

GUIDELINES FOR APPROVAL OF STAND ALONE RESTAURANTS

Restaurants are an integral part of a tourists 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 Department of Tourism; Govt. of India 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 And Restaurant Approval And Classification Committee (HRACC) inspects and assesses the restaurants based on facilities and services offered.

Details of the criteria set and the documents required are given 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. The Regional Director
(West & Central Region)
Indiatourism, Mumbai
123, M.K. Road
(Op. Churchgate Station)
Mumbai – 400 020
Tel: 022-22074333/4
E. Mail: indiatourism@vsnl.com
2. The Regional Director
(Northern Region)
Indiatourism, Delhi
88, Janpath
New Delhi – 110 001
Tel: 011-23320342
E. Mail: goitdelhi@tourism.nic.in
3. The Regional Director
(Southern Region)
Indiatourism, Chennai
154, Anna Salai
Chennai – 600 002
Tel: 044 – 28460010
E. Mail: indtour@vsnl.com
goitochn@tn.nic.in
4. The Regional Director
(Eastern Region)
Indiatourism, Kolkata
'Embassy'
4, Shakespeare Sarani
Kolkata – 700 071
Tel: 033 – 22825813/1402
E. Mail: indtour@cal2.vsnl.net.in
5. The Regional Director
(North Eastern Region)
Indiatourism, Guwahati
Amarawati Path
Christian Basti, G.S. Road
Guwahati – 781 005
Tel: 0361 – 2452271
E. Mail: indtour@asm.nic.in

GENERAL TERMS, CONDITIONS AND APPLICATION FORMAT FOR APPROVAL OF RESTAURANTS

Restaurants applying for approval must provide 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 a 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 concerns, 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 numbers, fax numbers, e. mail address, and distance from Airport/Railway Station/City Centre/Downtown Shopping Area (in Km)
7. Details of the Restaurant
 - (a) Area in sq. m. with title – owned/leased with copies of sale/lease deed
 - (b) Copy of Land Use Permit from local authorities
 - (c) Number of seats
 - (d) Toilets facilities for ladies and gents
 - (e) Details of public areas, lobby/bar parking facilities, facilities for the physically challenged, eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq. ft.
 - (f) Details of Fire Fighting Measures/Hydrates, etc.
 - (g) Details of measures for energy/water conservation and other eco-friendly measures and initiatives
 - (h) Details of air-conditioning/power back-up
 - (i) Area of the Restaurant – 200 sq. ft. for restaurants of seating capacity up to 100 people and 300 sq. ft. for more than 100 people
8. Certificates/ No Objection Certificates (attested copies)
 - (a) Certificate/ License from Municipality/Corporation to show that your establishment is registered as a Restaurant
 - (b) Certificate/License 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 License (Desirable)
- (g) Money Changers License (Desirable)
- (h) Sanctioned Building Plans/ Occupancy Certificate
- (i) If approved earlier, a copy of the earlier Certificate of approval issued by the Department of Tourism, Govt. of India
- (j) Any other local authority as may be required
- (k) Segregation of areas for smoking, non-smoking under the rules

The above mentioned approvals/No Objection Certificates are the responsibility of the Owners/Promoters/Concerned Company as the case may be. The Department of Tourism, Govt. of India's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn without notice in case of any violations or misrepresentations of facts.

9. All applications for approval of Restaurants must be complete in all respects – application form, application fee, prescribed clearances, NOC's, certificates, etc. Incomplete application is liable to be rejected.
10. The application fee payable for approval and renewal of a restaurant is Rs. 5000/-. The demand draft may be 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/IATO/TAAI/IHM/NRAI. The recommendations will be sent to the HRACC Division, Department of Tourism Govt. of India within three weeks.
 - (b) The Chairman and any three (3) members will constitute a 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 (Tourism), Department of Tourism Govt. of India New Delhi for review and reconsideration within 30 days of receiving the communication regarding approval/renewal. No requests will be entertained 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 all 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 completed 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 as 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, Department of Tourism Govt. of India New Delhi 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 Restaurant's approval must be submitted three (3) months in advance before the expiry of the date of approval.
 20. The Department of Tourism, Govt. of India reserves the right to modify the guidelines/terms and conditions from time to time.

**QUESTIONNAIRE TO BE ANSWERED BY RESTAURANTS APPLYING
FOR APPROVAL**

Name of the Stand Alone Restaurant
With address, Tel: No:/Fax:/E. Mail

| S. No: | Criteria and Questions | Marks | Marks awarded |
|--------|--|-------|---------------|
| 1 | Location (Please give brief description of the environs of the Restaurant) | 10 | |
| 2 | Air-Conditioning (Should be fully and effectively air-conditioned. The Committee in its discretion may relax this condition in case of an open air restaurant. 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) hygiene, washing, drying, winning of cooking utensils. Crockery, Cutlery & Glassware. In case of manually operated washing system – 3 tier system should be applied. | 20 | |
| 8 | (a) Is there a dishwashing machine in your Restaurant? If so, what is its capacity? (b) If the dishwashing machine is not being used what method is being used to wash crockery, cutlery & glassware? (c) What steps are taken to keep the place safe from all types of | 15 | |

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|----|--|----|--|
| | pests? (d) What are the arrangements for day & wet garbage disposal? | | |
| 9 | <p>Staff 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 in the enclosed sheet.</p> <p>(b) What percentage of other staff i.e. Chef, Cooks, Waiters, Barman & Telephone Operators etc have been trained in recognized Craft Institute? This information should be given on a separate sheet. NB 30% of the staff should be trained with a minimum of one year training course.</p> | 5 | |
| 10 | Uniform Smart and Clean uniforms and turnout of the staff | 10 | |
| 11 | Telephone Facilities, First Aid Box, etc. | 5 | |
| 12 | Staff facilities (Separate Ladies and Gents cloakrooms, provision of lockers | 5 | |
| 13 | Toilets should have modern sanitary fittings with adequate supply of soap clean towels toilet paper and running hot and cold water | 5 | |
| 14 | Facilities for the physically challenged and segregation of smoking and non-smoking area | 10 | |
| 15 | Boiled Water Water for cooking, drinking, and ice making should be boiled and purified through RO process | 5 | |

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|----|--|-----|--|
| 16 | Parking Facilities There should be adequate safe parking facilities | 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 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) Emolument (Please state the salary and allowance separately)