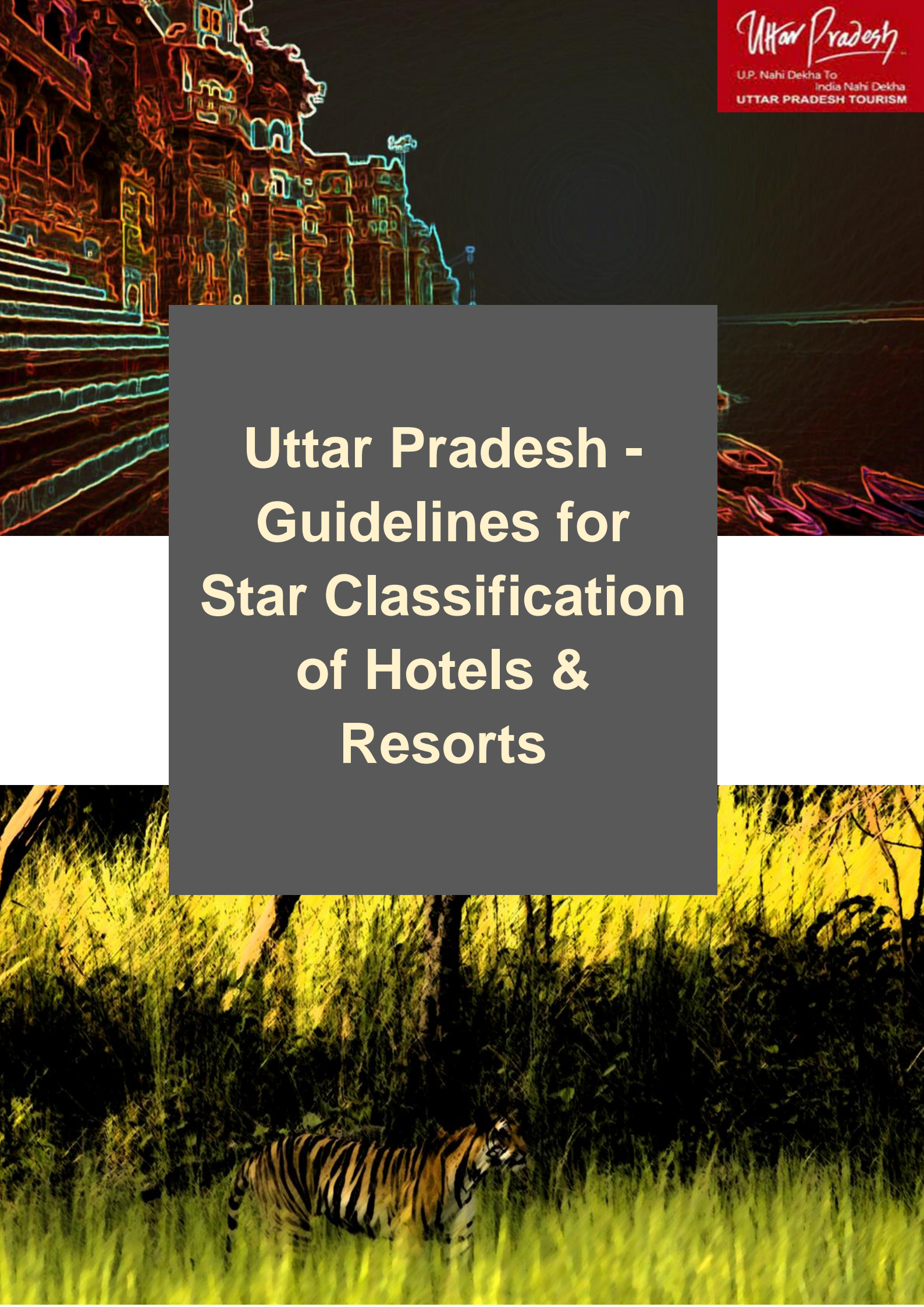


Uttar Pradesh

U.P. Nahi Dekha To
India Nahi Dekha
UTTAR PRADESH TOURISM



Uttar Pradesh - Guidelines for Star Classification of Hotels & Resorts

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
GUIDELINES FOR HOTEL AND RESORT CLASSIFICATION/ RECLASSIFICATION IN UTTAR PRADESH	3
ANNEXURE - I.....	4
ANNEXURE – II	12
ANNEXURE - III.....	27
ANNEXURE-IV.....	28
ANNEXURE-V.....	29
REGISTRATION FORM.....	30

GUIDELINES FOR HOTEL AND RESORT CLASSIFICATION/ RECLASSIFICATION IN UTTAR PRADESH

The Department of Tourism, Government of Uttar Pradesh introduces “Star Classification System” for approval of Star Classification of Operational Hotels and Resorts with the State of Uttar Pradesh.

Application for Star Classification of Hotels and Resorts with the requisite fee can be applied on UP Tourism Portal <https://www.uptourism.gov.in>.

Objective:

The objective of introducing “**Star Classifications System**” by Department of Tourism, Government of Uttar Pradesh is to promote Qualitative and Contemporary standards of facilities and services within the Hotel & Resort Industry of the state at par with national standards similar to the standards of Hotels and Resorts that have obtained “Star Classification Status” from Ministry of Tourism, Government of India, vide, 19/01/2018 : Revised Guidelines for approval of Hotels at Project Stage and Star Classification/Re Classification of Operational Hotels.

Star Classification System for classifying Hotels and Resorts:

The Department of Tourism intends to formulate a scheme for classification/reclassification of “Operational Hotels” as per following categories.

- 1) Diamond (Equivalent to 5 STAR)
 - 2) Platinum (Equivalent to 4 STAR)
 - 3) Gold (Equivalent to 3 STAR)
 - 4) Silver (Equivalent to 2 STAR)
 - 5) Bronze (Equivalent to 1 STAR)
1. Applications for classification/reclassification of New Hotels and Operational Hotels under Diamond, Platinum, Gold, Silver and Bronze categories with the requisite fee shall be submitted online.
 2. The detailed Guidelines for the Approval of Classification/Re-classification of New Hotels and Operational Hotels can be referred from Annexure-I and Annexure II respectively.
 3. The Department of Tourism reserves the right to modify the Guidelines / Terms and Conditions from time to time.
 4. Uttar Pradesh State Tourism Development Corporation (UPSTDC) will act as the nodal agency for star classification/re-classification of hotels and resorts in Uttar Pradesh.

ANNEXURE - I

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

1. With the aim to provide contemporary standards of facilities and services, Department of Tourism (DOT), Government of Uttar Pradesh has a voluntary scheme for Classification / Reclassification of New Hotels and Operational Hotels in the following categories:
 - 1) Diamond (Equivalent to 5 STAR)
 - 2) Platinum (Equivalent to 4 STAR)
 - 3) Gold (Equivalent to 3 STAR)
 - 4) Silver (Equivalent to 2 STAR)
 - 5) Bronze (Equivalent to 1 STAR)
2. Hotels seeking Re-classification should 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 (IC). 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 or in the case of Re-classification, from the date of expiry of the last classification, provided that the application completes 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. Hotels applying for Classification/Re-classification must provide the following information/ documentation.

- Name of the hotel /resort
- Complete postal address of the hotel/resort with telephone, fax, and email address:
- Legal Status of the ownership
 - If Public/Private Limited Company Copy of Memorandum and Articles of Association
 - If Partnership, a copy of Partnership Deed and Certificate of Registration
 - If proprietary concern, name, and address of proprietor/certificate of registration
- Date on which the hotel/resort became operational
- Details of hotel site with postal address and distance (in kms) from
 - a) Airport
 - b) Railway /Metro Station
 - c) Bus Terminus

7. Details of the hotel/resort

- Classification category being applied for

Area of Hotel/Resort site (in sq. meters) with title - owned/ leased with copies of sale/lease deed.

- Number of rooms and size for each type of room in sq. ft. (Single/ Double/ Suites - all rooms to have attached bathrooms.

8. Details of public areas:

- Lobby/lounge
- Restaurants
- Bar
- Shopping area
- Banquet
- Conference halls
- Health club/ Business centre /Swimming pool
- Parking facilities (no. of vehicles which can be parked).
- 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.

- Eco-friendly Practices (a) Sewage Treatment Plant (b) rainwater 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.

Note: As per U.P Pollution Control Board, Notification, Ref No. G29267/C-4/SA.62/2019, dated 09/01/2019, a Sewage treatment plant will not be a mandatory condition for hotels (Upto 20 rooms and without boilers) and having wastewater generation < 10 KLD and no hazardous waste generation as these hotels are identified as Green Category.

All Hotels (including Resorts) shall follow all updated notifications, guidelines and prevailing laws related to STP (Sewage Treatment Plant), which will be issued by competent authorities' time to time.

- Measures for energy and water conservation, water harvesting (use of CFL lamps, solar energy, water saving devices/ taps etc.).
 - Details of Fire NOC and Fire Fighting Measures.
 - Security features viz. CCIV, X-Ray check, verification of staff etc.
 - The architecture of the hotel building in ecologically fragile areas should incorporate creative architecture keeping in mind sustainability and energy efficiency and as far as possible in conformity.
 - Any other additional facilities
9. 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):
- Certificate / license from Nagar Nigam / Nagar Palika/Nagar Panchayat/Development Authorities to show that the establishment is registered as a hotel/resort
 - No Objection Certificate from the Fire Service Department (Local Fire Brigade Authority).

- Affidavit on prescribed format for all clearances on Stamp Paper of Rs.100.00 (Annexure VI)
- Bar License is mandatory if the hotel is applying for (Diamond and Platinum Categories with Alcohol Service)
- If classified earlier, a copy of the Classification Order issued by the Ministry of Tourism, Government of India

The above-mentioned approvals / Licenses / No Objection Certificates are the responsibility of the Owner / Investor / concerned Company as the case may be. The approval of the Department 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.

10. Hotel will show the following NOCs / Licenses / Certificates which should be current, valid and in original at the time of its inspection and upload the same on the portal:
 - a) Trade license to operate as hotels
 - b) NOC from Fire Department
 - c) Clearance certificate from Municipal Health Officer/Sanitary Inspector (Health NOC) other departments as per law
 - d) NOC from Police Department
 - e) Consent to operate from the State Pollution Control Board
 - f) Bar License, wherever applicable
 - g) NOC from Department of Environment & Forests (wherever applicable)
 - h) NOC from Airport Authority of India for hotels located near the Airport (wherever applicable)
 - i) Building plans duly sanctioned/approved by the competent authority
 - j) Occupancy certificate
 - k) Sewage Treatment Plan (wherever applicable)
11. 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.**
12. The fee payable for the Project Approval and subsequent extension, if required, which is payable only by RTGS / NEFT is as under. The applicant shall apply online the duly filled application form in the prescribed format at [UP \(Uttar Pradesh\) Tourism Investor Portal \(investoruptourism.in\)](http://UP (Uttar Pradesh) Tourism Investor Portal (investoruptourism.in)) along with application fee, prescribed necessary clearances, NOCs, certificates, etc.

Star Category	Amount in Rs.	
	Fee (Rs) (Non-Refundable)	Classification Category Plaque(Rs)
Diamond	15,000	5,000
Platinum	12,000	5,000
Gold	8,000	5,000
Silver	6,000	5,000
Bronze	5,000	5,000

13. Upon receipt of application complete in all respects, the hotel will be inspected.

The Classification Committee will be constituted as follows:

1. Chaired by Director General Tourism, Govt. of Uttar Pradesh
2. MD, USPSTC, who is also Member Secretary
3. Joint Director/ Deputy Director/ Concerned Regional Tourism Officer for facilitation of Tourism Policy
4. Manager of Local UPSTDC Unit/ Manager Operations from UPSTDC
5. Representative from IATO (Indian Association of Tour Operators)
6. Representative from FHRAI (Federation of Hotel & Restaurant Association of India)
7. Representative from UPHRA (Uttar Pradesh Hotel & Restaurant Association)
8. Representative from HRANI (Hotel and Restaurant Association of Northern India)
9. Representative from TAAI (Travel Agents Association of India)

The nominees of FHRAI, IATO, UPHRA, HRANI and TAAI should have requisite expertise and experience of the hospitality and tourism industry (hands on experience).

- The Chairperson and any 3 members will constitute a quorum.
- The Committee will review the applications received on the 20th of every month and issue certificates within 45 days of such review.
- The recommendation of the inspection committee will be approved/ rejected by the Director General (Tourism) expeditiously provided all the necessary documentation are complete in all respect.

14. Hotels will be classified following a two-stage procedure:
- The presence of facilities and services will be evaluated against the enclosed Checklist of Facilities and Services available at Annexure II.
 - The quality of facilities and services will be evaluated by the inspection committee as per the prescribed parameters.
15. The hotel/resort is expected to maintain required standards at all times. The Classification Committee may inspect a hotel at any time without previous notice.
16. 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.
17. The Committee may assign a Star category lower but not higher than that applied for.
18. 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 UP Pollution Control Board (PCB) norms and following other Eco-friendly measures.
19. For any change in the Star category, the investor must apply afresh along with requisite fee.
20. The minimum size of rooms and bathrooms for all categories have been specified in the Guidelines.
21. Applicants are requested to go through the **Checklist of Facilities and Services** (Annexure II) 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.

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:
- 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 and the Code of Conduct for Safe & Honorable Tourism' are attached.
 - On the day a new staff member joins the Hotel/Resort, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter
 - 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).
 - 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.
23. It is mandatory for hotels/resorts applying for fresh Classification or Reclassification under all categories to have facility/ infrastructure for accepting /making payments by digital transactions.
24. Only one application for classification for an operational Hotel/resort 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.
25. The minimum size of rooms and bathrooms for all categories have been specified in the Guidelines for Classification / Re-classification of hotels/resorts
26. Applicants are requested to go through the Checklist of Facilities & Services (Annexure-II) contained in this document before applying for Approval of Classification of New Hotels and Operational Hotels.

27. Application for approval of classification through post or delivered by hand will be summarily rejected and no action whatsoever shall be taken on such applications.
28. The timelines for clearance of classification application of hotels would be as follows: -
- a. Allotment of hotels for inspection to an officer nominated as Chairperson of inspection committee: Within 5 working days of receipt of application free from all deficiencies, and confirmation of receipt of application fee by UPSTDC.
 - b. Inspection of Hotels: Inspection must be scheduled within 10 working days of communication of nomination of an officer as Chairperson, by the nominated officer.
 - c. Uploading of Inspection report by Chairperson of Inspection Committee: Within 5 working days of inspection.
 - d. After submission of compliance report by the hotel: - 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 10 working days of online submission of compliance report by the hotel. Inspection has to be scheduled within 10 working days of communication of such allotment / nomination of an officer as Chairperson, by the nominated officer.
 - e. 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).
 - f. Uploading of Classification letter – within 5 working days of online approval of Competent Authority.

ANNEXURE – II

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

Checklist for facilities and services								
General	Bronze	Silver	Gold	Platinum	Diamond	Yes/No	Comments	
Full time operation 7 days a week in season	N	N	N	N	N			
Establishment to have all necessary permissions	N	N	N	N	N			
24hr. lifts for buildings higher than ground plus two floors	D	D	D	N	N		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.	
Parking Facilities (parking spot)	10	10	15	20	25			
Guest Room								
Minimum 10 lettable rooms, all rooms with outside windows / ventilation.	N	N	N	N	N			
Minimum Size of Bedrooms	120	120	130	140	200			

excluding bathroom in sq. ft.							
Attached Bathrooms	N	N	N	N	N		
A clean change of bed and bath linen daily and between check –in	N	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.
Hairdryers	D	D	N	N	N		Where not provided in bathroom, must be available on request.
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 hotels shall provide a safe in the room.
Mini bar / Fridge	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. Ultraviolet treated water will not be acceptable.

Guest Linen							Good quality linen to be provided.
Wardrobe	N	N	N	N	N		In one star or two-star hotels, this may be without doors.
Sufficient lighting	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 category hotels. However, it is mandatory that they provide a television with cable in the lobby or other common area.
Wastepaper basket	N	N	N	N	N		
A 'do not disturb' notice	N	N	N	N	N		
Night Spread/Bed Cover	N	N	N	N	N		
BATHROOM							
Number of rooms with attached bathrooms	All	All	All	All	All		All bathrooms to have a sanitary bin with lid.
Guest toiletries to be provided.	D	D	N	N	N		Quality products depending on Star category.
Sanitary bin in the toilet	N	N	N	N	N		These must be covered
1 bath towel and 1 hand towel to be provided per guest	N	N	N	N	N		
All Star hotels shall provide water sprays or bidets or washlets or other	N	N	N	N	N		

modern water based post-toilet – paper hygiene facilities.							
Hot and Cold running water available 24 hours	N	N	N	N	N		
Shower Cabins	N	N	N	N	N		A shower with shower curtain will suffice where shower cabin is not available.
Bathtubs	NA	NA	NA	N	N		
Water saving taps and showers	N	N	N	N	N		
Energy saving lighting	D	D	N	N	N		
At least one room for the differently abled guest with a functional bathroom	D	D	N	N	N		
Public Areas							
Lounge or seating area in the lobby	N	N	N	N	N		<p>Lobby shall have furniture and fixtures which shall include chairs / armchairs, sofa, tables, and fresh floral display.</p> <p>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</p>

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	NA	NA	NA	N	N		<p>Temperatures to be between 20 degrees Celsius to 28 degrees Celsius.</p> <p>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.</p>
Public rest rooms in the lounge for ladies and gents, a wash basin with running hot and cold water, a mirror, a sanitary bin.	N	N	N	N	N		
Ramps with anti-slip floors at the entrance	N	N	N	N	N		<p>Fixed and anti – slip ramp to be provided in all public areas.</p> <p>Free accessibility in all public areas, and to at least one restaurant in 5-star hotel.</p>
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 wheelchair (made available by the hotel). Low height urinal with grab bars.
Food and Beverage Outlets							
Crockery and Glassware	N	N	N	N	N		Plastic ware acceptable in pool area.
Cutlery to be atleast stainless steel	N	N	N	N	N		All category hotel should see good quality metal cutlery. Aluminum cutlery is prohibited.
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		
Cooler 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 prewash area.
Six monthly medical checkups for production staff	N	N	N	N	N		Records to be submitted along with pathological records to Inspection Committee 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 Inspection 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.
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		

GUEST SERVICES							
Provision for wheelchair for the differently abled guest	N	N	N	N	N		Wheelchair 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		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 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 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
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 (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, and 5 star
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 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 categories. NO separate book shop shall be necessary.
Money changing facilities	D	D	D	D	D		Money changing facility to be made available.
SAFETY AND SECURITY							
Metal detectors (door frame or handheld)	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 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							
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.
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 Lifeguard, 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 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	D	D	D	D	N		A sewage treatment plant is not a necessary condition if as per Pollution Control Regulations of State

							Pollution Control Board is not mandatory.
Rainwater 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		

N- Necessary

D- Desirable

NA- Not Applicable

Awarding Scores

Based on the documents submitted by the Applicant and report by the inspection team, the classification committee will classify a hotel/ resort basis the availability of all facilities mentioned in the checklist above.

Checklist of Services and Facilities (Annexure II)

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/resorts 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, shoehorn 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 & Amenities provided on complimentary basis")

Note 2.

It will be mandatory for all the hotels/resorts 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 Department of Tourism, Government of Uttar Pradesh, 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 for Classification / Re-classification of New and Operational Hotels/Resorts, 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.
- b. 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 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 marksheet 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) Diamond (Equivalent to 5 STAR) – Rs 3,00,000/-
- 2) Platinum (Equivalent to 4 STAR) - Rs 2,00,000/-
- 3) Gold (Equivalent to 3 STAR) - Rs 1,00,000/-
- 4) Silver (Equivalent to 2 STAR) - Rs 50,000/-

5) Bronze (Equivalent to 1 STAR) - Rs 25,000/-

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. 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 the application for re-classification.

ANNEXURE - III

FORMAT FOR UNDERTAKING

(To be on official company letterhead)

To,

Managing Director,
UPSTDC,
Govt. of Uttar Pradesh, Lucknow

UNDERTAKING

I have read and understood all the terms and conditions mentioned in the Guidelines for Approval of Hotel /Resort 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 UPSTDC 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 UPSTDC, Government of Uttar Pradesh, without notice.

Place:

Signature

Name in block letters

Seal of the applicant

Date:

ANNEXURE-IV

(FOR CLASSIFICATION/RE-CLASSIFICATION OF NEW AND 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 /Resort....., on day of
. (month), (year), do hereby affirm and declare as follows:

That the Hotelhas obtained all necessary approvals from the concerned authorities for construction and running of the hotel like clearances / no objection certificates from, Environment & Forests, Pollution Control, Police, Fire and Nagar Nigam/Nagar Palika/Nagar Panchayat / 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 and / or State Government.

If at any stage it is found that the hotel has not obtained any clearance from the local Authorities and / or State Government 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 UPSTDC, Government of Uttar Pradesh 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 UPSTDC, Government of Uttar Pradesh.

(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-V

PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM AND SUSTAINABLE TOURISM (FOR INTERNAL CIRCULATION AND USE OF HOTEL AND RESORTS)

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

REGISTRATION FORM

(FOR STAR CATEGORIZATION TO HOTELS)

PART A: APPLICANT INFORMATION FORM

	Particulars	Details																											
1	Name of the Hotel/Resort (Please enter the name of the legal entity as per PAN)																												
2	Name of the Promoter/Owner (With a note on the business antecedents in not more than 60 words)																												
3	Complete Postal Address of the Hotel																												
4	Telephone Number																												
5	Email address																												
6	Status of the Owner /Investor																												
7	Date on which the hotel became operational																												
8	Details of hotel site with postal address and distance (in kms) from a) Airport b) Railway Station c) Bus Terminus																												
9	Details of the Hotel <table border="1" data-bbox="316 1182 1129 2031"> <thead> <tr> <th>S.No.</th> <th>Particulars of Infrastructure</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>I.</td> <td>Total Area of Hotel in Sq. Mt. with Title</td> <td></td> </tr> <tr> <td>II.</td> <td>Total Build-up Area in Sq. Mt.</td> <td></td> </tr> <tr> <td>III.</td> <td>Open Space Area in Sq. Mt.</td> <td></td> </tr> <tr> <td>IV.</td> <td>Star category being applied for</td> <td></td> </tr> <tr> <td>V.</td> <td>Owned/ leased with copies of sale/lease deed</td> <td></td> </tr> <tr> <td>VI.</td> <td>Number of Floors</td> <td></td> </tr> <tr> <td>VII.</td> <td>Number of Lettable Rooms (List the number of rooms against each category)</td> <td> <ul style="list-style-type: none"> • AC • Non-AC </td> </tr> <tr> <td>VIII.</td> <td>Number of rooms and</td> <td></td> </tr> </tbody> </table>	S.No.	Particulars of Infrastructure	Details	I.	Total Area of Hotel in Sq. Mt. with Title		II.	Total Build-up Area in Sq. Mt.		III.	Open Space Area in Sq. Mt.		IV.	Star category being applied for		V.	Owned/ leased with copies of sale/lease deed		VI.	Number of Floors		VII.	Number of Lettable Rooms (List the number of rooms against each category)	<ul style="list-style-type: none"> • AC • Non-AC 	VIII.	Number of rooms and		
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VIII.	Number of rooms and																												

	size for each type of room in sq. ft. (Single/ Double/ Suites) - all rooms to have attached bathrooms	
IX.	Size of bathrooms (in sq. ft.)	
X.	Air-conditioning details for guest rooms, public areas	
XI.	Number of Beds <i>(List the number of beds against each category)</i>	<ul style="list-style-type: none"> • Single • Double
XII.	Main Hall <i>(Area in Sq. Mt. and its seating capacity)</i>	
XIII.	Other Halls <i>(Number of units, area in Sq. Mt. and its seating capacity. If more than one, details are required for all units)</i>	
XIV.	Meeting Rooms <i>(Number of units, area in Sq. Mt. and its seating capacity. If more than one, details are required for all units)</i>	
XV.	Kitchens <i>(Number of units and its area in Sq. Mt. If more than one, details are required for all units)</i>	
XVI.	Restaurants <i>(Number of units, area in Sq. Mt. and its seating capacity. If more than one, details are required for all</i>	

		<i>units)</i>	
	KVII.	Stores <i>(Number of units, area in Sq. Mt. and its storage capacity. If more than one, details are required for all units)</i>	
	VIII.	Swimming Pools <i>(Number of units and its area in Sq. Mt. If more than one, details are required for all units)</i>	
	XIX.	Vehicle Parking <i>(Number of units, area in Sq. Mt. and its parking capacity. If more than one, details are required for all units)</i>	
	XX.	Other Infrastructure created, necessary to run and operate the tourism unit <i>(Provide details of other infrastructure, number of units, area in Sq. Mt. and its utilization purpose & capacity)</i>	
	XXI.	Details of Plant, Machinery & Apparatus Installed, which is necessary to run and operate the hotel <i>(Provide details of Plant, Machinery & Apparatus Installed, number of units, and its utilization purpose & capacity)</i>	
	KXII.	Details of Common	

		Infrastructure, like Road / power / water / sewerage, etc., on land where ownership is with the tourism unit <i>(Provide details of common infrastructure, area in Sq. Mt., its utilization purpose & capacity)</i>		
10	Details of the 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 bathroom, 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) Rainwater 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.		
	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		
11	<p><u>SUPPORTING DOCUMENTS</u></p> <p><u>Attach the following documents</u></p>			

	<ul style="list-style-type: none"> • In case of Public/Private Limited Company • Copy of Memorandum Articles of Association • In case of Partnership a copy of Partnership Deed • Certificate of Registration, If proprietary concern • Name of proprietor/certificate • Address of proprietor/certificate of registration <p><u>All the promoters are also required to submit the following documents</u></p> <ul style="list-style-type: none"> • PAN Card (Company/Firm/Promoter/Authorized Signatory) • GST Registration (Uttar Pradesh) • MSME Udyam Certificate (if applicable) • Turnover details (3 Years) / audited balance sheets • Proof of Address • Geotag Photograph of the Tourism Unit 	
12	<p>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):</p> <ol style="list-style-type: none"> I. Certificate / license from Nagar Nigam/Nagar Palika/Nagar Panchayat to show that the establishment is registered as a Hotel/Resort 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 Diamond Category with Alcohol Service, Platinum Category with Alcohol Service V. If classified earlier, a copy of the Classification Order issued by the Ministry of Tourism, GOI 	<ul style="list-style-type: none"> • Attached • Not-Attached

13	<p>Attach the following current, valid, and copies of the original at the time of its inspection NOCs / Licenses / Certificates and upload the same on the portal:</p> <ol style="list-style-type: none"> I. SARAI Act License II. Trade license to operate as hotel III. NOC from Fire Department IV. License from Municipal Health Officer/Sanitary Inspector (Health NOC)-Nagar Nigam/ Nagar Panchayat/Nagar Palika License V. NOC from Police Department VI. Consent to operate from the State Pollution Control Board(Photocopy) VII. Bar License, wherever applicable VIII. Copy of Sanctioned Building plans/Permits duly by the competent authority(Photocopy) IX. Sewage Treatment Plant(wherever applicable) 	<ul style="list-style-type: none"> • Attached • Not-Attached
14	<ul style="list-style-type: none"> • Proof of Documents (copy of self-certification) to be submitted to Concerned UPSTDC within 30 days of submission of the documents (Online) for Verification. • Prior Appointment to be taken from Concerned Offices (during any working day of the week except Monday) 	

The approval of the UPSTDC 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.

PART B: DULY FILLED IN ANNEXURES

The applicant is required to submit duly filled in Annexures; Annexure-III, Annexure-IV, and Annexure-V respectively along with the above-mentioned applicant information form. The presence of facilities and services will be evaluated against the enclosed Checklist of Facilities and Services available at Annexure-II. Thus, the applicants are requested to go through the Checklist of Facilities and Services (Annexure-II) contained in this document while applying for Classification/ Re-Classification.