

Government of India  
Ministry of Tourism  
(H&R Division)

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Dalhousie Road  
New Delhi – 110 011  
Telfax: 01123012810

No:10-HRACC(7)/02

Date : 07-05-2012

To,

1. Secretary (Tourism), All State Govts. / Union Territory Administrations
2. Secretary General, Federation of Hotel & Restaurant Associations of India (FHRAI)
3. President, Hotel Association of India (HAI)
4. President, Indian Heritage Hotels Association (IHHA)
5. All Indiatourism Offices in India

**Subject : Revised Guidelines for Approval of Stand Alone Restaurant.**

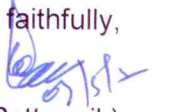
Madam / Sir,

Enclosed please find a copy of the amended 'Guideline' for Approval of Standalone Restaurants w.e.f. 16.04.2012 which has incorporated Differently Abled Facilities in Shopping Malls and Heritage Buildings. This amendment will come into force with immediate effect.

You are requested to kindly circulate and publicize the amended Guidelines.

2. These Guidelines are also available on the official website of the Ministry of Tourism [www.tourism.gov.in](http://www.tourism.gov.in)

Yours faithfully,



(M.R.Pattanaik)  
Asst D.G. (H&R)/  
Member Secretary HRACC

**Encl : As stated**

## Guidelines for approval of Stand alone restaurants

Restaurants are an integral part of a Tourist's visit to a place and as such the services offered by them can make or mar a visit. Restaurants are increasingly becoming popular with the tourists – both domestic and foreign as they intend to enjoy the taste of authentic food. Particularly cuisine of different States in the country. With the aim of providing standardized world class services to the tourists, the Govt. Of India, Department of Tourism has a voluntary scheme for approval of restaurants in the country. Such independent restaurants will be outside the hotels and should have more than 30 seats.

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

Details of the criteria set and the documents required are gives in the Guidelines....

For approval of Restaurants, applications along with the requisite fees may be sent to the Regional Director, Indiatourism Office in whose region the Restaurant is located:

1. Regional Director,  
Indiatourism,  
West & Central Road  
123, M.Karve Road  
Mumbai-400020  
Tel. No-022-22033144/5  
E-mail [itgmumbai@gmail.com](mailto:itgmumbai@gmail.com)
2. Regional Director,  
Indiatourism,  
Northern Region  
88, Janpath.  
New Delhi-110001  
Tel No:-011-23320005/8  
E-mail [goitdelhi@tourism.nic.in](mailto:goitdelhi@tourism.nic.in)
3. Regional Director,  
Indiatourism,  
Southern Region  
154, Anna Salai, Chennai  
Tel. No:-044-28461459, 28460285  
E-mail: [indtour@dataone.in](mailto:indtour@dataone.in)
4. Regional Director,  
Indiatourism  
Eastern Region  
Embassy ,4,  
Shakespears Sarani,  
Kolkata.  
Tel. No:-033-2282 1475.  
E-mail: [indtour@cal2.vsnl.net.in](mailto:indtour@cal2.vsnl.net.in)
5. Regional Director,  
Indiatourism,  
North Eastern Region  
Assom Paryatan Bhawan,  
A.K. Azad Road, Paltan Bajar,  
Guwahati-781 008, Assam  
Tel: 0361-2737554, Fax: 0361-2737553  
E-mail: [indtourguwahati@nic.in](mailto:indtourguwahati@nic.in)



GENERAL TERMS, CONDITIONS & APPLICATION FORMAT FOR APPROVAL OF RESTAURANTS.

**Restaurants applying for approval must the following documentation: -**

1. Name of the Restaurant
2. Name and address of the promoters / owners with a note on their business antecedents.
3. Complete postal address of the Restaurant with tel. No / fax /e-mail.
4. Status of the owners /promoters.
  - (a) If public /private limited company with copies of Memorandum and Articles of Association.
  - (b) If partnership, a copy of partnership deed and certificate of registration.
  - (c) If proprietor concern, name and address of proprietor /certificate of registration.
5. Date on which the Restaurant became operational.
6. Details of Restaurant site with postal address, telephone no., fax no., e-mail., and distance from Airport/ Railway station /City Center/ Downtown shopping area (in kms)
7. Details of the Restaurant.
  - (a) Area (in sq. meters) with title –owned/leased with copies of sale /lease deed.
  - (b) Copy of Land Use Permit from local authorities.
  - (c) Number of seats.
  - (d) Toilet facilities for ladies and gents. The Restaurant located in a shopping mall, will also be considered for approval if it provides exclusive area on each floor for Restrooms offering spacious and well appointed Toilets for Gents/Ladies/Physically Challenged
  - (e) Details of public areas lobby /bar parking facilities, facilities for the physically challenged persons, Eco –friendly practices and other additional facilities. The area for each facility should be indicated in sq.ft. The Restaurant located in a shopping mall, will also be considered for approval if it provides exclusive area on each floor for Restrooms offering spacious and well appointed Toilets for Gents/Ladies/physically Challenged alongwith other additional facilities such as parking facilities.
  - (f) Restaurants that are located in heritage buildings where facilities for disabled guests cannot be made – This condition is relaxed if the restaurant is on the higher floors and lifts cannot be provided due to the heritage nature of the building provided the restaurant submits a document stating that the building is a heritage structure where addition and alterations are not allowed as per local laws.
  - (g) Details of Fire Fighting Measures /Hydrants, etc.
  - (h) Details of measures for energy/ water conservation and Eco-friendly measures and initiatives.
  - (i) Details of air –conditioning / power back –up.
  - (j) Area of the Restaurant –200sq .ft for restaurants of seating capacity upto 100persons and 300sq.ft for more than 100 persons.
8. Certificates/No Objection Certificates (attested copies)
  - (a) Certificate/ licence from Municipality/corporation to show that your establishment is registered as a Restaurant.
  - (b) Certificate/licence from concerned Police Department authorizing the running of a Restaurant.



- (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 (Desirable).
- (f) Bar licence (Desirable).
- (g) Money Changers Licence (D)
- (h) Sanctioned building plans/occupancy certificate.
- (i) If approved earlier, a copy of the earlier Certificate of approval issued by Department of Tourism.
- (j) Any other local authority as may be required.
- (k) Segregation of areas for smoking, non –smoking under the rules.
- (l) In case the Restaurant is located in a shopping mall, certificate from the promoter of the mall to be provided stating that it provides exclusive area for Restrooms offering spacious and well appointed Toilets for Gents/Ladies/physically Challenged alongwith other additional facilities such as parking facilities.
- (m) Restaurants that are located in heritage buildings where facilities for disabled guests cannot be made – certificate from the promoter stating that the restaurant is on the higher floors and lifts cannot be provided due to the heritage structure of the building where addition and alterations are not allowed as per local laws.

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 approval given is liable to be withdrawn without notice in case of any violations or misrepresentation of facts.

9. All application for approval of Restaurants must be complete in all respects application from. Application fee, prescribed clearances. NOCs, certificates, ect.
10. The application fee payable for approval and renewal of a restaurant is Rs.5, 000/-, the demand draft maybe payable to “pay &Accounts Officer, Department of Tourism, New Delhi”.
11. The Committee for approval of restaurants will consist as follows
  - (a) The Committee will be chaired by the Regional Director of the concerned region with the representatives of Director or his representative of the concerned State Tourism Department/FHRAI/TAAI /NRAI/ The recommendations will be sent to HRACC Division , DOT, Govt. .of India within 3 weeks.
  - (b) The Chairman and any 3members will constitute quorum
  - (c) The minutes will be approved by the Chairman (HRACC)
  - (d) In case of any dissatisfaction with the decision of HRACC the restaurant may appeal to Secretary (T), Government of India for review and reconsideration within 30 days of receiving beyond this period.
  - (e) The quality of facilities and services will be evaluated against the mark sheet
12. The restaurant is expected to maintain required standards at times .The Classification Committee may inspect a Restaurant at any time without previous notice.

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 representatives during inspection. Failure to do so will result in rejection of the application.
14. The restaurant must be able to convince the committee that they are taking sufficient steps to conserve energy and harvest water, garbage segregation, and disposal / recycling per Pollution Control Board (PCB) norms and following other Eco- friendly measures.
15. Any changes in the plans or management of the Restaurant should be informed to the HRACC, Govt. Of India, Department of Tourism within 30 days otherwise the approval will stand withdrawn / terminated.
16. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
17. Incomplete applications will not be considered. As far as cases of approval would be finalized within three months of the application being made
18. Approval will be valid for five years from the date of issue of orders or in case of re-approval from the date of expiry of the last approval/re-approval provided that the application has been received within the stipulated time mentioned along with all valid documents.
19. The application along with necessary documents for renewal of the Restaurants must be submitted 3 months in advance before the expiry the expiry of the date of approval.
20. The Govt.of India Department of Tourism reserves the right to modify the guidelines / terms and conditions from time to times



**Questionnaire To Be Answered By Restaurants Applying For The Approval.**

Name of the Stand Alone Restaurant  
With address, Tel. No./Fax/E-mail

<b>S.No.</b>	<b>Criteria and Questions</b>	<b>Marks</b>	<b>Marks awarded</b>
1.	Location (Please give brief description of the Environs of the Restaurant)	10	
2.	Air – Conditioning (Should be fully and air-conditioned. The committee in its discretion may relax this Condition in case of an open air Restaurants. Restaurants in hill Stations should have proper heating arrangement.)	20	
3.	Décor	20	
4.	Cuisine (What are the various types of cuisine offered by your restaurant?)	30	
5.	Service	20	
6.	Crockery (Good quality crockery, Cutlery, Glassware, silverware, tableware, and linen be provided)	15	
7.	Kitchen and Washing (Clean, hygienic, well equipped and well maintained kitchen and pantry with proper and Adequate cold storage facilities. Cooking utensils should also be Of good quality and well kept. Do you have a cold storage? if not What arrangements are made for storing perishable items of food? (a) Hygienic washing, drying and wining of Cooking utensils, Crockery, cutlery and Glassware. In case of manually operated Washing system, 3-tier system should be applied.	20	

8.	<p>(a) Is there a dish washing machine in your Hotel/ restaurant, if so, what is its capacity?</p> <p>(b) If dish washing machine is not being used what method is being used to wash crockery, cutlery and glassware?</p> <p>(c) What steps are taken to keep the place safe from all types of pests?</p> <p>(d) What are the arrangements for dry and wet Garbage disposal?</p>	15	
9.	<p><b>Staff</b></p> <p>The supervisory staff coming in contact with guests should be able to understand and speak English. Some staff should be available to explain the Items on the menu to the customers. Explanatory notes in English should be given in the menu cards. In case languages other than English are used.</p> <p>(a) List of managerial and supervisory staff showing their professional qualifications, training and experience. This information will be provided separately for each person on the enclosed sheet.</p> <p>(b) What percentage of the other staff Chef. Cooks. Waiters, Barmen and telephone operators etc. are trained in recognized Craft Institutes. This information should be given on a separate sheet.</p> <p><b>NB- 30% of the staff should be trained with a minimum of one year training course.</b></p>	5	
10.	<p><b>Uniform</b></p> <p>Smart and clean uniforms and turnout of the staff</p>	10	

11.	<b>Telephone facilities, First Aid Box, etc</b>	5	
12.	<b>Staff facilities</b> (Separate ladies and gents cloakrooms provisions of lockers).	5	
13.	Toilets should have modern Sanitary fittings with adequate Supply of soap clean towels, Toilet papers and running hot and cold water.  In case the Restaurant is located in a shopping mall, certificate from the promoter of the mall to be provided stating that it provides exclusive area for Restrooms offering spacious and well appointed Toilets for Gents/Ladies/physically Challenged.	5	
14.	Facilities for the physically Challenged and segregation of smoking and non-smoking areas.  Restaurants that are located in heritage buildings where facilities for disabled guests cannot be made – certificate from the promoter stating that the restaurant is on the higher floors and lifts cannot be provided due to the heritage structure of the building where addition and alterations are not allowed as per local laws.	10	
15.	<b>Boiled water</b> Water for cooking drinking and ice making should be Boiled and purified through RO Process.	5	
16.	<b>Parking facilities.</b> There should be adequate safe parking facilities.  In case the Restaurant is located in a shopping mall, certificate from the promoter of the mall to be provided stating that it provides exclusive area for parking facilities for physically Challenged	5	
	Total Marks	200	

**Minimum Marks for Approval**

**150**



FORM FOR ANSWERING QUESTIONNAIRE UNDER CRITERIA No. 9(A)

- (a) Name of the employee: Managing Director/Executive Director/  
General Manager/Other Executive Staff
- (b) Age:
- (c) Level of General Education
- (d) Capacity in which employed at present
- (e) Professional Education: Whether received and in which institution?  
For how many years? Level attained?
- (f) On-the-job training whether received? For how many long?
- (g) Experience (state chronologically the work experience gained since  
finishing your general and technical education).
- (h) Language qualifications.
- (i) State knowledge of foreign languages and level of competency in  
each.
- (j) Emoluments (Please state the salary and allowance separately).