

**MOST IMPORTANT**  
**TOP PRIORITY**



**No. SO.ESTATE(LG)2-18/2016**  
**GOVERNMENT OF THE PUNJAB**  
**LOCAL GOVERNMENT & COMMUNITY DEVELOPMENT**  
**DEPARTMENT**

Dated Lahore, the **06<sup>th</sup> March, 2019**

To

Director Data Collection  
Punjab Local Government Board.

Subject:- **CONVERSION OF GOVERNMENT GUEST/REST HOUSES INTO TOURIST RESORTS.**

Please refer to this department's letter No. SO.Estate(LG)2-18/2016 dated 06.02.2019 on the subject noted above whereby minutes of the first meeting of review of implementation committee for conversion of government guest/rest houses into tourist resorts containing following important decisions for respective necessary action, were circulated vide letter referred above:

- i. All the Guest/Rest Houses available with the various government departments/agencies will be opened for public within one month;
- ii. The ownership and possession of the Guest/Rest Houses would remain with the respective departments for the time being;
- iii. The first right of usage of Rest Houses would remain with the respective departments. However, during the availability period, the facility should be made open to the public for reservation and stay;
- iv. The TDCP would prepare necessary SOPs to run and operate these Guest/rest Houses in a befitting manner and communicate the same to all concerned departments/agencies within one month;
- v. In-house Committees should be made by the respective departments, who would determine the Room Rent and other modalities for reservation to public. Those committees would evaluate the Guest/Rest Houses for their renovation and up-gradation keeping in view the requirement of the users.
- vi. The list of all available Rest/Guest Houses would be placed on the Web Sites of the respective departments alongwith detail regarding Room Rent, available facilities, contact person with Phone Nos. for booking. The same information would be provided to TDCP for placing it on the Web Site of TDCP; and

2. It may be noted that the requisite information regarding all guest/rest houses for public to be provided within 01 month has not been received as yet which cause inconvenience for this department in the 2<sup>nd</sup> meeting of review/implementation committee in the matter held on 26.02.2019 in the Youth Affairs, Sports, Archaeology & Tourism Department. The Chair desired that all the departments would ensure that decisions taken in the first meeting and conveyed to all concerned should be implemented **within 07 days** in letter and spirit. Resultantly as per decision (vi) above, the list of all available Rest/Guest Houses would be placed on the Web Sites of the respective departments alongwith detail regarding Room Rent, available facilities, contact person with Phone Nos. for booking. Thereafter, the same information would be provided to TDCP for placing it on its Web Site.

3. Copy of minutes of second meeting of review/implementation committee constituted on the subject matter bearing No. SOG(YAST)Misc-2/2018 dated 27.02.2019 received from Youth Affairs, Sports, Archaeology & Tourism Department alongwith copy of basic

mechanism required for efficient operation of rest houses /guest houses is enclosed for implementation.

4. It is, therefore, requested to collect the requisite details regarding implementation of the said decisions particularly decision at (vi) above and furnish the consolidated information to this department in accordance with the **enclosed format and basic mechanism required for efficient operation of rest houses /guest houses and SOPs by 12.03.2019.**

5. This issues with the approval of Secretary LG&CD Department.



**(MIAN HABIB KHALID HABIB)**  
Deputy Secretary (Estate & Tax)  
LG&CD Department

**PC (necessary action):**

1. Secretary, Punjab Local government board.
2. Divisional Directors, Local Government in the Punjab. They are directed to obtain requisite information from the local governments falling in their divisions and send the consolidated report to the Director Data Collection, Punjab Local Government Board **on the enclosed proforma as per instructions/SOPs by 11.03.2019**
3. All Mayors/Chairmen of Metropolitan Corporation Lahore, Municipal Corporations, Municipal Committees and District Councils in the Punjab.
4. All Chief Officers of Metropolitan Corporation, Lahore Municipal Corporations, Municipal Committees and District Councils in the Punjab. They are directed to coordinate with the concerned Divisional Directors, Local government and furnish the requisite information to them **on the enclosed proforma as per instructions/SOPs by 09.03.2019.**
5. PS to Secretary, LG&CD Department.
6. PS to Secretary, Youth Affairs, Sports, Archaeology and Tourism Department.

## PROFORMA

CONTAINING INFORMATION REGARDING CONVERSION OF GOVERNMENT GUEST/REST HOUSES INTO TOURIST RESORTS.

Sr. No.	Name of Guest/Rest Houses	Location with District	Current Use	Controlling Local Govt.	Available category of rooms in rest/guest houses opened for public	Room Rent approved/determined by in-house Committee	Available facility (Electricity, Water, Ph. Gas, TV, AC, etc.)	Contact Person for booking		Estimated cost for maintenance/renovation/up gradation	Remarks If any
								Name with Designation	Reservation/Ph. No.		

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**MOST IMPORTANT**  
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No. SOG(YASAT)Misc-2/2018

**GOVERNMENT OF THE PUNJAB**  
**YOUTH AFFAIRS, SPORTS, ARCHAEOLOGY**  
**& TOURISM DEPARTMENT**



Dated, the Lahore, 27<sup>th</sup> February, 2019

1. The Secretary,  
Government of the Punjab,  
Agriculture Department
2. The Secretary,  
Government of the Punjab,  
FW&F Department.
3. The Secretary,  
Government of the Punjab,  
C&W Department
4. The Secretary,  
Government of the Punjab,  
LG & CD Department
5. The Secretary,  
Government of the Punjab,  
Irrigation Department.
6. The Secretary,  
Government of the Punjab,  
L&DD Department.

PS/SLG  
NO:- 846  
Date:- 28-2-19

Subject:

**2<sup>ND</sup> MEETING OF REVIEW / IMPLEMENTATION COMMITTEE**  
**FOR CONVERSION OF GOVERNMENT GUEST / REST HOUSES**  
**INTO TOURIST RESORTS**

Second Meeting of the Review / Implementation Committee for conversion of Government Guest / Rest Houses into tourist resorts was held on 26<sup>th</sup> February, 2019 in the Conference Room of Youth Affairs, Sports, Archaeology & Tourism Department under the Chairmanship of Minister for Higher Education and Tourism. The progress made by the Administrative Departments so far on the decisions taken during the first meeting of the said Committee was reviewed.

During this meeting, except for a few Departments, participants were unaware of the previous proceedings mostly because some other officer had attended the previous meeting. In view thereof, I am directed to request that a **focal person of your Administrative Department may be nominated not below the rank of Additional Secretary (BS-19)** who will also attend future meetings in this connection. The name and contact detail of the focal person may

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Date 3/19

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LG&CD Department  
Diary No. 859  
Date 5-3-19

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be intimated within two days positively so that next meeting can be scheduled accordingly.

3. For ease of reference and for further necessary action, following documents are again enclosed herewith:

- i. *Minutes of the first meeting of Review / Implementation Committee for conversion of Government Guest / Rest Houses into Tourist Resorts held on 02-01-2019;*
- ii. *SOPs developed by Tourism Development Corporation of Punjab to run and operate guest / rest houses;*
- iii. *A print out of the format developed by Irrigation Department and uploaded on its website to serve as a sample for onlining the details of Government Guest / Rest Houses.*

4. I am directed to request again that the decisions of the first meeting of the Review / Implementation Committee for conversion of Government Guest / Rest Houses into Tourist Resorts may be fully implemented immediately. The progress will be reviewed by the Minister for Higher Education and Tourism in ten days time and will be communicated to the Federal Government accordingly.

  
**SECTION OFFICER (GENERAL)**

**CC.**

1. The Senior Member, Punjab Board of Revenue, Lahore.
2. The Secretary, Govt. of the Punjab, Finance Department.
3. The Secretary, Govt. of the Punjab, P&D Department.
4. Mr. Abid Husseiny, COO, The Urban Unit, Punjab.
5. Mr. Ahmer Mallick, Managing Director, TDCP.
6. PS to Minister for Higher Education and Tourism Department.
7. PS to Secretary, YASAT Department.

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## BASIC MECHANISM REQUIRED FOR EFFICIENT OPERATION OF REST HOUSES / GUEST HOUSES

Hospitality & Tourism Industry revolves around "3 S" mechanism:

- i. **Safety** – the accommodation and visiting experience should be safe.
- ii. **Sanitation** – staying place and food should be hygienic.
- iii. **Satisfaction** – good value services & facilities matching guest requirements and expectation should be provided.

To introduce and implement an efficient mechanism for operation of public sector Rest Houses / Guest Houses, following mechanism is proposed:

### I. **CHECK-IN SYSTEM:**

#### A) **Front Desk / Reception Area:**

Truly said that "First Impressions Last Longer", so the Front Desk or Reception Area of a Rest House / Guest House should have:

- A decent and a clean look
- Room occupancy board / chart displaying the availability status of rooms
- Well-informed & well groomed meet-n-greet staff
- Uniformed Staff with name tags
- Briefing about the facilities in Rest House / Guest House
- Keys board containing room keys with rings
- Arrangements of welcome drinks (optional)
- Maintained register / record of check-in/ check-out of guests
- Porter facility for luggage transfer of guest, if required

#### B) **Lounge (If available):**

The Lounge Area should be adorned with wall pictures or nearby attractions with information. Following items are recommendable:

- Sofa set with table
- Information material rack with newspapers / magazines
- Water dispenser
- LED / TV
- Wall clock
- Fire extinguisher
- Dust bin
- Full view mirror (optional)

II. ACCOMMODATION FACILITIES:

A) Rooms:

- Neat & clean flooring
- Display of numbers on every room
- Walls white washed
- Bedding linen (preferably white) washed / replaced after every check-out
- Bedding mattress should be proper
- Two chairs with one table
- Bed side table/s with table lamp
- Prayer matt with Qibla direction
- Wall clock
- Room bell / intercom
- Chappal / sleepers for two people
- Electric switches & lights properly working and logically fixed
- Fan / AC / Heater placed subject to weather conditions (if available)
- LED / TV with working remote control (if available)
- Cupboard with hangers (Neat & clean)
- Wall mirror
- Dust bin
- Tissue box
- Note pad with pen / pencil

B) Wash Rooms:

- Neat & clean
- Sewerage system properly working
- Water taps / muslim shower / water tank functional without leakages
- Placement of phenyl tabs as per requirement
- Soap & shampoo sachet
- Wall mirror & comb (New)
- Towel preferably white and replaced after every check-out
- Bucket (Balti) & Dibba with chowki
- Dust bin
- Exhaust Fan

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III. **KITCHEN:**

Personal hygiene and kitchen hygiene are vital for human living and longevity. The health conscious customers give special attention and care to this segment during their travel experience. Following gadgets and guidelines are essential for a good kitchen:

- 100% neat & clean hygienically
- Refrigerator / Deep Freezer
- Oven / Micro Wave / Cooking Range
- Crockery (Dinner set / Tea set with tea cozy / Water set)
- Utensils (cutlery set, pots, pans and plates)
- Exhaust Fan
- Fire extinguisher
- Sufficient uniformed Kitchen Staff (Chef / Cook / Waiter / Dish Washer)

IV. **PARKING & SECURITY:**

- Subject to the premises available at a Rest House / Guest House, parking area should be specified for guests and staff separately.
- Security Guard / Gate Keeper should be present to convene the guests at arrival.

V. **LAWN (If available):**

A patch of fresh grass and floral plants add to the looks & living of any Rest House / Guest House, however, it should be:

- Well maintained and properly mowed
- Having sitting option with benches, chairs, table etc.

VI. **OVERALL PARAMETERS:**

- Proper security arrangements.
- Well trained staff to create a positive and effective image about the property and the department.
- The staff data / record should be properly maintained.
- Periodic medical check-up / screening of the staff should be carried specially the Kitchen staff as per criteria defined by the Food Authority.
- First Aid Box facility containing the basic medical treatment must be available in case of emergency situations.
- Laundry facility or a place for ironing clothes may be located for guest convenience.
- Fumigation of premises whenever required.