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NOTIFICATION

No. C. 31012/3/2020-TOUR/7, the 22nd May, 2023. In the interest of the public and for the Development of Tourism Industry in the State, the Governor of Mizoram is pleased to notify the "Guidelines for Registration of Standalone Catering Units in Mizoram" as enclosed in the Annexure.

Dr. Lalrozama,
Secretary to Govt. of Mizoram,
Tourism Department.

Annexure

OPERATIONAL GUIDELINES FOR REGISTRATION OF STANDALONE CATERING UNITS IN MIZORAM

1. Introduction:

The food sector or catering industry is one of the most important elements in the travel and tourism industry. This includes restaurants and take-away outlets, but it can also include food catering providers.

Catering and food service industry plays an important role in the promotion of local food features and culture of tourism destination through providing catering products and services for tourists. As an important part of tourism industry, catering and food service industry is the important carrier of the brand and culture for a country or region with the characteristics of wide market, extensive influence and more employment opportunities.

The subject of monitoring and regulation of catering services in Mizoram has been allocated to Department of Tourism as per Government of Mizoram (Allocation of Business) Rules 2019 vide No. A. 46012/1/2019-GAD dated 3rd June 2022. The definition of restaurant in Section 2 (p) of The Mizoram (Registration of Tourist Trade) Act, 2020 states that a restaurant "means a place where food is being served for monetary consideration and includes a tea stall, dhaba, snack bar, cafe with or without facilities for convention or conference." Food catering units could also be included as it is a place where food is being served for monetary consideration. Hence, these Operational Guidelines for Registration of Catering Units are made to ensure food safety, enhance customer satisfaction and facilitate business expansion.

The operational guidelines set out herein provide a clear procedure for registration of standalone catering units within the State of Mizoram and promotional activities available to them.

2. Definition:

Standalone catering units under these guidelines are any type of service that cooks/ prepares and delivers food or any other article for human consumption at a client's location that are event-based and occasional in nature. The type of service may range as follows:

- 1) Drop-off Catering: This is when the catering units prepares, delivers and set up the food at the client's location.
- 2) Full Service: This is when the catering units provide catering service with personalized menu options to choose from prepares and delivers food, sets up the table and provides professional staff to help and assist during the event as well as after the event for cleaning service.
- 3) Full Service and Beyond: This is when the catering unit goes above and beyond the food itself and offers other services such as setting up the tables, decorations, lightning, music and so on.

3. Eligibility:

All standalone catering units within the State of Mizoram are eligible for registration under the rules subject to the terms and conditions laid out in these operational guidelines or as Notified by the Government of Mizoram from time to time.

Catering units/ canteens operated at Government/PSUs/Private Organizations and other establishments that are used for private purposes and do not usually cater to the general public will be exempted from registration. Further, kitchens or restaurants attached to hotels/ guesthouses/ resorts and other accommodation units which are not stand-alone catering units will not be mandated to register if the accommodation unit or restaurant has already been registered under other provisions of The Mizoram Registration of Tourist Trade Rules 2020 and its subsequent amendments.

4. Procedure for application for Registration

- a) Any standalone catering unit that fulfils the eligibility conditions may submit an application in Form 8 (A) (Annex- I) for registration or renewal of registration, to the Prescribed Authority as appointed by the Government under the Mizoram Registration of Tourist Trade Act 2020, along with the application fee and the required documents. The application fee and the registration fee payable shall be fixed by the Government from time to time.
- b) The registration fee should be paid by the applicant to the Prescribed Authority, Tourism Department, Government of Mizoram.
- c) On receipt of application in the prescribed format along with the prescribed fees, Tourism Department shall provide an acknowledgement of having received the same, to the applicant.
- d) If the application is found satisfactory, the Prescribed Authority shall register the standalone catering unit.
- e) The decision of the Prescribed Authority shall be final in all matters of dispute related to the registration and renewal of registration of the standalone catering unit.

5. Documents to be submitted by applicant for registration of Standalone Catering Unit:

- a) Prescribed application form duly filled in. (Form 8 (A) – Annexure I)
- b) Proof of ownership (Affidavit in case of co-sharer of house OR Agreement duly signed by owner in case the Catering unit is operated from a rented place)

- c) Copy of GST Registration Certificate (if applicable)
 - d) Copy of Trade License issued by Municipal Corporation (if available)
 - e) Identity Proof (Aadhar, Voters ID, Driving License etc)
 - f) Proof of address
 - g) Copy of FSSAI license
6. Renewal Procedure:
- a) If approved earlier, a copy of the earlier Certificate of Registration issued by the Tourism Department (for renewal and duplicate application)
 - b) Expiry of Certificate of Registration
 - c) Registration shall be valid for a period of 3 (three) years from the date of issue of orders of registration, from the date of expiry of the last registration, provided that an application has been received at least 3 months before the expiry of the last registration.
 - d) On expiry of 3 (years) from the date of issue of orders of registration, the registration of the Standalone Catering Unit should be renewed on payment of renewal fee which shall be fixed by the Government from time to time before 60 days of expiry of registration.
 - e) The renewal fee shall be payable by the applicant in cash or in the form of a Demand Draft (DD) in favour of Prescribed Authority, Government of Mizoram, drawn on any nationalized bank or scheduled bank and payable at Aizawl.
 - f) In case the applicant has failed to pay the prescribed renewal fee within the specified time, the prescribed authority shall have the right to take any action including cancellation of the registration and take legal action against the Standalone Catering Unit owner.
7. Refusal and Cancellation of Registration:
- The Prescribed Authority may, by an order in writing refuse registration of Standalone Catering Unit, if the applicant is convicted of any offence under any law providing for prevention of hoarding, smuggling, profiteering, or any adulteration of food or drug, under Chapter XIII and XIV of the Indian Penal Code 1860; or Remove the name of Standalone Catering Unit from the register and cancel the Certificate of Registration, on any of the following grounds, namely:
- a) if the Standalone Catering Unit ceases to cater to the public;
 - b) if the Applicant is convicted of any offence punishable under the relevant sections of the Indian Penal Code, 1860 or under any law providing for the prevention of hoarding, smuggling, profiteering or adulteration of food and drugs or corruption
 - c) If the owner or the Standalone Catering Unit under question is blacklisted by Tourism Department;
 - d) In case of over-charging, unhygienic conditions, misbehavior, malpractices and failure to maintain required standards.
 - e) If the applicant has failed to pay the renewal fee within the prescribed time limit.
 - f) Indulge or allow any such activity that adversely affects the privacy and rights of the neighbours and residents of the locality.

No application for registration shall be refused or certificate of registration be cancelled, unless the person applying for registration and the person whose certificate of registration is to be cancelled, has been afforded a reasonable opportunity of being heard. After the cancellation of certificates of registration, Prescribed Authority shall direct forthwith, the removal of such unit from the register. Further, Prescribed Authority may, through written orders, blacklist such Standalone Catering Unit. The particulars of such blacklisted Standalone Catering Unit shall be notified to all travel, trade and concerned organizations.

8. Minimum Standards to be maintained by all Standalone Catering Units:
Every Standalone Catering Unit registered under the Act, shall adhere to the following standards, failing which appropriate action may be taken by the Prescribed Authority:
- a) Maintenance of cleanliness and hygienic conditions within the premises of services rendered.
 - b) Availability of clean water or other sanitary and safe methods for washing and cleaning of utensils.
 - c) Serving of freshly prepared food to customers, or in the case of packaged/ frozen foods or ingredients, they are not to be used beyond the expiry date/month/year as advertised. The owner, manager or cook concerned will make sure that no stale, spoiled, damaged or unhygienic item of food will be served to the customer.
 - d) Adulterated, contaminated or prohibited items identified by Food & Drugs Administration or any appropriate authority will not be served.
 - e) Leftover foods shall be disposed properly and no food that has been served to a customer, whether not consumed or partially consumed shall be served to another customer. The Standalone Catering Unit must make sure that only items ordered/purchased are served to the customer.
 - f) Food must be served with clean utensils and there should be no direct contact of food served with the bare hands or appendages of the staff. Spoons, forks, clamps, gloves etc. should be used to handle food.
 - g) The Standalone Catering Unit must make sure that no undesirable foreign particle (insects, hair, pebbles, plastics etc.) is present at the food being served. In case the customer notices any such contamination, replace the food with a freshly prepared item to the customer's satisfaction with no extra charge whether or not the contaminated food has been consumed.
 - h) If situations or circumstances which require control and restrictions on daily public activities are put in place by the Government (due to epidemics, pestilence, emergencies etc.), and if Standard Operating Procedures/ Operational Recommendations of any authority of the State Government is being enforced at any time, then the Standalone Catering Unit shall abide by the procedures contained therein mandatorily.
 - i) The owner/manager will be responsible to attend to any complaints by a customer and all reasonable cases will be addressed summarily. In case a severe complaint that is received by the Prescribed Authority, appropriate action may be taken against the Standalone Catering Unit owner.
 - j) The Standalone Catering Unit will abide to instructions that may be given by the Government from time to time.
9. Monitoring and Evaluation of Catering Units:
The State Government may conduct regular monitoring and evaluation of catering units through third party agent or through the Department; this would ensure consistent efforts to provide assured service standards, so that assured minimum standards are continued to be maintained.
10. Incentives and Concessions:
In order to avail incentives, only standalone catering units duly registered with the Tourism Department would be eligible for the following incentives:
- a) Use of Mizoram Tourism Brand for marketing
 - b) Payment of electricity and water charges at domestic rates.
 - c) Government would facilitate in getting loans from the financial institutions for the improvement of the existing establishment
 - d) Tourism Department would arrange continuous training programmes for staff in essential areas including proficiency, food handling, safety, hygiene etc.

- e) Tourism Department shall publish on its web site and social media, free of charge, the list of all registered standalone catering units.
- f) Exposure through travel, trade fairs and B2B may also be arranged by the Government.

11. Exemption:
The Government, may, in whole or in part as the case may be, exempt any of the provisions contained in these guidelines to individuals or a group of individuals or firms or association.

12. Penalty:
Whoever contravenes any provision of the Mizoram Registration of Tourist Trade Act 2020 and its Rules shall be punished under the relevant laws under Central or State Government.

ANNEXURE - I

FORM -8 (A)

APPLICATION FORM FOR REGISTRATION OF STANDALONE CATERING UNIT

To,
The Prescribed Authority,
Tourism Department,
Government of Mizoram.

Paste
Passport
Size Photo
here

Subj: Request for Registration of Standalone Catering Unit.

Sir,
I request that my catering unit (name of unit)_____ located at _____ may be registered as a Standalone Catering Unit under the Mizoram (Registration of Tourist Trade Act) 2020. The particulars are as under:

S/N	PARTICULARS	
1.	Name of Catering Unit	
2.	Address/ Location	
3.	Name of owner/ proprietor	
4.	Address of proprietor with Contact Number	Address: Contact No:
5.	Date & Year of establishment	
6.	Documents to be submitted (Please tick the check box)	a) Proof of ownership <input type="checkbox"/> b) Copy of GST Registration Certificate (if applicable) <input type="checkbox"/> c) Copy of Trade License issued by Municipal Corporation (if available) <input type="checkbox"/> d) Identity Proof (Aadhar, Voters ID, Driving License etc)_____ <input type="checkbox"/> e) Proof of address_____ <input type="checkbox"/> f) Copy of FSSAI license <input type="checkbox"/>

7.	Number of staff employed	
8.	Name of Manager with full permanent address (if available)	
9.	Any other business which the applicant is carrying on in any tourist area in the State or outside the State	
10.	Type of services provided (Please tick the check box)	a) Drop-off Catering <input type="checkbox"/> b) Full Service <input type="checkbox"/> c) Full Service and Beyond <input type="checkbox"/>

Date:

Place:

()

Name & Signature of applicant

Note:

1. For registration of standalone catering units.
2. Leave column blank if not applicable.