

**GOVERNMENT OF INDIA  
MINISTRY OF TOURISM**

**LOK SABHA  
UNSTARRED QUESTION NO.†3668  
ANSWERED ON 08.08.2022**

**SALARY OF PROFESSIONALS IN FIVE STAR HOTELS**

**†3668. SHRI ASHOK KUMAR YADAV:**

**Will the Minister of TOURISM be pleased to state:**

- (a) whether the Government is aware that the professionals holding Diploma in Hotel Management and working in Five Star hotels are paid very less compared to their working hours;**
- (b) whether the Government ensures while recognizing the Five Star category of the said hotels that their employees are paid as per their hours of work;**
- (c) the details of the action taken by the Government against hotels violating the said norms;**
- (d) whether the Government has taken any action against any such hotel; and**
- (e) if so, the details thereof?**

**ANSWER**

**THE MINISTER OF TOURISM**

**(SHRI G. KISHAN REDDY)**

**(a) to (e): Construction and operation of hotels is private sector activity. The Ministry of Tourism, under a voluntary scheme for classification/reclassification of operational hotels, only classifies operational hotels under various star categories based on standards of facilities and services provided by them. These guidelines stipulate staff welfare facilities such as separate locker rooms, rest rooms, wash rooms and dining area. Ministry does not stipulate the remuneration of staff in the classified hotels.**

**As far as hotels under the India Tourism Development Corporation (ITDC) are concerned, the pay scales of employees are implemented as per the guidelines issued by the Department of Public Enterprises.**

**Complaints received in the Ministry regarding issues in the hospitality industry, either directly or through the Centralized Public Grievance Redress and Monitoring Systems (CPGRAMS) portal, are taken up with the concerned service providers to facilitate resolution of the issues. The complainant is also advised to approach the appropriate forum for redressal, on case to case basis.**

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