



Ministry of Tourism
Government of India



Saathi

**System for Assessment, Awareness and
Training for Hospitality Industry**



Assisting in preparedness of the
Hospitality Industry against COVID-19

ABOUT SAATHI

SAATHI is an acronym for System for Assessment, Awareness and Training for Hospitality Industry

SAATHI is a helping hand and partnership with Hospitality Industry to meet the challenges of COVID-19

SAATHI has been developed by Quality Council of India based on the guidelines issued by the Government for COVID-19 Safety and Hygiene



An initiative towards आत्मनिर्भर भारत
Supporting industry to grow from small to medium to global scales

VISION & MISSION

Vision

To build the trust and confidence of the tourists as well as staff in Hospitality Industry post COVID-19

Mission

To build capacity and assess the adoption of guidelines for COVID-19 safety and hygiene

Applicability & Scope

Currently applicable to Hotels, Restaurants, B&B / Homestays

Exclusions

Any regulatory/ statutory/ voluntary requirement



OUTCOMES

Envisaged Outcomes

1. Boosting confidence of both guests and staff
2. Ensuring safety & health of employees /guests
3. Identifying vulnerable areas within the organization, which need to be plugged
4. Ensuring business continuity in operations
5. Complying with all COVID-19 related regulatory requirements



PHASES OF SAATHI



SELF-CERTIFICATION

- Provides detailed understanding of the Guidelines/Key-elements to be followed
- Assists in judging the level of the overall preparedness (for e.g. safety and hygiene) on its own, to receive customers as well as managing its employees



CAPACITY BUILDING

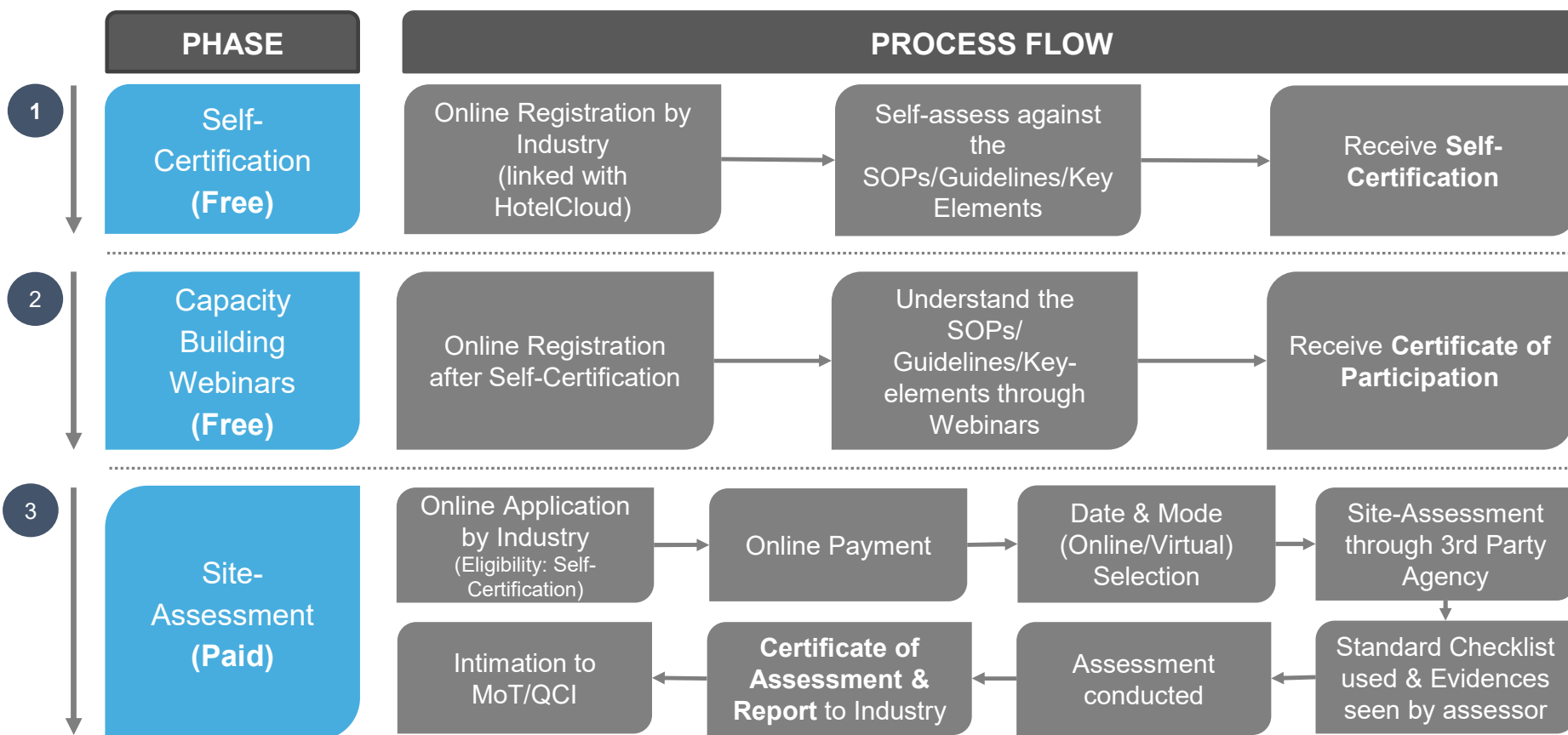
- Builds capacities of hoteliers/ restauranteurs/ others against the SOPs/ Guidelines on the SOPs/ guidelines issued
- Brings all stakeholders industry, experts, etc. together



SITE-ASSESSMENT

- Checks on-ground implementation of the SOPs/ Guidelines and identify gaps
- Can be done On-site or Remote/ Virtual as per the feasibility

IMPLEMENTATION MECHANISM



GENERAL INSTRUCTIONS

- ✓ Official website of SAATHI is <https://saathi.qcin.org/>
- ✓ For the registration under SAATHI, applicant unit must have
 - Registration number of National Database for Accommodation Units, MoT, GoI (<https://hotelcloud.nic.in/HotelDivision/Default.aspx>)
 - A valid mobile number and email address
- ✓ SAATHI self-certified units can take Self Certification multiple times
- ✓ SAATHI self-certified units may undergo webinar (training) and site-assessment
- ✓ SAATHI Guidance Documents (Checklists) and SOPs/Guidelines issued by MoT, MoHFW and other regulatory bodies are available at <https://saathi.qcin.org/>

<https://saathi.qcin.org/>



SAATHI

saathi.qcin.org

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saathi
System for Assessment, Awareness and Training for Hospitality Industry

QUALITY COUNCIL OF INDIA
Creating an ecosystem for Quality

REGISTRATIONS OPEN

Login

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System for Assessment, Awareness and Training for Hospitality Industry

Assisting in preparedness of the Hospitality Industry against COVID-19

Self Certification | Webinar | Site Assessment

* Units must be registered on www.hotelcloud.nic.in



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Assisting in preparedness of the Hospitality Industry against COVID-19

Self Certification Webinar Site Assessment

Units must be registered on www.hotelcloud.nic.in

Click here to register and take Self Certification

Click here to register for Webinar

Click here to register for Site Assessment



REGISTRATIONS OPEN

Login / Registration

Registration Number of the National Database for Accommodation Units
(Ministry of Tourism, Government of India) would also be required

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

Enter your Mobile Number * :

(A SAATHI code will be sent on this number)

9450239133

Enter your Email ID * :

(SAATHI registration details will be sent on this email)

xxxx@gmail.com

[Forgot Login Details ?](#)

Proceed

Enter valid mobile number
(SAATHI Code will be sent on
this number) and email address

Click here to
proceed

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SAATHI code has been sent to the entered mobile number.
Please enter the SAATHI code here for validation.

4526

00:13

Cancel Submit




In case you
Enter your Mobile N
(A SAATHI code will
Enter your Email ID * :
(SAATHI registration details will be sent on this email)
xxxx@gmail.com

Forgot Login Details ?

Proceed

Enter the SAATHI
Code sent on the
mobile number
provided

Click here to
submit

Hotel Cloud 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: <https://hotelcloud.nic.in/>

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

MOT190717558

Select Category * :
(as provided at the time of Hotel Cloud Registration)

Classified Unclassified

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 here to proceed

Note: An email with registration details will be sent to email id provided during registration

REGISTRATIONS OPEN

Registration Details

Your details have been validated from (<https://hotelcloud.nic.in/>), National Database for Accommodation Units (Ministry of Tourism, Government of India)

Unit Name	ALOFT BENGALURU CESSNA BUSINESS PARK
Registration Number	MOT160615661
Accommodation Type	4 Star With Alcohol
Address	Bangalore, Karnataka

To continue with the Self-Certification, an additional information is needed

Please select the Category *:

With In-House Restaurant Without In-House Restaurant

Proceed

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

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

Click here to proceed

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REGISTRATION

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/advise 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

Proceed

Click here to proceed

Read the Declaration and Click on "Yes" to continue with the Self-Certification



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REGISTRATIONS OPEN

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.

OK

Read the instructions and
Click "OK" to proceed

The screenshot displays the 'Saathi' registration interface. At the top, it features the logos of the Ministry of Tourism, Government of India, and the Quality Council of India. A blue banner indicates 'REGISTRATIONS OPEN'. Below this, a progress bar shows 9% completion. The main content area is titled '2. Hygiene & Sanitization' and includes several sub-elements: 2.1 Hotel sanitization, 2.2 Room Cleaning & Housekeeping, 2.3 Restaurant sanitization, 2.4 Personal Hygiene: Employee/Staff, and 2.5 Personal Hygiene: Hotel Guest. The 2.5 sub-element is expanded to show a description: 'All guests must be informed beforehand on the guidelines related to hygiene and safety practiced by the hotel'. Below the description is a list of six requirements for hotel guests. At the bottom of the sub-element, there is a checkbox labeled 'I agree to follow the above requirement(s) wherever applicable, to the fullest extent possible' and a blue 'NEXT' button.

Progress Bar to indicate flow of Self Certification

Click on this button to read the description of the Element

Element

Sub-element

Description of Sub-element

Requirements

Click here to agree

Click here to proceed



S1. Management Commitment ¹

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 | 1. Room Service personnel, when handling dishes and utensils, should wear gloves. |
| S1.1.2 | |
| S1.1.3 | 1. 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.

NEXT

State Specific
Requirements (if any)

REGISTRATIONS OPEN

Summary	
Unit Name: Aloft Bengaluru CPSSNA BUSINESS PARK Hotel Cloud Registration Number: MCTM0015001 Address: Bangalore, Karnataka	
1. Management Commitment	1.1. Regulatory Aspects 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. ✓
	1.2. Rapid Response Team 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. ✓
	1.3. Adequacy of Resources 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. ✓
6. Transport Management	6.1. Staff/Guest & Goods transport The organization needs to establish processes for safe travel and transport of people (employees, contractors and customers, as applicable) and goods & materials. ✓
7. Vendor Management	7.1. Vendor communication & supply management 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. ✓
8. Ventilation	8.1. Ensuring clean air 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. ✓
9. Waste Management	9.1. Appropriate waste disposal The Hotel needs to determine the regulatory and necessary requirements for waste management and deploy them to ensure its safe management & disposal. ✓
10. Control of Discriminatory Practices	10.1. Eliminating prejudices & bias The Hotel needs to identify discriminatory practices, if any, and ensure provisions to prevent them. ✓
SUBMIT	

Summary of Elements
and Sub-elements

Click here to submit the
Self-Certification

User Dashboard

The dashboard displays the following information and options:

- Ministry of Tourism, Government of India** logo on the top left.
- saathi** logo with the tagline "System for Assessment, Awareness and Training for Hospitality Industry" in the top center.
- QUALITY COUNCIL OF INDIA** logo with the tagline "Creating an Ecosystem for Quality" on the top right.
- Dashboard** title in the center.
- A blue box containing the text: "The unit details are as per the information available on the National Database for Accommodation Units (Ministry of Tourism, Government of India). You may update the details on hotelcloud.nic.in".
- Unit details: **Name:** ALOFT BENGALURU CESSNA BUSINESS PARK, **Hotel Cloud Registration Number:** MD1160610661, **Hotel Address:** Bangalore, Karnataka.
- Three main action cards:
 - Self Certification:** Contains buttons for "Download Certificate", "Download Summary", and "Retake Self-Certification".
 - Webinar:** Contains a "Register Now" button.
 - Site Assessment:** Contains a "Coming soon" message.

Click here to download the Certificate

Click here to download summary of the Self-Certification

Click here to retake the Self-Certification

Click here to register for Webinar

Click here to register for Site Assessment

Karnataka
One state, Many worlds.

Ministry of Tourism
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— An initiative towards Atmanirbhar Bharat —

SELF CERTIFICATION

ALOFT BENGALURU CESSNA BUSINESS PARK
(Organization Name)

Bangalore, Karnataka
(Organization Address)

MOT160615661
(Hotel Cloud Registration Number)

September 3, 2020 11:24 AM
(Date of Self Certification)

This self-certification is governed by the declaration given by the organization while registering and is an assurance to ensure safety and hygiene at the workplace in order to mitigate COVID-19 risks. It does not imply any certification of compliance to the SOPs/Guidelines issued by the Government since practice of these elements is a continuous process. This Certificate will not substitute any legal or other requirement for setting up or operating a hospitality business.


SAATHI_03092020_85

State specific logo

Name of Applicant Organisation

Hotel Cloud Registration Number

Date of Self-Certification

Certificate Number

QR Code with certification details