

**Government of India
Ministry of Tourism
H&R Division**

GUIDELINES FOR APPROVAL OF MOTEL PROJECTS

Motels are an important segment of the hospitality sector which provide budget accommodation. Motels cater to the hospitality requirements of road travellers through the facilities and services offered by them. With the aim of recognizing this segment as a component of the overall tourism product, and with the aim of benchmarking the standards of facilities and services of Motels, the Ministry of Tourism has formulated a voluntary scheme for Approval of Motel Projects (at implementation stage).

2. The Hotel & Restaurant Approval & Classification Committee (HRACC) would assess the Motel projects based on the facilities and services offered and Motel Projects would be approved at implementation stage.

3. Details of the criteria for Motel Project Approval along with the documents required for this purpose are given in this document. Applications for project approvals of Motels along with the requisite fee (paid vide Demand Draft) may be sent to:

Member Secretary (HRACC)/ Hotel and Restaurant Division
Ministry of Tourism
C-1 Hutments, Dalhousie Road
New Delhi 110011
Tel: 23012810

4. The Ministry of Tourism reserves the right to modify the Guidelines/ Terms and Conditions from time to time.

5. The detailed Guidelines for Project Approval of Motels are at **Annexure I** and the checklist of facilities is placed at **Annexure II**.

ANNEXURE I

GENERAL TERMS, CONDITIONS & APPLICATION FORMAT FOR APPROVAL OF MOTELS AT THE PROJECT STAGE

1. The Ministry of Tourism will approve Motels at project stage based on documentation. (Motel projects approved after becoming operational may seek approval if they fulfill the prescribed norms as per the applicable policy).

2. Project Approval will be valid for 5 years. The Project Approval would cease 3 months before the date of expiry of project approval or from the date the Motel becomes operational, even if all its rooms are not ready. (The Motels may apply for approval within 3 months of commencing operations as per the applicable policy). The application for Project Approval will be submitted complete in all respect as per details given below. Incomplete applications will not be accepted.

3. Application Form should have the following details:

- i. Proposed name of the Motel
- ii. Name of the promoters with a note on the business antecedents in not more than 60 words
- iii. Complete postal address of the promoter with Telephone, Fax and Email address
- iv. Status of the owner/promoter
 - 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 proprietary concern, name and address of proprietor/certificate of registration
- v. Location of Motels site with postal address
- vi. Details of the site
 - a) Area (in sq. meters)
 - b) Title – owned / leased with copies of sale / lease deed
 - c) Copy of Land Use Permit to construct Motels from local authorities(restriction of Delhi)
 - d) Distance (in Kms) from (a) Railway station (b) airport
 - e) Located on which Road/ Highway/State or national Highway etc.
 - f) How much distance from Road/ Highway/State or national Highway etc
 - g) Located between which major town/city
- vii. Details of the project:
 - a) Copy of Feasibility Report
 - b) Number of rooms (with attached bathrooms) and size for each type of room (in sq.ft.)
 - c) Size of bathrooms (in sq.ft.)

- d) Parking facilities (No. of vehicles) for Cars and Coaches
 - e) Any facility for vehicle service / fuel pumps and if so how far from the Motel
 - f) Details of public areas with size in sq. ft. – Lobby / lounge; restaurants; bar; shopping; banquet/conference halls; business centre; health club; swimming pool
 - g) Facilities for the differently abled guests (room with attached bathroom earmarked for this purpose, designated parking, ramps for free accessibility in public areas and to at least one restaurant, designated toilet (unisex) at the lobby level etc.). All Motels at project stage will require conforming to the requirements by 01.10.2010.
 - h) Eco-friendly Practices (a) Sewage Treatment Plant (b) rain water harvesting (c) waste management (d) pollution control method for air, water and light (e) introduction of non CFC equipment for refrigeration and air conditioning. All Motels at project stage will require to conform to the requirements by 01.09.2010.
 - i) Energy / water conservation (use of CFL lamps, solar energy, water saving devices / taps)
 - j) Details of Fire Fighting Measures/ Hydrants etc.
 - k) Date by which project is expected to be completed and become operational
 - l) Any other additional facilities
 - m) Security related features
 - n) The architecture of the Motels 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 with local art and architecture with use of local materials.
4. Blue prints / Building Plans signed by the owner, the architect and approved by the competent authority showing:
- i. Site plan
 - ii. Front and side elevation
 - iii. Floor plans for all floors
 - iv. Detail of guest rooms and bath rooms with dimensions in sq.ft.
 - v. Details of Fire Fighting Measures/ Hydrants etc.
 - vi. Air-conditioning details for guest rooms, public areas
5. Local approvals by
- i. Municipal Authority
 - ii. Concerned Police Authority
 - iii. Any other local authority as maybe applicable / required (viz. Pollution Control Board / Ministry of Environment & Forests, Ministry of Road Transport / Highways etc)

- iv. Approval / NOC from Airport Authority of India for projects located near the Airport

6. In respect of NCT of Delhi, the Development Control Norms for Motels as prescribed in the Gazette Notification of DDA dated 16.06.1995 as prescribed need to be adhered by the concerned Motel Projects and are as follows:

- i. Minimum plot size shall be 1 ha.
- ii. Minimum width of drive way used for entry into and exit from a plot shall be 9 m.
- iii. Minimum setback shall be 15m in front and 9 m from the sides and the rear. This shall be in addition to a green buffer from the road width if and as specified by law.
- iv. The FAR shall be 15, subject to a maximum floor space of 1500 sqm each on the first and second hectares and 5% of the area of the remaining land comprised in the site subject to a maximum of 1500 sqm.
- v. The maximum ground coverage shall be equivalent to FAR.
- vi. The built up structure shall not exceed the height of 9m.
- vii. Basement equivalent to the ground coverage shall be allowed free from FAR to the extent necessary for air conditioning plant, filtration plant, electric-sub-station, parking and other essential services.
- viii. Parking space shall be provided on a minimum scale of 1.67 ECS per 100 sqm of floor area, including the provision made in this regard in the basement.
- ix. Retail and service shops shall be limited to maximum of 5% of the floor area.
- x. Water and electric supply, sewerage, drainage and other such infrastructure shall be provided on a scale and according to standards satisfactory to the building regulatory authority.
- xi. All permissions and clearances for use of land which are usually required in a connection with approval of or sanctioned for, development shall be obtained from the prescribed authorities.

7. **Note:** The above mentioned approvals / NOCs are the responsibility of the promoter / concerned company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn in case of any violation without notice.

8. Proposed capital structure
 - a) Total project cost
 - b) Equity component with details of paid up capital
 - c) Debt – with current and proposed sources of funding
9. Letter of Acceptance of Regulatory conditions **Annexure III.**
10. Application fee in the form of a Demand Draft.

11. In the event of any change in the project plan, the applicant should apply afresh for approval under the desired category

12. Authorised officers of the Ministry of Tourism should be allowed free access to inspect the premises from time to time without prior notice

13. The Motels must immediately inform the Ministry of the date from which the Motels becomes operational and apply for approval within 3 months from the date of operation.

14. The fee payable for the Project Approval and subsequent extension, if required is as under. The Demand Draft may be payable to " Pay & Accounts Officer, Department of Tourism, New Delhi "

Type - Motels	Fee Rs. 8,000/-
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15. The promoter must forward quarterly progress reports failing which the project approval is liable to be withdrawn

16. All documents must be valid at the time of application. All copies of documents submitted must be duly attested by a Gazetted officer / Notary. Documents in local language should be accompanied by a translated version in English which should also be duly certified

17. Any change in the project plan by the management of the Motel should be informed to the Ministry of Tourism within 30 days, failing which the approval will stand withdrawn/ terminated.

18. The project approval is only applicable for new Motels coming up and not for additional rooms coming up in existing Motels.

19. The minimum size of rooms and bathrooms for motels have been specified in the Guidelines.

20. Applicants are requested to go through the 'Checklist' of facilities & services contained in this document before applying for project approval of new Motel projects / approval of operational Motels.

21. Application for Motel Project Approvals forwarded through post will not be accepted if incomplete and applicant will be asked to complete the application and furnish required documents / information.

ANNEXURE II

CHECKLIST OF FACILITIES FOR APPROVAL /RE- APPROVAL OF MOTELS

CHECKLIST FOR FACILITIES & SERVICES	STANDARDS	COMMENTS
<p>Note: D - Desirable N - Necessary</p> <p>There is no relaxation in the necessary criteria except as specified in the comment column.</p>		
General		
Full time operation 7 days a week in season	N	
Establishment to have all necessary trading licenses	N	Documents as detailed in General Terms and Conditions.
Establishment to have public liability insurance	D	
24 hr. lifts for buildings higher than ground plus two floors	N	Mandatory for all Motels. Local laws may require a relaxation of this condition. Easy access for the differently abled guests.
Bedrooms, Bathroom, Public areas and kitchen fully serviced daily	N	
All floor surfaces clean and in good repair	N	Floor may be of any type.
Guest Room		
Minimum 10 lettable rooms, all rooms with outside windows / ventilation.	N	
Minimum size of bedroom excluding bathroom in sq. ft	120	Single occupancy rooms may be 20 sq ft less. Rooms should not be less than the specified size.

Air-conditioning	50%	Air-conditioning/ heating depends on climatic conditions & architecture. Room temp. should be between 20 & 28 Degrees C.
A clean change of bed and bath linen daily & between check- in `s	N	Definitely required between each Check – In. & on alternate days
Suites		2% of room block with a minimum of 1.
Bathroom		
Number of rooms with attached bathrooms	All	It will be mandatory w.e.f. 01.09.2010 for all Motels to have attached bathrooms. All bathrooms to have sanitary bin with lid.
Minimum size of bathroom in square feet	36	25% of bathroom to have western style WC. No higher ceiling/cap on the maximum size.
1 bath towel and 1 hand towel to be provided per guest	N	
Bath mat	N	
Guest toiletries to be provided- minimum 1 new soap per guest	N	Quality products depending on the star category.
A clothes – hook in each bath/shower room	N	
A sanitary bin	N	These must be covered.
Each western WC toilet to have a seat with lid and	N	

toilet paper		
Floors and walls to have non – porous surfaces	N	
Hot and cold running water available 24 hours	N	It will be mandatory w.e.f. 01.09. 2010 for all motels to provide hot & cold running water
Shower cabin	N	Where shower cabin is not available, a shower with shower curtain will suffice.
Bath tubs		Optional facility
Water saving taps / shower	N	
Energy saving lighting	N	
Hairdryers	D	Where not provided in bathroom, must be available on request.
Safe keeping / in room safe		Motels to have facilities for safe keeping in the reception
Minibar / Fridge	D	Contents must conform to local laws.
Vending Machine		To be available in the common area.
Drinking water	N	All Motels to provide one sealed bottle of branded bottled water of minimum 500 ml. per person per day in the room. Ultra violet treated water will not be acceptable.
Guest Linen		Good quality linen to be provided
Shelves / drawer space	N	Necessary to have a wardrobe in the room

Room and facilities for the differently abled guests		
At least one room for the differently abled guest	N	Minimum door width should be one metre to allow wheelchair access with suitable low height furniture, low peep hole, cupboard to have sliding doors with low clothe hangers etc. Room to have audible and visible (blinking light) alarm system. All Motels should be fully compliant by 01.09.2010.
Ramps with anti-slip floors at the entrance. Minimum door width should be one metre to allow wheelchair access.	N	To be provided in all public areas. Free accessibility in all public areas and at least one restaurant. All motels should be fully compliant by 01.09.2010.
Bathroom	N	Minimum door width should be one metre. Bathroom to be wheelchair accessible with sliding door, suitable fixtures like low wash basin, low height toilet, grab bars etc. No bath tub required. All Motels should be fully compliant by 01.09.2010.
Public restrooms	N	Unisex. To be wheelchair accessible with low height urinal (24" maximum) with grab bars. Minimum door width should be one metre. Mandatory w.e.f 01.09.2010 for all motels.
Public Areas		
Lounge or seating area in the lobby	N	Doorman on duty. Lobby shall have furniture and

		fittings which shall include chairs/arm chairs, sofa, tables and fresh floral display.
Reception facility	N	Manned minimum 24 hours a day. Call service 24 hrs. Local directions to motel including city / local road / street maps to be available.
Availability of room, F&B and other tariff	N	
Heating and cooling to be provided in public areas		Temperatures to be between 20-28 degrees Celsius.
Public rest rooms for ladies and gents with soap and clean towels, a washbasin with running hot and cold water , a mirror, a sanitary bin with lid in unisex & ladies toilet	N	Paid facility for minimum of 6 persons. Separate facility for males and females.
Accommodation Facilities for the Drivers	N	Dormitory with 6 beds, attached bathroom / toilet
Food & Beverage		One Multi-cuisine Restaurant cum coffee shop open from 7 a.m. to 11 p.m. and 24 hr. room service.
Crockery & Glassware	N	Plastic ware accepted in pool area.
Cutlery to be at least stainless steel	N	All categories should use good quality metal cutlery. Aluminum cutlery prohibited.
Bar	N	As per local laws

Kitchens		
Refrigerator with deep freeze	N	Capacity based on size of F & B service.
Segregated storage of meat , fish and vegetables	N	Meat, fish and vegetables in separate freezers.
Colour coded synthetic chopping boards	N	Wooden chopping boards prohibited.
Tiled walls non –slip floors	N	
Head covering for production staff	N	
Daily germicidal cleaning of floors	N	
Good quality cooking vessels / utensils	N	Use of aluminum vessels prohibited except for bakery.
All food grade equipment containers	N	
Ventilation system	N	
Garbage to be segregated – wet and dry	N	To encourage recycling.
Wet garbage area to be air-conditioned	N	
Receiving areas and stores to be clean and distinct from garbage area	N	
Six monthly medical checks for production staff	N	
First – aid training for all kitchen staff	N	
Pest control	N	

Staff		
Staff uniforms for front of the house	N	Uniforms to be clean and in good condition.
English speaking front office staff	N	
Percentage of Supervisory staff	40%	<p>Motels should have formally qualified Heads of Departments.</p> <p>The supervisory or the skilled staff may have training or skill certification as follows:</p> <p>Degree / diploma from Central or state IHM's / FCI's or from NCHMCT affiliated IHM's or from other reputed Hospitality schools.</p>
Percentage of Skilled staff	30%	<p>The supervisory or the skilled staff may have training or skill certification as follows:</p> <ol style="list-style-type: none"> i. Degree / diploma from Central or state IHM's / FCI's or from NCHMCT affiliated IHM's or from other reputed Hospitality schools. ii. Skill training certificate issued under the guidelines and scheme of the Ministry of Tourism.
Staff welfare / facilities		
Staff rest room	N	Separate for male and female employees with bunk beds, well lighted and

		ventilated.
Staff locker room	N	
Toilet facilities	N	Full length mirror, hand dryer with liquid soap dispenser.
Dining area	N	
Guest Services		
Valet (parking) services to be available	N	
Adequate Parking	N	One car bay per room and 1 Coach bay per 10 rooms. Exclusively earmarked accessible parking nearest to the entrance for differently abled guests.
Dedicated parking area with hose pipe for water for cleaning of vehicle by the guest	N	Self service / paid service. Minimum 2 slots for 25 rooms block
Vehicle Mechanic on Call	N	
Air Compressor for tyre inflation	N	
Provision of wheelchair for the differently abled guest	N	Wheel chair to be available on a complimentary basis in Motels of all categories
Dry- cleaning /laundry	D	Maybe outsourced.
Iron and iron board		Iron and iron board to made available on request
Linen room	N	Well ventilated
Paid transportation on call	N	Guest should be able to travel from Motels.

Shoe cleaning service	D	Free facility to be provided for in house guests.
Drinking water	N	Complimentary branded water – two bottles of 500ml.
Ice (from drinking water) on demand	N	Complimentary on request.
Acceptance of common credit cards	N	
Assistance with luggage on request	N	
A public telephone on premises. Unit charges made known	N	There should be at least one telephone no higher than 24” from floor level (to also cater to differently abled guests).
Wake – up call service on request	N	
Messages for guests to be recorded and delivered	N	A prominently displayed message board will suffice
Name Address and telephone numbers of doctors with front desk	N	Doctor on call
Stamps and mailing facilities	D	
Newspapers available	D	This may be placed in the lounge
Access to travel desk facilities	D	
Left luggage facilities	N	This must be in a well secured room / 24 hour manned area.

Provision for emergency supplies toiletries / first aid kit	N	May be chargeable.
Health / Fitness facilities	D	
Beauty saloon and barber's shop	D	
Florist		
Utility Shop	D	Toiletries/ non prescription drugs / General consumable items, Books
Money changing facilities	D	Money changing facility to be made available.
Metal detector	N	To be installed in front and back areas
ATM	D	
Wi-Fi	D	

ANNEXURE III

FORMAT FOR UNDERTAKING (To be on official company letterhead)

To

The Secretary (Tourism)
Govt. of India
Ministry of Tourism
New Delhi

UNDERTAKING

Sir/Madam,

I have read and understood all the terms and conditions mentioned in the Guidelines of Project Approval of Motels and hereby agree to abide by them.

2. This is to certify that the information and documents provided by the undersigned are correct and authentic to the best of my knowledge. I understand that the Ministry's approval is no substitute for any statutory approval and that the approval given is liable to be withdrawn in the event of any violation or misrepresentation of facts or non-compliance of directions that may be issued by the Ministry of Tourism, Govt. of India without notice.

3. I also understand that in case of any dispute/legal measures, the same may be eligible in the jurisdiction falling under the NCT of Delhi.

Signature and Name in block letters

Seal of applicant

Place

Date