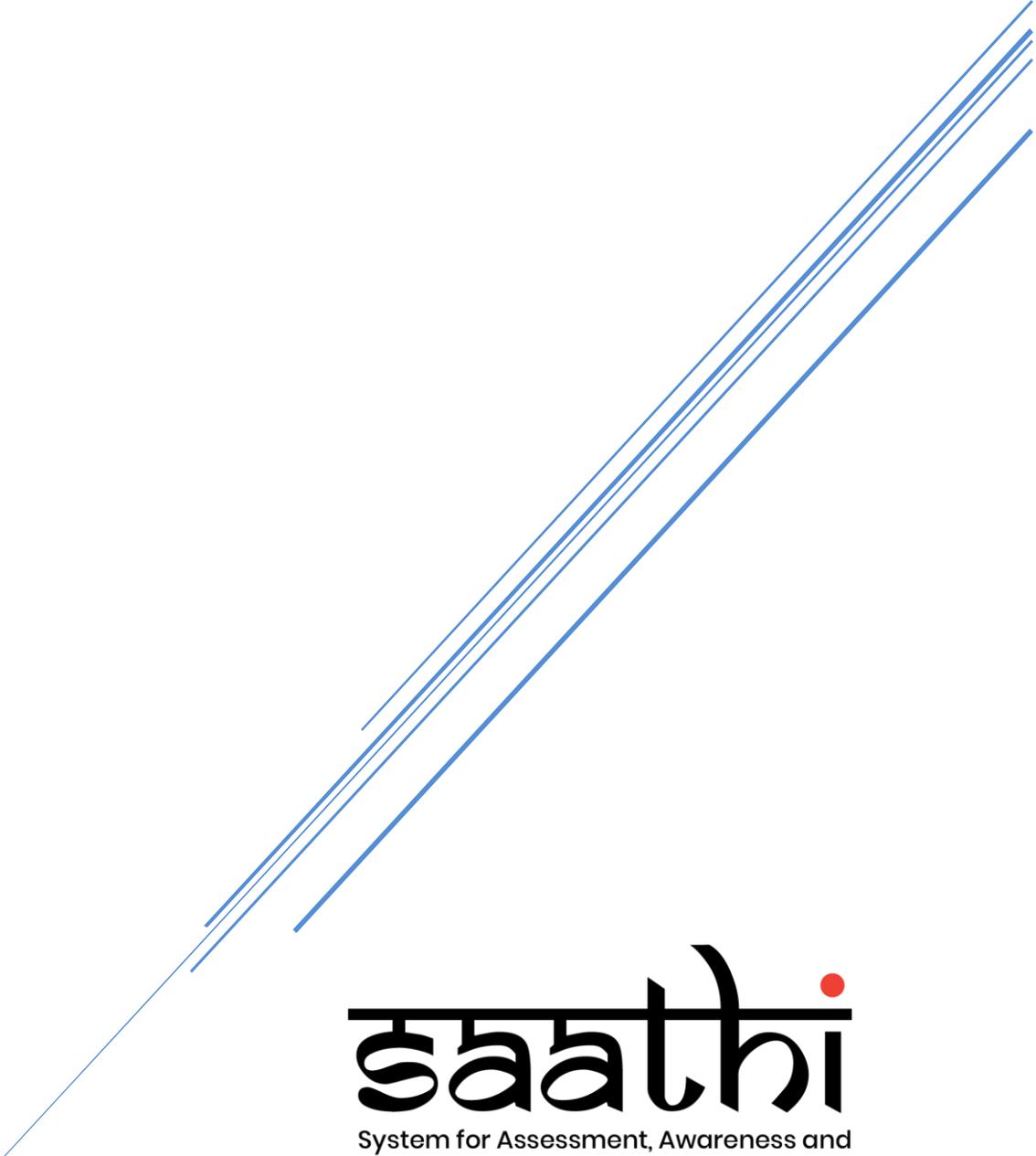# FREQUENTLY ASKED QUESTIONS (FAQS)

saathi

System for Assessment, Awareness and
Training for Hospitality Industry

An initiative towards Atmanirbhar Bharat

FREQUENTLY ASKED QUESTIONS (FAQS)

Question: Why has SAATHI been launched by the Ministry of Tourism?

Answer: Given the current outbreak, it is important that all accommodation units take suitable measures to minimise the risk of infection & spread of the novel coronavirus-19 as they restart services- To assist the hospitality industry in their preparedness to continue operations safely and mitigate risks arising out of the COVID-19 pandemic, the Ministry of Tourism has partnered with the Quality Council of India (QCI), to assist the Hospitality Industry through an initiative called SAATHI (System for Assessment, Awareness and Training for Hospitality Industry). This initiative is aligned with the Hon'ble Prime Minister's clarion call for **"Atmanirbhar Bharat".**

Question: Is SAATHI mandatory for accommodation units?

Answer: It's not mandatory as of now, however, given the current COVID-19 outbreak, it is imperative that all accommodation units take suitable measures to restrict infection or any further transmission of the virus while providing accommodation and other services post lockdown. SAATHI Standard will assist in the Unit's preparedness.

Question: Who can apply for SAATHI?

Answer: Any accommodation unit registered on NIDHI (National Integrated Database of Hospitality Industry).

Question: How to apply for Self-Certification?

Answer: Visit the SAATHI website (https://saathi.qcin.org/) and click on the Self-Certification tab. You will then be directed to the Login/Registration Page where you will have to put your NIDHI registration number and select the category to proceed further. An OTP will be send to the NIDHI registered mobile number (and email ID) of the Hotel/Unit to verify the authenticity of the application. Once the validation is done you have to read and understand the requirements contained under the 10 elements of SAATHI and agree to follow them, wherever applicable, to the fullest extend possible. You may also refer to the detailed User Manual for Self-Certification, which is available on the website.

Question: How many times can a Unit go for Self-Certification?

Answer: There is no such restriction on the attempts, a Unit may go for it as many times as it wants, in order to keep the Certificate current.

Question: If a Unit gets certified under SAATHI, does it mean they don't have to follow other regulations/requirements or certifications?

Answer: SAATHI is a COVID-19 specific standard and does not replace any other regulation/requirement or certification.

Question: From where can a Unit download the documents related to SAATHI?

Answer: Please refer to SAATHI website (https://saathi.qcin.org/).

Question: Is Self-Certification the only stage or there are other stages involved in SAATHI?

Answer: There are three phases of this initiative, Self-Assessment being the first one, second is the webinar and third is Site Assessment which is optional.

Question: If there are no webinars being conducted at the moment, from where can a Unit know more about SAATHI?

Answer: A recorded session of a webinar is available on the SAATHI Website which the hotel/unit staff can view. In case, there are still some questions after watching the recorded session, then please mail your queries at: saathi@qcin.org

Question: What are the prerequisites for SAATHI Self Certification?

Answer: The hotel/unit must have an Approved/Verified Registration number of NIDHI - National Integrated Database of Hospitality Industry, MoT, GoI (www.nidhi.nic.in)

Question: Do we need to provide any document for self-certification?

Answer: No, there is no document submission required as the applicant Unit is already registered on NIDHI where necessary verifications have taken place.

Question: Will a Certificate be provided after completing online self-certification?

Answer: Yes, a certificate will be provided after completion of the self-certification process. The same will be emailed on the NIDHI registered email ID of the applicant hotel/unit. The Certificate can also be downloaded from the user dashboard on the SAATHI website.

Question: Can the Unit print and display the certificate on their premises or website?

Answer: Yes, it is advised that the Hotel displays the same in order to build guest trust & confidence.

Question: While registering for self-certification on the SAATHI website, it shows that the Hotel/Unit is not approved/verified or does not exist on NIDHI. What should the Hotel/Unit do?

Answer: If the applicant Hotel/Unit is classified (star rated), then please send an email to: hotelcloud-tour@nic.in explaining the concern. If the Unit is unclassified then please connect with the respective State Nodal Officer from the list available at: https://nidhi.nic.in/Statenodalofficer.aspx

Question: What are the prerequisites for applying for SAATHI Site Assessment?

Answer:
1. The unit must have Approved/Verified Registration number of National Integrated Database of Hospitality Industry (NIDHI). Please visit www.nidhi.nic.in to know more.
2. Only SAATHI self-certified hotels/units will be eligible to go for Site-Assessment.

Question: Who will conduct the Site assessments?

Answer: Assessments will be conducted by trained assessors from accredited agencies of Quality Council of India (QCI). QCI is an autonomous institute under DPIIT, Ministry of Commerce & Industry.

Question: What is the complete timeframe of the Site Assessment Process?

Answer: Typically, the Assessment Report & Certificate of Assessment is issued within one week of conduct of site assessment.

Question: How do I apply for Site assessment?

Answer: Visit the SAATHI website (https://saathi.qcin.org/) and click on the Site Assessment tab. You will then be directed to the Login/Registration Page where you will have to put your NIDHI registration number and select the category to proceed further. An OTP will be send to the NIDHI registered mobile number (and

email ID) of the Hotel/Unit to verify the authenticity of the application. Once the validation is done you just have to go through a very simple registration process, selection of date and remitting necessary payment online.

Question: What are the modes of payment for site-assessment? Can I pay cash?

Answer: You can make the payment only through the payment gateway or through NEFT/RTGS. Both options are available. Cash payments are not accepted.

Question: What is the assessment fee?

Answer: Rs. 10,080/- + Tax

Question: Can we select a convenient date for site-assessment?

Answer: Yes, you can select a date. You will get the option to choose the date of your convenience during the site assessment application process. Also, a representative from the allocated assessment agency will get in touch with you before finalizing the assessment date.

Question: Do we need the GSTIN number while making payment for site-assessment?

Answer: GSTIN Number is not a mandatory requirement, however, the option is available.

Question: Who is going to contact us once the payment is done for site-assessment?

Answer: You will be contacted by the representative of the allocated assessment agency for finalization of assessment date and mode of assessment (Remote/On-site).

Question: What is the duration of the site-assessment?

Answer: Typically, 01 man-day

Question: Do we get any report after site assessment, or just a certificate?

Answer: Apart from a Certificate of Assessment, a detailed report will also be provided by the assessment agency.

Question: How will the site-assessment report help us?

Answer: The report shall summarize the outcome of assessment as witnessed on the day of assessment. The detailed assessment report will highlight the existing hygiene and safety practices of the applicant hotel/unit as per the SAATHI Standard. The report will also contain opportunities for improvement (OFIs) for every key element, wherever a deviation from the SAATHI Standard is observed. These OFIs will assist the hotel/unit in bridging necessary gaps and to improve its hygiene and safety related processes.

Question: Can the SAATHI Certificate of (site) Assessment substitute any other Certificate or requirement that may be needed for setting up or running a hotel?

Answer: No. The Certificate of Assessment & the assessment report issued under the SAATHI initiative will not replace or be equivalent to or substitute, any other requirement which may be regulatory, statutory or voluntary specific to setting up or operating hotel/business operations, OR any other requirement specific to subjects such as those for quality, social responsibility, environmental, security or financial management etc.

Question: Does the Certificate of (site) Assessment signify compliance to various COVID-19 guidelines of the Government?

Answer: The Certificate of Assessment is an assertion of the fact that the hotel/unit has exhibited intent towards ensuring safety and hygiene at the workplace and to mitigate associated risks. The report shall summarize the outcome of assessment as witnessed on the day of assessment, hence the Certificate does not imply certification of compliance to the COVID guidelines, as practice of these elements is a continuous process. The Certificate is governed by the disclaimer signed by the applicant organisation while undertaking site-assessment.

Question: What is the validity of the site-assessment certificate?

Answer: This is a site-assessment based on the SAATHI Standard and not a "Certification" hence the outcome in the form of a "Certificate of Assessment" will not have any validity. Practice of hygiene and safety elements in SAATHI is a continuous process.