

GOOD GOVERNANCE INITIATIVES: STANDARD OPERATING PROCEDURES FOR
TIMELY, OBJECTIVE AND TRANSPARENT CLASSIFICATION/
RE-CLASSIFICATION

- (i) The timelines for inspection/decision of completed classification applications of 3-months will be strictly adhered to by the MoT.
- (ii) In case the number of classification/re-classification are more, additional teams will be constituted and if required officials from other regions will be deputed for such cases.
- (iii) The time limit for dispatch of inspection reports is being further compressed. The Convener of HRACC will be responsible for dispatching all the reports duly signed/completed with clear recommendations by speed post immediately after the inspections (i.e. next working day by 5 p.m. positively). This should be dispatched directly from town/city where the inspection is being carried out. The report should be sent directly to the HQs with a copy endorsed to the regional office. This will have to be strictly followed.
- (iv) The State Government officials chairing the HRACC will also be responsible for supervising this dispatch of report.
- (v) Any clarification related to documents produced by the concerned hotel should be taken right at the time of the inspection and in front of the full HRACC. Under no circumstances, the hotelier should be called to Indiatourism office for documents or other clarification after the inspection is over.
- (vi) The decision of classification will be communicated directly from the HQs to the Regional Director, concerned Tourism Secretary and the concerned hotel through speed post and e-mail. The formal certificate will be sent by the concerned regional office within 3 days of the receipt of the decision.

Contd.. 2/-

- (vii) After the receipt of the report at the HQs, the HQs will process and get the approval of Chairman, HRACC within 3 working days.
- (viii) There will be wide dissemination of various timelines related to classification process among the stakeholders. This will be carried out by awareness through the official MOT's website, and through various national/regional/state level and even city level hotel organizations.
- (ix) The senior officers of the Ministry including the RDs will have regular meetings with the hotel association office bearers whenever they visit any State. This meeting will be held to disseminate the timelines and to clarify that no illegal gratification may be paid by the hoteliers. In case of any delay or demand to such gratification, complaint may be given to the Ministry at the HQs or the regional office. Such complaints will be expeditiously addressed with fixing of responsibility.
- (x) In a day a single HRACC will not undertake more than:
 - (a) 3 re-classifications or
 - (b) 2 fresh classifications or
 - (c) 1 classification with 2 re-classifications.
- (xi) A computerised Project Management Information System (PMIS) is being developed for the Hotel Division, in which online status of the applications for classification of hotels and approval of hotel projects would be displayed. The individual applicants will thus be able to continuously track the status of their applications from the date of submission to final issue of classification certificate. This system will be operationalised w.e.f. 1st January 2012. Till that time the Regional Director and Hotel Division shall paste on the website the status of pending applications and applications inspected / decided. This shall be updated every week on Monday through NIC.

- (xii) The division will submit list of classified/re-classified hotel details to HAI, FHRAI, IHHA who can then prominently display them on their websites as well as monthly or quarterly magazines.
- (xiii) In case the hotel is having shortcomings and needs to remove the shortcoming in a time frame the HRACC shall not give a conditional recommendation of the hotel. They will point out the shortcoming and provide the timelines required for removal of these shortcomings. Thereafter depending on the situation, a full scale HRACC or sub-committee may recommend the case with clear recommendation and marks. However, if the hotel does not have any shortcomings as per the guidelines, some license, NOCs are not updated/renewed, the HRACC may clearly recommend subject to production of renewal papers. The renewed papers can be submitted on the date of inspection or within a week.
- (xiv) A special drive will be undertaken by all regional offices to ensure that in next 4 weeks, all pending complete applications as on 30th September 2011 be decided on merit. The State Tourism Secretaries and the Industry Association will be requested to give time or depute senior officers/members to ensure that these timelines are met.
- (xv) The stakeholders association like HAI, FHRAI, IHHA, IATO, TAAI are requested to ensure that they will nominate their representatives in a transparent way with a proper rotational policy. This would ensure that no single person should be allowed to become part of HRACC for a large number of hotels which has a possibility of undue influence.
- (xvi) HRACC and regional office should ensure that the application is put up for its inspection only when it has all documents completed. Under no circumstances, the HRACC should send recommendations without complete documents.

- (xvii) After submission of inspection report by the Regional Directors to the HRACC, if intimation/decision from headquarters is not received within 2 weeks, then it will be duty of Regional Directors to inform Chairman HRACC/ADG (T).
- (xviii) Regional Directors to seek time from Secretary Tourism of the concerned State Government for chairing the Regional HRACC for inspection within 2 days of acceptance of complete application from hotels. In case no response is received from the State Tourism Secretaries even after passage of 2 weeks, the Regional Director may suo-motto issue a notice for inspection with a request to State Secretaries to nominate a representative from State Government not below the rank of Deputy Secretary to the Government of India. Further, minimum one week notice may be given to all members before the inspection.
- (xix) The Ministry of Tourism had earlier given one month time to State Tourism Secretaries to indicate the convenient date for Classification as Chairman of Classification Committee for 1,2,3 star hotels. Now it has been reduced to 15 days so that the entire process is completed within two months.
- (xx) The recommendation of the HRACC should be finalized immediately at the end of inspection, duly signed by all members. The recommendations of HRACC should be immediately communicated to the Senior Management of the hotel in presence of all members and the receipt of confirmation of the same be taken. The receipt should be signed by the senior most management official of the hotel by stating "Read the Recommendation and noted".
