Assisting in preparedness of the Hospitality Industry against COVID-19

SITE-ASSESSMENT MANUAL (APPLICANT UNIT)
Official website of SAATHI is https://saathi.qcin.org/

For the registration under SAATHI, applicant unit must have

- Approved/Verified Registration number of National Integrated Database of Hospitality Industry, MoT, GoI (http://nidhi.nic.in/HotelDivision/Default.aspx)

Only SAATHI self-certified units are eligible for Site-Assessment

SAATHI Guidance Documents (Checklists) and SOPs/Guidelines issued by MoT, MoHFW and other regulatory bodies are available at https://saathi.qcin.org/
BRIEF PROCESS

Online Application by Unit *(Eligibility: Self-Certification)*

Preferred Date Selection

Online Payment by Applicant Unit

Case allocated to SAATHI Assessment Agency

Certificate of Assessment & Report sent to Applicant Unit

Assessment Agency submits the case after Quality Check

Assessment Conducted by Assessor through Mobile App

Assessment Date & mode finalisation and allotment of Assessor by Assessment Agency
https://saathi.qcin.org/

Click here to proceed for Site-Assessment
Login / Registration

To proceed, please keep the following ready:

1. The Approved/Verified NIDHI Registration Number of the Unit as provided on http://nidhi.nic.in/
2. The Mobile Number that is associated with the NIDHI Registration. An OTP will be sent on this number.
3. The Email ID that is associated with the NIDHI Registration. The same OTP will also be sent on this Email ID.

Note:
- If your Unit is not registered on the NIDHI, then you may first register on http://nidhi.nic.in/, have it approved/verified and then register here.

Click here to proceed
NIDHI Validation

Your details will now be validated from 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: http://nidhi.nic.in

Enter your NIDHI Registration Number * :
(as provided at the time of NIDHI Registration)

Select Category * :
(as mentioned on the NIDHI)

- Classified (Star Classification)
- Unclassified (National Database)

I'm not a robot

Click to select the checkbox and verify CAPTCHA

Click here to proceed

Enter NIDHI Registration Number through which the SAATHI Self-Certification was taken

Select the unit category
Enter the SAATHI Code/OTP sent on the Email/Mobile number

Click here to submit
NEFT details can be downloaded here

Click here to proceed
Read the Disclaimer and Click on “Yes” to continue with the Site-Assessment

Click here to proceed
Instructions (Site-assessment)

1. The next screen will take you to the payment gateway where you need to remit the relevant payment for SAATHI site-assessment.
2. Upon successful payment, a confirmation email will be sent to the registered Email ID.
3. Click “proceed” to move to the next step where you will be asked to select a tentative date of site-assessment.
4. Once the date is selected an Email regarding the same will be sent to the registered Email ID.
5. An assessment Agency will be allocated for the site assessment who will then connect with you to take the site-assessment forward.
6. Upon completion of the site-assessment, a “Certificate of assessment” and an assessment report will be shared with you on the registered email ID which can also be downloaded from your SAATHI dashboard.

OK

Read the instructions and Click “OK” to proceed
Note: Applicant unit will be able to choose one date on which she/he wishes the site assessment to take place after 7 days whenever she/he logs-in. A window of one month will be active.
Payment Summary

Amount  Rs.10086
GST(18%)  Rs.1814.4
Total  Rs.11904.4

*Additional payment gateway charges may applicable

Unit GSTIN:
(oral)

I hereby declare that information given above is true to the best of my knowledge.
Any information that may be required to be verified, shall be provided immediately
before the concerned authority.

Proceed To Payment

Enter Unit GSTIN (optional)

Click here to check the box

Click here to proceed
Select any one mode of payment
Through Payment Gateway

Pay through EASYEMI with HDFC Bank Credit Cards

Billing Information
- Amount: ₹ 11894.40
- Order No: e249b484-e...

Through NEFT/RTGS

In case of NEFT, enter UTR Number (Transaction No.)

After entering UTR Number, Click on “Submit”

NEFT details can be downloaded here

NEFT details can be downloaded here
Acknowledgement Email for Payment

Dear Madam/Sir,
Greetings from the SAATHI Team

We have received your payment for Site Assessment.

<table>
<thead>
<tr>
<th>NIDHI Registration Number</th>
<th>Unit Name</th>
<th>Email ID</th>
<th>Mobile No</th>
<th>Payment Date</th>
<th>Amount</th>
</tr>
</thead>
</table>

In case of any query, please mail us at saathi@ucm.org. Please mention your NIDHI Registration Number in all your future correspondence.

Thanks and Regards,
SAATHI Team

Preferred Site-Assessment Date Selection Email

Dear Madam/Sir,
Greetings from the SAATHI Team

Thank you for registering for the SAATHI Site Assessment. Your details are as follows:

<table>
<thead>
<tr>
<th>NIDHI Registration Number</th>
<th>Unit Name</th>
<th>Email ID</th>
<th>Mobile No</th>
<th>Preferred Site Assessment Date</th>
</tr>
</thead>
</table>

Click here to Log in

Your unit details and preferred Site-Assessment date will be shared with the Assessment Agency who will connect with you to take this forward.

It may be noted that the payment for the Site-Assessment will be made directly by QCI to the Assessment Agency. However, in case of physical Site-Assessment, the cost of conveyance/transport/accommodation (if applicable) shall be paid directly by the applicant unit to the Assessment Agency.

Thanks and Regards,
SAATHI Team
**Note:** Assessment Agency SPOC contacts applicant to finalize the date and mode of site-assessment (Remote/Onsite)
Dear Madam/Sir,

Greetings from the SAATHI Team!

Thank you for finalising the SAATHI Site Assessment Date. The details of the Registered Assessment Agency allocated to your Unit for this assessment are as follows:

<table>
<thead>
<tr>
<th>Registered Assessment Agency</th>
<th>Agency SPOC Name</th>
<th>Agency SPOC Email ID</th>
<th>Agency SPOC Mobile No</th>
</tr>
</thead>
</table>

The details of the Assessor of the Registered Assessment Agency allocated to you are as follows:

<table>
<thead>
<tr>
<th>Assessor Name</th>
<th>Assessor Email ID</th>
<th>Assessor Mobile No</th>
</tr>
</thead>
</table>

You will soon be contacted by the Assessor to take this forward.

Thanks and Regards,

SAATHI Team

Click here to Login

Assessment Agency Contact Details

Assessor Contact Details

Final Assessment Date and Mode of Assessment
Click here to download the Site-Assessment Report

Click here to download the Certificate
1. Management Commitment

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.

**Opportunities for Improvement:**

<table>
<thead>
<tr>
<th>Code</th>
<th>Sub Element</th>
<th>Assessment Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Code</td>
</tr>
<tr>
<td>1.1.1</td>
<td>Regulatory Aspects</td>
<td>1. The Management shall identify all regulatory guidance (respective local, State or Central Government regulations and directives) to establish the safety and hygiene conditions/protocols in its workplace and reviewing it time to time to keep it current.</td>
</tr>
<tr>
<td>1.1.1</td>
<td>Regulatory Aspects</td>
<td>2. The Management shall ensure that all activities and employee practices in the facility are operating and fulfilling the respective local, State or Central Government regulations and directives.</td>
</tr>
<tr>
<td>1.1.1</td>
<td>Regulatory Aspects</td>
<td>3. Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open.</td>
</tr>
<tr>
<td>1.1.1</td>
<td>Regulatory Aspects</td>
<td>4. Gaming Arcades/Children play areas (wherever applicable) shall remain closed till as advised.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. The Hotel Management shall create a Rapid Response Team (RRT)</td>
</tr>
</tbody>
</table>

**Assessor Remarks**

**Evidence Captured**

**Report Number**

**Conformance to requirements**