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Government of India

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Creating an Ecosystem for Quality

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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 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/

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REGISTRATIONS OPEN

Login

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Self Certification | Webinar | Site Assessment

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

Click here to take Self Certification

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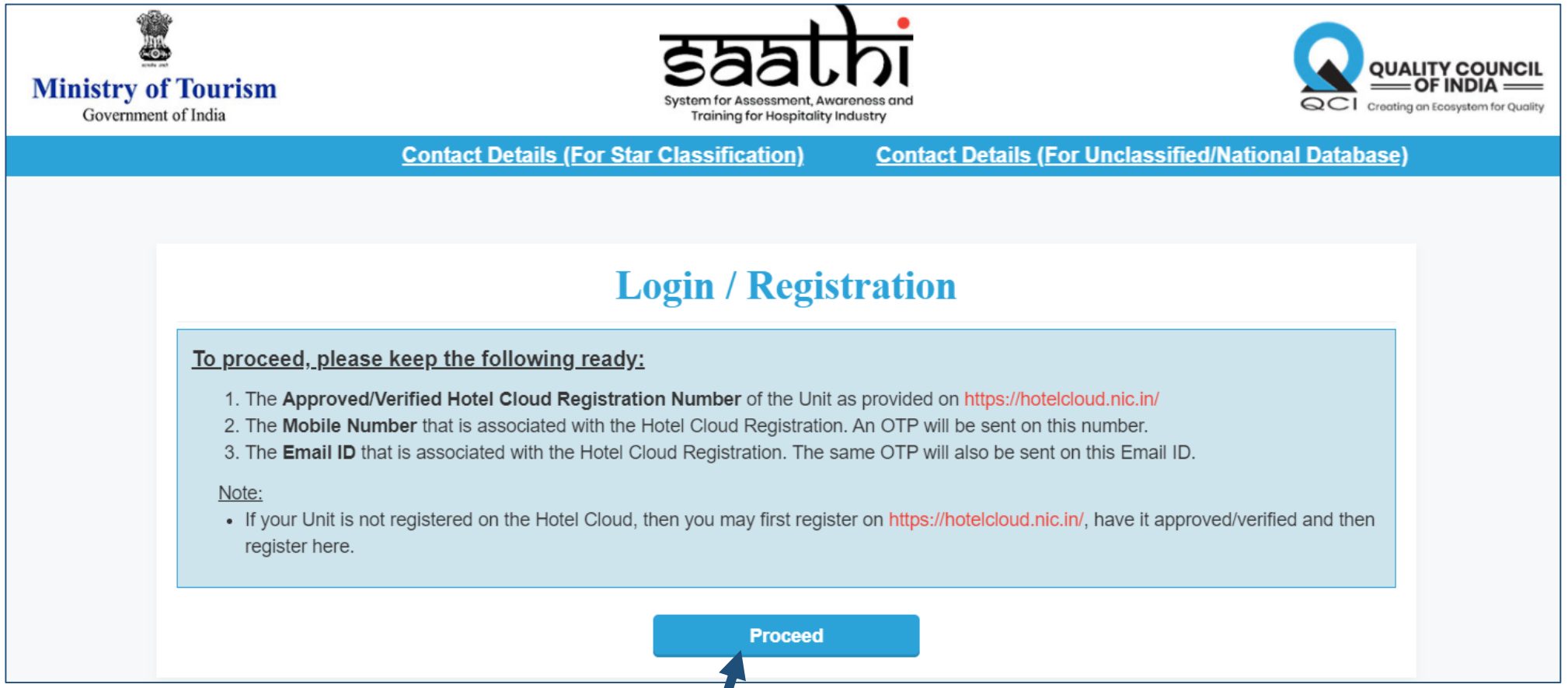

Click here to proceed

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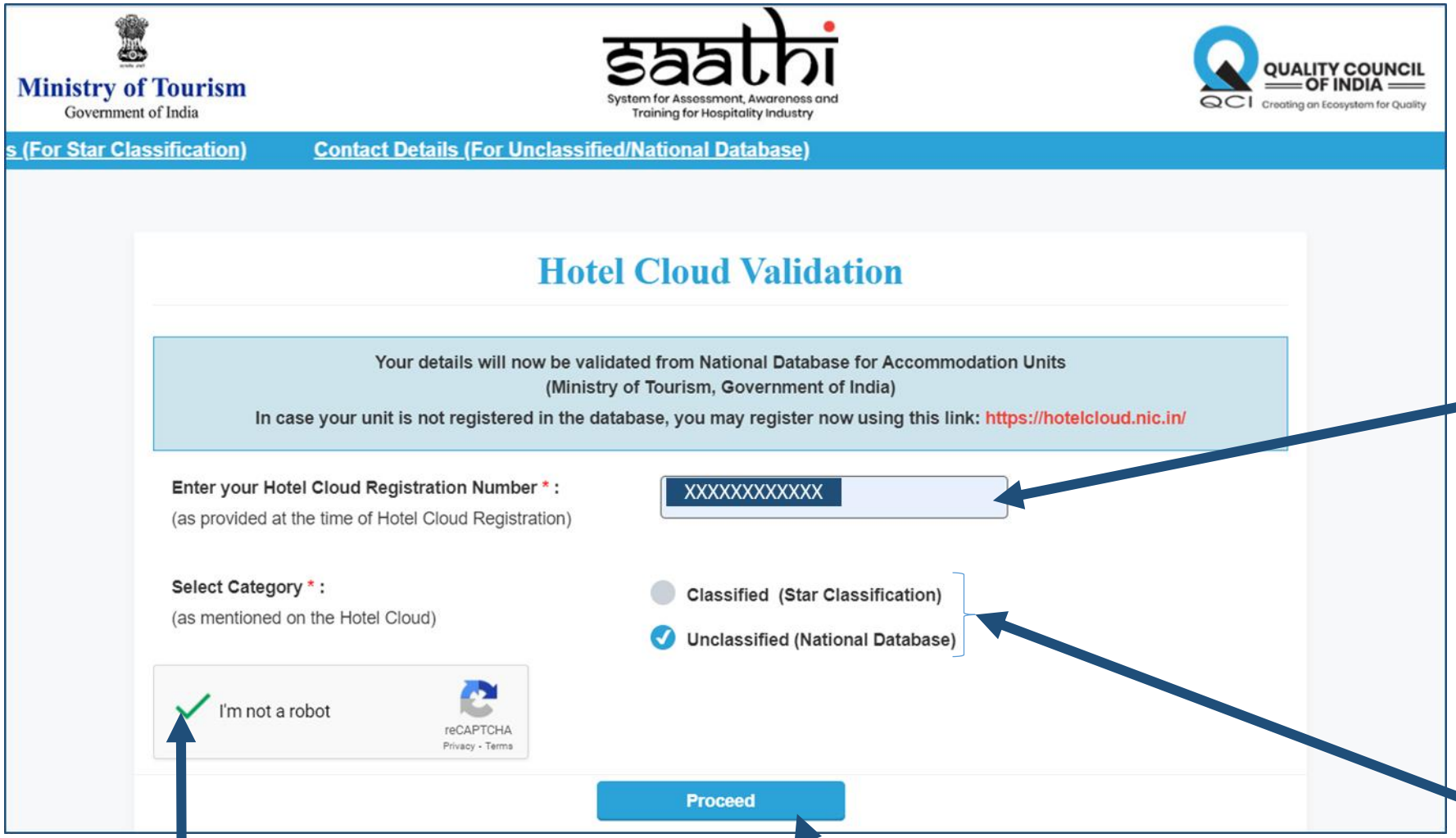

Enter Hotel Cloud registration Number of National Database for Accommodation Units (Ministry of Tourism, Government of India)

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

Click here to proceed

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

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OTP/SAATHI Code Email

Reply Reply All Forward IM

Tue 15-09-2020 09:13

SAATHI ADMIN

SAATHI Registration OTP

To xxxxxx@xyz.com

Dear Madam/Sir,

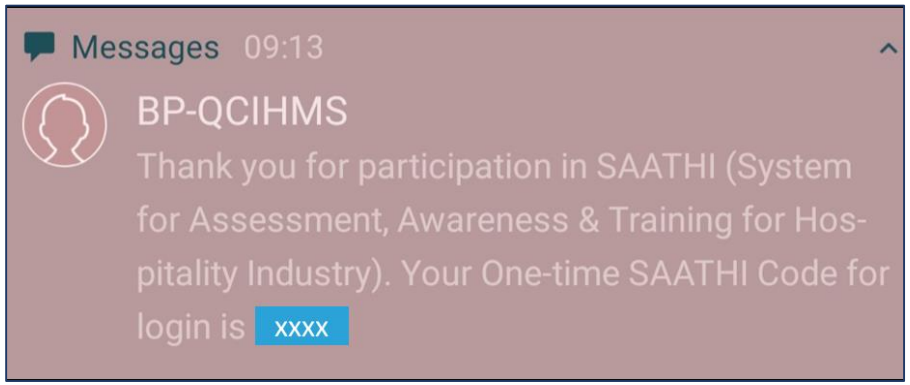
Thank you for participating in the SAATHI inititiative.

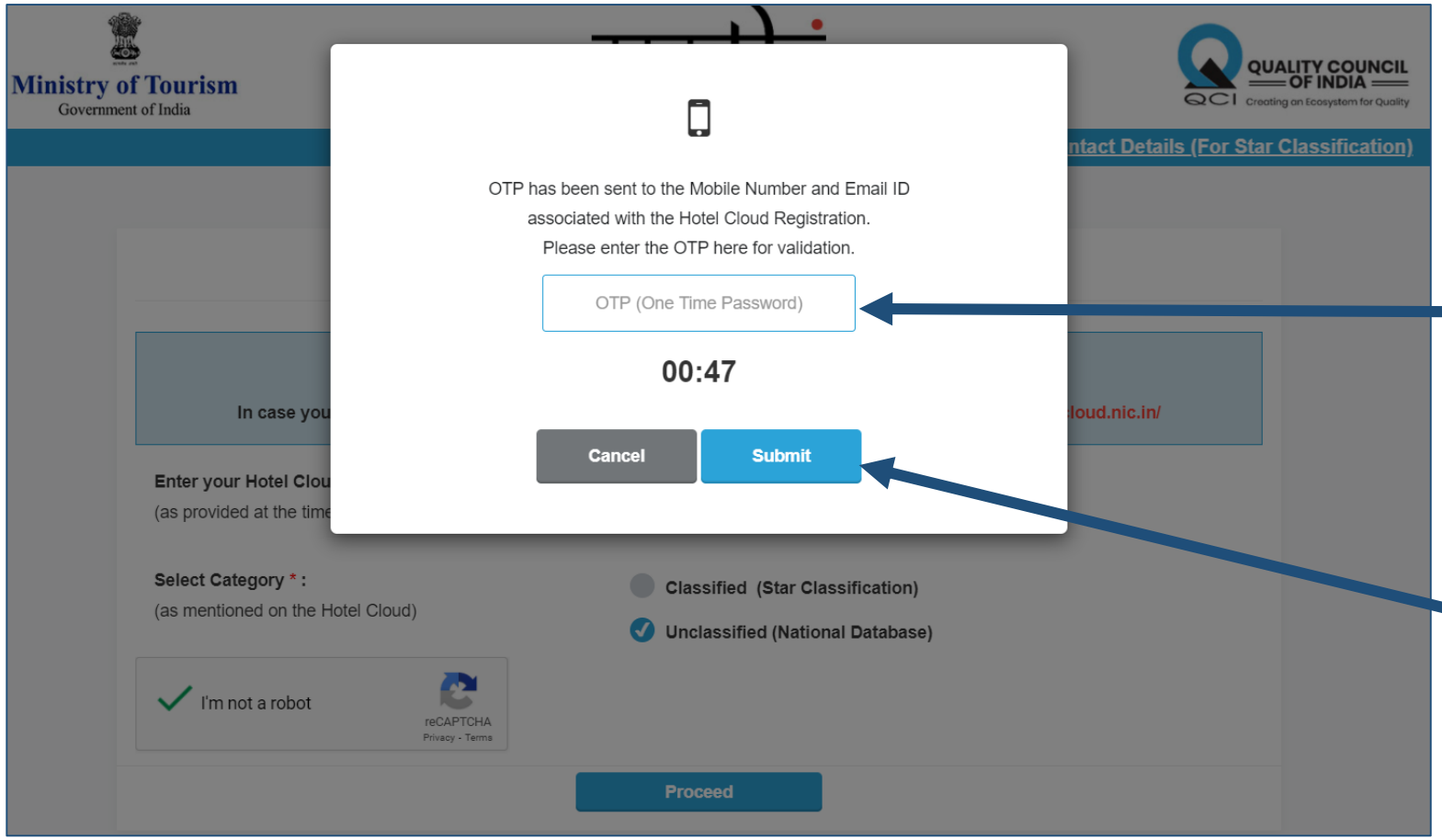
Your OTP (One Time Password) is: xxxx

Thank you

SAATHI TEAM

OTP/SAATHI Code Mobile Text Message





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

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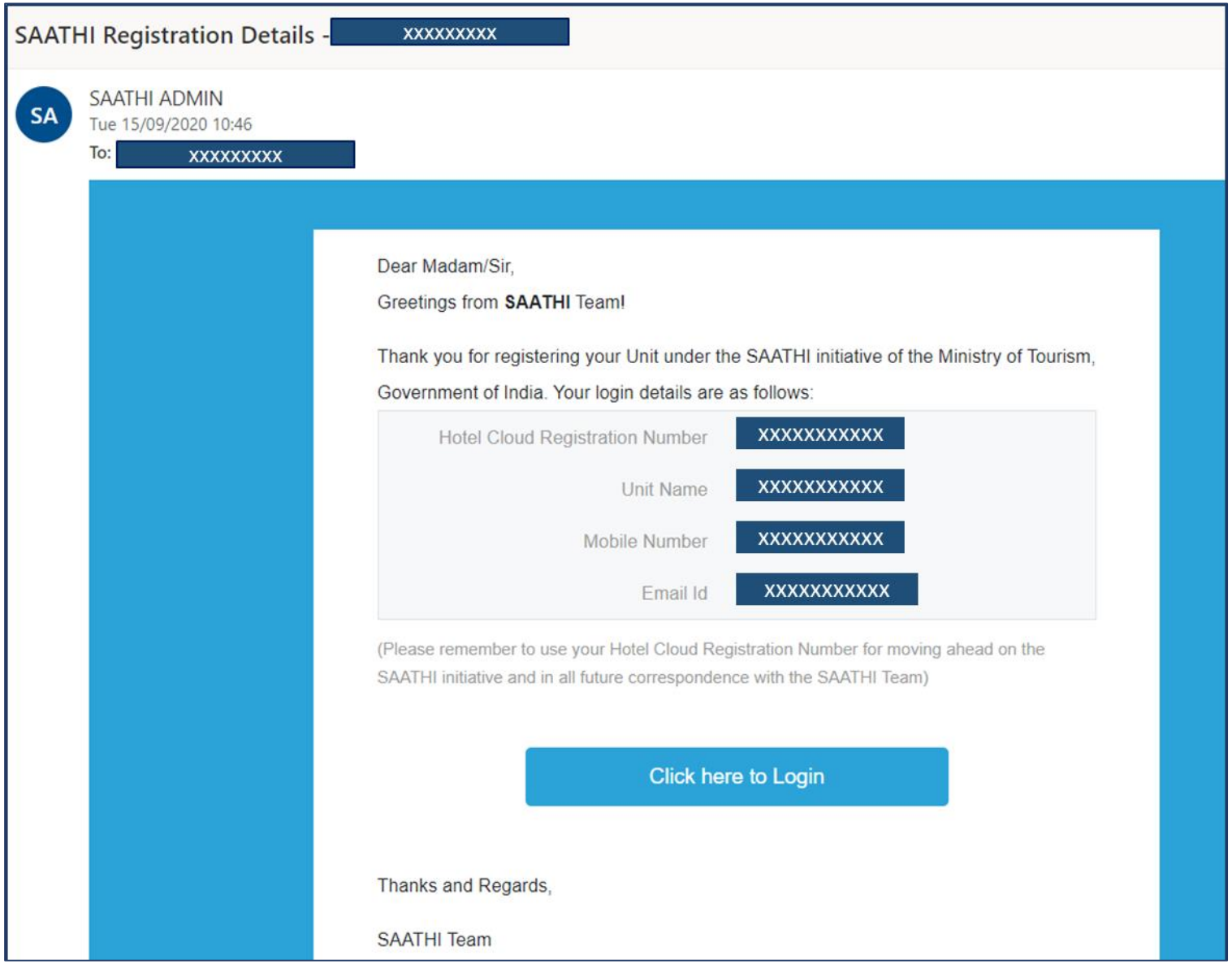
Email with SAATHI Login Credentials



SAATHI Registration Details - [redacted]

SA

SAATHI ADMIN
Tue 15/09/2020 10:46
To: [redacted]

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:

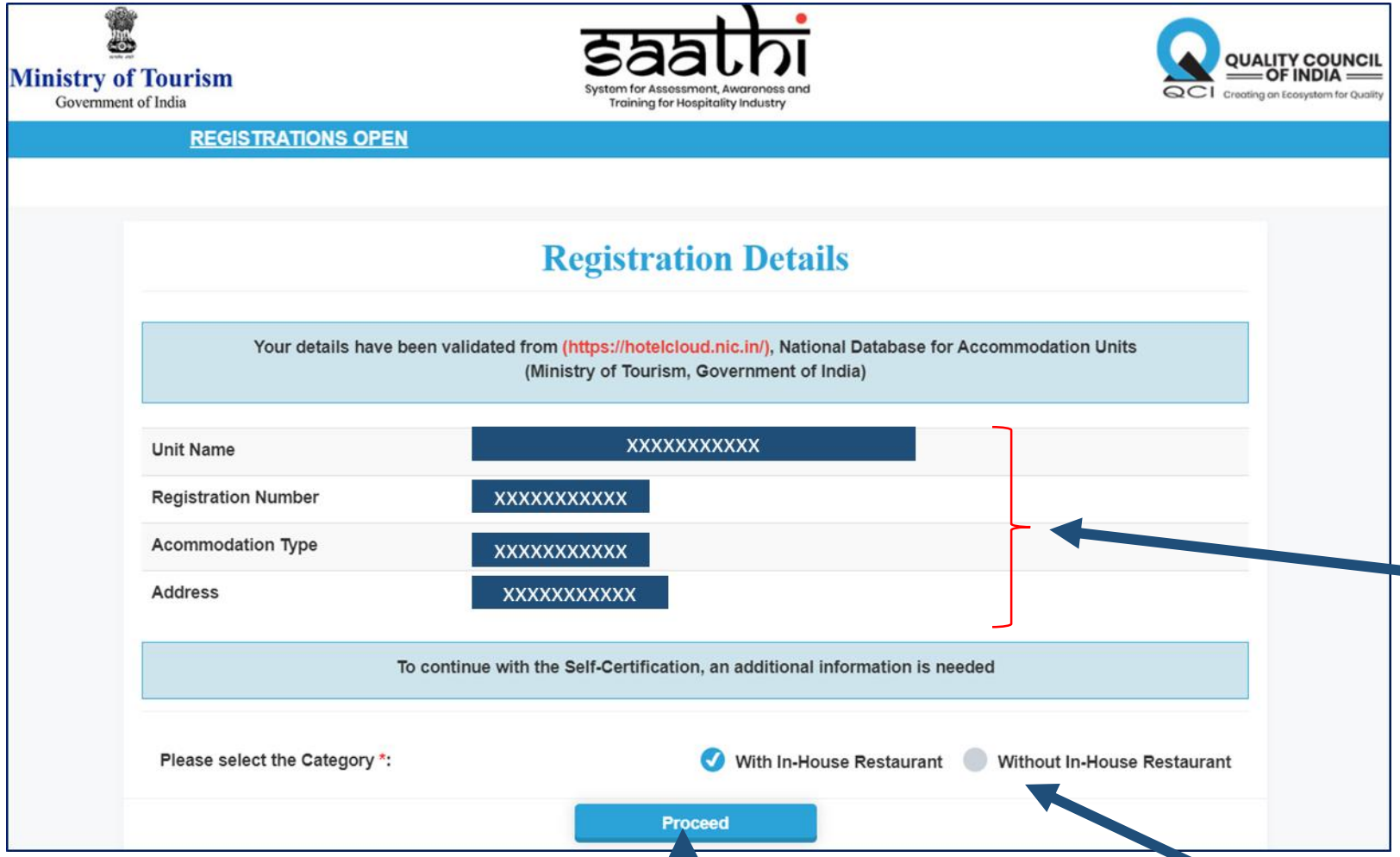
Hotel Cloud Registration Number	[redacted]
Unit Name	[redacted]
Mobile Number	[redacted]
Email Id	[redacted]

(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



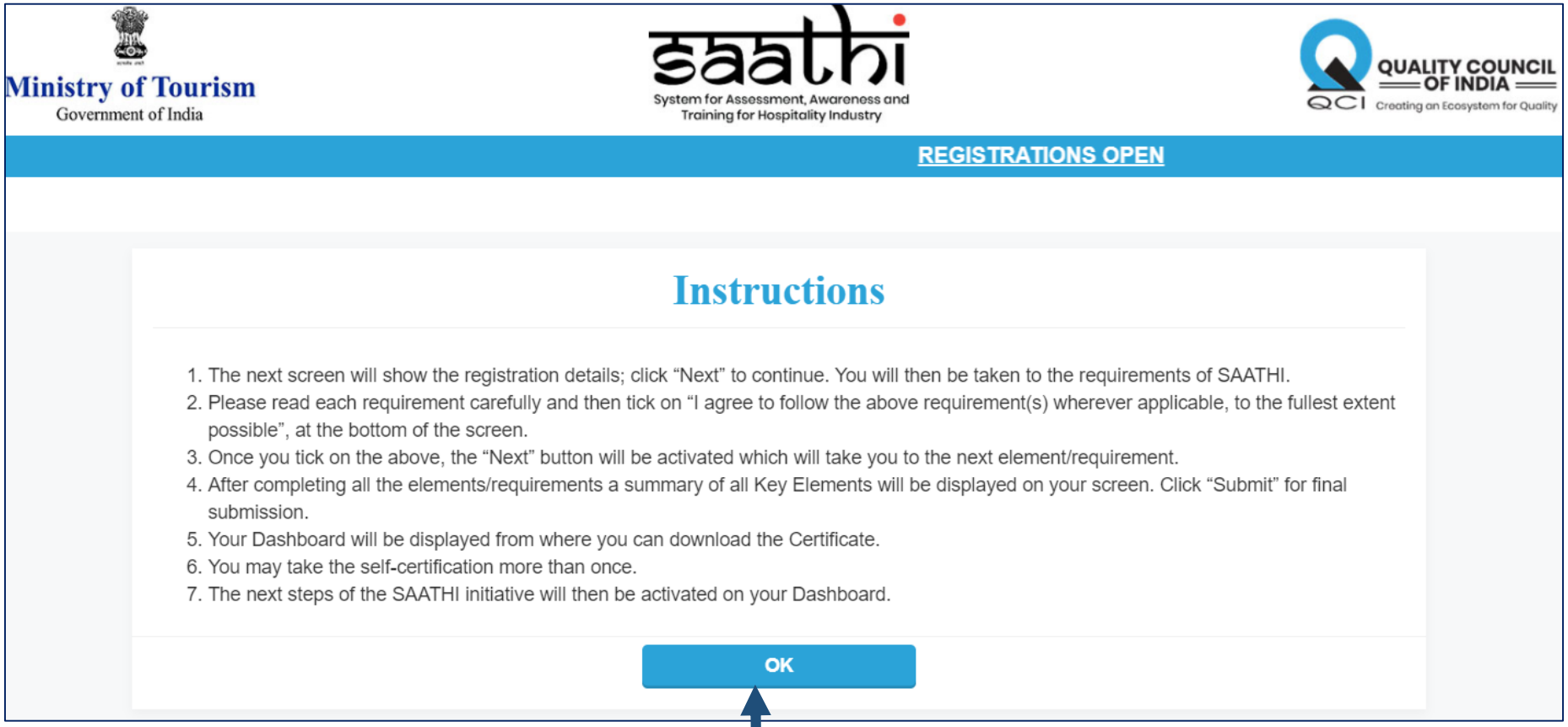
Registration details of applicant unit validated from National Database for Accommodation Units (MoT, GoI)

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

Click here to proceed

Click here to proceed

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



Read the instructions and Click “OK” to proceed

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9%

Progress bar

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

2.5.1	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

NEXT

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

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90%

Progress bar

S1. Management Commitment

State (KERALA) Specific Requirements

S1.1 Dining Area

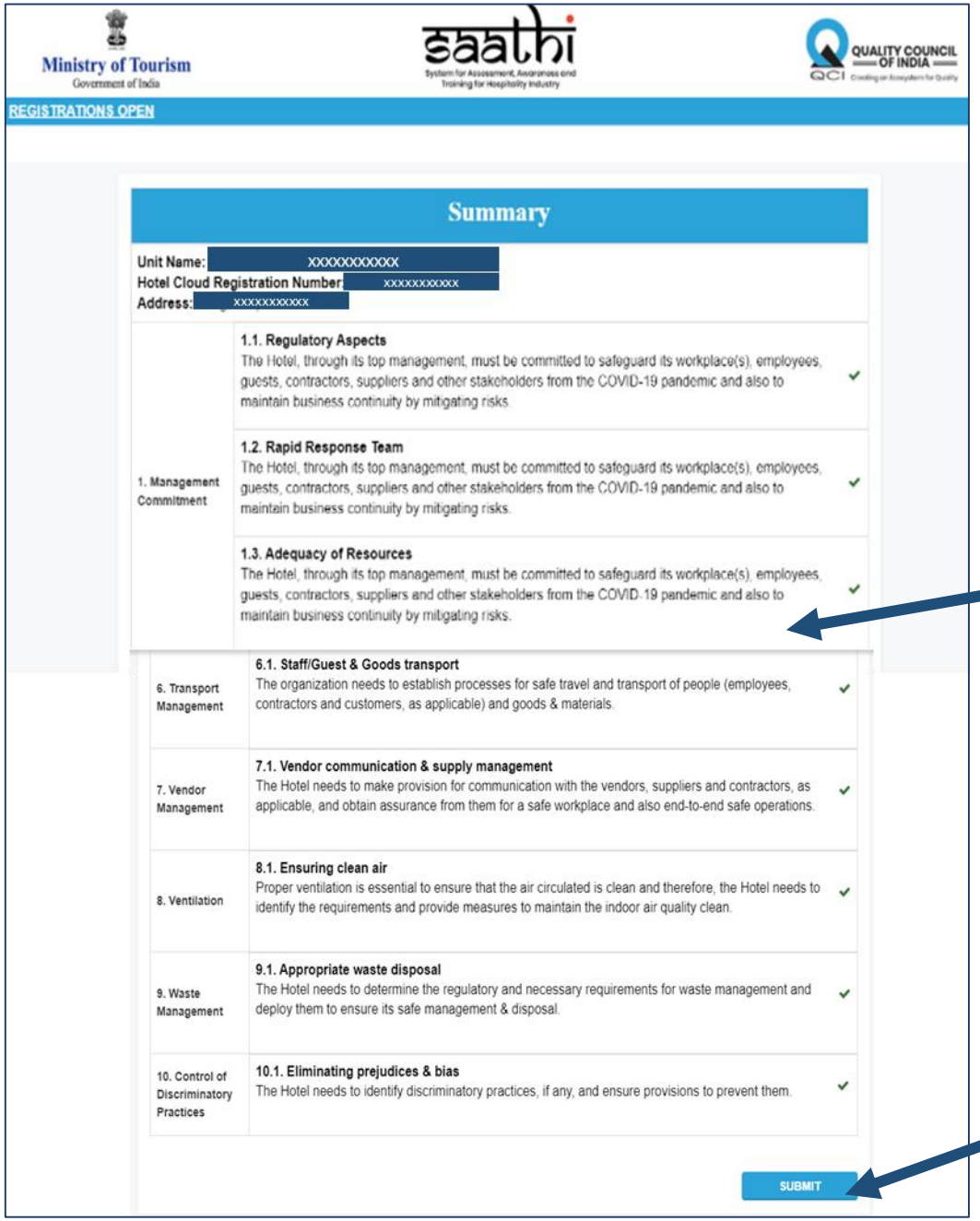
All precautions related to seating and handling of food service should be taken to minimize risks

S1.1.1	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)



Summary of Elements and Sub-elements

Click here to submit the Self-Certification

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User Dashboard

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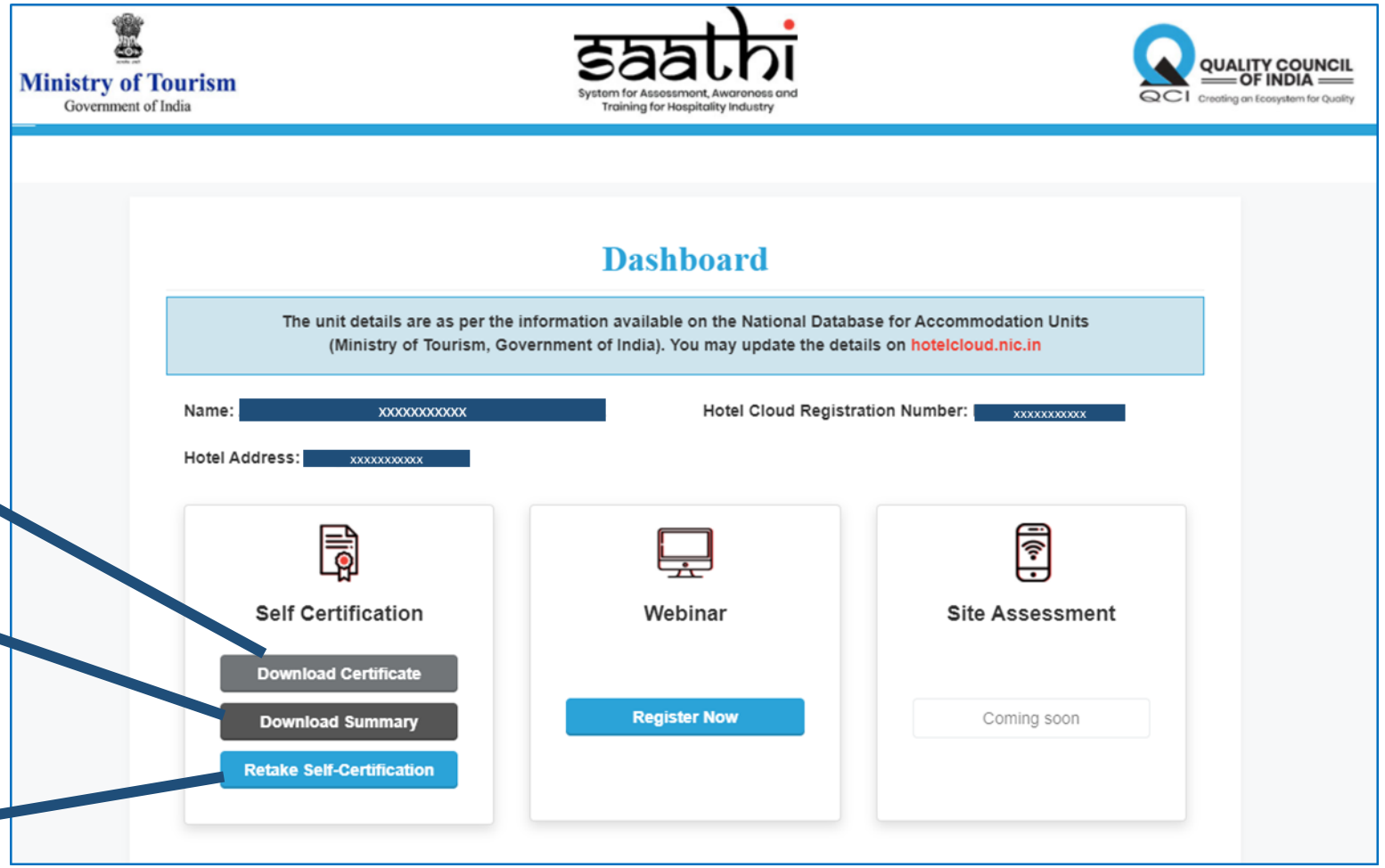
Click here to download the Certificate

Click here to download summary of the Self-Certification

Click here to retake the Self-Certification



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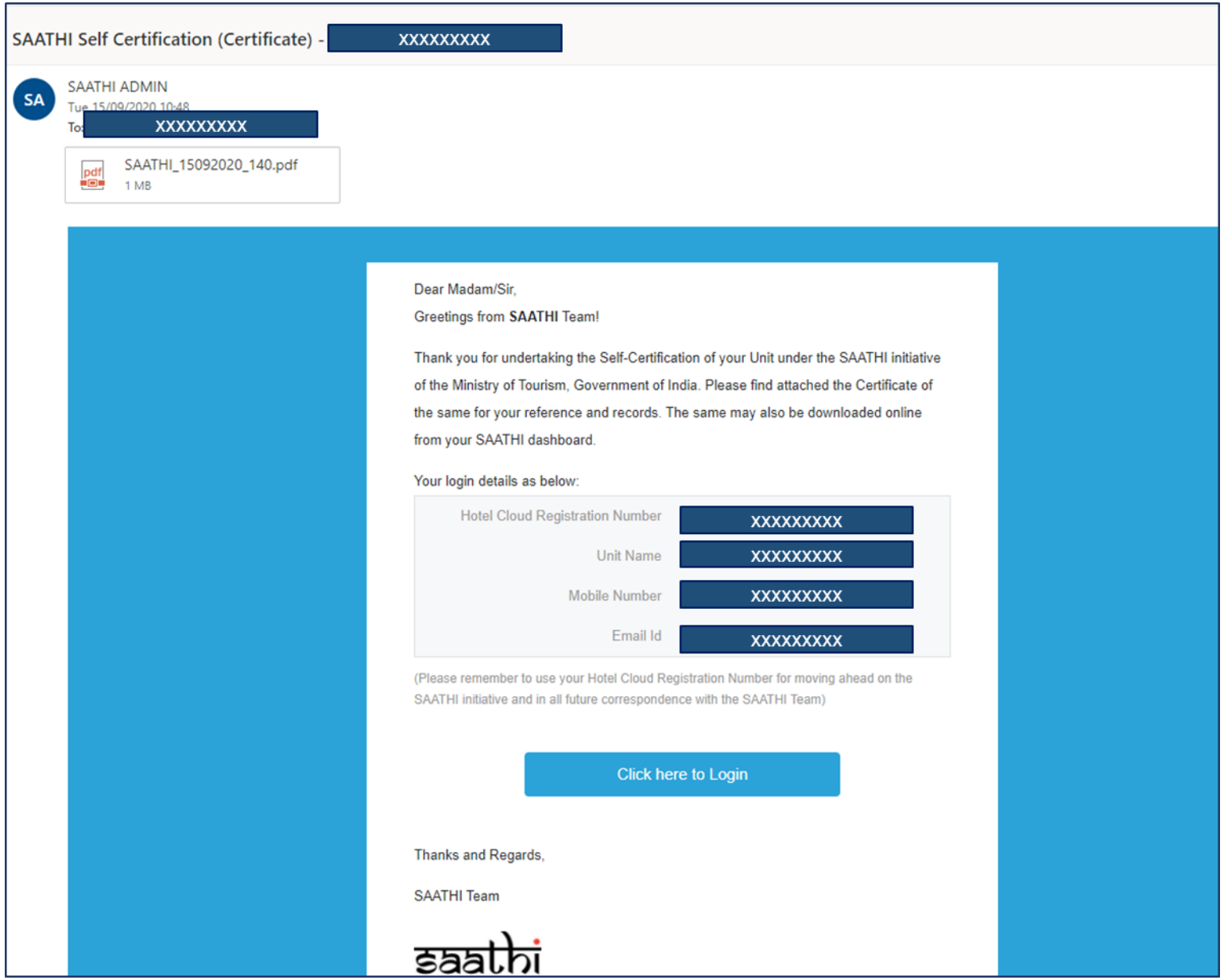
Participants may download the **Certificate of Self-Certification** from its email also



SAATHI Self Certification (Certificate) - XXXXXXXXX

SA

SAATHI ADMIN

Tue 15/09/2020 10:48

To: XXXXXXXXX

SAATHI_15092020_140.pdf

1 MB

Dear Madam/Sir,

Greetings from **SAATHI** Team!

Thank you for undertaking the Self-Certification of your Unit under the SAATHI initiative of the Ministry of Tourism, Government of India. Please find attached the Certificate of the same for your reference and records. The same may also be downloaded online from your SAATHI dashboard.

Your login details as below:

Hotel Cloud Registration Number	XXXXXXXXX
Unit Name	XXXXXXXXX
Mobile Number	XXXXXXXXX
Email Id	XXXXXXXXX

(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

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State specific logo

Name of Applicant Unit

Unit City/District/State

Hotel Cloud Registration Number

Date & Time of Self-Certification

QR Code with certification details

Certificate Number

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