

E- 4020128

File No: 64(21)/DI/Assets-Land-Building/2021-22-Part(2)
Government of India
Ministry of Micro, Small and Medium Enterprises
Office of the Development Commissioner
(DFO Division)

A-Wing, 7th Floor,
Nirman Bhawan, New Delhi
Dated: 21 Oct, 2022

OFFICE ORDER

Subject: Approved terms & conditions for operation of Guest house in MSME-DFOs/TCs-reg.

I am to convey the approval of Competent Authority for terms & conditions (Copy enclosed) to operate Guest house in MSME-DFOs/TCs.

2. This issues with the approval of AS & DC (MSME) vide note#73 of e-office file 4020128 dated 20.10.2022

Encl: - As above

(Dhayalan K)
Dy. Director

To,
HoO, MSME-DFOs/TCs

Copy for information:-

1. PS to AS & DC(MSME), Nirman Bhawan, New Delhi
2. PS to DDG (DPS), ADC (IGT/(SK/DCS), Nirman Bhawan, New Delhi
3. PAO (MSME), New Delhi, Kolkata, Chennai, Mumbai.
4. SENET, with a request to upload on DC (MSME) website

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उप निदेशक / Deputy Director
भारत सरकार / Govt. of India
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विकास आयुक्त (सू. ल. एवं म. उद्यम) का कार्यालय
Office of the Dev. Commissioner (MSME)
निर्माण भवन, नई दिल्ली-110108 / Nirman Bhawan, New Delhi-110108

OPERATIONAL GUIDELINES FOR GUEST HOUSES UNDER MSME-DFOs/TCs

1. Definition:

- a. Applicant for availing the Guest House facility can only be serving/retired employees of M/o MSME.
- b. It includes spouse/dependent family member of Government servant of M/o MSME.

- 2. Eligibility for Booking:** All applicants mentioned at para 1 will be eligible for Suite/ Deluxe rooms of MSME-DFO / TC (concerned DFO / TC) for themselves and their spouse/dependent family members and guests. Applicants belonging to officer ranks / Gazetted officers rank will be eligible for Suite Rooms and rest of the officials will be eligible for Deluxe Room.

- 3. Time limit for Booking through email (email: Concerned DFO / TC):**

- a. Serving Central Government employees of M/o MSME can book accommodation maximum 60(Sixty) days in advance from check-in-date.
- b. Retired Central Govt. Employees of M/o MSME can book 30 (Thirty) days in advance from the Check-in-date.

- 4. Priority in Booking:** Booking will be made through email primarily on "first-come first-serve" basis, preference shall be given to Serving Employees of M/o MSME subject to fulfilment of prescribed eligibility, time limit and payment of booking.

5. Booking Procedure:

- a. Assess the availability of the Room from Concerned DFO / TC (on email)
- b. Filling of the application form(Annexure I)
- c. Payment to be made on Bharat Kosh portal (Bharatkosh.gov.in)
- d. **Select Non Tax Receipt Portal by selecting Industry(for instance in the case of patna SSI Receipt using 025791 PAO (SSI, Kolkata), DDO-125806- Director) are required to be filled.**
- e. **Receipt generated from Bharat Kosh portal to be attached with duly filled application form and sent to concerned DFO / TC on email**
- f. Booking confirmation acknowledgement will be send to applicant through email by concerned DFO / TC within 2 days.
6. **Cancellation:** After the confirmation, cancellation is permitted but booking charges/amount will not be refunded.
7. **Refund:** There is no provision for refund of booking charges even if the accommodation is not occupied or partly occupied or vacated early. No correspondence in this regard will be entertained.
8. **Failed Transaction:** Incase of failed transactions applicants will have to contact their concerned payment gateways/portal/Banks itself and concerned MSME-DFO / TC will have no role in failed transactions.



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9. **Booking Charges:** The booking charges are fixed as per the CPWD's Holiday Home rates and for any revision in rates of the room, approval of O/o DC MSME will be sought.

Sr. No.	Type of accommodation	Per Day Charges for Applicants as per Para 1(i)
1	Suite Room	Rs. 600.00
2	Deluxe Room	Rs. 330.00

10. **Booking of more than One Room:** Only one room/suite will be booked in the name of applicant/spouse for the same period in guest house of Concerned DFO / TC. **There is no provision for allotment of more than one room/suite.** However, in exceptional circumstances, additional room can be provided subject to availability at the time of check in.
11. **Period of booking:** Accommodation is provided for a period not exceeding 5 nights. In exceptional cases, accommodation in excess of this limit can be permitted with the prior approval of the O/o DC MSME.
12. **Fraudulent Booking:** Only eligible applicants are entitled for booking of guesthouse of concerned MSME-DFO / TC. In case of fraudulent booking, following action will be taken:
- Booking will be invalid and visitor will not be allowed to enter in the Guest House of concerned MSME-DFO / TC.
 - Booking charges will be forfeited and three times of booking amount will be levied as penalty from applicant/ visitors.
 - FIR will be lodged under relevant penal provisions of IPC.
- (Fraudulent Booking means wrong information provided by the applicant intentionally)**
13. Timings for **check in 11 AM to 12:00 noon** and for **check out 11 am to 12:00 noon**. However, to avoid inconvenience to the visitors who reach the destination early in the morning after night journeys, the occupants are advised to vacate the rooms at the earliest on the last day of stay.
14. **Right to Admission:** The entry to the Guest House of concerned MSME-DFO / TC will be strictly on production of valid Identity Card (for serving employees - Official ID Card and for retired employees - Pensioner ID card issued by the Government). Entry to Guest house of concerned MSME-DFO / TC will be allowed only after depositing/submitting of valid Booking Confirmation Slip along with verified application form and production of Identity Card.
15. **Booking is not transferable:** Because of security considerations, the entry to the Guest House will be restricted to the person whose name appears on the booking slip and his/her dependent family members. The Caretaking Staff is authorized to disallow provision of accommodation to any person to whom the confirmation slip is transferred. Likewise, the entry of additional persons (not mentioned in booking slip) accompanying the authorized visitor can also be refused.
16. **Identity Card in case applicant himself/herself is not visiting: Dependent family members:** If not accompanying the Government servant/ applicants, they must carry along with following documents (a) confirmation slip /mail, (b) a photocopy of the government servant's Identity card and Aadhar Card, (c) Proof of their own identity specifying their

relationship with the government servant, and (d) Certificate of dependence issued by administrative authority of the applicant. A copy of the CGHS card containing their photographs can also be accepted for applicants covered under CGHS Scheme.

17. **Retired Government Servants** availing the facilities of Guest House of concerned MSME-DFO / TC: Entries in the Check-in/Arrivals Register are to be made by the Retired Government servant in their own writing, the presence of retired government servant is necessary at the time of Check in. A photocopy of the PPO (Pension Pay Order) should also be presented at the time of checking in.
18. **Capacity of rooms:** The capacity of double bedded deluxe room and Suite Room is two persons. In addition to above, two persons/children are also allowed in Room/Suite if applicant desires for the same, however, the booking agency/caretaker will not provide additional facilities in such cases.
19. **Facilities:** The caretaking Staff will provide to all guests the following items only once at the time of occupation of the room: two washed towel, one washed bed-sheet, one set washed pillow covers. Apart from this tea/coffee/sugar/milk sachets and 2 packed water bottles will be provided once in day on need basis along with one electric kettle. The Guests are advised to make their own arrangement for additional needs as per their requirement.
20. **Catering Facility:** There is no catering facility at present in Guest House of concerned MSME-DFO / TCs.
21. **Feed-back:** Any complaints / suggestions regarding maintenance, housekeeping, misconduct etc. on part of Caretaking staff should be brought to the notice of the concerned MSME-DFO / TC of the Allotting Authority in writing with a copy mark to O/o DC MSME.
22. Cooking, consumption of liquor/intoxicants/smoking is strictly prohibited in the rooms of Guest house of concerned MSME-DFO / TC.
23. **Proper Decorum:** The Guests are advised to maintain decency and decorum throughout the stay period. Causing inconvenience /disturbance to other inmates through noise or rowdy behaviour will be dealt with sternly.
24. Pets are not allowed in the Guest House.
25. **Damage to Property:** The occupants will be liable to make good of any damage/loss to property, fixtures, fittings and furniture during the period of their stay in the Guest House.
26. **Visitors of the Guests:** Visitors are allowed but no unauthorized person(s) (other than stated in Para 1) will be allowed to stay in the Guest House.
27. **Breach of Conditions:** In case, the accommodation is not vacated on the expiry of the period or for breach of any terms and conditions stated above, the occupants will be summarily evicted physically, with force if necessary, without any notice, under section 3-A of the public Premises (Eviction of Unauthorized Occupants) Act of 1971, notwithstanding any other action that may be taken against him/her under the relevant Allotment Rules/Service Rules. They will also liable to pay market rate of license fee as damages.

28. **WARNING:** Unauthorized/in-eligible persons are not allowed for booking of the Guest House of concerned MSME-DFO / TC and any attempt would be treated as fraudulent booking and such persons will be held responsible and action will be taken under information Technology Act, 2000 & its Regulations and Indian Penal Code (IPC). All applicants are advised to use their own debit card / Credit Card/Internet banking.

29. Additional guidelines:-

- a. Proper register shall be maintained for the visiting guests, specifically mentioning the purpose of the visit.
- b. Separate register for Expenditure incurred with respect to guest house to be maintained. And monthly report enclosing register details (both visitors and expenditure) duly certified by the officer not below the rank of Joint Director must be send to the Headquarters.
- c. CCTV at all the entry points must mandatorily be installed and shall always be in working condition.
- d. Expenditure for maintaining of Guest house can be met under OE head (Estt.) of the office.
- e. Concerned MSME-DFO / TC shall utilize the existing manpower, for managing the functioning of the guest house. No manpower shall be outsourced.

30. **DISCLAIMER:** There is no provision for refund of booking charges even if the rooms/suits remain unutilized or vacated early by the applicant. Claim for reimbursement of charges will not be considered / Permitted /allowed by the Bank.

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Annexure I**Application Form**

1. Name & Address of the Applicant: : _____
2. Designation: _____
3. Place of Posting: _____
4. ID card No (Serving/Retired)- _____
5. Contact details: Mobile no- _____
Email ID- _____
6. Purpose of Visit- _____
7. Date & timing for Visit _____
8. Checkout Date _____
9. Type of Room(Suite/Deluxe Room) _____
10. Details of family members who are accompanying

S.no	Name	Relationship	Aadhar Number	Mobile No

11. Payment details _____

Name of the officer _____

Designation _____

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