

**GOVERNMENT OF INDIA
TOURISM
LOK SABHA**

STARRED QUESTION NO:71
ANSWERED ON:12.11.2010
CLASSIFICATION OF HOTELS
Venugopal Shri K. C.

Will the Minister of TOURISM be pleased to state:

- (a) whether the facilities actually available in the classified hotels are subjected to any periodic inspections;
- (b) if so, the details thereof;
- (c) whether the Government has received complaints in this regard;
- (d) if so, the details thereof and the action taken thereon;
- (e) whether the Government proposes to revise the guidelines for classification of hotels/restaurants in the country; and
- (f) if so, the details thereof?

Answer

THE MINISTER OF TOURISM (KUMARI SELJA)

(a), (b), (c), (d), (e) and (f): A Statement is laid on the Table of the Sabha.

STATEMENT IN REPLY TO LOK SABHA STARRED QUESTION NO.71 ANSWERED ON 12-11-2010 REGARDING CLASSIFICATION OF HOTELS.

(a) and (b): Yes, Sir. The Ministry of Tourism under its voluntary scheme, classifies operational hotels under various categories. The hotels are classified after a physical inspection of the facilities/services offered by them by the Hotel and Restaurant Approval and Classification Committee (HRACC), which comprises of members of the Government, hospitality and tourism sector.

(c) and (d): Complaints regarding classification of hotels are examined and redressal is done.

(e) and (f): The Ministry of Tourism revises the guidelines for classification of hotels and approval of standalone restaurants from time to time and the same were revised in July 2009 and November 2005 respectively.