



**NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA**
INSTITUTE GUEST HOUSE REGULATIONS

I. Preamble

Established in 1961 as the Regional Engineering College, NIT Rourkela is one among the most respected technical institutes in the country. The activities include undergraduate and postgraduate education, research, consultancy, continuing education and service to the community. In its effort towards achieving the above objectives, the institute must interact with other institutions, industry and citizens. Unlike western countries, Indian cities do not possess a hospitality infrastructure that can support large scale travel. In addition, Government regulations restrict per diem at a level where it is often difficult to find a reasonable accommodation in a commercial hotel. It is common practice in Indian institutes to create on-campus guest houses to host official guests.

NIT Rourkela has created a guest house to meet its needs. The guest house is in two disjoint blocks, the NORTH BLOCK with 20 rooms and the SOUTH BLOCK with 30, both centrally air conditioned. The rooms have twin beds and other amenities. In addition, both blocks have separate kitchens and dining halls. The South Block also provides a 64-seat lecture hall, a meeting room and a lounge.

A guest house is not a hotel. It is a facility of the institute and its tariff is highly subsidized. Still, an attempt has been made to provide all essential services to the guests. While all steps are taken to ensure hygiene and comfort, frills such as persons to carry luggage, room service of meals, meals outside designated hours etc have been dispensed with. We have also tried to recover a reasonable fraction of the expenses from the tariff collected.

Rooms and other facilities can be booked by any member of the Institute faculty or staff for any person visiting the institute in official capacity or for their own friends and relatives. Research students who have taken withdrawal as well as QIP students may book rooms for themselves while visiting the Institutes. Students may book rooms for their parents or guardians visiting the Institute, but need concurrence of their faculty or thesis advisor. The office of Dean (AR) shall book rooms for alumni visiting the Institute from other cities or for relatives of alumni living in Rourkela. In addition, persons visiting the institute frequently may register as "Miscellaneous User" and, if permitted by PIC-Guest House, may book rooms in their own capacity.

Rooms and other facilities should normally be booked on-line by clicking "Accommodation and Travel" in Institute Home Page: www.nitrkl.ac.in or by contacting Manager, Institute Guest House.

In case of difficulty, guests are advised to contact :

Dr. Samir Mohanty, Manager
Institute Guest Houses, N.I.T., Rourkela,
Rourkela – 769 008

Email : managergh@nitrkl.ac.in
Telephone 0661-246-4040, or 0661-246-4000
FAX : 0661-246-2926

or PADA, Guest House, Prof. Debyan Sarkar of the Department of Chemistry.

These regulations provide the guidelines for carrying out the day to day management of the guest house. It is expected that all concerned: faculty, staff and students of the institute, alumni, guests, and the guest house steward will uphold the spirit embodied in these regulations.

II. Categories of Guests

Type of Guest CATEGORY- A	Guest invited by the Institute for academic or administrative purpose including examiners, selection committee members, company personnel coming for placement of students and distinguished seminar speakers [The purpose to be stated clearly with supporting document if any]. Alumni and patrons (including accompanying spouses and minor children) carrying a diamond card from office of Dean (AR). Any other person approved by the Director or Dy. Director as Institute guest.
Booking Authority	Director or Secretary to Director, Dy. Director Concerned Dean, Registrar, Chief Warden, Prof. in Charge T&P, Administrative Officer T&P, PIC, Institute Seminar, PIC - Convocation Heads of the Departments & Centres (with a copy of an office order)

Source of Payment	Institute Account including Institute Travel grant, Departmental Operating Grants, SRICCE fund, Alumni Endowment fund.
Billing/Payment Procedure	No Payment will be accepted from category – 'A' guests
Remarks	Accompanying spouse and minor children of category 'A' guests shall also be treated as institute guests. In case of all category 'A' guests the guest house management and the steward are authorized to request documents from booking authorities, except Director, Dy. Director and Registrar.

Type of Guest CATEGORY- B	<ul style="list-style-type: none"> (i) Visitors from other Institutes who normally, extend their own facilities to NITR staff at concessional rates, on approval of PIC, GH. Bills will be paid by the respective guest. (ii) QIP students coming for contact programme, postgraduate and research students who have taken withdrawal but have come for academic purpose (Identity card necessary) and students and parents required to stay in guest house for medical reasons on approval of Dean(Acad), and (iii) Candidates coming to the Institute for interview (call letter required) for a job or admission. (iv) Alumni and Patrons carrying a gold card from the Centre for Alumni Relations, including accompanying spouses and minor children. Booking to be done only by the office of Dean (AR). (v) Retired employees and accompanying spouses visiting the institute for official or personal work.
Booking Authority	<ul style="list-style-type: none"> • Concerned student • Any staff member of the institute • Guest himself (through telephone or by writing).
Source of Payment	The guest.
Billing/Payment Procedure:	Charges to be collected from the guest before he leaves the Guest House.

Type of Guest CATEGORY- C	<p>C1: Guests invited by competent authority in connection with official work and paid from one of the satellite accounts maintained by the Institute [SRICCE, SAC, Halls of Residence, approved conferences etc] but not the main account of the Institute. (Examples: Sponsored research and consultancy projects, Continuing education programmes, Students activities, Conferences and symposia, AIEEE, NCC, NSS units and other courses of the Institute maintaining separate accounts). Charges will be paid by the respective account within the institute, or shall be billed to the person booking the accommodation.</p> <p>C2: Guests visiting NIT for some legitimate work at the Institute, the charges being paid by the guest himself (Examples : Parents / Guardians of students, Relatives of Employees, Employees of Government and R&D organizations visiting the Institute on official work, guests of the state and central Govt., representatives of companies visiting the Institute for official business and Alumni (and their accompanying spouses and minor children) of the Institute visiting the Institute on personal work, Employees and students of other Institutions where NIT Rourkela employees and students are not provided concessional tariff.</p>
Booking Authority	<p>Faculty, officers, staff members, students (for parents/guardians only, with consent of faculty or thesis advisor) of the Institute. Professor in-charge of Guest House may accept requests from ex-employees, alumni and persons doing business with Institute <u>at his discretion</u>, after ascertaining identify and genuineness of purpose.</p> <p>C1 :</p> <ul style="list-style-type: none"> (i) P.I. of Projects (ii) Co-ordinator of Continuing Education Programmes and Conferences (iii) Faculty members and officers responsible for specific programmes, selection processes and other responsibilities. <p>Note: The officer/faculty making the booking must be satisfied that he has the financial authority to do so.</p>

	C2: Any faculty, staff member, or student (with consent of his faculty advisor or thesis supervisor).
Source of Payment	For guests of type C1 : the concerned account. For guests of type C2 : the person making the booking or the guest himself.
Billing/Payment Procedures	No payment will be accepted from the guests of category C1 . The bill to be sent to concerned authority along with a copy of the booking form. If the bill remains unpaid for one month, it will be billed by name to the indenting faculty/officer. For guests of category C2 , all charges to be collected before the guest leaves the Guest House, except when the booking authority has assumed responsibility of payment. In the latter case, no bill will be presented to the guests.

Type of Guest CATEGORY - D	All guests other than those in categories - A, B and C (Examples : Officers and guests of neighbouring universities, R&D institutions & industries, banks and commercial organizations (to be provided only if room is available on reciprocal basis), guests of employees other than relatives, block booking by employees for social functions, guests of alumni and ex-employees except self, accompanying spouse and minor children
Booking Authority	Director or Secretary of Director Dr. Director, Registrar, PIC-Guest House. Faculty and Officers specially authorized by the director.
Source of Payment	The person making the booking or the guest.
Billing/Payment Procedure	All charges to be collected before the guest leaves the Guest House, unless specifically approved otherwise by the sanctioning authority.
Remark	Advance payment required except where the booking authority assumes responsibility for payment or where post payment is specifically approved by the sanctioning authority.

III. Room Tariff [per day, 24 hour basis]

Type of Accommodation	Category-A	Category - B		Category - C		Category - D	
		North Block	South Block	North Block	South Block	North Block	South Block
Twin sharing (per person)	Nil	Rs.200/-	Rs.400/-	Rs.400/-	Rs.800/-	Rs.800/-	Rs.1600/-
Single Occupancy	Nil	Rs.300/-	Rs.600/-	Rs.600/-	Rs.1200/-	Rs.1200/-	Rs.2400/-
Normal Suite	Nil	-	Rs.800/-	-	Rs.1600/-	-	Rs.3200/-
Special Suite	Nil	-	Rs.1200/-	-	Rs.2400/-	-	Rs.4800/-
Brief stay (3 hrs, Day time)	Nil	Rs.100/-	Rs.200/-	Rs.100/-	Rs.200/-	Rs.200/-	Rs.400/-

Other facilities :

Name of Facility	Duration	Tariff
Dining Hall (North Block) & Lobby	4 hours	Rs.500/-
Dining Hall (South Block) & Lobby	4 hours	Rs.1000/-
Dining Hall (South Block) & Lobby	One day	Rs.2000/-
Meeting Room (South Block)	One day	Rs.250/-
Lecture Hall (South Block)	One day	Rs.500/-

Notes :

- There shall be no concession in tariff for failure of air conditioning electricity, water supply or any other facility.
- The room tariff does not include any meal, snacks or tea, except drinking water and bed tea.
- Children below 12 years may be accommodated with parents free of charge in the same room without extra bed.
- Booking can be made by PADA or Manager of Guest House on the basis of phone, fax or email message received from bonafide guests or from their hosts within the institute. A formal requisition, however, needs to be filled when the guest arrives or as soon as practicable.
- Smoking and consumption of alcohol is totally forbidden in guest house premises including rooms, corridors and lawns.

- There shall be no room service of food except drinking water and bed tea. When a meeting (e.g. placement interview) is permitted, tea, snacks and soft drinks, but no meals, may be served in the room. An exception can be made only with telephonic permission of PADA-GH, Deputy Director or Director.
- Accommodation to drivers will be provided in designated facilities and when available.
- “Brief stay” refers to a short duration accommodation of a couple of hours during day time only for the purpose of changing and toilets. This facility is available on sharing basis only. No advance reservation is necessary for the purpose.
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IV. Booking procedure

- Guest House booking shall normally be done on-line through the Institute Web site. When there is a difficulty in making an on-line reservation, a room or other facility can be booked by a written request sent to the Manager, Guest House. In emergent case, the Manager Guest House may accept requests over email, fax or telephone. He will, however, record the information on the electronic data base in the first opportunity to do so.
- In emergent cases, the following officials are authorized to contact the steward in person or over telephone for accommodating a guest without going through the proper booking procedure.
 - Director, Secretary to Director, Dy. Director
 - Registrar, Secretary. to Registrar,
 - PIC - Training & Placement
 - PIC - Institute Seminar.
 - PADA - Guest House

In all such cases, proper booking form must be submitted by the booking authority in the next working day. It will be the responsibility of the steward to obtain the filled booking form from the concerned authority within 2 working days.

- The Steward is not authorized to accept a guest without an approved booking. In extreme emergencies, he may permit a guest to stay on request from an institute employee, student or a person in distress only after properly recording the circumstances on the electronic database or in the appropriate register.

V. Block Booking

Booking of 3 or more rooms in the North and South blocks combined is called “Block Booking”.

In case of official programmes approved by the Institute with appropriate office order, Block Booking of accommodation (for conferences, T&P programmes, continuing education programmes etc) may be made up to 2 years in advance, to the extent of 75% of the capacity of any block in the guest house. PIC, Guest House has to be satisfied that the requested numbers of rooms are indeed required. If not satisfied, the PIC can allot less number of rooms. In case of large conferences, after confirming 75% of rooms, the manager shall try to discourage booking of rest of the rooms by other guests during the conference period. These rooms, or a portion thereof, may also be given to the authority or person making the block booking one week before the event at the discretion of the guest house management.

Approval of an official event (convocation, conferences, student activity, short term course, faculty or staff selection, examinations, lecture etc.) by the institute shall not imply approval of booking of rooms in the guest house. These rooms need to be booked by the organizers of the event separately. When rooms are booked for a conference, workshop or short term course, a provisional booking is first made and the date communicated to Dean(SR). After the official order is published by SRICCE, the convenor shall confirm the booking. If the booking is not confirmed within one week of provisional booking, the provisional booking shall stand cancelled automatically.

Block booking for private social functions (marriage etc), can be done in Category-D only by an institute employee. If the function relates to a dependent as defined in the employee's medical/LTC list, the guests will fall in Category-C. To avail this concession, an employee needs to make an explicit application to the PADA-GH. The burden of convincing the PIC (for example, by attaching original invitation cards and copy of medical card) rests solely on the employee requesting the booking. The host must ensure that no more than 2 persons occupy a room, the guests behave properly, do not smoke or drink, and do not generate loud noise. In case of violation of the conduct rules or a false declaration by the employee, as a penalty, billing for the event shall be made at a rate twice that for Category-D guests while a provisional booking can be made upto 2 months in advance, the booking can be confirmed only 2 weeks before the expected date of occupancy.

Both in official and private functions, names of guests need not be given till one week prior to the event. If names are not made available, the guest house administration, at its discretion, may cancel the booking if rooms are required to accommodate other guests.

VI. Booking priority

- Priority in booking of accommodation will be accorded to guests of Categories A, C1, B, C2 and D in that order of priority. Within a class, rooms will be allotted on "First come, First served" basis.
- The management of the Guest House may, at its discretion, cancel a booking or offer another type of accommodation (e.g. a bed on twin sharing basis instead of a full room) to a guest, with or without prior notice, depending on the demand for accommodation on a particular day.
- All bookings of category – B and C2 shall be provisional till one week prior to the date of expected occupancy.
- Assurance of booking can be given to guests of category of D at the time of booking if full payment of charges is made in advance. In such cases, accommodation cannot be refused, but can be changed to a different block or to a different sharing status at the discretion of the management.

VII. Refusal of Accommodation

The guest house management shall not refuse to accept an accommodation request from an institute employee or student on ground of non-availability of room without exploring the possibility of accommodating the guest(s) by :

- i) Reconfirming the numbers and asking for details under block booking,
- ii) Changing status of guests from "full room" to "twin sharing" type,
- iii) Cancelling accommodation of a lower type of guest, except where full charge has been received in advance.

Every institute employee or student desirous of making a booking has a right to examine the booking register, particularly when his request for accommodation is refused on ground of unavailability. He may, at his own discretion, assist the management. In exploring possibility of adjustment of accommodation. But in no case he can force the guest house management to accept his suggestion.

VIII. Collection of Charges

Charges of Guests of Categories A & C1 will be billed to appropriate account, while guests of other categories (Categories B, C2 and D) must clear the bills before leaving the Guest house, except when the booking authority has taken the responsibility of payment in advance.

If a guest leaves without settling his account, the person making the booking is liable to pay. In case of failure to settle the bill expeditiously, the billed amount will be charged to his salary or be added to semester fees, as appropriate.

IX. Cancellation of Booking

- A small booking (upto 2 rooms) can be cancelled without charge upto 24 hours prior to the expected date and time of occupancy. After that, there will be charge for at least one day on the person or account making the booking under category B, C or D.
- In case of block booking (exceeding 2 rooms), cancellation without charge can be done a week before the day of expected occupancy, failing which at least one day's charge on the number of rooms booked will be levied on the person or project making the booking.
- In case of failure of an officer to cancel a booking for a category-A guest, the guest house management shall draw the attention of the director, particularly on repeat lapses and where other guests have been refused accommodation due to shortage of rooms.

X. Food Service

The guest houses shall offer food service at approved rates. This will be provided by the steward and shall be billed by him without involvement of the management.

There is no provision for special menus for house guests. The steward is not permitted to offer special dishes even at mutually agreed prices. The only exception admissible is medically prescribed food such as – fat free, sugar free, salt free, diabetic diet etc. which may be provided to guests at neither reduced nor enhanced tariff.

Meal charges (to be paid directly to the Steward) will be negotiated between the Steward and the Institute Management in the following format.

Food Service

The Guest Houses (South and North Block) shall offer food service at approved rates. This will be provided by the steward. The food charges will be billed by him without involvement of the management. Meal charges to be paid directly to the Steward which has been fixed in consultation with the Institute Management in the following manner. The Rate chart for food services is inclusive of GST.

Rate chart for the Guest House w.e.f. 15.09.2017

PARTICULARS	RATE	ADDITIONAL ITEMS	RATE
Tea	10.00	Mutton Curry	120.00
Black Tea	08.00	Chicken Curry	60.00
Coffee	12.00	Fish Curry (2 pcs.)	50.00
Biscuit (one plate)	10.00	Egg Curry (2 pcs.)	30.00
Breakfast	50.00	Omelet (2pcs.)	30.00
Lunch/Dinner (General Menu)	100.00	Paneer/Mushroom	60.00
<u>Breakfast Menu:</u> Idly (4pcs) with Sambar & Chutney & Fruit / Juice, Uttapam (2 pcs) with Sambar & Chutney & Fruit / Juice, Dosa with Sambar & Chutney & Fruit / Juice, Poori (5 pcs) with Aloo Mattar Curry & Fruit / Juice, Plain paratha (2 pcs) with Veg Curry & Fruit / Juice, Aloo paratha (2 pcs) with Curd, Pickle & Fruit / Juice, Chhola Bhatura (2 pcs) & Fruit / Juice, Semai Upma with Coconut chutney and Sambar & Fruit / Juice, Bread (4 pcs) with Omelet with Butter and Jam & Fruit / Juice, Cornflakes milk & Fruit / Juice.			
<u>Lunch & Dinner:</u> (General Menu with Buffet System) - Roti/ Poori, Rice, Dal fry/ Sambar, Seasonal Veg Curry/Mix Veg/veg Kofta, dry Vegetable/ Veg Chips, Plain Curd/ Raita, Green Salad, Papad and Sweet.			
<u>Mineral water & Coldrinks:</u> As per market rate.			

These rates are inclusive of GST (CGST+SGST) @ 18%

Note: The figures given above are valid during AY 2017-18, and are likely to be revised upwards with time keeping pace with market prices.

Meal Timings :

Bed Tea	6.30 - 7.30 a.m.
Breakfast	7.30 - 9.00 a.m.
Lunch	12.30 - 1.30 p.m.
Dinner	8.00 - 9.00 p.m.
Special Group Lunch	1.00 to 2.00 p.m.
Special Group Dinner	8.30 - 10.00 p.m.
Coffee/Tea/Snacks/cold drinks	As per convenience of steward

Violation of meal timings is viewed seriously against the steward. Guests are advised not to put undue pressure on the Steward's staff to serve meals outside the scheduled timing. Meal timings can be changed by PIC-GH only after due notification and wide publicity.

Notes :

- No Room Service: Delivery of food (except bed tea and drinking water) e.g. meals, snacks, tea, coffee, cold drinks in the rooms is strictly forbidden. An exception is supply of tea/coffee/cold drinks and snacks during approved official meetings and placement interviews held in the rooms. The facility is, however, discouraged even for approved meetings.
- No food (except tea, coffee and cold drinks) shall be served in lounges, corridors or any other place except the dining hall and other designated places.
- Ordinarily no meals or tea/coffee will be served in the dining hall between 10.00 pm and 6.00 am.
- Tea/coffee and snacks may be provided by the contractor in dining hall on request of guests, when resources permit.
- Drinking water from the tap, filtered and uv-irradiated, will be provided to every guest. Commercially produced bottled water may be procured from the contractor.
- There is provision for special "packed meals" for guests leaving the guest house well before meal times. The steward shall provide this facility except when it causes a serious inconvenience to him.
- Special parties, large or small, can be organized in the guest houses for both official functions such as conferences, short term courses, visit of special dignitaries etc (in both North and South Blocks) and private functions (in North Block only). The menu and cost can be negotiated with the contractor. Special timings have to be followed for such events, if the Dining Hall is used.
- If guest house kitchen and/or dining hall is to be used, the contract shall necessarily be given to the steward of the Guest House. If the food service will be provided in a temporary structure (in North Block only), an outside caterer can be engaged. In that case, the host shall deposit a security fee of Rs.1000/- with the guest house contractor. The premises must be cleaned and structures dismantled within six hours of the end of the meals. The Guest House Contractor shall be responsible for correcting any deficiency in cleaning and charging the expenses plus 50% as management cost from the deposit. In case of a dispute, the decision of PIC (Guest House) shall be final.

XI. Information

For information on the guest house, employees, students, alumni and visitors may visit the Institute web site or contact the steward at the Front desks. They may also feel free to contact:

Dr. Samir Mohanty
Manager, NIT Guest House
Email : managergh@nitrkl.ac.in
Phone : 0661-246-4040(Office)

or

PADA of Institute Guest House

XII. Miscellaneous

- Accommodation charges are approximately on 24 hour basis, with night accommodation playing a crucial role. Persons checking in or out between 9 pm and 6 am will be charged one extra day's tariff, if in the opinion of the PADA-GH, another guest has been deprived of accommodation because of occupation of the room during normal sleeping hours. This provision can be waived at the discretion of the guest house management when there is reduced demand for rooms.
- There will be a minimum charge of one day on every guest (Except for Brief Stay booking) irrespective of the duration spent in the guest house.
- Accompanying spouses and minor children will be given the same category as the main guests.
- Staying in the guest house much beyond the legitimate period of business is not permitted, even if the guest is willing to pay the tariff.
- If a guest damages any institute property, litters the environment, spits, drinks, smokes, misbehaves or causes any other nuisance, the institute shall recover from him (or from the person making the booking) the cost of correcting the damage along with a management cost and a punitive cost to be decided by the PIC-Guest House or a higher authority.
- In case of any complaints, or suggestions guests and their hosts should communicate in writing with :
 - (a) PADA of Guest House,
 - (b) Deputy Director, or
 - (c) Director
- Any legal issues resulting out of guest house services shall be decided within the jurisdiction of Rourkela courts.

XIII. Exceptions

Notwithstanding anything stated in these regulations, the director, at his discretion, can authorize administrative measures different from those stated above for meeting unanticipated circumstances, or the improvement of services.



National Institute of Technology Rourkela

Dear Guest

Welcome to the Guest House of NIT Rourkela. We sincerely wish your stay here to be pleasant, comfortable and memorable with the modern amenities and warm personalized service that we strive to provide. We, however, need your cooperation to provide superior hospitality to our guests. The following are some ways you can assist the guest house to meet this objective.

- The following are meal timings. Please do not embarrass the guest house staff by asking for meals outside these hours.
 Bed Tea: 6.30 - 7.30 am Breakfast: 7.30 - 9.00 am
 Lunch: 12.30 - 1.30 pm Dinner: 8.00 - 9.00 pm
Tea, Coffee, Cold drinks/Fruit juice (in the lobby or lounge) : at the convenience of the kitchen staff.
- Room service is strictly forbidden except for bed tea and drinking water.
- If you are leaving much before normal meal times, our caterer can give you a packed meal. Please do not hesitate to contact Front Desk with sufficient time in hand.
- Smoking, consumption of alcohol, chewing paan and tobacco is strictly prohibited in the Guest House, including rooms, corridors and lawns.
- Laundry service is available at commercial rates, please contact the Front Desk.
- Never leave any cash, jewellery, mobile phone or other valuables in the room. It is not feasible to provide security to your valuables.
- Please close the windows and switch off air conditioner, geyser and T.V. whenever you leave the room.
- Please leave room keys at Front Desk when you go out, even temporarily.
- Please inform the reception about your departure and settle your account well in advance.
- The Institute does not normally provide transportation to city or railway station to guests other than those of category A. But the Front Desk may help you with a list of private service providers.
- Room charges are levied on 24 hour basis with a preference for night accommodation. If you are leaving in the late evening, please check out early so that another guest can be accommodated for the night.
- Telephone is available in every room. The phone number is 4000+Room No. Front Desk phone numbers are : South Block – 4000, North Block – 4100 and Manager GH – 4040.
- For any specific information, please feel free to contact Front Desk or speak to Dr. Samir Mohanty, Manager, Guest House at extension 4040 [0661-246-4040 from outside], email: managergh@nitrkl.ac.in or to send an email to Professor in Charge of Guest House at padagh@nitrkl.ac.in
- Your suggestions are very valuable to us. Please fill up the suggestion card and drop in the suggestion box kept at the Front Desk.
- Please help us to keep the guest houses clean and tidy at all times. Please never drop a piece of waste paper or plastic outside the dust bin.

**Guest House Management
NIT Rourkela**

INSTITUTE GUEST HOUSE

Guest's Feedback and suggestions

Dear Guest,

At NIT Guest House, we are constantly striving to provide a comfortable and hygienic accommodation to our guests. Your feedback will help us achieve our goal. Please take a minute, fill up the form below and drop it in the suggestion box kept at the Front Desk. Thank you for your cooperation.

PIC - Guest House

1. Name of Guest : _____
2. Address : _____
Phone : _____ Email : _____
Room No: _____ Date of arrival : _____ Date of Departure : _____

3.

Sl No	Facility/ Service	Poor	Barely acceptable	Good	Excellent	No scope to observe
1	The procedure of booking a room					
2	Infrastructure – Building and facilities					
3	Cleanliness and maintenance of Reception, Lounge, dining hall, corridors etc.					
4	Cleanliness and Maintenance of room and toilet					
5	Cleanliness and Maintenance of linen and furniture					
6	Courtesy and efficiency of Reception staff during check in, check out and other times.					
7	Adequacy of secondary facilities (Lounge, Lecture room, telephone)					
8	Courtesy and efficiency of staff in dining hall					
9	Quality of food and food hygiene					
10	Information on guest house					

Suggestions for improvement:

Signature of Guest

**To
The Manager
Institute Guest House,
NIT Rourkela**



National Institute of Technology, Rourkela
INSTITUTE GUEST HOUSE

BILL FOR GUEST HOUSE CHARGES

North Block

Bill No. _____

South Block

Date :

Booking No. _____

Date : _____

Booked by : _____

Room Nos. _____

Guest's name : _____ No. of guests: _____

Period of stay/activity : from _____ to _____

A. Room and other facilities:

Particulars	Amount in Rs.
Room Charges :	Rs. _____
Dining Hall (North Block & Lobby)	Rs. _____
Dining Hall (South Block & Lobby)	Rs. _____
Meeting Room (South Block)	Rs. _____
Lecture Hall (South Block)	Rs. _____
Total	Rs. _____

B. Meal Charges : Please settle meal charges directly with the Steward or his staff.

Please pay room charges to :

"NIT Rourkela Guest House A/c"

Manager, Institute Guest House

To

Received Rs. _____ (Rupees _____) only toward
guest house charges, vide receipt No. _____ dt. _____.