

**Government of India
MINISTRY OF TOURISM
(HRACC Division)**

**C-I, Hutments
Dalhousie Road
New Delhi - 110011
Telefax: 011 - 23012810**

No. 5-HRACC (1)/2000

Dated 14.01.2011

To

1. Secretary (Tourism), All State Govts. / Union Territory 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. All Indiatourism Offices in India

Subject: Inclusion of Code of Conduct for 'Safe & Honourable Tourism' in the existing Guidelines for Classification / Re-classification of Hotels

Madam / Sir,

Enclosed please find a copy of the amended 'Guideline' for Classification / Re-classification of Hotels which has incorporated the tenets of the Code of Conduct for "**Safe & Honourable Tourism**" and which are required to be adhered by all the existing classified hotels and those seeking Classification/Re-classification by the Ministry of Tourism under all categories. This amendment will come into force with immediate effect. You are requested to kindly circulate and publicise the amended Guidelines.

2. These Guidelines are also available on the official website of the Ministry of Tourism www.tourism.gov.in

Yours faithfully,

Sd/-

(A. Arya)
Asstt. DG (H&R)/
Member Secretary HRACC

Encl. as above

Government of India
MINISTRY OF TOURISM
(HRACC Division)

Hotels are an important component of the tourism product. They contribute in the overall tourism experience through the standards of facilities and services offered by them. With the aim of providing contemporary standards of facilities and services available in the hotels, the Ministry of Tourism has formulated a voluntary scheme for classification of operational hotels which will be applicable to the following categories:

I. **Star Category Hotels:** 5 Star Deluxe, 5 Star, 4 Star, 3 Star, 2 Star & 1 Star

II. **Heritage Category Hotels:** Heritage Grand, Heritage Classic & Heritage Basic

2. The Hotel & Restaurant Approval & Classification Committee (HRACC) inspects and assesses the hotels based on the facilities and services offered.

- Hotel Projects are approved at implementation stage
- Operational Hotels are classified under various categories

3. Details of the criteria for Project Approval / Classification along with the documents required for this purpose are given in this document.

Applications for project approvals under the category of Heritage, 4 star and 5 star as well as applications for Classification of operational hotels in the category of 4 star, 5 Star and 5 star Deluxe as well as Heritage (Basic, Classic & Grand) categories along with the requisite fee (paid vide Demand Draft) may be sent to:

Member Secretary (HRACC)/ Hotel and Restaurants Division

Ministry of Tourism

C-1 Hutments, Dalhousie Road

New Delhi 110011

Telefax: 011 – 23012810 / 23792504

4. For project approval /classification in 3, 2 and 1 Star categories, application along with the requisite fee (paid vide Demand Draft) maybe forwarded to the Regional Director, Indiatourism Office in whose region the hotel / project is located. The offices 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 – 600 002
- 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. The detailed Guidelines for Project Approval are at **Annexure I** and that for Classification / Re- Classification at **Annexure II**

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

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

APPROVAL OF HOTEL AT THE PROJECT STAGE

1. The Ministry of Tourism will approve hotels at project stage based on documentation. Project approval is given to 1, 2, 3, 4, 5 Star and Heritage (Basic) categories. Hotel projects approved under 5 Star and Heritage category after becoming operational may seek classification under 5 Star Deluxe / Heritage Classic / Heritage Grand category if they fulfill the prescribed norms.

2. Project approvals will be valid for 5 years. The Project Approval would cease 3 months before the date of expiry of project approval or from the date the hotel becomes operational, even if all its rooms are not ready. The hotel must apply for Classification within 3 months of commencing operations. The application for Project Approval will be submitted complete in all respect as per details given below.

Incomplete applications will not be accepted.

3. 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 with 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
- vi. Location of hotel site with postal address
- vi. Details of the site:
- a) Area (in sq. meters)
 - b) Title – owned / leased with copies of sale / lease deed
 - c) Copy of Land Use Permit to construct Hotel from local authorities
 - d) Distance (in Kms) from (a) Railway station (b) airport (c) main shopping center
- 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.). All hotels at project stage will require to conform to the requirements by 01.10.2010.
 - 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. All hotels at project stage will require to conform to the requirements by 01.09.2010.

- 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 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 with local art and architecture with use of local materials.
4. 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
5. Local approvals by :
- i. Municipal Authority
 - ii. Concerned Police Authority
 - iii. Any other local authority as maybe applicable / required (viz. Pollution Control Board / Ministry of Environment & Forests etc.)
 - iv. Approval / NOC from Airport Authority of India for projects located near the Airport

6. **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.
7. 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
8. Submission of 'Undertaking' for observance of regulatory conditions / terms & conditions to be furnished by the applicant (Format enclosed at **Annexure III**).
9. The application should indicate whether a few rooms or all rooms are to be let out on a 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.
10. Application fee in the form of a Demand Draft payable to "**Pay & Accounts Officer, Department of Tourism, New Delhi**" (further details are given at point No. 14)
11. In the event of any change in the project plan, the applicant should apply afresh for approval under the desired category
12. Authorised officers of the Ministry of Tourism should be allowed free access to inspect the premises 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 apply for Classification within 3 months from the date of operation

14. The fee payable for the project approval and subsequent extension, if required is as under. The Demand Draft may be payable to **"Pay & Accounts Officer, Department of Tourism, New Delhi"**.

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 forward quarterly progress reports failing which the project approval is liable to be withdrawn

16. All documents must be valid at the time of application. All copies of documents submitted must be duly attested by a Gazetted officer / Notary. Documents in local language should be accompanied by a translated version in English which should also be duly certified

17. 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. (Such facilities, however, will be covered under a separate Guideline of Timeshare Resort which are available at www.tourism.gov.in)

18. Any change in the project plan or management for 5 Star Deluxe, 5 Star, 4 Star and Heritage categories should be informed to the Ministry of Tourism and for 3 Star, 2 Star & 1 Star categories to the respective Regional Indiatourism Office within 30 days, 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. 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 after the completion of the lock in period.

21. Applicants are requested to go through the **CHECKLIST' OF FACILITIES & SERVICES** contained in this document before applying for project approval of new hotel projects / classification of operational hotels.

22. Application for Hotel Project approval forwarded through post will not be accepted if found incomplete and applicant will be asked to complete the application and furnish the required documents / information.

CLASSIFICATION / RECLASSIFICATION OF OPERATIONAL HOTELS

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

2. If a hotel fails to apply for Re-classification six months before the expiry of the classification period, the application will be treated as a fresh case of classification

3. 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**

4. Classification will be valid for a period of **5** (Five) years from the date of approval of Chairman HRACC or in case of Re-classification, from the date of expiry of the last classification, provided that the application 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**

5. The application should indicate whether a few rooms or all rooms are to be let out on a '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.

6. Hotels applying for Classification must provide the following documentation:
 - i. Name of the Hotel
 - ii. Name and address of the promoter/owner with a note on their business antecedent in not more than 60 words

iii. Complete postal address of the hotel with Telephone, Fax and Email address

iv. Status of the owner / promoter:

- a) If Public/private limited company with 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. Date on which the hotel became operational

vi. Details of hotel site with postal address and distance (in kms) from (a) airport (b) Railway Station (c) city centre / downtown shopping area

7. Details of the hotel:

- a) Area of Hotel site (in sq. metres) with title – owned / leased with copies of sale/ lease deed
- b) Copy of Land Use Permit from local authorities
- c) Star category being applied for
- d) Number of rooms and size for each type of room in sq. ft. (single/ double / suites- all rooms to have attached bathrooms
- e) Size of bathrooms in sq.ft.
- f) Air-conditioning details for guest rooms, public areas
- g) Details of public areas: (a) Lobby / lounge (b) restaurants with no. of covers (c) bar (d) shopping area (e) banquet / conference halls (f)

health club (g) business centre (h) swimming pool (i) parking facilities (no. of vehicles which can be parked)

- h) Facilities for the differently abled guests: dedicated room with attached bathroom, designated parking, ramps, free accessibility in public areas and at least to one restaurant, designated toilet (unisex) at the lobby level etc. All operational hotels will require to conform to the requirements by 01.09.2010
- i) 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. All operational hotels will require to conform to the requirements by 01.10.2010
- j) Measures for energy and water conservation, water harvesting (use of CFL lamps, solar energy, water saving devices / taps etc.)
- k) Details of Fire Fighting Measures
- l) Security features viz. CCTV, X-Ray check, verification of staff etc.
- m) 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 with local art and architecture with use of local materials
- n) Any other additional facilities

8. Copies of certificates / No Objection Certificate's to be furnished (copies should be current / valid and duly attested by a notary / gazetted officer):

- a) Certificate / licence from Municipality / Corporation to show that the establishment is registered as a Hotel
- b) No Objection Certificate from concerned Police Department to run the Hotel
- c) No Objection Certificate from Municipal Health Officer / Sanitary Inspector giving clearance to the establishment from sanitary / hygiene point of view
- d) No Objection Certificate from the Fire Service Department (Local Fire Brigade Authority)
- e) Public liability insurance (optional)
- f) Bar Licence (necessary for 4 Star, 5 Star, 5 Star Deluxe, Heritage Classic & Heritage Grand categories)
- h) Building Plans sanctioned by the competent authority and occupancy certificate
- i) If classified earlier, a copy of the Classification Order issued by Ministry of Tourism
- j) For Heritage property, certificate from the local authority stating the age of the property and showing the new and old built up areas separately

k) Clearance / NOC /approval required from any other (local) authority (viz. 'Consent to Operate' from the State Pollution Control Board / Ministry of Environment & Forests etc., Coastal Regulation Zone) whichever is applicable

l) Approval / NOC from Airport Authority of India for projects located near the Airport

m) Application fee

The above-mentioned approvals / 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 approval given is liable to be withdrawn without notice in case of any violations or misrepresentation of facts

9. 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**

10. Hotels will qualify for classification as Heritage Hotels provided a minimum of 50% of the floor area was built before 1950 and no substantial change has been made in the façade. Hotels, which have been classified/, re-classified under Heritage categories prior to issue of these Guidelines will continue under Heritage categories even if they were built between 1935-1950.

11. The application fees payable for classification/reclassification are as follows. The Demand Draft may be payable to "Pay & Accounts Officer, Department of Tourism, New Delhi"

Star Category	Classification/Reclassification fees in Rs.
1-Star	6,000
2- Star	8,000
3- Star	10,000
4- Star	15,000
5- Star	20,000
5- Star Deluxe	25,000
Heritage (Grand, Classic, Heritage categories)	15,000

12. Upon receipt of application complete in all respects, the hotel will be inspected by a classification committee which will be constituted as follows:

(a) For 4, 5, 5 Star Deluxe and Heritage (Basic, Classic & Grand) categories :

- Chaired by Additional Director General (Tourism), Govt. of India/ Chairperson (HRACC) or a representative nominated by him
- Representative from FHRAI
- Representative from HAI
- Representative from IATO
- Representative from TAAI
- Principal Institute of Hotel Management
- Regional Director, Indiatourism Office / local Indiatourism office
- Member Secretary HRACC
- In case of Heritage category, a representative of Indian Heritage Hotels Association (IHHA)

(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 hotels :

- Chairperson, Secretary (Tourism) of the concerned State Govt. or his nominee who should not be below the rank of a Deputy Secretary to the Government of India. In his absence the Regional Director, Indiatourism who is also Member Secretary, Regional HRACC will chair the committee
- Regional Director, Indiatourism Office/ local Indiatourism office
- Representative from FHRAI
- Representative from HAI
- Representative from IATO
- Representative from TAAI
- Principal Institute of Hotel Management

(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 will be sent to HRACC Division (Ministry of Tourism, Government of India) within **5** working days and the recommendation of the HRACC inspection committee will be approved by the Chairperson (HRACC) / Addl. Director General (Tourism) expeditiously

(e) Appellate Authority: In case of any dissatisfaction with the decision of 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.

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

- a. The presence of facilities and services will be evaluated against the enclosed checklist available at **Annexure IV**

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

14. 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

15. 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. Failure to comply within the stipulated time will result in rejection of the application

16. The committee may assign a Star category lower but not higher than that applied for

17. 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

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

19. 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 alongwith any other relevant documents may be submitted

20. 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 after the completion of the lock in period.

21. Applicants are requested to go through the CHECKLIST' OF FACILITIES AND SERVICES contained in this document while applying for Classification / Re-classification. The checklist may be duly filled up and signed and stamped on each page which should be submitted alongwith the application

22. 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 & Honourable Tourism' are attached at **Annexure V** and **Annexure VI** 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 / 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 hotel by MOT 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.

22. Incomplete applications will not be considered. Efforts will be made to ensure that all cases of classification are inspected within three months from the date of application if complete in all respects and Classification Order will be issued within 30 days subsequently

FORMAT FOR 'UNDERTAKING'

(To be on official company letterhead)

To

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

UNDERTAKING

I have read and understood all the terms and conditions mentioned above with respect to Project Approval / Classification-Re-classification under the Star / Heritage categories 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 Ministry's approval 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, Govt. of India, without notice.

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

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

Signature and name in block letters

Seal of the applicant

Place: _____

Date: _____

CHECKLIST OF FACILITIES FOR CLASSIFICATION / RE-CLASSIFICATION OF 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	N	N	N	N	N		Documents as detailed in General Terms and Conditions
Establishment to have public liability insurance	D	D	D	D	D		
24 hr. 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, Bathroom, Public areas and kitchen fully serviced daily	N	N	N	N	N		
All floor surfaces clean and in good repair	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	140	140	200		Single occupancy rooms may be 20 sq ft less. Rooms should not be less than the specified size

Air-conditioning	25%	25%	50%	100%	100%		Air-conditioning/ heating depends on climatic conditions & architecture. Room temp. should be between 20 & 28 Degrees C. For 4, 5 and 5 Star Deluxe (the percentage is of the total no. of rooms)
A clean change of bed and bath linen daily & between check- in 's	N	N	N	N	N		Definitely required between each Check – In. On alternate days for 1 & 2 Star hotels
Minimum bed width for single 90 cm and double 180 cm	D	N	N	N	N		
Mattress thickness minimum 10cm	D	D	N	N	N		Coir, foam or spring foam
Minimum bedding 2 sheets, pillow & case, blanket, mattress protector / bed cover	N	N	N	N	N		Blankets available in air-conditioned rooms as per seasonal requirement in non A/C rooms. Mattress protector is desirable in 1* and 2* and necessary for all others

Suites				N	N		2% of room block with a minimum of 1 suite room
BATHROOM							
Number of rooms with attached bathrooms	All	All	All	All	All		It will be mandatory w.e.f. 01.09.2010 for all 1 and 2 Star category hotels to have attached bathrooms. All bathrooms to have sanitary bin with lid
Minimum size of bathroom in square feet	30	30	36	36	45		25% of bathroom in 1 & 2 Star hotels to have western style WC. No higher ceiling/cap on the maximum size
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 the star category
Bottled toiletry products to be provided	D	D	D	N	N		
A clothes – hook in each bath/shower room	N	N	N	N	N		
A 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		
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		It will be mandatory w.e.f. 01.09. 2010 for all 1 and 2 Star

							category hotels to provide hot & cold running water
Shower cabin	N	N	N	N	N		Where shower cabin is not available, a shower with shower curtain will suffice
Bath tubs				D	D		In 4 Star and above hotels, some rooms should offer this option to guests
Water saving taps / shower	N	N	N	N	N		
Energy saving lighting	N	N	N	N	N		
Hairdryers	D	D	D	N	N		Where not provided in bathroom, must be available on request

Safe keeping / in room safe				N	N		1, 2 & 3 Star hotels to have facilities for safe keeping in the reception
Minibar / Fridge				N	N		Contents must conform to local laws
Drinking water with minimum one glass tumbler per guest	N	N	N	N	N		All category hotels to provide one sealed bottle of branded bottled water of minimum 500 ml. per person per day. 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 & 3 Star category to have a wardrobe

Sufficient lighting, 1 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 two twins and two for a double bed
TV – cable if available			N	N	N		3*, 4*, 5* and 5* Deluxe. Must have remote
A writing surface with sufficient lighting			N	N	N		
Chairs	N	N	N	N	N		Preferable one per bedding
Wardrobe with minimum 4 clothes hangers per bedding	N	N	N	N	N		In 1* and 2*, these may be without doors
A wastepaper basket	N	N	N	N	N		
Opaque curtains or screening at all windows	N	N	N	N	N		
A mirror at least half length (3 “)	N	N	N	N	N		
A stationary folder containing stationery and envelopes	D	D	N	N	N		
A ‘do not disturb’ notice			N	N	N		
Night spread / bedcover with nightly turndown service			N	N	N		
Linen room	N	N	N	N	N		Well ventilated
PUBLIC AREA							
Lounge or seating area in the lobby	N	N	N	N	N		Door man on duty. Lobby shall have furniture and fixtures which shall include chairs/arm chairs, sofa, tables and fresh floral display

Reception facility	N	N	N	N	N		Manned minimum 16 hours a day. Call service 24 hrs. 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 20-28 degrees Celsius
Public rest rooms for ladies and gents with soap and clean towels, a washbasin with running hot and cold water , a mirror, a sanitary bin with lid in unisex & ladies toilet	N	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	N	Minimum door width should be one metre to allow wheel chair access with suitable low height furniture, low peep hole, cupboard to have sliding doors with low clothes hangers etc. Room to have audible and visible (blinking light) alarm system
Ramps with anti-slip floors at the entrance. Minimum door width should be one metre to allow wheel chair access	N	N	N	N	N	N	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
Bathroom	N	N	N	N	N	N	Minimum door width should be one metre. Bathroom to be wheel chair

							accessible with sliding door, suitable fixtures like low wash basin, low height WC, grab bars etc. No bath tub required
Public restrooms	N	N	N	N	N	N	Unisex. Minimum door width should be one metre. To be wheel chair accessible with low height urinal (24" maximum) with grab bars

FOOD & BEVERAGE						
1 Star & 2 Star category						1 & 2 Star categories should have minimum one dining room serving all meals. Room service not necessary
3 Star category						One Multi-cuisine Restaurant cum coffee shop open from 7 a.m. to 11 p.m. and 24 hr. room service
4 Star category						<p><u>Grade A cities:</u> One Multi-cuisine Restaurant cum coffee shop open from 7 a.m. to 11 p.m., one Speciality Restaurant and 24 hr. room service</p> <p><u>Grade B cities:</u> One Multi-cuisine Restaurant open from 7 a.m. to 11 p.m. and 24 hr. room service</p>
5 Star category						<p><u>Grade A cities:</u> One Multi cuisine Restaurant cum 24 hr. coffee shop / all day diner, one Specialty Restaurant and 24 hr. room service</p> <p><u>Grade B cities:</u> One Multi cuisine Restaurant cum coffee shop open from 7 a.m. to 11 p.m., one Speciality restaurant and 24 hr. room service</p>
5 Star Deluxe category						<p><u>Grade A cities:</u> One Multi cuisine Restaurant cum 24 hr. coffee shop/ all day diner, one Speciality restaurant and 24 hr. room service</p> <p><u>Grade B cities:</u> One Multi cuisine Restaurant cum</p>

							coffee shop open from 7 a.m. to 11 p.m., one Speciality restaurant and 24 hr. room service
Grade- A: Delhi * Mumbai, Kolkata, Chennai, Bangalore, Pune, Hyderabad/ Secunderabad.			Note: The Ministry of Tourism may review and revise the cities falling under the Grade 'A' & Grade 'B' from time to time.				
Grade- B: Cities in the rest of the country excluding Grade 'A' cities.			<ul style="list-style-type: none"> Delhi would include the hotels falling in Gurgaon, Faridabad, Ghaziabad, NOIDA and Greater NOIDA. 				
Crockery & Glassware	N	N	N	N	N		Plastic ware accepted in pool area
Cutlery to be at least stainless steel	N	N	N	N	N		All categories should use good quality metal cutlery. Aluminum cutlery prohibited
Bar				N	N		Wherever permissible by law
KITCHEN / FOOD PRODUCTION AREA							
Refrigerator with deep freeze	N	N	N	N	N		Capacity based on size of F & B service
Segregated storage of meat, fish and vegetables	N	N	N	N	N		Meat, fish and vegetables in separate freezers
Colour coded synthetic chopping boards	N	N	N	N	N		Wooden chopping boards prohibited
Tiled walls non –slip floors	N	N	N	N	N		
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 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			N	N	N		
Receiving areas and stores to be clean and distinct from garbage area	N	N	N	N	N		
Six monthly medical checks for production staff	N	N	N	N	N		
First – aid training for all kitchen staff	N	N	N	N	N		
Pest control	N	N	N	N	N		
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 and 2 Star category hotels
Percentage of Supervisory staff	20%	20%	40%	40%	80%		Hotels of 4 Star category and above should have formally qualified Heads of Departments. The supervisory or the skilled staff may have training or skill certification as follows: Degree / diploma from Central or state IHM's / FCI's or from NCHMCT affiliated IHM's or from other reputed Hospitality schools
Percentage of Skilled staff	20%	20%	30%	30%	60%		The supervisory or the skilled staff

							may have training or skill certification as follows: i. Degree / diploma from Central or state IHM's / FCI's or from NCHMCT affiliated IHM's or from other reputed Hospitality schools ii. Skill training certificate issued under the guidelines and scheme of the Ministry of Tourism
STAFF WELFARE / FACILITIES							
Staff rest room	D	D	N	N	N		Separate for male and female employees with bunk beds, well lighted and ventilated
Staff Locker Room	D	D	N	N	N		
Toilet facilities	N	N	N	N	N		Full length mirror, hand dryer with liquid soap dispenser
Dining area	D	D	N	N	N		
CODE OF CONDUCT FOR SAFE & HONOURABLE TOURISM							
Display of Pledge	N	N	N	N	N		Pledge 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 (i.e., from HRD, security side etc.) for hotel with more than 25 personnel and one focal point for Hotel with less than 25 personnel

GUEST SERVICES							
Provision of wheelchair for the differently abled guest	N	N	N	N	N		Wheel chair to be available on a complimentary basis in hotels of all categories
Valet (ironing) services to be available	D	D	N	N	N		
Dry- cleaning /laundry	D	D	D	D	N		In house for 5 star Deluxe hotels. For 5 Star category and below, maybe outsourced
Iron and Iron Board				N	N		Iron and iron board to made available on request in 1 to 4 Star category hotels on complimentary basis. For 5 and 5 Star Deluxe categories, to be available in the room
Paid transportation on call	D	D	N	N	N		Guest should be able to travel from hotel
Shoe cleaning service	D	D	D	N	N		Free facility to be provided for in house guests
Ice (from drinking water) on demand	D	D	N	N	N		Complimentary on request
Acceptance of common credit cards	D	D	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 guests)
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 numbers 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	N	N	N		
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 hour manned area
Provision for emergency supplies toiletries / first aid kit	D	D	N	N	N		May be chargeable
Health / Fitness facilities	D	D	D	D	N		Indian system of treatments should preferably be offered
Beauty Salon and Barber's Shop			D	D	D		
Florist				D	D		
Utility shop / kiosk	D	D	D	N	N		5 and 5 Star Deluxe category hotels to have one utility and one souvenir shop. 4 Star to have minimum one utility shop
Money changing facilities	D	D	D	D	D		Money changing facility to be made available
Bookshop	D	D	D	D	N		

SAFETY & SECURITY						
Metal detectors (door frame or hand held)			N	N	N	
CCTV at strategic locations	N	N	N	N	N	
X-Ray Machine					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 checks may be conducted for staff and suppliers at designated entry points
Under belly scanners to screen vehicles				N	N	
Verification	N	N	N	N	N	All hotels should conduct a verification of their staff and suppliers by the Police / private security agencies
Staff trained in fire fighting drill	N	N	N	N	N	All hotels to conduct periodic fire drills and maintain 'Manuals' for Disaster Management, First Aid and Fire Safety. Quarterly drill or as per law
Security arrangements for all hotel entrances	N	N	N	N	N	
Each bedroom door fitted with lock and key, viewport / peephole & internal securing device			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 procedure notices displayed in room behind	N	N	N	N	N	

door							
Fire and emergency alarms should have visual & audible signals	N	N	N	N	N		
First aid kit with over the counter medicines with front desk	N	N	N	N	N		
Fire Exit signs on guest floors with emergency / backup power	N	N	N	N	N		
COMMUNICATION FACILITIES							
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 service	N	N	N	N	N		
In room internet connection/ dataport	D	D	D	N	N		Subject to local internet access being available. Wi - Fi wherever possible

Business Center	D	D	D	N	N	This should be a dedicated area. (This provision maybe relaxed for resort destinations, tourist and pilgrimage centres)
Swimming Pool			D	D	N	This can be relaxed for hill destinations Mandatory to have trained Life Guard. Board containing Do's & Don'ts, No Diving sign, pool depth etc. should be displayed at a strategic location in the pool area

Parking Facilities	D	D	N	N	N		Should be adequate in relation to the number of room & banquet / convention hall capacities. Exclusively earmarked accessible parking nearest to the entrance for differently abled guests
Conference Facilities			D	D	N		

Note:

D - Desirable

N - Necessary

There is no relaxation in the 'Necessary' criteria except as specified in the comment column

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM (For internal circulation and use of the 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 protects 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 future sustainable uses.

Signature _____

Name _____

On behalf of _____

In the presence of _____

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

(To be on official company letterhead)

To

The Secretary (Tourism)
Govt. of India
Ministry of Tourism
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 July 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 have read 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 protects 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 future sustainable uses.

Signature
Name in 'BLOCK LETTERS'

Seal

Place: _____

Date: _____