

Government of West Bengal  
Directorate of Forests

Office of the Principal Chief Conservator of Forests, Head of Forest Force

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O.O. No. 20-MISC/CS/2018

Date : 22.02.2018

**OFFICE ORDER**

**{Sub: ECOTOURISM}**

Eco Tourism is an important tool for sustainable management of natural resources through community participation. Involvement of local people creates stake for the local community in conservation besides furthering the cause of environmental education and awareness of the public in general.

With an intention to inculcate love for nature and create awareness to general public, 22 eco-tourist lodges located in forest areas have been opened for public. In 2015, 'payment gateway for online booking' is launched and is being managed by WBSFDA. As these facilities had been created by the local forest administration over the past several years, there is lot of variation in the management and services available at these facilities. With an intention to provide basic comfort to the eco-visitors and also to standardize facilities in these eco-tourism centres, all concerned are hereby directed to maintain the following standards of management and operation:

**I. Facility Maintenance:**

1. All buildings & accommodation facilities should be regularly repaired and properly maintained.
2. The standard room sizes should be 16' x 14' including the attached toilet. However, it is presumed that all the accommodation facilities are already been created.
3. All maintenance works including repair of fitting, fixtures and cracks should be done immediately.
4. Property should be painted once in a year for proper upkeep.
5. All doors and windows including bolts, locking system should be in proper order to ensure security to the visitors.
6. All electrical equipment including lights, fans, air conditioners (if provided) should be in working condition.
7. Sufficient plug points should be provided for charging of electric equipment.
8. Walls should have paint of light colour, dark colour should be avoided to the extent possible.

**II. Furniture:**

1. Rooms should have beds- either one 'King' size (76" x 80" ) or Queen size (60" x 80") or twin beds (39" x 75" of 2 no.)
2. Cots should be provided with minimum 6" mattress.
3. Besides Cots, the room should have writing table (1No) & Chair (3 No.), 1 Almirah, 1 Cloth Rack and wall clock. Sofa is optional.
4. TVs & Generators if provided should be in working condition.

### **III. Linen**

1. 3 sets of bed sheets for each bed should be kept.
2. Proper pillows ( 20"x26" ) with 3 sets of pillow covers per pillow should be available.
3. One Blanket per bed & 2 Blanket Covers per Bed should be available. Blankets without blanket covers should not be given.
4. Mattress Protector (one set) should be provided.
5. 3 sets of bathroom towels should be available in stock and one towel per bedperbed should be provided.
6. In case of more than one day stay, towels, bed sheets should be changed, if asked by the guest.
7. Window should be provided with preferably thick and bright curtains keeping décor and privacy in consideration.

### **IV. Sanitary Fittings:**

1. All bathrooms should be properly fitted with decent sanitary fittings of standard companies like Jaguar or Parryware or equivalent brands.
2. Fittings like mirror, cloth hangers should be provided in the bathrooms.
3. Running water system with proper functional flush should be provided.
4. All bathrooms should have the proper drainage system.
5. Bathroom should have bright coloured walls (preferably white) with proper ventilation.

### **V. Food and Catering:**

1. Guest should be made aware of the food arrangements so that no discomfort is caused.
2. If the food is provided by the local JFMC, food rates should be properly displayed in the room.
3. Basic crockery, cutlery, sufficient for the pax should be available in the room.

### **VI. Reception& Sanitation:**

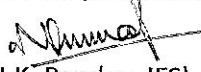
1. Check-in & Check-out should be smooth and efficient.
2. Registers should be properly maintained and guest should feel welcome and comfortable during the process. Long waits for the guest for this process should be avoided.
3. Sweeping of rooms & cleaning of toilet facilities should be done daily.
4. The entire compound in case of fencing/boundary wall or at-least 10 mts on all sides of the accommodation should be clear of bushes and neat & clean. Regular cleaning to be undertaken.

### **VII. Literature & Information**

1. All rooms should be provided literature on nature and forests of the state.
2. Contact numbers of the Forest Officers, Police and Hospitals should be displayed in the rooms.
3. Information of the local guides should be provided with do's & don'ts and charges properly displayed.

### **VIII. Payment Gate-way Management:**

1. Check the details provided in the payment gateway & make sure that the information provided is correct.
2. The name and contact details on booking site should be checked and corrected. The person mentioned should be briefed to provide advice and guidance to the guest in case contacted.
3. In case of any maintenance being undertaken, room should be blocked for the period on the online facility.

  
(N.K. Pandey, IFS)

Principal Chief Conservator of Forests, HoFF, W.B.

10. 12501 /OS/2M-1126 (D)/16

Dated: 27.02.2018

Copy forwarded for information and necessary action to

1. PCCF General, Govt. of West Bengal
2. PCCF Wildlife & CWLW, Govt. of West Bengal
3. PCCF RM & D, Govt. of West Bengal
4. All APCCFs, Govt. of West Bengal
5. All CCFs/ Field Directors, Govt. of West Bengal
6. All CFs/ Jt. Director, Govt. of West Bengal
7. All DCFs/ DFOs (Territorial & Wildlife)
8. CCF-MIS for uploading this order in the website of Forest Directorate.

  
(N.K. Pandey, IFS)

Principal Chief Conservator of Forests, HoFF, W.B.