

Hotels Classification and Approval

Government of India,
Department of Tourism
(H & R Division)

(Letter No. HRACC(1)/2000 dated 24th March, 2003)

Hotels are an integral part of a tourist's visit to a place and the services offered by them can make or mar a visit completely. With the aim of providing standardized, world class services to the tourists, the Government of India, Department of Tourism has a voluntary scheme for classification of fully operational hotels in the following categories:-

1. Star Hotels: 5 Star Deluxe, 5 Star, 4 Star, 3 Star, 2 Star & 1 Star
2. Heritage Hotels: Heritage Grand, Heritage Classic & Heritage

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

Project approvals are also given in all the above-mentioned categories at the project implementation stage.

Classified hotels/approved projects are eligible for various concessions and facilities that are announced by the Government from time to time besides, getting worldwide publicity through the India tourism Offices located in India and abroad.

Details of the criteria set and the documents required are given in this document

For classification and project approvals in the 5 Star Deluxe, 5 Star, 4 Star and all the three Heritage categories the applications along with the requisite fees may be sent to:

Member Secretary (HRACC)/Hotel and Restaurants Division,
Department of Tourism, Government of India,
C-1 Hutments, Dalhousie Road, New Delhi 110011.

For classifications and project approvals in the 3 Star, 2 Star and 1 Star categories the applications along with the requisite fees maybe sent to the Regional Director, Indiatourism Office in whose region the hotel/project is located:

Regional Director, Indiatourism West & Central Region 121,M. Karve Road Mumbai 400 020	Regional Director, Indiatourism Northern Region 88, Janpath New Delhi 110001	
Regional Director, Indiatourism Southern Region 154,Anna Salai Chennai 600002	Regional Director, Indiatourism Eastern Region Embassy,4,Shakespeare Sarani Kolkata 700007	Regional Director, Indiatourism North Eastern Region G.L.Publication Complex G.S.Road, Guwahati- 781007 _

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

Approval at Project Level

1. The Department of Tourism approves hotels at project stage based on documentation, which enables the hotels to get certain benefits from the govt. as announced from time to time. The documents required for project approvals are listed below.
2. Project approvals are valid for 5 years. Project approvals of the Govt. of India, Department of Tourism cease 3 months from the date that the hotel becomes operational even if all its rooms are not ready. The hotel must apply for classification within these 3 months.
3. The Govt. India, Department of Tourism reserves the right to modify the guidelines/terms and conditions from time to time
4. Application form.
This covers
 - i. Proposed name of the hotel
 - ii. Name of the promoters with a note on their business antecedents
 - iii. Complete postal address of the promoters/tel./fax/email
 - iv. Status of the owners/ promoters
 1. If Public/ private limited company with copies of Memorandum and Articles of Association.
 2. If Partnership, a copy of partnership deed and certificate of registration
 3. If proprietary concern, name and address of proprietor/certificate of registration
 - v. Location of hotel site with postal address
 - vi. Details of the site
 1. Area (in sq. meters)
 2. Title – owned/ leased with copies of sale/ lease deed
 3. Copy of Land Use Permit from local authorities
 4. Distances from Railway station, airport, main shopping centers (in Kms)
 - vii. Details of the project
 1. Copy of feasibility report.
 2. Star category planned
 3. Number of rooms and area for each type of room (in sq.ft.)
 4. Number of attached baths and areas (in sq.ft.)
 5. Details of public areas – Lobby/lounge, restaurants, bars, shopping, banquet/ conference halls, health club, swimming pool, parking facilities.
 6. Facilities for the physically challenged persons.
 7. Eco-friendly practices and any other additional facilities
(please indicate area in sq.ft for each facility mentioned above at 5,6 &7)
 8. Date by which project is expected to be completed and operati
 - viii. Blue prints/ sketch plans signed by owners and architect showing
 1. Site plan
 2. Front and side elevations
 3. Floor plans for all floors
 4. Detail of guest room and bath room with dimensions in sq.ft.
 5. Details of Fire Fighting Measures/ Hydrants etc.
 6. Details of measures for energy conservation and water harvesting.

- ix. Air-conditioning details for guest rooms, public areas
- x. Local approvals by
 - 1. Municipal authorities
 - 2. Concerned Police Authorities
 - 3. Any other local authority as maybe required.
 - 4. Approval /NOC from Airport Authority of India for projects located near Airports

The above mentioned approvals/NOCs are the responsibility of the promoters/concerned company as the case may be. The Department's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn in case of any violations without notice.

- xi. Proposed capital structure

- 1. Total project cost

- a. Equity component with details of paid up capital
- b. Debt – with current and proposed sources of funding

- xii. Letter of acceptance of regulatory conditions.

- xiii. Please indicate whether the promoter intends to give a few rooms or all rooms on a time- share basis.

- xiv. Application Fee

- 5. In the event of any changes in the project plans, the approval must be sought afresh.
- 6. Authorised officers of the Department of Tourism should be allowed free access to inspect the premises from time to time without prior notice
- 7. The hotel must immediately inform the Department of the date from which the hotel becomes operational and apply for classification within 3 months of this date.
- 8. The fees payable for the project approval and subsequent extension, if required are:

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

- 9. The promoters must forward regular progress reports for each quarter failing which the project approval would be considered withdrawn.
- 10. All documents must be valid at the time of application and a Gazetted officer or Notary must duly certify copies furnished to the Department. Documents in local languages should be accompanied by a translation in English/official language and be duly certified.

11. Projects, where it is proposed to let out part or whole of the hotel on time share basis will not be eligible for approval.
12. For any change in the category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
13. Any changes in the project plans or management should be informed to the, Department of Tourism/Regional Directors Office (For 3,2 & 1 Star categories) (for 5-D, 5, 4 Star and Heritage categories) within 30 days otherwise the approval will stand withdrawn/terminated.
14. Incomplete applications will not be accepted.

Hotel Classification

1. Classification for newly operational hotels must be sought within 3 months of completion of approved hotel projects. Operating hotels may opt for classification at any stage. However, hotels seeking re-classification should apply for reclassification one year prior to the expiry of the current period of classification.
2. If the hotel fails to reapply 1 year before the expiry of the classification order, the application will be treated as a fresh classification case.
3. Once a hotel applies for classification/ re-classification, it should be ready at all times for inspection by the HRACC. No requests for deferment of inspection will be entertained.
4. Classification will be valid for 5 (Five) years from the date of issue of orders or in case of reclassification from the date of expiry of the last classification provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted.
5. Hotels which propose to let out part of or all its rooms on time-share basis are not eligible to be classified
6. Hotels applying for classification must provide the following documentation.
 - a. Application Form detailing
 - i. Name of the hotel
 - ii. Name and address of the promoters/owners with a note on their business antecedents
 - iii. Complete postal address of the hotel with tel. no/fax/email
 - iv. Status of the owners/ promoters
 1. If Public/ private limited company with copies of Memorandum and Articles of Association
 2. If Partnership, a copy of partnership deed and certificate of registration
 3. 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 from Airport/Railway Station/City Centre/Downtown shopping area (in kms)
 - vii. Details of the hotel
 1. Area (in sq. metres) with title – owned/ leased with copies of sale/ lease deed
 2. Copy of Land Use Permit from local authorities

3. Star category being applied for
4. Number of rooms and area for each type of room in sq.ft. (single /double/suites)
5. Number of attached baths
6. Details of public areas – Lobby/lounge, restaurants, bars, shopping area, banquet/ conference halls, health club, swimming pool, parking facilities, facilities for the physically challenged persons, Eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq.ft
7. Detail of guestroom and bathroom with dimensions in sq.ft.
8. Details of Fire Fighting Measures/ Hydrants etc.
9. Details of measures for energy conservation and water harvesting and other eco- friendly measures and initiatives.
10. Air-conditioning details for guest rooms, public areas

viii. Certificates/No Objection Certificate's (attested copies)

- a) Certificate/ licence from Municipality/ Corporation to show that your establishment is registered as a hotel
- b) Certificate/ licence from concerned Police Department authorizing the running of a hotel
- c) Clearance Certificate from Municipal Health Officer/ Sanitary Inspector giving clearance to your establishment from sanitary/hygienic point of view
- d) No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities)
- e) Public liability insurance
- f) Bar Licence (necessary for 4*, 5* & 5*-D only)
- g) Money Changers Licence (necessary for 4*,5*& 5*-D only)
- h) Sanctioned building plans/occupancy certificate
- i) If classified earlier, a copy of the earlier "Certificate of Classification issued by Department of Tourism
- j) For Heritage property, certificate from the local authority stating age of the property and showing new and old built up areas separately.
- k) Any other local authority as maybe required.
- l) Approval /NOC from AAI for projects located near Airports
- m) Please indicate whether a few rooms or all rooms are to be let out on a time-share basis.
- n) Application fees

The above-mentioned approvals/No Objection Certificates are the responsibility of the Owners/promoters/concerned Company as the case may be. The Department's approval 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.

7. All applications for classification or re-classification must be complete in all respects – application form, application fee, prescribed clearances, NOCs, certificates etc. - incomplete application is liable to be rejected.
8. Hotels will qualify for classification as Heritage hotels provided a minimum 50% of the floor area was built before 1935 and no substantial change has been made in the facade. 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.
9. The application fees payable are as follows:

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

10. The classification committee will consist as follows

(a.) For 4*, 5* and 5*Deluxe and Heritage category - Chaired by Chairman (HRACC) or his representative. Representatives from FHRAI/ HAI/ IATO/ TAAI/ IHM /local Indiatourism office/Member Secretary will constitute the other members of the Committee. In case of Heritage category, a representative of IHHA will be a member of the committee.

(b.) For 1*, 2* & 3*, the committee will be Chaired by Secretary (T) 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. The recommendations will be sent to HRACC Division (Department of Tourism, Government of India) within 3 weeks. Other members will be representatives from FHRAI/ IATO/ TAAI/ IHM.

(c.)The Chairman and any 3 members will constitute a quorum

(d.)The minutes will be approved by the Chairman (HRACC).

(e.)In case of any dissatisfaction with the decision of HRACC the hotels may appeal to Secretary (T), Government of India for review and reconsideration within 30 days of receiving the communication regarding classification/reclassification. No requests will be entertained beyond this period.

11. Hotels will be classified following a two stage procedure

a. The presence of facilities and services will be evaluated against the enclosed checklist.

- i. New projects will be required to adopt environment friendly practices and facilities for physically challenged persons.
- ii. Existing hotels being classified will need to conform to a phased plan for adding Eco-friendly practices and facilities for physically challenged persons, which should be completed by 31st December, 2003.

b. The quality of facilities and services will be evaluated against the mark sheet

12. 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.

13. Any deficiencies/ rectification 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 do so will result in rejection of the application.

14. The committee may assign a star category lower but not higher than that applied for.

15. 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.

16. For any change in the star category/heritage category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.

17. Any changes in the plans or management of the hotel should be informed to the HRACC, Govt. of India, Department of Tourism within 30 days otherwise the classification will stand withdrawn/terminated.
18. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
19. Incomplete applications will not be considered. All cases of classification would be finalised within three months of the application being made.
20. The Govt. India Department of Tourism reserves the right to modify the guidelines/terms and conditions from time to time

Format for Undertaking

To,

The Secretary (T)
Govt. of India,
Department of Tourism
New Delhi.

UNDERTAKING

I have read and understood all the terms and conditions mentioned above with respect to project approval/classification/reclassification in 1/2/3/4/5/5-D/Heritage category and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature and name in block letters

Seal of the applicant

Place:

Date:

CHECKLIST FOR FACILITIES & SERVICES 1* 2* 3* 4* 5*/5*D Comments

General

Primarily transient, full time operations, 7days a week in season	N	N	N	N	N	Max 10% of rooms for commercial use in hotel block or as per local law. At least one room equipped for the physically challenged
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Establishment to have all necessary trading licences	N	N	N	N	N	These documents are already detailed in General Terms and Conditions
Establishment to have public liability insurance	N	N	N	N	N	Public liability insurance be specified at a minimum of Rs 5.0 crores.
24 hrs. lifts for buildings higher than ground plus two floors	N	N	N	N	N	Mandatory for new hotels. Local laws may require a relaxation of this condition. Easy access for physically challenged persons.
Bedrooms, Bathrooms, Public areas and kitchens fully serviced daily	N	N	N	N	N	
All floor surfaces clean and in good repair	N	N	N	N	N	Floors may be of any type
Guest rooms						
Minimum 10 lettable rooms. All rooms without outside window/ ventilation	N	N	N	N	N	
Minimum size of bathroom excluding bathroom in sq.ft.	120	120	140	140	200	Single occupancy rooms may be 20 sq ft less
Airconditioning	25%	25%	50%	100%	100%	Airconditioning / heating depends on climatic conditions & architecture. Room temp should be between 20° & 28°C. For 4*, 5* and 5* Deluxe .(the % 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	Hotels may have a guest triggered system. For 1* & 2* on alternate days. Definitely required between each check-in.
Minimum bed width for single (90cm) and double beds (135cm)	D	N	N	N	N	
Mattress Minimum 10cm thick	D	D	N	N	N	Coir, Foam or spring. Foam covered if cotton
Minimum bedding 2 sheets, pillow & case, blanket, mattress protector/ bed cover.	N	N	N	N	N	Blankets available in airconditioned rooms and as per Seasonal requirement in non AC rooms. Mattress protector is desirable in 1* and 2* and necessary for all others
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* & 5* Deluxe must have remotes

A writing surface with sufficient lighting				N	N	N	
Chairs	N	N	N	N	N	N	Preferable one per bedding
Ward robe with minimum 4 clothes hangers per bedding	N	N	N	N	N	N	In 1* & 2* these may be without doors
Shelves or drawer space	N	N	N	N	N	N	
A wastepaper basket	N	N	N	N	N	N	
Opaque curtains or screening at all windows	N	N	N	N	N	N	
Drinking water + 1 glass tumbler per guest	N	N	N	N	N	N	Water treated with UV + filtration is necessary
A mirror, at least half length (3')	N	N	N	N	N	N	
A stationary folder containing stationery and envelopes	D	D	N	N	N	N	
A 'do not disturb' notice				N	N	N	
Night spread/ bedcover with nightly turndown service				N	N	N	
In room safe						N	
Minibar / Fridge						N	Contents must conform to local laws
Iron and ironing board on request					N	N	
Suites					N	N	2% of room block with a minimum of 1
Bathrooms							
Percentage of rooms with dedicated (private) bathrooms with room	25%	75%	ALL	ALL	ALL	ALL	Dedicated bathrooms need not be "attached" but must have private access
Minimum Size of Bathroom in square feet	30	30	36	36	45	45	25% of bathrooms in 1* & 2* to be Western style WC
Communal Bathrooms on same floor as rooms for 1* & 2*. Access not through Public areas, Kitchens etc	N	N	NA	NA	NA	NA	All bathrooms, shower stalls lockable. Toilet area to have sanitary bin with lid
1 bath towel and 1 hand-towel to be provided per guest	N	N	N	N	N	N	If no attached/ dedicated bath, to provide in room
One W.C. brush per toilet seat					N	N	
Guest toiletries to be provided. Minimum 1 new soap/ guest	N	N	N	N	N	N	Where bathroom is not attached, toiletries provided in room
A clothes-hook in each bath/shower room	N	N	N	N	N	N	
A sanitary bin	N	N	N	N	N	N	In communal bathrooms, these must have a cover

Each Western WC toilet to have a seat and lid, 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 **D** **D** **N** **N** **N**

Bath tubs/ shower closet Bath tubs waste water. In 4* plus hotels, some rooms should offer this option to the guest

Water saving taps/ shower **N**

Energy saving lighting **N** **N** **N** **N** **N**

Bottled toiletry products **D** **D** **D** **N** **N**

Hairdryers **N** **N** where not provided in bathroom, must be available on request.

CHECKLIST FOR FACILITIES & SERVICES **1*** **2*** **3*** **4*** **5*/5*D** **Comments**

Public Areas

A lounge or seating in the lobby area **N** **N** **N** **N** **N** Size would depend on check in pattern. There should be at least one telephone no higher than 24" from floor level in 5/5D*

Reception facility or means to call attention **N** **N** **N** **N** **N** Manned minimum 16 hours a day. Call service 24 hours

Accommodation, F&B and other tariffs available **N** **N** **N** **N** **N** To be displayed in room.

Heating and cooling to be provided in enclosed public rooms **N** **N** Temperatures to be between 20° -28 °C

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** In 1* and 2* hotels, this may be unisex (4* & above should have facility for physically challenged persons)

Public restrooms to have low height urinal (24" Max) **N** **N** **N** **N** **N**

Ramps with anti- slip floors and handrails at the entrance. Minimum door width should be 32" to allow wheelchair access and other facilities for the physically challenged **D** **D** **D** **N** **N** Fire and emergency alarms should have visual signals. Wheelchair access with suitable table in restaurant.

Facilities for aurally /visually handicapped **D** **D** **D** **D** **D**

Food & Beverage

Early morning beverage service	N	N	N	N	N	This may be room service or a self-making facility
Dining Room serving Breakfast & Dinner	N	N	N	N	N	Meal times to be displayed. Service to start by 7am and finish no earlier than 10pm. Minimum one hour per meal service. Breakfast Continental. 1* hotel without dining room must offer service in rooms
Multi cuisine restaurant on premises	D	D	N	N	N	
Speciality restaurant			D	N	N	
24 hours coffee shop			D	N	N	
Full service of all 3 meals in Dining room			N	N	N	
A cooked breakfast be available		N	N	N	N	
Room Service of full meals				N	N	In 1* & 2* this is necessary if no Dining room. 3* must offer light (pre-plated) meals
Room Service of alcoholic beverages				N	N	If permitted by local law
Crockery & Glassware unchipped	N	N	N	N	N	Plastic ware accepted in pool area
Cutlery to be at least stainless steel	N	N	N	N	N	Plastic ware accepted in pool area
Silverware					N	
Bar				N	N	If permitted by local laws

1* 2* 3* 4* 5*/5*D

Kitchens

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	Meats & fish in freezers. Vegetables must be separate
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	
Clean utensils	N	N	N	N	N	
Six monthly medical checks for production staff	N	N	N	N	N	
All food grade equipment, containers	N	N	N	N	N	
Ventilation system	N	N	N	N	N	
First-aid training for all kitchen staff	N	N	N	N	N	
Drinking water	N	N	N	N	N	Water treated with UV + filtration is acceptable

Garbage to be segregated - wet and dry	N	N	N	N	N	To encourage recycling wet garbage area to be airconditioned for 3* - 5*D
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Receiving and stores to be clean and distinct from garbage area	N	N	N	N	N	
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Staff Quality

Staff uniforms for front of the house	N	N	N	N	N	Uniforms to be clean and in good repair
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Front office staff English speaking			N	N	N	May be relaxed outside the 8 metros/ sub-metros
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Percentage of staff with minimum one year certificate course from Government recognised catering/ hotel institutes	10%	15%	20%	25%	30%	This may be relaxed for hotels in rural, pilgrimage and hill areas
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Staff Welfare/Facilities

Staff rest rooms	D	D	N	N	N	
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Staff locker rooms	D	D	N	N	N	
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Toilet facilities	N	N	N	N	N	
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Dining area	D	D	D	N	N	
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Guest Services

Valet (Pressing) services to be available				N	N	
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Laundry and Dry-cleaning service to be provided			D	N	N	Service can be next day. In resort destinations, pilgrimage areas dry-cleaning services may be relaxed
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Paid transportation on call			N	N	N	Guest should be able to travel from hotel.
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Shoe cleaning service			N	N	N	May be charged. Shoe cleaning machines are a corridors for 4* 5* /5D*
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Ice- from drinking water- on demand			N	N	N	Ice machines accessible to guests are acceptable. Maybe placed in corridors for 4*,5* & 5*D
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CHECKLIST FOR FACILITIES & SERVICES **1*** **2*** **3*** **4*** **5*/5D*** **COMMENTS**

Acceptance of common credit cards			N	N	N	
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Assistance with luggage on request	N	N	N	N	N	
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A public telephone on premises. Unit charges made known			N	N	N	
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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*
Name, Address and telephone numbers of doctors with front desk	N	N	N	N	N	Doctors on call in 3*,4*,5* 5* deluxe
Stamps and mailing facilities			N	N	N	
Newspapers available	N	N	N	N	N	This may be in the lounge for 1*, 2* and 3* hotels
Access to Travel desk facilities	N	N	N	N	N	This need not be on premise for 1* to 3* hotels
Left luggage facilities			N	N	N	This must be in a lockable room/24 hour staffed area
Provision for emergency supplies - toiletries/ first aid kit			N	N	N	This may be a chargeable item
Health/ Fitness facilities					N	Indian system of treatments to be offered
Beauty Saloon and Barbers Shop				D	N	
Florist				D	D	
Shop/ kiosk			N	N	N	News stand, toiletries, novelties, games in resorts
Money changing facilities				N	N	
Bookshop			D	N	N	
Safety & Security						
Staff trained in fire fighting drill	N	N	N	N	N	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	N	N	A safety chain/ wishbone latch is acceptable in place of view -port/ peephole
Safekeeping facilities available	N	N	N	N	N	
Smoke detectors	N	N	N	N	N	These can be battery operated
Fire and emergency procedure notices displayed in rooms behind door	N	N	N	N	N	
CHECKLIST FOR FACILITIES & SERVICES	1*	2*	3*	4*	5/5*D	
Fire exit signs on guest floors with emergency power	N	N	N	N	N	
Staff trained in first aid	D	D	N	N	N	CPR/ choking and regular first aid

First aid kit with Over the Counter medicines with front desk	N	N	N	N	N
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Communication Facilities

A telephone for incoming & outgoing calls in the room	N	N	N	N	4* plus should have direct dial and STD/ISD facilities. 1*,2* and 3* may go through exchange
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PC available for guest use with internet access		N	N	N	This can be a paid service. Upto 3*, PC can be in offices. Internet subject to local access being available
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E-mail service		N	N	N	
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Fax and photocopy service		N	N	N	
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In Room internet connection/ dataport				N	Subject to local internet access being available
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Business Centre			N	N	This should be a dedicated area. In hill, beach destinations and pilgrimage centres this may be relaxed
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Swimming Pool				N	This can be relaxed for hill destinations.
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Parking Facilities	D	D	N	N	N	Should be adequate in relation to the no. of rooms & banquet/convention hall capacities. earmarked accessible parking nearest to the entrance for physically challenged persons.
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Conference facilities			D	D	D
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Note: D= Desirable, N= Necessary.

There is no relaxation in the necessary criteria except, as specified in the comment column.

Mark sheet for quality

Criteria	Max Marks	Score	Comments
Exterior & Grounds	8		Exteriors, Approach 2/ Landscaping 2/ Exterior lighting 2/ Parking 2
Guest Rooms	10		Furniture 2/ Furnishings 2/ Décor 2/ Room facilities & amenities 2/ Linen 2
Bathrooms	8		Facilities 2/ Fittings 2/ Linen 2/ Toiletries 2
Public Areas	8		Furniture 2/ Furnishings 2/ Décor 2/ Restrooms 2
Food & Beverage	8		Choice of cuisine, menu 3/ décor 2/ food quality 3
Kitchens	8		Equipment 3/ State of repair 2/ food storage 3
Cleanliness	8		Overall impression
Hygiene	8		Pot & Dish Washing 2/ drinking water 2/ staff facilities 1/ pest control 2/ garbage disposal 1
Safety & Security	8		Fire fighting equipment 2/ signage 2/ awareness of procedures 2/ public area and room security 2
Communications	6		Phone service 2/ e-mail access 2/ internet access 1/ PC and other equipment 1
Guest Services	5		Overall impression
Eco-friendly practices	5		Waste management, recycling, no plastics 1/Water conservation, Harvesting 1/pollution control-air, water, sound, light 2/ Alternative energy usage 1/
Facilities for Physically challenged persons	5		At least a room for physically challenged persons 1/ public toilet in lobby1/telephone in public places 1/ ramps etc 1/facilities for aurally or visually handicapped 1
Staff quality	5		Overall impression
TOTAL	100		

Comments

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HRACC Members

1. 2. 3. 4. 5. 6.

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Qualifying Score

5*D	90 %		
5*	80 %		
4*	75 %		
3*	65 %		
2*	55 %		
1*	50 %		

