area should measure at least 4 sq.mtrs;

**k)** Attached toilets for each dormitory or room: Bathroom fittings should be of high quality with ISI mark;

**l)** Should have a separate public toilet for men and women and first aid centre;

**m)** Internet and wifi facility may be provided in all rooms (optional);

**n)** AC may be installed in one or two or all rooms (optional)

**2)** The following facilities must be provided for hostels:

**a)** Front Desk;

**b)** Visitors sitting area and lobby;

**c)** For every three lettable rooms one car parking must be provided of minimum 5 sq. mtrs;

**d)** At least one electrician, plumber, sweeper, etc to be available for general service and maintenance on a 24 hrs basis;

**e)** CCTV surveillance at reception and corridors. At least one female security personnel may be engaged;

**f)** Power back up system is to be provided in the entire facility to provide uninterrupted power supply for all the appliances in the facility;

**g)** 24 hour uninterrupted hot and cold water supply;

**h)** Provision of well lit, dedicated visitor parking area is to be provided in the facility for parking of tourist vehicles. These areas should be paved and fenced to suit the type of facility. These areas should have security to ensure safety of the vehicles;

**i)** Staff should be in uniform, well groomed and properly trained. Number of workers should be proportionate to the capacity of the unit in all services provided;

**j)** Staffs should be trained local residents specialised in the respective fields of hospitality industry;

**k)** 24 hrs security may be provided (optional)

**3)** Operation: Staff should be hospitable and capable to effectively respond to tourist requirements and should have a fair idea of the places of tourist interest in the State.

4) Front desk staff should be well versed in English and other regional languages to communicate with tourists from different regions of the country and abroad.

5) There should be provision of solid waste management. Rain water harvesting system may be encouraged

6) Use of non conventional source of energy and new and renewable energy should be encouraged.

## 5. General requirements for dormitories:

1) General requirements specified by Tourism Department for registration of dormitories under these guidelines are as follows:

a) Dormitory for tourists or travellers should be gender specific. Only dormitories meant for tourists and travellers will be considered a tourism product;

b) A standard of space requirement of 5 sq.mtrs per person must be maintained while building a dormitory. For example if the dormitory capacity is 12 beds the dormitory carpet area must be at least 60 sq. mtrs;

c) Each dormitory room should have attached shower rooms (in 1:3 ratio) and toilets (in 1:4 ratio including 1 toilet for differently-abled persons). If the number of beds in a dormitory is less than 12 the number of shower rooms and toilets can be relaxed proportionality. Shower/Toilet/Bathroom carpet area should measure at least 3 sq. mtrs. All bathroom fittings should be of high quality with ISI mark;

d) CCTV surveillance at reception and corridors. At least one female security personnel may be engaged

2) Operation: Staff should be hospitable and capable to effectively respond to tourist requirements and should have a fair idea of the places of tourist interest in the State.

3) There should be provision of solid waste management.

4) Rain water harvesting system may be encouraged

5) Use of non conventional source of energy and new and renewable energy should be encouraged

## 6. Registration of dormitories and hostels

Application for registration of dormitories and hostels shall be submitted to the Prescribed Authority as appointed by the Government under the Mizoram (Registration of Tourist Trade) Act 2020, in a prescribed format in **Form 6** of the Mizoram (Registration of Tourist Trade) Rules 2020 along with the application fee, registration fees and the required documents. The

application fee and the registration fee payable shall be fixed by the Government from to time.

## **7. Documents to be submitted along with the application**

- a)** Prescribed application form duly filled in;
- b)** Proof of ownership or rights of use (Acknowledgment letter may be produced in case of co-sharer of house/land);
- c)** One hard copy and one soft copy of the photographs of the building, including interiors, showing types of facilities available, bathroom, living room, bedroom, parking etc;
- d)** Police clearance certificate from Local Police Station;
- e)** Check list details as per **Annexure G and Annexure H** of the Mizoram (Registration of Tourist Trade) Rules 2020 as the case may be (enclose a copy of the checklist duly certified that the facilities are available in the dormitories and hostels);
- f)** Certified Building Plans from the local body, where applicable;
- g)** If approval earlier, a copy of the earlier Certificate of Registration issued by the Tourism Department (for renewal and duplicate application)

## **8. Registration Procedure**

- a)** Dormitories and hostels shall be registered as per the Mizoram (Registration of Tourist Trade) Rules 2020;
- b)** Once the dormitories and hostels apply for registration, it has to be ready for inspection by Government or any other agencies appointed by the State Government for the purpose. No requests for deferment of inspection shall be entertained;
- c)** Upon receipt of applications, the Government shall, through a private agency or Prescribed Authority appointed undertake physical verification of dormitories and hostels and evaluate the surrounding environment, hygiene, cleanliness, safety and security provided to the tourist, presence of facilities and services as per the checklist provided in **Annexure G and Annexure H** of the Mizoram (Registration of Tourist Trade) Rules 2020. If found satisfactory with the facilities, the authority shall recommend to Tourism Department for the registration of the dormitories and hostels, taking into consideration the marking criteria provided at **Annexure F** as per the Mizoram (Registration of Tourist Trade) Rules 2020. The checklist should be duly filled in and signed on all pages and submitted to Tourism Department with the application;
- d)** Based on the observations made by the inspecting agency and the recommendations of the prescribed Authority, the dormitories and hostels will be certified and registered by Tourism Department;
- e)** All cases of registration would be finalised within 30 days of the application being made to the Prescribed Authority, Department of Tourism, complete in all respect;
- g)** The member of dormitories and hostels should undergo the training programme conducted by Tourism Department or service providers as prescribed by the Tourism Department, after registration of their dormitories

and hostels within the time prescribed by Tourism Department. Failure to attend the compulsory training programme would lead to cancellation of the Certificate of Registration;

**h)** Once the Certificate of Registration is obtained from the Tourism Department, the applicant is required to report their dormitories and hostels with the Local Council or Village Council.

## **9. Expiry of Certificate of Registration**

**a)** Registration of dormitories and hostels shall be valid for a period of 3 (three) years from the date of issue of orders;

**b)** On expiry of 3 (years) from the date of issue of orders of registration, the registration of the dormitories and hostels should be renewed on payment of renewal fee which shall be fixed by the Government from time to time before 60 days of expiry of registration;

**c)** The renewal fee shall be payable by the applicant in favour of Prescribed Authority, Tourism Department, Government of Mizoram;

**d)** In case the applicant has failed to pay the prescribed renewal fee within the specified time, Tourism Department shall have the right to take any action including cancellation of the registration/classification and take legal action against the dormitory and hostel owners.

## **10. Refusal and Cancellation of Registration**

Tourism Department may, by an order in writing:

**a)** Refuse registration of dormitories and hostels, if the applicant is convicted of any offence under any law providing for prevention of hoarding, smuggling, profiteering, or any adulteration of food or drug, under Chapter XIII and XIV of the Indian Penal Code, 1860;

**b)** Remove the name of dormitories and hostels from the register and cancel the Certificate of Registration, on any of the following grounds, namely:

- if the dormitories and hostels ceases to cater to the tourists;
- if the Applicant is convicted of any offence punishable under the relevant sections of the Indian Penal Code, 1860 or under any law providing for the prevention of hoarding, smuggling, profiteering or adulteration of food and drugs or corruption;
- if the owner or the dormitories and hostels under question is blacklisted by Tourism Department;
- In case of overcharging, unhygienic conditions, misbehaviour, malpractices and failure to maintain required standards;
- If the applicant has failed to pay the renewal fee within the prescribed time limit;

- If the applicant fails to undergo the training programme organised by Tourism Department;
- Indulge or allow any such activity that adversely affects the privacy and rights of the neighbours and residents of the locality;

No application for registration shall be refused or certificate of registration be cancelled, unless the person applying for registration and the person whose certificate of registration is to be cancelled, has been afforded a reasonable opportunity of being heard.

After the cancellation of certificates of registration, Prescribed Authority shall direct forthwith, the removal of such unit from the register. Further, Prescribed Authority may, through written orders, blacklist such dormitories and hostels. The particulars of such blacklisted dormitories and hostels shall be notified to all travel, trade and concerned organizations.

## **11. General Terms and Conditions for approval and registration of dormitories and hostels**

**a)** All applications for registration must be complete in all respects including application form, application fee, prescribed clearances, NOCs, certificates, etc. The incomplete application is liable to be rejected;

**b)** In case of dissatisfaction with the decision on the classification, the unit may appeal to the Appellate Authority (Secretary, Tourism), Tourism Department, within 30 days of receiving the communication regarding classification / reclassification. If the applicant is still not satisfied with the decision of the Appellate Authority, appeal may be made to Revisional Authority and the decision of the Revisional Authority shall be final and binding;

**c)** If any dispute arises between the dormitories or hostels and the tourists, the matter will be brought to the notice of the Tourism Department for resolution. The decision of Prescribed Authority, Tourism Department, shall be final and binding;

**d)** The dormitories and hostels are expected to maintain required standards at all times. The Government could inspect the same, at any time, without previous notice. Any serious deficiencies will be reported to Tourism Department, and Department shall have authority to take any action including cancellation of registration;

**e)** Any deficiencies/rectification pointed out by the Government will have to be complied within the stipulated time, which will be allotted in consultation with the representatives of the establishment during inspection. Failure to do so will result in rejection of the application;

**f)** Any changes in the facilities of the unit shall be reported to the Tourism Department, within 30 days. If any such violation comes to the notice of the Government, then the registration will stand withdrawn/ terminated;

**g)** If the owner wishes to cancel the registration of the dormitories and hostels unit, he/she may apply to the Prescribed Authority, Tourism Department on a plain paper;

**h)** All the approved dormitories and hostels shall submit **Form 25** of the Mizoram (Registration of Tourist Trade Rules) 2020 (registration book as

maintained in hotels) with passport details to the police station, as is done by the hotels, while accommodating foreign nationals;

**i)** The owner shall maintain a register for letting out the rooms to the tourists, which can be inspected by the authorized officer. The register will have the same format as those presently used in the Hotels/ Guest Houses as per the Mizoram (Registration of Tourist Trade) Rules 2020;

**j)** The owner shall maintain a bill book with stamp pad for issuing the bills to the tourists;

**k)** The owner shall submit monthly visitor report to the Tourism Department in **Form 26** of the Mizoram (Registration of Tourist Trade) Rules 2020 by 10<sup>th</sup> day of every month;

**l)** Government of Mizoram reserves the right to modify the guidelines/terms and conditions from time to time, for the betterment and well-being of the industry.

## **12. Code of Conduct of dormitories and hostels**

Tourism Department has framed certain guiding principles that should be followed by the dormitories and hostels. These are illustrated as a Code of Conduct and would include the following:

**a)** Every dormitory and hostel unit shall follow the prescribed guidelines in this regard, maintain the basic infrastructure and quality standards, as per the selected criteria, and adhere to the code;

**b)** The owner of dormitories and hostels shall charge the rates approved by the Tourism Department at the time of booking, from the tourists. Rates shall be revised once in two years, by the Government, on application by the owner;

**c)** Every dormitories and hostels shall accurately describe the facilities provided in their establishment and the rates quoted for usage of the facilities, to the guests. Receipts are to be provided wherever required;

**d)** To allow guests to see the accommodation on arrival, prior to payment;

**e)** To adhere to the payment terms agreed upon at the time of booking;

**f)** To deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from guests;

**g)** Maintain the dormitories and hostels in a good state of repair and cleanliness and fit for habitation of guests at all times, and comply with any rules respecting standards of health, hygiene and safety, including fire safety;

**h)** Maintain detailed particulars of guests in a register/or computerized record in electronic form and provide monthly information of the guests to the local police station;

**i)** Every registered dormitories and hostels unit shall maintain the following books and register, approved by Tourism Department and upon demand/request by the Tourism Department /Prescribed Authority, shall produce the following records namely:



- Complaint/suggestion book kept at the reception/lobby/living room of dormitories and hostels;
- Guest/tourist visitor register;
- Bill book duly numbered;
- Receipt book duly numbered for receipt of payments/advance.

### **13. Booking Procedures**

**a)** Upon registration with Tourism Department, the dormitories and hostels owners may advertise their dormitories and hostels on their website or through online travel portal for booking at their own cost. It is the responsibility of the dormitories and hostels owners to take the guests' contact details, confirmed arrival and departure times etc;

**b)** Tourism Department would promote dormitories and hostels through its social media pages, website and its brochures. Individual dormitories and hostels are encouraged to get registered in the travel portal platforms such as OYO Room, AirBnB and others.

### **14. Display of information and documents to be maintained by the dormitories and hostels**

Every registered dormitory and hostel should display, at a conspicuous place, in respect of his dormitories and hostels, at the entrance of the dormitories and hostels or at the reception counter, on a notice board the following information:

- a) Name of accommodation unit;
- b) Registration certificate;
- c) Rates approved by the Government;
- d) Emergency contact numbers;
- e) Emergency Exit Plan inside the rooms.

### **15. Monitoring and Evaluation of dormitories and hostels s**

The State Government may conduct regular monitoring and evaluation of dormitories and hostels through third party agent or through the Department; this would ensure consistent efforts to provide assured service standards, so that assured minimum standards are continued to be maintained in these dormitories and hostels. Monitoring Committee may be notified by the Government. The panel may be drawn from various stakeholders and expert agencies involved in tourism and eco- tourism fields if found required.

### **16. Incentives and Concessions**

In order to avail incentives, only dormitories and hostels duly registered with the Tourism Department would be eligible for the following incentives:

- a)** Use of Mizoram Tourism Brand for marketing;

- b)** Payment of electricity and water charges at domestic rates;
- c)** The rate of property tax will be those prescribed by the appropriate authorities for residential purposes;
- d)** Government would facilitate in getting loans from financial institutions for the improvement of existing buildings for their conversion into dormitories and hostels;
- e)** Tourism Department would arrange continuous training programmes for the dormitories and hostels in essential areas including staff proficiency, food handling, safety and hygiene etc;
- f)** Tourism Department shall publish on its web site, free of charge, the list of all approved dormitories and hostels and shall also print a brochure of the registered dormitories and hostels and make it available in its tourism kiosks/ centres;
- h)** Exposure through travel, trade fairs and B2B may also be arranged by the Government;
- i)** Annual Awards for dormitories and hostels shall also be arranged by the Government.

**17. Responsible Tourism:**

As initiatives to promote 'responsible tourism', dormitories and hostels and their guests are responsible for ensuring safety, privacy and dignity of the areas they are staying. Their clients are also expected to respect the local culture and practices of the areas. They are required to ensure safety, conservation and preservation of the State's flora and fauna from their clients.

**18. Pledge on 'responsible tourism':**

Guests under the care of concerned dormitories and hostels unit owners are required to take a pledge on 'responsible tourism' while staying in their unit as below:

-----**Responsible Travel Pledge**-----

I pledge to be a responsible traveller

When I explore new places,  
I will leave nothing but footprints  
and take away only memories

I shall not harm,  
what does not harm me

I shall travel clean and green  
I shall respect the local culture,

And I shall promote sustainable tourism

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## **19. The Mizoram Registration of Tourist Trade Act 2020 and its Rules.**

Approved dormitories and hostels are required to abide by the provisions of the **Mizoram Registration of Tourist Trade Act 2020 and its Rules** while performing tourist trade in this aspect.

## **20. Exemption**

The Government, may, in whole or in part as the case may be, exempt any of the provisions contained in these guidelines to individuals or a group of individuals or firms or association

## **21. Penalty**

Whoever contravenes any provision of the Mizoram (Registration of Tourist Trade) Act 2020 and its Rules shall be punished under the relevant laws under Central or State Government