Government of India
Ministry of Tourism
(H&R Division)

C-1 Hutments
Dara Shukoh Road
New Delhi – 110 011
Tel: 011-23012810

No. 8-TH-I (3)/2013-Pt-1

Dated: 19.01.2018

To,

1. Secretary (Tourism), All State Governments/UT Administrations
2. President, Federation of Hotel & Restaurant Associations of India (FHRAI)
3. President, Hotel Association of India (HAI)
4. President, Indian Heritage Hotels Association (IHHA)
5. President, Travel Agents Association of India (TAAI)
6. President, Indian Association of Tour Operators (IATO)
7. Principal, IHMs
8. All Indiatourism Offices in India

Subject: Revised Guidelines for approval of Hotels at Project Stage and Star Classification / Re-Classification of Operational Hotels

Madam / Sir,

1. The undersigned is directed to enclose herewith a copy of the revised Guidelines for Approval of Hotels at Project Stage and Star Classification / Re-Classification of Operational Hotels.

2. These guidelines are required to be adhered to by all the existing Classified hotels/ Hotel Projects and those seeking Approval / Classification/Re-classification by the Ministry of Tourism under all categories and will come into force with immediate effect.

3. You are requested to kindly circulate these revised guidelines to all concerned.

4. These guidelines are also available on the official website of the Ministry of Tourism *www.tourism.gov.in*.

Yours faithfully,

(Sagnik Chowdhury)
Assistant Director General (H&R)
Member Secretary (HRACC)

Government of India
Ministry of Tourism
(H&R Division)

C-1, Hutments
Dara Shukoh Road
New Delhi – 110011

No. 13. HRACC (14)/2018-H&R **Date: 31.12.2018**

To,

1. Secretary (Tourism), All State Governments/UT Administrations
2. Secretary General, Federation of Hotel & Restaurant Associations of India (FHRAI)
3. President, Hotel Association of India (HAI)
4. President, Indian Heritage Hotels Association (IHHA)
5. President, Travel Agents Association of India (TAAI)
6. President, Indian Association of Tour Operators (IATO)
7. Principal, IHMs
8. All Indiatourism Offices in India

Subject: Guidelines for Classification / Re-classification of Hotels.

Madam / Sir,

Kind reference is invited to this Ministry's communication no. 8-TH-I(3)/2013-Pt.I dated 19.01.2018 on the subject cited above. It has been observed that at Annexure III of the said guidelines, that is, in the checklist of facilities for classification / re-classification of operational hotels, the facility of Barber's Shop has appeared twice, as under:

FACILITIES & SERVICES	1*	2*	3*	4*	5*/ 5*D	Yes/ No	COMMENTS
Health – Fitness and Barber's Shop	D	D	D	D	N		Indian system of treatments should preferably be offered
Beauty Salon and Barber's Shop	D	D	D	D	D		

It is hereby clarified that the facility of Barber's Shop is a desirable criterion for all categories of classified hotels. Thus, the above may be read as under:

FACILITIES & SERVICES	1*	2*	3*	4*	5*/ 5*D	Yes/ No	COMMENTS
Health – Fitness	D	D	D	D	N		Indian system of treatments should preferably be offered
Beauty Salon and Barber's Shop	D	D	D	D	D		

This issues with the approval of Competent Authority.

Yours faithfully,

(Sagnik Chowdhury)
Assistant Director General
& Member Secretary (HRACC)

GOVERNMENT OF INDIA
MINISTRY OF TOURISM
(H&R DIVISION)

GUIDELINES FOR APPROVAL OF HOTEL PROJECTS AND STAR CLASSIFICATION OF OPERATIONAL HOTELS

Hotels are an important component of the tourism product. They contribute to the overall tourism experience through the standards of facilities, amenities and services offered by them. With the aim to provide contemporary standards of facilities and services, the Ministry of Tourism has a voluntary scheme for approval of Hotel Projects in the following categories:

i. 5 – Star
ii. 4 – Star
iii. 3 – Star
iv. 2 – Star
v. 1 – Star
vi. Heritage (Basic)

The Ministry of Tourism also has a voluntary scheme for Classification/Reclassification of Operational Hotels in the following categories:

i. 5 – Star Deluxe
ii. 5 – Star with or without alcohol service
iii. 4 – Star with or without alcohol service
iv. 3 – Star
v. 2 – Star
vi. 1 – Star

2. Hotel Projects are approved at implementation stage. Hotels are classified under the aforementioned categories once they become operational, subject to the hotel applying for such classification and being found fit for classification.

3. Applications for Approval of Hotels at the Project Stage under any of the categories mentioned in para 1 above, should be submitted online on the portal https://wvvw.hotelclould.nic.in along with the fee payable by digital mode only in respect of application for the project approval and subsequent extension if any.

4. Applications for Approval of Hotels at the Project Stage and Classification/Re-classification of Operational Hotels under 3 Star, 2 Star and 1 Star categories with the requisite fee may be submitted online to the concerned Regional Director, India Tourism Office in whose region the hotel project or Operational hotel is located at https://www.hotelcloud.nic.in. Queries in this regard may be addressed to the concerned Regional Director, India Tourism Office. The office addresses of the Regional Directors are as under:

i. Regional Director, Indiatourism (Western & Central Region), 123 Maharshi Karve Road, Mumbai - 400 020
ii. Regional Director, Indiatourism (Northern Region), 88 Janpath, New Delhi - 110 001
iii. Regional Director, Indiatourism (Southern Region), 154 Anna Salai, Chennai-600002
iv. Regional Director, Indiatourism (Eastern Region), 'Embassy', 4 Shakespeare Sarani, Kolkata - 700 071
v. Regional Director, Indiatourism (North Eastern Region), Assam Paryatan Bhawan, 3rd Floor, Near Nepali Mandir, A.K. Azad Road, Paltan Bazar, Guwahati - 781 008

5. Applications for Approval of Hotels at the Project Stage and Classification/Re-classification of Operational Hotels under 4 Star, 5 Star, 5 Star D e l u x e and Heritage (Basic) categories with the requisite fee may be made on www.hotelcloud.nic.in. Queries in this regard may be addressed to Member Secretary (HRACC), Hotels and Restaurants Division, Ministry of Tourism, Government of India, C-1 Hutments, Dara Shukoh Road, New Delhi 110011, Tel: 011-23012810.

6. The detailed Guidelines for the Approval of Hotel at the Project Stage and for Classification Re-classification of Operational Hotels are at **Annexure-I and Annexure II** respectively.

7. The Ministry of Tourism reserves the right to modify the Guidelines / Terms and Conditions from time to time.

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ANNEXURE-I

GENERAL TERMS, CONDITIONS & APPLICATION FORMAT FOR APPROVAL OF HOTELS AT THE PROJECT LEVEL

1. Ministry of Tourism will approve hotels at project stage based on documentation. Project approval is given for the following categories:

i. 5 – Star
ii. 4 – Star
iii. 3 – Star
iv. 2 – Star
v. 1 – Star
vi. Heritage (Basic)

2. Project approval will be granted for a period of 5 years. However, the Project Approval will cease to be valid 3 months prior to the date of expiry of such approval, or with effect from the date the hotel becomes operational, even if all its rooms are not ready, whichever is earlier. The project approval granted for a period of 5 years may be extended by another one year on genuine grounds or extenuating circumstances, at the discretion of Chairman HRACC. Request for such extension, if any, shall be considered if and only if such request is proffered to Chairman HRACC 3 clear months prior to the expiry of the original project approval. A fee equal to the full fee prevalent for project approval for the relevant category will have to be paid by the applicant in case such extension is permitted by Competent Authority. Incomplete applications will not be accepted.

3. The hotel must apply for Star Classification within 3 months of the hotel becoming operational. The application for Project Approval will be submitted online on the portal https://wwvv.hotelcloud.nic.in complete in all respect as per details given below.

4. **Application Form should have the following details:**

i. Proposed name of the Hotel
ii. Name of the promoters with a note on the business antecedents in not more than 60 words
iii. Complete postal address of the promoter with Telephone, Fax and Email address.
iv. Status of the owner/promoter:

a. **If** Public/private limited company, the copies of Memorandum and Articles of Association.
b. **If** Partnership, a copy of Partnership Deed and Certificate of Registration.
c. **If** proprietary concern, name and address of proprietor / Certificate of Registration.

v. Location of hotel site with postal address
vi. Details of the site:

a) Area (in sq. feet)
b) Title - owned / leased with copies of sale / lease deed.
c) Copy of Land Use Permit issued by Competent Authority to construct Hotel from local authorities.
d) Distance (in Km) from: (a) Railway station (b) Airport (c) Main Shopping center / water body.

vii. Details of the project:

a) Copy of Feasibility Report
b) Star category planned
c) Number of rooms (with attached bathrooms) and size for each type of room (in sq. ft)
d) Size of bathrooms (in sq. ft.)

e) Details of public areas with size in sq. ft. - Lobby / Lounge; Restaurants; Bar; Shopping; Banquet / Conference halls; Business centre; Health club; Swimming pool; Parking facilities (no. of vehicles)
f) Facilities for the differently abled guests (room with attached bathroom earmarked for this purpose, designated parking, ramps for free accessibility in public areas and to at least one restaurant, designated toilet (unisex) at the lobby level etc.
g) Eco-friendly Practices (a) Sewage Treatment Plant (b) rain water harvesting (c) waste management (d) pollution control method for air, water and light (e) introduction of non CFC equipment for refrigeration and air conditioning.
h) Energy / water conservation (use of CFL lamps, solar energy, water saving devices/ taps).
i) Details of Fire Fighting Measures / Hydrants etc.
j) Date by which project is expected to be completed and become operational.
k) Any other additional facilities.
l) Security related features.
m) The architecture of the hote1 building in hilly and ecologically fragile areas should incorporate creative architecture keeping in mind sustainability and energy efficiency and as far as possible in conformity with local art and architecture with use of local materials.

5. Blue prints/ Building Plans signed by the owner, the architect and approved by the competent authority showing:

i. Site plan
ii. Front and side elevation
iii. Floor plans for all floors
iv. Detail of guest rooms and bath rooms with dimensions in sq. ft.
v. Details of Fire Fighting Measures/ Hydrants etc.
vi. Air-conditioning details for guest rooms, public areas

6. Local approvals by:

i. Municipal Authority
ii. Concerned Police Authority
iii. Any other local authority as may be applicable / required (viz. Pollution Control Board/ Ministry of Environment & Forests etc.)
iv. Approval / NOC from Airports Authority of India for projects located near Airport

7. **Note:** The above mentioned approvals/ NOCs are the responsibility of the promoter / concerned company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn in case of any violation without notice.

8. Proposed capital structure:

a) Total project cost
b) Equity component with details of paid up capital
c) Debt - with current and proposed sources of funding

9. Submission of 'Undertaking' for observance of regulatory conditions / terms & conditions to be furnished by the applicant (Format enclosed at **Annexure IV).**

10. Applications for project approvals under any category should be submitted online on the portal https://www.hotelclould.nic.in along with the fee payable by digital mode only in respect of application for the project approval and subsequent extension if any. (further details are given at clause 14).

11. In the event of any change in the project plan, the applicant should apply afresh for approval under the desired category

12. Authorized officers of the Ministry of Tourism should be allowed free access to inspect the project from time to time without prior notice

13. The hotel must immediately inform the Ministry of the date from which the hotel becomes operational and may apply for Classification within 3 months from the date of operation

14. The fee payable for the Project Approval and subsequent extension, if required, which is payable only by RTGS / NEFT/ Debit/Credit Card, is as under.

Star Category	**Amount in Rs.**
5- star	15,000
4-star	12,000
3-star	8,000
2-star	6,000
1-star	5,000
Heritage Category	12,000

15. The promoter must file online returns showing quarterly progress in prescribed format on the portal https://www.hotelcloud.nic.in failing which the project approval is liable to be withdrawn. On completion of the Hotel Project, the promoter shall submit a completion certificate issued by the competent authority.

16. The originals of documents are required to be uploaded on the online portal. All documents must be valid at the time of application. Documents in local language should be accompanied by a translated version in English which should also be duly certified / attested / notarized.

17. The application for Hotel Project Approval should indicate whether a few rooms or all rooms are to be let out on a Time Share basis. Hotel Projects, where it is proposed to let out part or whole of the hotel on 'Time Share basis', will not be covered under these guidelines but under a separate scheme Guideline of Timeshare Resort which are available at www.tourism.gov.in

18. Any change in the project plan or management for Heritage, 5 Star and 4 Star categories should be informed to the Ministry of Tourism and for 3 Star, 2 Star and 1 Star categories to the respective Regional Indiatourism Office within 30 days of such change being effected, failing which the approval will stand withdrawn / terminated.

19. The Project Approval is only applicable for new hotels coming up and not for additional rooms coming up in existing hotels.

20. The minimum size of rooms and bathrooms for all categories have been specified in the Guidelines for Classification / Re-classification of hotels. Hotels of 1 Star, 2 Star, 3 Star and 4 Star categories availing subsidy / tax benefits / other benefits from the Central / State Government would be subject to a Lock- in period of 8 years so that these hotels continue to serve as budget category hotels. Hotels would be permitted to apply for upgradation to a higher star category after the completion of the lock in period. All projects seeking approval of the Ministry of Tourism are required to submit an undertaking in this regard in the format at **Annexure – IV and an Affidavit at Annexure V.**

21. Applicants are requested to go through the **Checklist of Facilities & Services (Annexure-III)** contained in this document before applying for Approval of Hotels at the Project Stage/Classification of Operational Hotels.

22. Application for approval of Hotel Project forwarded through post or delivered by hand will be summarily rejected and no action whatsoever shall be taken on such applications.

23. Only one application for approval of Hotel Project shall be permissible at a given point of time. Multiple applications for approval made under one or more categories for the same hotel project at a given point of time will be summarily rejected.

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ANNEXURE – II

GENERAL TERMS, CONDITIONS & APPLICATION FORMAT FOR CLASSIFICATION/ RE-CLASSIFICATION OF OPERATIONAL HOTELS

1. With the aim to provide contemporary standards of facilities and services, the Ministry of Tourism has a voluntary scheme for Classification / Reclassification of Operational Hotels in the following categories:

i. 5 – Star Deluxe
ii. 5 – Star with alcohol service / without alcohol service
iii. 4 – Star with alcohol service / without alcohol service
iv. 3 – Star
v. 2 – Star
vi. 1 – Star

2. Classification for newly operational hotels, if approved by Ministry of Tourism at project stage, must be sought within 3 months of commencing of the operations. Operating hotels may opt for Classification at any stage. However, hotels seeking Re-classification should apply for the same and complete the process at least six months prior to the expiry of the current period of classification

3. If a hotel fails to apply for Re-classification and complete its documentation free of all deficiencies a clear six months prior to the expiry of the classification period, the application will be treated as a fresh case of classification

4. Once a hotel applies for Classification / Re-classification, it should be ready at all times for inspection by the inspection committee of the HRACC. No request for deferment of inspection will be entertained

5. Classification will be valid for a period of 5 (Five) years from the date of approval of Chairman HRACC, or in the case of Re-classification, from the date of expiry of the last classification, provided that the application complete in all respect and free of all deficiencies has been received six months prior to the expiry of the current period of classification, along with all valid documents. Incomplete applications will not be accepted.

6. The application for Classification/Reclassification should indicate whether the hotel proposes to let out a few rooms or all rooms on 'Time Share basis'. Hotels which propose to let out part of or all its rooms on Time-share basis, will not be eligible for classification under this scheme.

7. Hotels applying for Classification/Re-classification must provide the following information/ documentation.

i. Name of the Hotel
ii. Complete postal address of the hotel with telephone, fax and Email address
iii. Status of the owner / promoter;

a) If Public/Private Limited Company Copy of Memorandum and Articles of Association
b) If Partnership, a copy of Partnership Deed and Certificate of Registration
c) If proprietary concern, name and address of proprietor/certificate of registration

iv. Date on which the hotel became operational
v. Details of hotel site with postal address and distance (in kms) from

a) Airport
b) Railway Station
c) City centre / downtown/shopping area

8. Details of the hotel:

i. Area of Hotel site (in sq. metres) with title - owned/ leased with copies of sale/lease deed.
ii. Star category being applied for
iii. Number of rooms and size for each type of room in sq. ft. (Single/ Double/ Suites - all rooms to have attached bathrooms.
iv. Size of bathrooms (in sq. ft.).
v. Air-conditioning details for guest rooms, public areas.

9. Details of public areas:

i. Lobby/lounge
ii. Restaurants with No. of covers
iii. Bar
iv. Shopping area
v. Banquet / conference halls
vi. Health club/ Business centre /Swimming pool
vii. Parking facilities (no. of vehicles which can be parked).
viii. Facilities for the differently abled guests: Dedicated room with attached bath room, designated parking, ramps, free accessibility in public areas and at least to one restaurant, designated toilet (unisex) at the lobby level etc.
ix. Eco-friendly Practices (a) Sewage Treatment Plant (b) rain water harvesting (c) waste management (d) pollution control method for air, water and light (e) Introduction of non CFC equipment for refrigeration and air conditioning and other Eco-friendly measures and initiatives.

A Sewage treatment plant will not be a mandatory condition for hotels which have obtained completion certificate for construction before 01.04.2012.

x. Measures for energy and water conservation, water harvesting (use of CFL lamps, solar energy, water saving devices/ taps etc.).
xi. Details of Fire Fighting Measures.
xii. Security features viz. CCIV, X-Ray check, verification of staff etc.
xiii. The architecture of the hotel building in hilly and ecologically fragile areas should incorporate creative architecture keeping in mind sustainability and energy efficiency and as far as possible in conformity.
xiv. Any other additional facilities

10. Originals of Certificates / No Objection Certificates to be uploaded (copies should be current/ valid and duly self-attested / certified by an authorized representative of the hotel):

i. Certificate / license from Municipality / Corporation to show that the establishment is registered as a Hotel
ii. No Objection Certificate from the Fire Service Department (Local Fire Brigade Authority).
iii. Affidavit on prescribed format for all clearances on Stamp Paper of Rs.100.00 ***(Annexure VI)***
iv. Bar License is mandatory if the hotel is applying for 4 Star with Alcohol Service, 5 Star with Alcohol Service, and 5 Star Deluxe.
v. If classified earlier, a copy of the Classification Order issued by the Ministry of Tourism

The above-mentioned approvals / Licenses / No Objection Certificates are the responsibility of the Owner / Promoter / concerned Company as the case may be. The approval of the Ministry of Tourism is no substitute for any statutory approval and the approva1 given is liable to be withdrawn without notice in case of any violations or misrepresentation of facts.

11. Hotel will show the following NOCs / Licenses / Certificates which should be current, valid and in original at the time of its inspection by HRACC and upload the same on hotelcloud portal:

a) Trade license to operate as hotel
b) NOC from Fire Department
c) Clearance certificate from Municipal Health Officer/Sanitary Inspector (Health NOC)
d) NOC from Police Department
e) Consent to operate from the State Pollution Control Board
f) Bar License, wherever applicable
g) NOC from Ministry of Environment & Forests (wherever applicable)
h) NOC from Airport Authority of India for hotels located near the Airport (wherever applicable)
i) CRZ clearance (wherever applicable)
j) Land use permission
k) Building plans duly sanctioned/approved by the competent authority
l) Occupancy certificate
m) Sewage Treatment Plan

12. All applications for Classification and Re-Classification must be complete in all respects viz. application form, application fee, prescribed clearances / NOCs / certificates etc. **Incomplete applications will not be accepted.**

13. The application fees for Classification / Re-classification is payable only by RTGS/NEFT/Debit/Credit Cards and are as follows.

Star Category	**Classification / Re-classification fee in Rs.**
1 – Star	6,000
2 – Star	8,000
3 – Star	10,000
4 – Star (with or without Alcohol service)	15,000
5 – Star (with or without Alcohol service)	20,000
5 – Star Deluxe	25,000

14. Upon receipt of application complete in all respects, the hotel will be inspected by the Hotel & Restaurant Approval and Classification Committee (HRACC). The Committee will be constituted as follows:

A. For 4 & 5 Star category with and without Alcohol Service and 5 Star Deluxe categories:

- Chaired by Additional Director General (Tourism), Govt. of lndia/ Chairperson (HRACC) or a representative nominated by him/her
- Representative from FHRAI
- Representative from HAI
- Representative from IATO
- Representative from TAAI
- Principal Institute of Hotel Management OR his / her representative who shall be the member of teaching faculty of the Institute
- Regional Director, Indiatourism Office/ Director or Manager of Local Indiatourism office
- Member Secretary HRACC

The HRACC representatives / nominees of FHRAI, HAI, IATO and TAAI should have requisite expertise and experience of the hospitality and tourism industry (hands on experience)

B. For 1, 2 & 3 Star category hotels:

- Secretary (Tourism) of the concerned State Govt. or Additional Secretary (Tourism) or Director (Tourism) or Additional Director (Tourism) of the concerned State Govt. (provided the last two are not below the rank of Joint Secretary to the concerned State Govt. / UT Administration) or Regional Director of concerned Indiatourism Office, Regional Director, India tourism who is also Member Secretary, Regional HRACC, will Chair the Committee.
- Regional Director, Indiatourism Office / Director or Manager of Local Indiatourism office
- Representative from FHRAI
- Representative from HAI
- Representative from IATO
- Representative from TAAI
- Principal Institute of Hotel Management OR his / her representative who shall be the member of teaching faculty of the Institute

The HRACC representatives / nominees of FHRAI, HAI, IATO and TAAI should have requisite expertise and experience of the hospitality and tourism industry (hands on experience).

C. The Chairperson and any 3 members will constitute a quorum.

D. The recommendations duly signed by the inspection Committee will be uploaded on the hotelcloud portal along with all necessary licenses /NOCs /permissions etc. and the recommendation of the inspection committee will be approved/ rejected by the Chairperson (HRACC)/Joint Secretary(Tourism) / Addl. Director General (Tourism) expeditiously provided all the necessary documentation are complete in all respect.

E. Appellate Authority: In case of any dissatisfaction with the decision of the HRACC, the hotel may appeal to Secretary (Tourism), Government of India for review and reconsideration within 30 days of receiving the communication regarding Classification/Re-classification. No request will be entertained beyond this period.

15. Hotels will be classified following a two stage procedure:

a) The presence of facilities and services will be evaluated against the enclosed Checklist of Facilities and Services available at **Annexure III.**

b) The quality of facilities and services will be evaluated by the HRACC inspection committee as per the prescribed parameters.

16. The hotel is expected to maintain required standards at all times. The Classification Committee may inspect a hotel at any time without previous notice. The Committee may request that its members be accommodated overnight to inspect the level of services.

17. Any deficiencies / rectifications pointed out by the HRACC must be complied with within the stipulated time, which has been allotted in consultation with the hotel representatives during inspection. The maximum time that may be given by the committee for rectification of deficiencies shall not exceed 3 months. If the observations of the committee on deficiencies are not complied within the said time frame, the application of the hotel will be rejected and the hotel may apply afresh under an appropriate category. Failure to comply within the stipulated time will result in rejection of the application.

18. The Committee may assign a Star category lower but not higher than that applied for.

19. The hotel must be able to convince the committee that they are taking sufficient steps to conserve energy and harvest water, garbage segregation, and disposal/ recycling as per Pollution Control Board (PCB) norms and following other Eco-friendly measures.

20. For any change in the Star category, the promoter must apply afresh along with requisite fee.

21. Any changes in the Building Plans or Management of the hotel should be informed to the HRACC, Ministry of Tourism, Govt. of India within 30 days, otherwise the classification will stand withdrawn / terminated.

In case of change of company name / hotel name, a copy of the fresh 'Certificate of Incorporation' or a copy of the 'Resolution of the Board of Directors' regarding the name change along with any other relevant documents should be submitted.

22. The minimum size of rooms and bathrooms for all categories have been specified in the Guidelines. Hotels of 1, 2, 3 and 4 star categories availing subsidy/tax benefits/ other benefits from the Central / State Government would be subject to a lock- in period of 8 years, so that these hotels continue to serve as budget category hotels. Hotels would be permitted to apply for up- gradation to a higher star category only after the completion of the lock in period.

23. Applicants are requested to go through the **Checklist of Facilities and Services** (Annexure III) contained in this document while applying for Classification / Re-classification. The checklist must be duly filled up and should be submitted along with the online application.

24. The Hotel should adhere to the tenets of the **Code of Conduct for Safe & Honourable Tourism** for which the following action would have to be taken:

i. A signed copy of the Pledge and Undertaking of commitment towards **"Safe & Honourable Tourism"** should be attached with the application. The format of the 'Pledge & Undertaking - Code of Conduct for Safe & Honorable Tourism' are attached at Annexure VII and Annexure VIII respectively.
ii. On the day a new staff member joins the Hotel, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter *I* joining report of the staff.
iii. Two focal points/Nodal Officers would be nominated (i.e., from HRD, security side etc.) at the time of applying for approval by the Hotel in the case of hotels which have more than 25 personnel. In the case of Hotels with less than 25 personnel, one focal point would have to be nominated.
iv. The training would be provided to the staff of the classified/approved hotels by Ministry of Tourism under its Capacity Building of Service Providers (CBSP) scheme in connection with **"Safe & Honourable Tourism".** The focal points of the hotel would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in-house training to the staff which would be arranged within next six months.
v. The Pledge of Commitment towards **"Safe & Honourable Tourism"** would have to be displayed prominently in the staff areas / back areas of the Hotels / Restaurants etc. and in the office premises of all the Head of the Departments (HODs).
vi. The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of Classification/Re- classification.

25. It is mandatory for hotels applying for fresh Classification or Reclassification under the categories 1 Star to 5 Star Deluxe to have facility/ infrastructure for accepting /making payments by digital transactions.

As per Government of India's initiative for Promotion of Digital Transaction, it is mandatory for all Hotels classified/re-classified by the Ministry of Tourism, to submit data pertaining to Occupancy Reports and Digital Transaction as per prescribed template available online at https://wvvw.hotelcloud.nic.in positively by 20th of every month for the previous month.

26. Incomplete applications for Classification / Reclassification will not be entertained. Efforts will be made to ensure that all cases of classification are given final decision within three months from the date of receipt of the application, subject to the following:

i. Receipt of the application complete in all respect (without deficiencies)
ii. All essential documents of the inspected hotel being found to be current, valid and satisfactory by the inspection Committee (HRACC).
iii. Timely uploading of all essential documents produced before the inspection committee (HRACC) on hotelcloud portal by the inspected hotel.
iv. Compliance/rectification of deficiencies pointed out by the inspection committee at the time of inspection within the stipulated time.

27. Only one application for classification for an operational Hotel shall be permissible at a given point of time. Multiple applications for classification made under one or more categories for the same hotel project at a given point of time will be summarily rejected.

28. Cases of hotels where classification is pending due to the non-fulfilment of HSRT Targets under the present guidelines would be considered for classification without insisting upon HSRT targets. The requirement of attainment of HSRT targets would be waived off for such hotels. However, hotels whose application have been given a final decision prior to the amended guidelines coming into force, would need to apply afresh, if they are desirous of classification.

29. The timelines for clearance of classification application of hotels would be as follows:

I. <u>For 4 Star, 5 Star, and 5 Star Deluxe hotels.</u>

1. **Allotment of hotels for inspection to an officer nominated as Chairperson of inspection committee:** Within 15 working days of receipt of application free from all deficiencies, and confirmation of receipt of application fee by PAO, MoT.

2. **Inspection of Hotels:** Inspection has to be scheduled within 40 working days of communication of nomination of an officer as Chairperson, by the nominated officer.

3. **Uploading of Inspection report by Chairperson of Inspection Committee:** Within 7 working days of inspection.

a. In case of recommendation for rejection, the proposal will be processed for approval of Competent Authority within 12 working days of online receipt of recommendation.
b. In case of compliance observations pertaining to physical compliances, online compliance verification will be done and submitted for online compliance approval of Competent Authority within 7 working days of online receipt of compliance observations.
c. In case of recommendation for approval, the proposal will be processed for approval of Competent Authority within 12 working days of online receipt of recommendation, subject to the uploaded documents being found to be free of all deficiencies. In case of deficiencies being found in uploaded documents, the same will be sent back to the hotel for rectification. This cycle will be repeated till such time the hotel uploads all documents free from all deficiencies. However, once the uploaded inspection report is received by the hotel through hotelcloud portal, the hotel will upload documents / complete all requirements as per the guidelines within three months of receipt of uploaded inspection report. If the hotel fails to upload documents/ complete all requirements as per the guidelines within three months, the application will be summarily rejected.

4. **After submission of compliance report by the hotel.**

a. In cases where re-visit by a committee / sub-committee is required, allotment of hotel, for inspection, to officer(s) nominated as Chairperson / Member (in case of a sub-committee where no officer is nominated as Chairperson) of inspection committee/ sub-committee will be done within 15 working days of online submission of compliance report by the hotel. Inspection has to be scheduled within 40 working days of communication of such allotment / nomination of an officer as Chairperson, by the nominated officer. Uploading of Inspection report by Chairperson / Member of Inspection Committee will be done within 7 working days of inspection. In case of recommendation for rejection, the proposal will be processed for approval of Competent Authority within 12 working days of online receipt of recommendation. In case of recommendation for approval, the proposal will be processed for approval of Competent Authority within 12 working days of online receipt of recommendation, subject to the uploaded documents being found to be free of all deficiencies. In case of deficiencies being found in uploaded documents, the same will be sent back to the hotel for rectification. This cycle will be repeated till such time the hotel uploads all documents free from all deficiencies. However, once the inspection report is uploaded on the online hotelcloud portal, the hotel will upload documents / complete all requirements as per the guidelines within three months of uploading of inspection report. If the hotel fails to upload documents/ complete all requirements as per the guidelines within three months, the application will be summarily rejected.

b. In cases where re-visit is not required, the proposal will be processed for approval of Competent Authority within 15 working days of online receipt of compliance report, subject to the uploaded documents being found to be free of all deficiencies. In case of deficiencies being found in uploaded documents, the same will be sent back to the hotel for rectification. This cycle will be repeated till such time the hotel uploads all documents free from all deficiencies. However, once the inspection report is uploaded on the online hotelcloud portal, the hotel will upload documents / complete all requirements as per the guidelines within three months of uploading of inspection report. If the hotel fails to upload documents/ complete all requirements as per the guidelines within three months, the application will be summarily rejected.

5. **Approval of Competent Authority for classification / rejection** – within 10 working days of receipt of recommendation (except in cases where there are queries / observations of Competent Authority necessitating further action / clarification.

6. **Uploading of Classification letter** – within 5 working days of online approval of Competent Authority.

II. <u>For 1 Star, 2 Star, and 3 Star hotels.</u>

1. **Allotment of hotels for inspection to an officer nominated as Chairperson of inspection committee:** Within 15 working days of receipt of application free from all deficiencies, and confirmation of receipt of application fee by PAO, MoT.

2. **Inspection of Hotels:** Inspection has to be scheduled within 40 working days of communication of nomination of an officer as Chairperson, by the nominated officer.

3. **Uploading of Inspection report by Chairperson of Inspection Committee:** Within 7 working days of inspection.

a. In case of recommendation for rejection, the proposal will be processed for approval of Competent Authority within 12 working days of online receipt of recommendation.
b. In case of compliance observations pertaining to physical compliances, online compliance verification will be done and submitted for online compliance approval of Competent Authority within 7 working days of online receipt of compliance observations.
c. In case of recommendation for approval, the proposal will be processed for approval of Competent Authority within 12 working days of online receipt of recommendation, subject to the uploaded documents being found to be free of all deficiencies. In case of deficiencies being found in uploaded documents, the same will be sent back to the hotel for rectification. This cycle will be repeated till such time the hotel uploads all documents free from all deficiencies. However, once the inspection report is uploaded on the online hotelcloud portal, the hotel will upload documents / complete all requirements as per the guidelines within three months of uploading of inspection report. If the hotel fails to upload documents/ complete all requirements as per the guidelines within three months, the application will be summarily rejected.

4. **After submission of compliance report by the hotel.**

a. In cases where re-visit by a committee / sub-committee is required, allotment of hotel, for inspection, to officer(s) nominated as Chairperson / Member (in case of a sub-committee where no officer is nominated as Chairperson) of inspection committee/ sub-committee will be done within 15 working days of online submission of compliance report by the hotel. Inspection has to be scheduled within 40 working days of communication of such allotment / nomination of an officer as Chairperson, by the nominated officer. Uploading of Inspection report by Chairperson / Member of Inspection Committee will be done within 7 working days of inspection. In case of recommendation for rejection, the proposal will be processed for approval of Competent Authority within 12 working days of online receipt of recommendation. In case of recommendation for approval, the proposal will be processed for approval of Competent Authority within 12 working days of online receipt of recommendation, subject to the uploaded documents being found to be free of all deficiencies. In case of deficiencies being found in uploaded documents, the same will be sent back to the hotel for rectification. This cycle will be repeated till such time the hotel uploads all documents free from all deficiencies. However, once the inspection report is uploaded on the online hotelcloud portal, the hotel will upload documents / complete all requirements as per the guidelines within three months of uploading of inspection report. If the hotel fails to upload documents/ complete all requirements as per the guidelines within three months, the application will be summarily rejected.

b. In cases where re-visit is not required, the proposal will be processed for approval of Competent Authority within 15 working days of online receipt of compliance report, subject to the uploaded documents being found to be free of all deficiencies. In case of deficiencies being found in uploaded documents, the same will be sent back to the hotel for rectification. This cycle will be repeated till such time the hotel uploads all documents

free from all deficiencies. However, once the inspection report is uploaded on the online hotelcloud portal, the hotel will upload documents / complete all requirements as per the guidelines within three months of uploading of inspection report. If the hotel fails to upload documents/ complete all requirements as per the guidelines within three months, the application will be summarily rejected.

5. **Approval of Competent Authority for classification / rejection** – within 10 working days of receipt of recommendation (except in cases where there are queries / observations of Competent Authority necessitating further action / clarification.

6. **Uploading of Classification letter** – within 5 working days of online approval of Competent Authority.

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ANNEXURE – III

CHECKLIST OF FACILITIES FOR CLASSIFICATION / RE-CLASSIFICATION OF OPERATIONAL HOTELS

FACILITIES & SERVICES	**1***	**2***	**3***	**4***	**5*/ 5*D**	**Yes/ No**	**COMMENTS**
GENERAL							
Full time operation 7 days a week in season	N	N	N	N	N		
Establishment to have all necessary trading licenses / Permissions	N	N	N	N	N		
Establishment to have public liability insurance	D	D	D	D	D		
24hr. lifts for buildings higher than ground plus two floors	N	N	N	N	N		Mandatory for all hotels. Local laws may require a relaxation of this condition. Easy access for the differently abled guests.
Bedrooms, Bathrooms, Public areas and kitchen fully services daily	N	N	N	N	N		
All floor surfaces clean and in good shape	N	N	N	N	N		Floor may be of any type.
GUEST ROOM							
Minimum 10 lettable rooms, all rooms with outside windows / ventilation.	N	N	N	N	N		
Minimum size of bedroom excluding bathroom in sq.ft.	120	120	130	140	200		Rooms should not be less than the specified size. The area may include the vestibule and other covered area within the room but exclude outdoor verandah/ balcony. Single occupancy rooms may be 20 sq.ft. less.
Air – conditioning - % of Rooms	25%	25%	50%	100%	100%		Air –conditioning / heating depends on climatic conditions and architecture. Room Temperature should be between 20 to 28 degree Celsius.
A clean change of bed and bath linen daily and between check –in	N	N	N	N	N		Definitely required between each check – in. On alternate days for 1 & 2 Star category hotels.
Guest linen							Good quality linen to be provided.
Minimum bed width for single 90 cm and double180 cm.	D	N	N	N	N		
Mattress thickness minimum 10 cm	D	D	N	N	N		Coir, foam or spring foam

Minimum bedding 2 sheets, pillow and case, blanket, mattress protector / bed cover	N	N	N	N	N		Blankets available in air conditioned room as per seasonal requirement in non A/C rooms. Mattress protector is 'desirable' in 1 Star and 2 Star category hotels and 'necessary' for the other categories.
Suite *(2 rooms or 2 room-bays having a bedroom and separate sitting area, having one bathroom and one powder room.)*	D	D	D	N	N		Minimum 1 suite. A suite must be sold as one room.
Hairdryers	D	D	N	N	N		Where not provided in bathroom, must be available on request. 3 Star, 4 Star, 5 Star and 5 Star Deluxe category hotels shall provide hair dryer facility in the room on complimentary basis. In 1 Star and 2 Star hotels, this facility will be made available on request on complimentary basis.
Safe keeping / in room safe	D	D	D	N	N		1,2, and 3 Star hotels to have facilities for safe keeping in the reception. All 4 Star, 5 Star and 5 Star Deluxe hotels shall provide a safe in the room.
Mini bar / Fridge All 3 Star hotels shall have facility of a mini fridge and all 4 Star, 5 Star, and 5 Star Deluxe hotels shall have a the facility of mini bar.	D	D	N	N	N		Contents must conform to local laws.
Drinking water with minimum one glass per guest.	N	N	N	N	N		All star category hotels to provide 2 sealed bottles of branded packaged drinking water of minimum 500 ml per person per day on complimentary basis. Ultra violet treated water will not be acceptable.
Guest Linen							Good quality linen to be provided.
Shelves / drawer space	N	N	N	N	N		Necessary for hotels of 1,2 and 3 Star category to have a wardrobe.
Wardrobe with minimum 4 clothes hangers per bedding	N	N	N	N	N		In one star or two star hotels, this may be without doors.
Sufficient lighting (1 lamp per bed)	N	N	N	N	N		

A 5 amp earthed power socket	N	N	N	N	N		
A bedside table and drawer	N	N	N	N	N		1 per twin bed and two for a double bed.
TV Cable if available	D	D	N	N	N		TV must have a remote. Exception: for eco and nature resorts TV cable is not mandatory for 3 Star to 5 Star Deluxe category hotels. However, it is mandatory that they provide a television with cable in the lobby or other common area.
A writing surface with sufficient lighting	D	D	N	N	N		
Chairs	N	N	N	N	N		Preferably one per bed
Waste paper basket	N	N	N	N	N		
Opaque curtains or screening at all windows	N	N	N	N	N		All 4 Star, 5 Star, and 5 Star Deluxe hotels shall have blackout curtains
A mirror at least half length (3 ft.)	N	N	N	N	N		
A stationary folder containing stationary	D	D	N	N	N		
A 'do not disturb' notice	N	N	N	N	N		
Night spread / bed cover	N	N	N	N	N		
Energy saving lighting	N	N	N	N	N		
Linen Room	N	N	N	N	N		Should be well ventilated
BATHROOM							
Number of rooms with attached bathrooms	All	All	All	All	All		All bathrooms to have a sanitary bin with lid.
Minimum size of bathroom in square feet	30	30	36	36	45		25% of bathrooms in 1 &2 Star hotels to have western style WC. For hotels built before 1.1.2012, the Minimum bathroom size may be relaxed by 10% (to be rounded off to the next integer) provided the total size of the room and the bathroom taken together are as follows: 1 Star & 2 Star – 150 sq. ft., 3 Star-166 sq. ft., 4 Star – 176 sq. ft., 5 Star & 5 Star Deluxe – 245 sq. ft.

1 bath towel and 1 hand towel to be provided per guest	N	N	N	N	N		
Bath Mat	D	D	N	N	N		
Guest toiletries to be provided. Minimum 1 new soap per guest.	N	N	N	N	N		Quality products depending on Star category.
Bottled toiletry products to be provided.	D	D	D	N	N		
Clothes – hooks in each bath / shower room	N	N	N	N	N		All star category hotels shall provide two (2) clothes hooks in the bath / shower room
Sanitary bin	N	N	N	N	N		These must be covered
Each western WC toilet to have a seat with lid and toilet paper.	N	N	N	N	N		
All Star hotels shall provide water sprays or bidets or washlets or other modern water based post- toilet – paper hygiene facilities.	N	N	N	N	N		
Floors and walls to have non – porous surfaces	N	N	N	N	N		
Hot and Cold running water available 24 hours	N	N	N	N	N		
Shower cabin	N	N	N	N	N		A shower with shower curtain will suffice where shower cabin is not available.
Bath tubs				D	D		
Water saving taps and showers	N	N	N	N	N		
Energy saving lighting	N	N	N	N	N		
PUBLIC AREA							
Lounge or seating area in the lobby	N	N	N	N	N		Lobby shall have furniture and fixtures which shall include chairs / arm chairs, sofa, tables and fresh floral display. Door man on duty for 4 star categories and below 4 star categories, the presence of a door man on duty in the lounge or sitting area in the lobby shall not be mandatory. However, in such areas, the presence of staff on duty shall be obligatory around the clock 24/7

Reception facility	N	N	N	N	N		Manned minimum 16 hours. Call service 24 hours. Local directions to hotel including city street maps to be available.
Valet (parking) services to be available	D	D	N	N	N		
Availability of Room, F&B and other tariff	N	N	N	N	N		
Heating and cooling to be provided in public areas	-	-	-	N	N		Temperatures to be between 20 degrees Celsius to 28 degrees Celsius. Air – conditioning in common areas like lobby, restaurants, verandahs, bar where they are open to nature on one or more sides, shall not be mandatory for beach, lake, backwater, river, hill, mountain, forest or nature hotels & Resorts.
Public rest rooms for ladies and gents, a wash basin with running hot and cold water, a mirror, a sanitary bin with lid in unisex 7 ladies toilet.	N	N	N	N	N		
ROOM AND FACILITIES FOR THE DIFFERENTLY ABLED GUEST							
At least one room for the differently abled guest	N	N	N	N	N		The room shall have low height furniture, low peep hole, cupboard with low clothe hangers, audible and visible (blinking light) alarm system and doorbell. The almirah / cupboard doors in the differently abled room should be sliding to enable opening the same by the differently abled person. Blinking light in the room and bathroom should also be connected with the door bell for the hearing impaired. Cordless telephone in the room. Direct calling facility to the front desk or operator.
Bathroom	N	N	N	N	N		Door width for room of the differently abled persons and bathroom of such rooms should allow easy accessibility of wheel chair made available by the hotel).

							For new hotels coming up after 01.04.2017, the minimum door width of such rooms and their bathroom shall be minimum 90 cm. The door width of the room and bathroom for differently abled persons in existing hotels shall be 90 cm. with effect from 01.04.2023 Bathroom for the differently abled guest shall have suitable fixtures like low wash basin with wheel chair accessibility, low vanity unit, Wall mounted seat in shower area, hand shower, Grab bars net to the WC and shower area.
Ramps with anti-slip floors at the entrance. Minimum door width should be one meter to allow wheel chair access	N	N	N	N	N		Fixed and anti – slip ramp to be provided in all public areas. Free accessibility in all public areas, and to at least one restaurant in 5 star and 5 star deluxe hotel.
Public Restrooms	N	N	N	N	N		All star category hotels should have a public restroom for differently abled guests (unisex) with minimum door width which allows easy accessibility of wheel chair (made available by the hotel). Low height urinal with grab bars. For new hotels coming up after 01.04.2017, the minimum door width of such public rest room (unisex) shall be minimum 90 cm. For existing hotels, the minimum door width of public restroom (unisex) shall be mandatory after 01.04.2023

FOOD & BEVERAGE OUTLETS							
1 Star & 2 Star							1 & 2 Star categories should have minimum one dining room serving all meals.
3 Star Category							One Multi – cuisine Restaurant cum Coffee Shop open from 07.00 am. To 11.00 pm. And 24 hr. Room Service.
4 Star category (with alcohol service or with no alcohol service)							**Grade A cities:** One Multi – cuisine Restaurant cum Coffee Shop open from 07.00 am. To 11.00 pm., one specialty Restaurant and 24 hr. Room Service. The specialty Restaurant may either be indoors with air-conditioning, or outdoors. The Specialty Restaurant must serve specific form of cuisine. The Specialty Restaurant may be open for lunch / dinner. **Cities other than grade A cities:** One Multi – cuisine Restaurant cum Coffee Shop open from 07.00 am. To 11.00 pm. and 24 hr. Room Service.
5 Star category (with alcohol service or with no alcohol service) and 5 Star Deluxe							**Grade A cities:** One 24 hour Multi Cuisine Restaurant cum Coffee Shop, one Specialty Restaurant and 24 hr. Room Service. The Specialty Restaurant may either be indoors with air – conditioning, or outdoors. The Specialty restaurant must serve specific form of cuisine. The Specialty Restaurant may be open for lunch / dinner. **Cities other than Grade A cities:** One 24 hour Multi Cuisine Restaurant cum Coffee Shop and 24 hr. Room Service. One Specialty Restaurant would be desirable.

Grade A: Delhi, ** Mumbai, Kolkata, Chennai, Bangalore, Pune, Hyderabad, Secunderabad. Note: The Ministry of Tourism may review and revise the cities falling under the Grande 'A' from the time to time. ** Delhi would include the hotels falling Gurgaon, Faridabad, Ghaziabad, Noida, And Greater Noida"							
Crockery and glassware	N	N	N	N	N		Plastic ware acceptable in pool area.
Cutlery to be at least stainless steel	N	N	N	N	N		All category hotel should see good quality metal cutlery. Aluminum cutlery is prohibited.
Bar	D	D	D	N	N		Bar will not be mandatory wherever bar licence is prohibited as per local law. Wherever bar is allowed as per local law, the hotel will have to first obtain bar license before applying to the Ministry of Tourism for Classification of the hotel. Liquor shops/ liquor stores will not be considered while granting classification under 'with alcohol' category.
KITCHEN / FOOD PRODUCTION AREA							
Refrigerator with deep freezer	N	N	N	N	N		Capacity based on quantum of F&B Operations.
Segregated storage of meat, fish and vegetables	N	N	N	N	N		Meat, fish and vegetables to be kept in separate freezers
Tiled walls, non slip floors	N	N	N	N	N		
Colour coded synthetic chopping boards	N	N	N	N	N		Wooden chopping boards
Head covering for production staff	N	N	N	N	N		
Daily germicidal cleaning of floors	N	N	N	N	N		
Good quality cooking vessels / utensils	N	N	N	N	N		Use of aluminum vessels is prohibited except for bakery
All food grade equipment containers.	N	N	N	N	N		
Drinking water	N	N	N	N	N		Water treated with UV+ filtration
Ventilation system	N	N	N	N	N		
Garbage to be segregated – wet and dry	N	N	N	N	N		To encourage recycling
Wet garbage area to be air-conditioned.	D	D	N	N	N		
Receiving areas and stores distinct from garbage area.	N	N	N	N	N		Should have sink with table surface, weighing machine

							quality control and pre wash area.
Six monthly medical check ups for production staff	N	N	N	N	N		Records to be submitted along with pathological records to HRACC during inspection of the hotel
First aid training for all kitchen staff	N	N	N	N	N		
Pest control	N	N	N	N	N		Record to be shown to the HRACC during inspection of the hotel
STAFF							
Staff uniforms for front of the house.	N	N	N	N	N		Uniforms to be clean and in good condition.
English speaking front office staff	D	D	N	N	N		This may be relaxed outside the metros / sub-metros for 1 Star and 2 Star category hotels.
Percentage of Supervisory staff	20%	20%	40%	40%	80%		Hotels of 4 Star category and above should have qualified Heads of Departments. The supervisory or the skilled staff may have training or skill certification as follows: Degree / Diploma from Central or Star IHMs/ FCIs or from NCHMCT affiliated IHMs or from other reputed Hospitality Schools.
Percentage of skilled staff	20%	20%	30%	30%	60%		The supervisory or the skilled staff may have t raining or skill certification as follows: Degree / Diploma from Central or Star IHMs/ FCIs or from NCHMCT affiliated IHMs or from other reputed Hospitality Schools. Skill training certificate issued under the guidelines and scheme of the Ministry of Tourism
STAFF WELFARE FACILITIES							
Staff Rest Rooms	D	D	N	N	N		Separate for male and female employees, with bunk beds. Rooms should be well lighted and ventilated
Staff locker Rooms	D	D	N	N	N		
Toilet facilities	N	N	N	N	N		Full length mirror, hand dryer with liquid soap dispenser
Separate Dining area & Facility	D	D	N	N	N		

CODE OF CONDUCT FOR SAFE & HONOURABLE TOURISM							
Display of pledge	N	N	N	N	N		Pledge to be displayed prominently in the staff/ back areas / office premises of all the Heads of Departments (HODs)
Training for 'Code of Conduct for safe & Honourable Tourism'	N	N	N	N	N		At time of Joining (orientation programme and subsequent in – house training)
Maintenance of Action Taken Report with regards to compliance of the provisions of the Code.	N	N	N	N	N		Signatories of the 'Code of Conduct' to maintain record of action taken in compliance of the provisions of the code.
Focal points / Nodal officers	N	N	N	N	N		Two nodal officers to be nominated (from HRD and Security side etc.) for hotel with more than 25 personnel and one focal point for hotel with less than 25 personnel.
GUEST SERVICES							
Provision for wheelchair for the differently abled guest	N	N	N	N	N		Wheel chair to be made available on complimentary basis in hotels of all categories.
Valet (parking) services to be available	D	D	N	N	N		
Dry cleaning / laundry	D	D	D	N	N		In house for 5 Star Deluxe hotels. For 5 Star category and below, may be outsourced.
Tea / coffee making facility in the room	D	D	D	N	N		Tea / coffee making facilities in the room to be made available on complimentary basis in all 4 Star, 5 Star and 5 Star Deluxe hotels.
Iron and Iron Board facility	N	N	N	N	N		Each hotel up to the level of 4 star to have a number of irons and ironing board equal to 20% of the number of lettable rooms, to be provided to a resident guest on request. 5 star and 5 star deluxe hotels to have iron and ironing board in every lettable room.
Paid transportation on call	D	D	N	N	N		Guest should be able to travel from hotel
Shoe cleaning shoe horn & slippers	D	D	D	N	N		Free facility to be provided for in house guest
Ice (from drinking water) on demand	D	D	N	N	N		Complimentary on request
Acceptance of common credit cards and facility/ infrastructure for accepting/ making payments by digital transactions	N	N	N	N	N		
Assistance with luggage on request	N	N	N	N	N		

A public telephone on premises. Unit charges made known	D	D	N	N	N		There should be at least one telephone no higher than 24" from floor level in 5 and 5 Star Deluxe (to also cater to differently abled guest)
Wake – up call service on request	N	N	N	N	N		
Messages for guests to be recorded and delivered	N	N	N	N	N		A prominently displayed message board will suffice for 1 & 2 Star Categories
Name address and telephone number of doctors with front desk	N	N	N	N	N		Doctor on call in 3,4,5 & 5 Star Deluxe
Stamps and mailing facilities	D	D	D	D	D		
Newspapers available	D	D	D	N	N		This may be placed in the lounge for 1,2,& 3 Star hotels
Access to travel desk facilities	N	N	N	N	N		This need not be on the premise for 1,2&3 Star categories
Left luggage facilities	D	D	N	N	N		This must be in a well secured room / 24 hours manned area. All 4 Star, 5 Star and 5 Star Deluxe hotels shall provide luggage racks, portable or fixed, for two large suitcases. This will be stated on the hotel's website under the head 'Facilities and Amenities provided on complimentary basis' and mentioned to guest while checking in.
Provision for emergency supplies toiletries / first aid kit	D	D	N	N	N		
Health – Fitness and Barber's Shop	D	D	D	D	N		Indian system of treatments should preferably be offered
Beauty Salon and Barber's Shop	D	D	D	D	D		
Florist	D	D	D	D	D		
Utility shop / kiosk	D	D	D	D	D		The presence of a utility kiosk / shop will not be a mandatory condition for classification under 1 to 5 Star Deluxe categories. NO separate book shop shall be necessary.
Money changing facilities	D	D	D	D	D		Money changing facility to be made available.
SAFETY & SECURITY							
Metal detectors (door frame or hand held)	D	D	N	N	N		
CCTV at strategic location	N	N	N	N	N		

X-Ray Machine	D	D	D	D	N		For 5 Star Deluxe category, it would be 'Necessary' to have an x-ray machine at the guest entrance for screening of baggage Manual check may be conducted for staff and suppliers at designated entry points.
Under belly scanners to screen vehicles.	D	D	D	N	N		
Verification	N	N	N	N	N		All hotels should conduct antecedent verification of their staff and suppliers by the Police / private security.
Staff trained in firefighting Drill	N	N	N	N	N		All hotels to conduct periodic fire drills and maintain 'Manuals' for disaster management, First Aid and Fire Safety
Security arrangements for all hotels entrances.	N	N	N	N	N		
Each bedroom door to be fitted with lock and key, viewport / peephole & internal securing device.	D	D	N	N	N		A safety chain / wishbone latch is acceptable in place of viewport / peephole.
Smoke Detectors	N	N	N	N	N		These can be battery operated.
Fire and Emergency alarms should have visual & audible signals.	N	N	N	N	N		
First aid kit with over the counter medicines at the front desk	N	N	N	N	N		
Fire Exit Signs on guest floors with emergency / backup power.	N	N	N	N	N		
COMMUNICATION FACILITIES							
Telephone facility within arm's reach of the toilet seat	D	D	D	N	N		
Provide at least two multi – purpose sockets	N	N	N	N	N		All Star hotels shall provide at least two multi-purpose sockets capable of handling US, European Community and Japanese plugs at or just above the table level. It should be possible for guest to charge a laptop and cell phone simultaneously. This condition shall be applicable to all new hotels that will start operating from 01.04.2016. For the hotels which have come into operation before 31.03.2016 this parameter will be applicable from 01.04.2022. However, till such time as this facility is

							provided on a permanent basis, it will be mandatory for all Star hotels to provide multi-socket adapter plugs on request.
A telephone for incoming & outgoing calls in the room	D	N	N	N	N		4 star and above should have direct dialing and STD / ISD facilities. 1,2 and 3 Star category hotels may go through a telephone exchange.
PC available for guest use with internet access	D	D	N	N	N		This can be a paid service. Upto 3 Star, PC can be in the executive offices, Internet subject to local access being available.
E-mail service	D	D	N	N	N		Subject to local internet access being available.
Fax, photocopy and printing Services.	N	N	N	N	N		
In room Internet / wi-fi connection	D	D	D	N	N		Subject to local internet access being available. Wi-Fi wherever possible.
Business Centre	D	D	D	N	N		This should be a dedicated area. (This provision may be relaxed for resort destinations, tourist and pilgrimage centers).
Swimming Pool	D	D	D	D	N		This can be relaxed for hill destinations. Mandatory to have trained Life Guard, Board containing Do's and Don'ts, No Diving sign, pool depth etc. should be displayed at a strategic location in the pool area. All 4 Star, 5 Star and 5 Star Deluxe hotels shall provide a luminous LED wall clock with numerals of three inches or more on display near their swimming pools
Parking Facilities	D	D	N	N	N		Should be adequate in relation to the number of rooms & banquet / convention hall capacity. Exclusively earmarked accessible parking nearest to the entrance for differently abled guest.
Conference Facilities.	D	D	D	D	N		
ECO FRIENDLY PRACTICES							
Sewage Treatment Plant	N	N	N	N	N		A Sewage Treatment Plant will not be a mandatory condition for hotels which have obtained completion certificate for construction before 01.04.2012.

Rain Water Harvesting	N	N	N	N	N		
Waste management	N	N	N	N	N		
Pollution control methods for air, water and light	N	N	N	N	N		
Introduction of non CFC equipment for refrigeration and air conditioning and other Eco-friendly measures / initiatives.	N	N	N	N	N		

Checklist of Services and Facilities (Annexure III)

D Desirable

N Necessary

There is no relaxation in the **'Necessary'** criteria of the Checklist of Services and Facilities (Annexure II), except as specified in the comments column of said checklist.

Note1.

All hotels should clearly indicate on their websites the facilities and amenities provided to guests "free of cost" like complimentary breakfast (indicating broad classification like Indian breakfast, Continental breakfast or American breakfast), iron and iron board facility, shoe cleaning facility, shoe horn and slippers, other "free" facilities like dental kit, shaving kit etc.

If any facility is provided only 'on request' but is included in the room rent, this should be mentioned on the hotel's website under the head **'Facilities and Amenities Provided on complimentary basis'** and also be mentioned to the guest when the hotel staff introduce the room to him / her on arrival. In case the 'complimentary breakfast' is not a buffet, the guest must be shown a list stating in English the name of all complimentary items**.**

(All hotels shall submit a compliance of Note 1 in the form of a screen shot of their website showing the "Facilities & Amentias provided on complimentary basis")

Note 2.

It will be mandatory for all the hotels classified under all category to display their classification status prominently on their websites under a separate icon on the opening page, which on the click will display the order of classification issued by the Ministry of Tourism, Government of India, and at the reception.

Note 3.

All the hotels shall be required to submit an affidavit with respect to clearances along with their applications for approval of Hotel at the Project Stage and for Classification / Re-classification of Operational Hotels, as given in **Annexure V and VI respectively**.

Note 4:

a. If any hotel is found to obtain classification on a false pretext or on the basis of misrepresentation of facts, or is found to display wrong classification status, or found to promote / market the hotel on the basis of wrongful claims pertaining to hotel classification, then the unit / hotel will stand declassified with immediate effect and it shall be debarred from applying for classification under any category for a minimum period of two years from the date of debarment by the competent authority i.e. the Chairman, HRACC.

b. If a hotel which has applied for classification under any category to the Ministry of Tourism is found to display false classification status, or found promote / market the hotel on the basis of wrongful claims pertaining to hotel classification, then the application for classification of the unit / hotel will stand summarily rejected and it shall be debarred from applying for classification under any category for a minimum period of two years from the date of debarment by the competent authority i.e. the Chairman, HRACC.

c. In case of debarment, a hotel, which is found to otherwise fulfil to the satisfaction of the inspection committee, all criteria pertaining to the classification parameters of the star / heritage category under which it was found to wrongfully promote itself, will have the one-time opportunity for revocation of the debarment by paying a penalty prescribed below. Such observation of the committee, if any, will

have to be recorded in the inspection marks sheet by the committee. However, if a hotel is found to evoke the grounds for debarment mentioned hereinabove, at any point of time subsequent to the one-time revocation, it shall be declassified (if classified earlier) and debarred from applying for classification under any category for a minimum period of two years from the date of debarment by the competent authority i.e. the Chairman, HRACC.

Amount of Penalty to be paid for one time revocation of debarment:

- 1 Star – Rs. 25,000.00
- 2 Star – Rs. 50,000.00
- 3 Star – Rs. 1.00 lakh
- 4 Star – Rs. 2.00 lakh
- 5 Star & 5 Star Deluxe – 3.00 lakh

Hotels that have been debarred from applying for classification prior to these guidelines coming into force, will also be extended a one-time opportunity for revocation of the debarment by paying a penalty as prescribed above. However, the conditions specified under this Note shall be applicable to such hotels.

d. However, this Note shall not be applicable to hotels that have successfully applied online for "RE-CLASSIFICATION", for the interim period between the date of expiry of the period of the previous classification and date of final decision on their application for re-classification.

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ANNEXU RE-IV

FORMAT FOR UNDERTAKING
(To be on official company
letterhead)

To,
The Secretary (Tourism)
Ministry of Tourism
Govt. of India
New Delhi

UNDERTAKING

I have read and understood all the terms and conditions mentioned in the Guidelines for Approval of Hotel Project under the Star category and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

I understand that the approval of the Ministry of Tourism is no substitute for any statutory approval, and the approval given is liable to be withdrawn in case of any violation or misrepresentation of facts or non-compliance of directions that may be issued by the Ministry of Tourism, Government of India, without notice

It is also to certify that in the event the hotel avails of subsidy / tax benefits *I* other benefits from the Government, the hotel will (would) not seek upgradation to a higher category for a period of eight (8) years.

In case of any dispute/ legal measure, the same may be eligible in the jurisdiction falling under the NCT of Delhi.

Signature
Name in block letters
Seal of the applicant

Place: ----------

Date: ----------

ANNEXURE-V

(For Approval of Hotel at Project Stage)
On Stamp Paper of Rs. 100.00

I……son / daughter of Shri…… a resident of……. and Director / Partner / Owner / Chairman / Managing Director / CEO / Authorised representative of the Hotel Project…… On……day of……..... month…….. year……do hereby affirm and declare as follows:

That the Hotel Project…… under proposed……Star category located at (town/city)…… (State)……has obtained all necessary approvals / Permissions / clearances/ No objection certificates from the concerned authorities for construction of the Hotel Project from the Coastal Regulation Zone (CRZ), Environment & Forests, State Pollution Control Board (Consent to Establish), Police, Fire, Municipal/ Local Authority (s), Airports Authority of India etc. and that the Hotel Project…….. will be constructed / is being constructed as per the Acts, Rules, Regulations and guidelines prescribed by the Local Authorities (Panchayat or Municipal) and / or State Government / Union Territory Administration and / or Government of India.

If at any stage, it is found that the Hotel Project has not obtained any clearance/permission/Noc from the local Authorities (Panchayat or Municipal) and /or State Government *I* Union Territory Administration and / or Government of India or any other relevant authority, or if it is found that such clearance (s) has / have been obtained on the basis of misrepresentation of fact (s), or if it is found that any fact mentioned in the application seeking the Hotel Project Approval is incorrect, then the Hotel Project Approval granted by the Ministry of Tourism, Government of India, shall stand withdrawn with immediate effect and I…… Director/Owner/*P*artner/Chairman/ Managing Director/ CEO *I* Authorised representative of the Hotel Project ……shall be liable for facing criminal proceedings for misrepresentation of facts to the Ministry of Tourism, Government of India.

(Deponent)

I, the undersigned, Notary Public, do hereby affirm that Shri/Smt ……. personally appeared before me on the…… day of……. and signed the above Affidavit.

Signature and stamp of the Notary Public

ANNEXURE VI

(For Classification/Re-classification of Operational Hotels
On Stamp Paper of Rs. 100.00

I, ……, son/daughter of Shri ……, a resident of ……., and Director / Partner / Owner / Chairman / Managing Director / CEO and Authorised representative of the Hotel …….., on ……. day of . . . . (month), ……. (year), do hereby affirm and declare as follows:

That the Hotel……... has obtained all necessary approvals from the concerned authorities for construction and running of the hotel …… like clearances / no objection certificates from the Coastal Regulation zone (CRZ), Environment & Forests, Pollution Control, Police, Fire and Municipal / Local Authorities and that the hotel …… has been constructed and is being run as per the Acts, Rules, Regulations and guidelines prescribed by the local Authorities (Panchayat or Municipal) and / or State Government / Union Territory Administration and / or Government of India.

If at any stage it is found that the hotel has not obtained any clearance from the local Authorities (Panchayat or Municipal) and / or State Government / Union Territory Administration and / or Government of India or it is found that such clearance (s) has / have been obtained on the basis of misrepresentation of fact (s) or if it is found that any fact mentioned in the application seeking the classification / re-classification status / approval is incorrect, then the classification / re-classification status / approval granted by the Ministry of Tourism, Government of India shall stand withdrawn with immediate effect and I, ……, Director / Owner/ Partner / Chairman / Managing Director / CEO and Authorized representative of the Hotel …….. shall be liable for facing criminal proceedings for misrepresentation of facts to the Ministry of Tourism, Government of India.

(Deponent)

I, undersigned, Notary Public, do hereby affirm that Shri / Smt……. Personally appeared before me on the ……... day of ……., and signed the above Affidavit.

(Notary Public)

ANNEXURE - VII

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM (For internal circulation and use of hotel)

I / we solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization and the tolerant and accommodating nature of our multicultural society and protect all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I / we further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my / our present tourism resource requirements optimize both local community benefit and further sustainable uses.

Signature

Name

On behalf of

In the presence of

ANNEXURE-VIII

Format of 'Undertaking' in respect of the **"Pledge for Commitment towards Safe & Honourable Tourism"**

(To be on official company letterhead)

To
The Secretary,
Ministry of Tourism,
Govt. of India,
New Delhi.

UNDERTAKING

It is to hereby confirm that I / we have read and understood the "Code of Conduct for Safe and Honourable Tourism" adopted on 1st October 2010 as per copy attached with application with respect to Project Approval / Classification / Re-classification of hotels under the Star / Heritage categories and hereby agree to abide by them.

That I/ We solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protect all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. I / We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I / we further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my / our present tourism resource requirements optimize both local community benefit and further sustainable uses.

Signature
Name in 'BLOCK LETTERS'

Seal

Place……
Date…….