System for Assessment, Awareness and Training for Hospitality Industry

Assisting in preparedness of the Hospitality Industry against COVID-19

SELF-CERTIFICATION MANUAL

SAATHI/QCI/SELF-CERTIFICATION MANUAL/11.09.2020
GENARAL INSTRUCTIONS

☑ Official website of SAATHI is https://saathi.qcin.org/

☑ For the registration under SAATHI, applicant unit must have
  - Approved/Verified Registration number of National Database for Accommodation Units, MoT, GoI (https://hotelcloud.nic.in/HotelDivision/Default.aspx)

☑ SAATHI self-certified units can take Self Certification multiple times

☑ SAATHI Guidance Documents (Checklists) and SOPs/Guidelines issued by MoT, MoHFW and other regulatory bodies are available at https://saathi.qcin.org/
Click here to take Self Certification
Login / Registration

To proceed, please keep the following ready:

1. The Approved/Verified Hotel Cloud Registration Number of the Unit as provided on [https://hotelcloud.nic.in/](https://hotelcloud.nic.in/)
2. The Mobile Number that is associated with the Hotel Cloud Registration. An OTP will be sent on this number.
3. The Email ID that is associated with the Hotel Cloud Registration. The same OTP will also be sent on this Email ID.

Note:
• If your Unit is not registered on the Hotel Cloud, then you may first register on [https://hotelcloud.nic.in/](https://hotelcloud.nic.in/), have it approved/verified and then register here.

Click here to proceed
Click here to proceed

Enter Hotel Cloud registration Number of National Database for Accommodation Units (Ministry of Tourism, Government of India)

In case your unit is not registered in the database, you may register now using this link: https://hotelcloud.nic.in

Select the unit category

Click to select the checkbox and verify CAPTCHA

Note: An email and message with OTP (SAATHI Code) will be sent to the email id and mobile number provided during registration on Hotel Cloud National Database for Accommodation Units of MoT, GoI
Dear Madam/Sir,

Thank you for participating in the SAATHI initiative.

Your OTP (One Time Password) is: XXXX

Thank you

SAATHI TEAM
Enter the OTP/SAATHI Code sent on the Email/Mobile number

Click here to submit

Note: An email with SAATHI login details will be sent to the email id provided during registration on Hotel Cloud National Database for Accommodation Units of MoT, GoI
Dear Madam/Sir,

Greetings from SAATHI Team!

Thank you for registering your Unit under the SAATHI initiative of the Ministry of Tourism, Government of India. Your login details are as follows:

- Hotel Cloud Registration Number: XXXXXXXXXX
- Unit Name: XXXXXXXXXX
- Mobile Number: XXXXXXXXXX
- Email Id: XXXXXXXXXX

(Please remember to use your Hotel Cloud Registration Number for moving ahead on the SAATHI initiative and in all future correspondence with the SAATHI Team)

Click here to Login

Thanks and Regards,

SAATHI Team
Select whether the unit is with in-house Restaurant or without in-house Restaurant

Registration details of applicant unit validated from National Database for Accommodation Units (MoT, GoI)

Click here to proceed
Declaration

1. All COVID-19 related latest SOPs/Guidelines issued by Ministry of Health & Family Welfare and Ministry of Tourism, Government of India shall be followed.
2. Additional COVID-19 related latest SOPs/Guidelines of the Local/State Government and by relevant regulatory authorities regarding operations of the hospitality industry shall prevail.
3. Units that are currently designated as a “COVID care facility” or those areas under Quarantine or those workplaces that need an expert medical/related assessment/advice are excluded from the scope of this self-certification.
4. Any Certificate (through self or site assessment) issued under the SAAHI 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.
5. The Self-Certification does not imply certification of compliance to the COVID-19 guidelines, as practice of these elements is a continuous process.
6. The Self-Certification is an assertion of the fact that the management has exhibited intent towards ensuring safety and hygiene at the premises and to mitigate associated risks.
7. The person taking Self-Certification has been authorized by the Unit to undertake this activity.

Do you agree and are willing to continue with the Self-Certification?

Yes  No

Click here to proceed

Read the Declaration and Click on “Yes” to continue with the Self-Certification
Instructions

1. The next screen will show the registration details; click “Next” to continue. You will then be taken to the requirements of SAATHI.
2. Please read each requirement carefully and then tick on “I agree to follow the above requirement(s) wherever applicable, to the fullest extent possible”, at the bottom of the screen.
3. Once you tick on the above, the “Next” button will be activated which will take you to the next element/requirement.
4. After completing all the elements/requirements a summary of all Key Elements will be displayed on your screen. Click “Submit” for final submission.
5. Your Dashboard will be displayed from where you can download the Certificate.
6. You may take the self-certification more than once.
7. The next steps of the SAATHI initiative will then be activated on your Dashboard.

Read the instructions and Click “OK” to proceed
2. Hygiene & Sanitization

2.1 Hotel Sanitization
2.2 Room Cleaning & Housekeeping
2.3 Restaurant Sanitization
2.4 Personal Hygiene: Employee/Staff
2.5 Personal Hygiene: Hotel Guest

All guests must be informed beforehand on the guidelines related to hygiene and safety practiced by the hotel.

1. Guests should not visit any containment zone in the city while residing in the hotel.
2. Guests should not step out of the hotel room unnecessarily. If unavoidable, they must wear a mask whenever stepping out.
3. The guestroom doors shall be kept closed at all times and any contact with the doorknobs must be minimized.
4. All guests shall always keep a safe distance from others as per social distancing norms.
5. Guests should frequently wash their hands with the soap or sanitize as and when needed.
6. In case of room service, guests shall put all disposable plates/cups/bottles after use in the garbage bag provided by the hotel.

I agree to follow the above requirement(s) wherever applicable, to the fullest extent possible.

Click here to agree

Click here to proceed
State Specific Requirements (if any)

S1. Management Commitment

State (KERALA) Specific Requirements

S1.1 Dining Area

- All precautions related to seating and handling of food service should be taken to minimize risks

- S1.1.1 Room Service personnel, when handling dishes and utensils, should wear gloves.
- S1.1.2
- S1.1.3 Communication between guests and in-house staff should be strictly through intercom or mobile phone.

I agree to follow the above requirement(s) wherever applicable, to the fullest extent possible
<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Regulatory Aspects</td>
<td>The hotel, through its top management, must be committed to safeguard its workplace(s), employees, guests, contractors, suppliers and other stakeholders from the COVID-19 pandemic and also to maintain business continuity by mitigating risks.</td>
</tr>
<tr>
<td>1.2 Rapid Response Team</td>
<td>The hotel, through its top management, must be committed to safeguard its workplace(s), employees, guests, contractors, suppliers and other stakeholders from the COVID-19 pandemic and also to maintain business continuity by mitigating risks.</td>
</tr>
<tr>
<td>1.3 Adequacy of Resources</td>
<td>The hotel, through its top management, must be committed to safeguard its workplace(s), employees, guests, contractors, suppliers and other stakeholders from the COVID-19 pandemic and also to maintain business continuity by mitigating risks.</td>
</tr>
<tr>
<td>6.1 Staff/Guest &amp; Goods transport</td>
<td>The organization needs to establish processes for safe travel and transport of people (employees, contractors and customers, as applicable) and goods &amp; materials.</td>
</tr>
<tr>
<td>7.1 Vendor communication &amp; supply management</td>
<td>The hotel needs to make provision for communication with the vendors, suppliers and contractors, as applicable, and obtain assurance from them for a safe workplace and also end to end safe operations.</td>
</tr>
<tr>
<td>8.1 Ensuring clean air</td>
<td>Proper ventilation is essential to ensure that the air circulated is clean and therefore, the hotel needs to identify the requirements and provide measures to maintain the indoor air quality clean.</td>
</tr>
<tr>
<td>9.1 Appropriate waste disposal</td>
<td>The hotel needs to determine the regulatory and necessary requirements for waste management and deploy them to ensure its safe management &amp; disposal.</td>
</tr>
<tr>
<td>10.1 Eliminating prejudices &amp; bias</td>
<td>The hotel needs to identify discriminatory practices, if any, and ensure provisions to prevent them.</td>
</tr>
</tbody>
</table>
Click here to download the Certificate

Click here to download summary of the Self-Certification

Click here to retake the Self-Certification
Participants may download the **Certificate of Self-Certification** from its email also.
Self Certification

Certificate Number

Name of Applicant Unit

Unit City/District/State

Hotel Cloud Registration Number

Date & Time of Self-Certification

QR Code with certification details

State specific logo