West Wing, 7th Floor,
Chanderlok Building,
36 Janpath, New Delhi – 110001
Dated: 26.10.2020

OFFICE MEMORANDUM

Subject: Registration on SAATHI Initiative by classified Units.

As aware, Operational Recommendations were issued by Ministry of Tourism on 08.06.2020 to safeguard the hospitality units from Covid 19 and resume their business post Covid-19 lockdown.
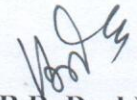
2.   In order to assist the hospitality industry in their preparedness to continue operations safely and mitigate risks arising out of the COVID-19 pandemic, the Ministry of Tourism has partnered with the Quality Council of India (QCI), to assist the Hospitality Industry through an initiative called 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"**. This initiative was recently launched by the Hon'ble Minister of Tourism & Culture on World Tourism Day.

3.   SAATHI aims to assist accommodation units to go through the guidelines in a structured manner and enables you to undertake a self-certification on the same. The SAATHI self-certification will not only assist in your preparedness to continue operations safely but also restore the confidence of guests and enhance your image as a responsible hotel.

4   This initiative is to be undertaken in 3 phases i.e., **Self-Certification** which provides a detailed understanding of the Guidelines/Key-elements to be followed, **Webinars** wherein the Self-Certified Hotels/units attend webinars to clarify doubts through live interactions and **Site-assessment** which is optional and in this phase on-ground implementation of the SOPs/ Guidelines and identification of gaps is undertaken and an assessment report with opportunities for improvement is shared with the assessed unit. A brief on SAATHI Initiative and SAATHI flyer showing the registration process and expected benefits thereof is enclosed.

5.   As on date, 3865 accommodation units have been registered on SAATHI out of which only 106 units are classified. The Ministry of Tourism is looking for more and more classified units to be registered on SAATHI.

6.   In view of the above, you are encouraged to register on SAATHI as an additional step towards ensuring safety.

(B.B. Dash)
Director

To

1.   All Classified Units
2.   All Regional Directors, Ministry of Tourism.
3.   FHRAI, HAI, IHHA.

It's not just about Masks, Sanitizers and Safe-distancing
SAATHI: A holistic approach to fighting COVID-19, for the Hospitality Industry

Given the current outbreak, it is important that all hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other services post lockdown. 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"**.

The idea here is not only to sensitize the industry on the COVID regulations by the government but also to instil confidence amongst the staff and guests that the hospitality unit has exhibited intent towards ensuring safety and hygiene at the workplace.

SAATHI Standard has been developed based on the COVID-19 guidelines, as issued by the Ministry of Tourism and Ministry of Health & Family Welfare, Government of India. The Standard re-imposes the fact that a Hospitality Unit needs to incorporate a holistic approach in their fight against this pandemic and hence has 10 key elements pivoting around the commitment by the hotel management to ensure institutionalizing of this protocol/standard.

The SAATHI standard urges the hotel management to ensure that they identify risks arising out of COVID-19 and institute suitable measures to mitigate them in order to ensure continuity in operations. Emphasis is laid on identification of relevant COVID related regulations, especially those by States/Local authorities while ensuring that a rapid response team or a senior person (in case of a small hotel) is made responsible to oversee COVID related concerns in the hotel. It also urges to ensure allocation/provision of budgetary & human resources for business continuity.

Similarly there are nine more elements focusing not only on practices related to hygiene and safety in all hotel areas (both public as well as back-of-the-house) by identifying high-touchpoints, but also on how to communicate the same to concerned stakeholders like staff, guests, vendors/contractors etc. Training of hotel staff on the same is also aptly emphasized. The Standard also advises the hotel to ensure suitable preventive measures (before opening and during operations), manage transport related concerns (guest, staff, vendor etc.) and having a process to handle vendors/contractors etc. while receiving incoming material/supplies.
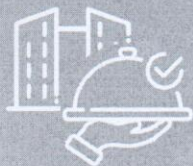
Further, the Standard highlights the importance of ventilation; to ensure that the Hotel areas are well ventilated to maintain clean air (as advised by CPWD), & on waste management related to COVID-19; advising measures to ensure effective PPE waste management in the Hotel/Unit (as advised by CPCB).

The final element, that of Control of Discriminatory practices, advises the hotel to identify discriminatory practices (related to COVID), if any, and ensure provisions to prevent them and also conveying the hotel's stand on such practices to all stakeholders.

These 10 elements of SAATHI are intricately interwoven and work in harmony. If implemented holistically, these will assist the hotel in minimizing risks arising out of COVID-19.

This initiative is in 3 phases i.e., **Self-Certification** which provides a detailed understanding of the Guidelines/Key-elements to be followed, **Webinars** wherein the Self-Certified Hotels/units attend webinars to clarify doubts through live interactions and **Site-assessment** which is optional and in this phase on-ground implementation of the SOPs/ Guidelines and identification of gaps is undertaken and an assessment report with opportunities for improvement is shared with the assessed unit.

Adoption of SAATHI in a hospitality unit not only instils confidence amongst all stakeholders (including staff & Guests) but also enhances its image as that of a responsible Organization that has exhibited intent and commitment towards safety and hygiene of guests, staff and other stakeholders.

QUALITY COUNCIL OF INDIA
QCI Creating an Ecosystem for Quality

saathi
System for Assessment, Awareness and Training for Hospitality Industry

Ministry of Tourism
Government of India

Assisting in preparedness of the ═══
Hospitality Industry against COVID-19

About SAATHI

System for Assessment, Awareness & Training for Hospitality Industry

Given the current COVID-19 outbreak, it is important that all hotels, restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other services post lockdown. To assist the hospitality industry in their preparedness to continue operations safely and mitigate risks arising out of the COVID pandemic, the Ministry of Tourism has partnered with the Quality Council of India, to bring this initiative that entails:

Self-Certification

This process will explain the key elements related to preparedness against COVID-19. A Self-Certification will be generated at the end.

Webinar

After undertaking Self-Certification, the key elements of SAATHI will be explained through Webinars. A Certificate of Participation will be issued.

Site-Assessment
(optional)

After Self-Certification units may go for a site/remote assessment which will assess on-ground preparedness and advise opportunities for improvement. A Certificate of Assessment will be issued.

Expected Benefits of SAATHI

Ensuring safety & health of employees and guests

Helping in complying with COVID-19 related regulatory requirements

Identifying vulnerable areas within the organization, which need to be plugged

Ensuring continuity in operations

How SAATHI works

Log on to the official website of SAATHI https://saathi.qcin.org/ **to register**

To register for Self-Certification, applicant unit must have:
Registration number, mobile number & email address as registered on https://hotelcloud.nic.in

SAATHI self-certified units can take Self Certification multiple times

SAATHI self-certified units may also undertake training(webinar) and site-assessment

SAATHI Guidance Documents (Checklists) and SOPs/Guidelines as issued by MoT, MoHFW and other regulatory bodies are available for download on the SAATHI website

Applicant units do not have to pay any fee for Self-Certification and Webinar