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GOVERNMENT OF KERALA

Abstract

Tourism -Classification of Restaurants-Proposal approved-Orders issued.

GENERAL ADMINISTRATION (TOURISM-B) DEPARTMENT

G.O.(MS) No.217/04/GAD.

Dated, Thiruvananthapuram 12-8-04.

- Read:-1. Order No. 8-HRACC(2)/2003 dated 21-4-2003 of Department of Tourism, H&R Division, Government of India.  
2. Letter No. C3-8245/03 dated 25-3-2004 from the Director, Department of Tourism, Park view, Thiruvananthapuram.

### ORDER

The Department of Tourism, Government of India had decided to discontinue the scheme for approval of Restaurants with effect from 1st July 2003 and as per the orders read above, requested the State Governments to introduce guidelines to regulate the working of Restaurants in the State in order to ensure that tourists and customers are provided high quality hygienic service of international standards.

2. In the above circumstances, the Director of Tourism formulated a new scheme for the classification of Restaurants and forwarded the scheme to Government for approval as per the letter read as second paper above.

3. Government have examined the proposal in detail and are pleased to accord sanction for the introduction of the new scheme and guidelines for classification of Restaurants in the State as detailed in the Annexure to this Government Order. Government are also pleased to accord sanction for the constitution of the Restaurant Classification Committee of Kerala (RCCK) with the following composition for the classification/reclassification of the Restaurants.

- i. Secretary (Tourism)  
ii. Director, Department of Tourism  
iii. Principal, IHMCT, Kovalam  
iv. Representative from FHRAI  
v. Representative from HAI  
vi. Representative from IATO  
vii. Representative from TAAI

Chairman  
Convener  
Member  
Member  
Member  
Member  
Member →

4. Four members will constitute a quorum and the minutes will be approved by the Chairman(RCCK).

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5. The Director, Department of Tourism will take further necessary steps to implement the scheme.

By Order of the Governor  
T. Balakrishnan  
Secretary (Tourism).

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To

- ✓ The Director of Tourism, Park view, Thiruvananthapuram.
- All members of the Committee (Through Director, Department of Tourism, Park view, Thiruvananthapuram)
- The Additional Director General (Tourism), Department of Tourism, Government of India, H&R Division, C-I Hutments, Delhousie Road, New Delhi - 110011.
- The Regional Director, India Tourism (Chennai), Southern Regional Office, 154, Anna Road, Chennai-600002.
- The Assistant Director, India Tourism, Willing Island, Kochi, Ernakulam Dist.
- The General Administration (SC) Department (vide item No. 3177 dated 4.8.04).

S/F  
O/C.

Forwarded/by Order

  
Section Officer.

## Classification of Restaurants

Department of Tourism  
Government of Kerala

### General terms and conditions

- Classification from Department of Tourism, Government of Kerala is not mandatory to operate a restaurant in the State
- Classification for newly operational restaurants must be sought within 3 months of completion of restaurant projects. Operating restaurants may opt for classification at any stage. However, restaurants seeking re-classification should apply for re-classification one year prior to the expiry of the current period of classification
- If the restaurant fails to reapply 1 year before the expiry of the classification order, the application will be treated as a fresh classification case
- Once a restaurant applies for classification/re-classification, it should be ready at all times for inspection by the **Restaurant Classification Committee Kerala (RCCK)**. No requests for deferment of inspection will be entertained
- Classification will be valid for 3 (three) years from the date of issue of orders or in case of re-classification from the date of expiry of the last classification provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted
- Restaurants applying for classification must provide the following documentation  
All applications for classification or re-classification must be complete in all respects - application form, application fee, prescribed clearances, NOCs, certificates etc. - incomplete application is liable to be rejected
- The application fees payable for classification are as follows:

Star Category	Classification/Re-classification fees in Rs.
1 - Star	7,875
2 - Star	"
3 - Star	"
4 - Star	13,125
5 - Star	"

- **The Restaurant Classification Committee Kerala (RCCK)** will consist as follows: Secretary (Tourism) - Chairman, Director, Department of Tourism - Convener, Principal IHMCT, Representatives from FHRAI / HAI / IATO / TAAI
- 3 members will constitute a quorum
- The minutes will be approved by the Chairman (**RCCK**)
- The presence of facilities and services will be evaluated against the enclosed checklist
- New projects will be required to adopt environment friendly practices
- Existing restaurants being classified will need to conform to a phased plan for adding Eco-friendly practices and facilities.
- The quality of facilities and services will be evaluated against the mark sheet.
- The restaurant is expected to maintain required standards at all times. The Classification Committee may inspect a restaurant at any time without previous notice.
- Any deficiencies/rectification pointed out by the RCCK must be complied with within the stipulated



time, which has been allotted in consultation with the restaurant representatives during inspection. Failure to do so will result in rejection of the application.

- The committee may assign a star category lower but not higher than that applied for.
- 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.
- For any change in the star category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
- Any changes in the plans or management of the restaurant should be informed to the RCCK, Department of Tourism, Govt. of Kerala within 30 days otherwise the classification will stand withdrawn/terminated.
- Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
- Incomplete applications will not be considered. All cases of classification would be finalized within three months of the application being made.
- The Department of Tourism, Govt. Kerala reserves the right to modify the guidelines/terms and conditions from time to time.

- **General terms and conditions**
- **Checklist for facilities and services**
- **Supporting Documents**
- **Awarding scores**
- **Qualifying scores**
- **Apply Online**
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# Classification of Restaurants

Department of Tourism  
Government of Kerala

## General terms, conditions and application format for classification of restaurants

### Checklist for facilities and services

General	1*	2*	3*	4*	5*
Minimum 2-meal operation, 7 days a week in season	N	N	N	N	N
Establishment to have all necessary trading license	N	N	N	N	N
24 hrs lifts for building higher than ground plus two floors	N	N	N	N	N
Restaurants, public areas and kitchens fully serviced daily	N	N	N	N	N
All floor surfaces clean and in good repair	N	N	N	N	N
Parking Facilities (Maximum No. of seats per unit car parking area)	12	10	8	6	4
Restaurant					
Multicusine restaurant of min. 30 pax and 600 sq.ft carpet area	N	N	N	N	N
Speciality restaurant	D	D	D	N	N
24 hrs coffee shop	D	D	D	N	N
Full service of all 3 meals in Dining room	N	N	N	N	N
Crockery & glassware of high quality	N	N	N	N	N
Cutlery to be at least stainless steel	N	N	N	N	N
Kitchen					
Refrigerator with deep freeze	N	N	N	N	N
Segregated storage of meat, fish and vegetables	N	N	N	N	N
Tiled walls, non-slip floors	N	N	N	N	N
Head covering for production staff	D	D	N	N	N
Daily germicidal cleaning of floors	N	N	N	N	N
Clean utensils	N	N	N	N	N
Six monthly medical checks for production staff	N	N	N	N	N
All food grade equipment, containers	N	N	N	N	N
Ventilation system	N	N	N	N	N
First-aid training for all kitchen staff	N	N	N	N	N
Drinking water	N	N	N	N	N
Garbage to be segregated - wet and dry	N	N	N	N	N
Insectocutor	N	N	N	N	N
Receiving and stores to be clean and distinct from garbage area	N	N	N	N	N
Public areas					
Alounge or seating in the lobby area	D	D	D	N	N
Reception facility	D	D	D	N	N
Souvenir shop	NA	NA	D	D	D
Public telephone	NA	NA	NA	D	N
Internet facility and tourist information kiosk	NA	NA	NA	D	D

Newspapers available	N	N	N	N	N
Conference facilities	NA	NA	NA	D	N
Staff Quality					
Staff uniforms	D	D	N	N	N
Handgloves and cap for kitchen staffs	N	N	N	N	N
Front office staff English speaking	D	D	N	N	N
Government recognized catering / hotel institutes	10%	15%	20%	40%	50%
Staff Welfare / Facilities	D	D	N	N	N
Staff rest rooms	D	D	N	N	N
Staff locker rooms	D	D	N	N	N
Dining area	D	D	N	N	N
Common Toilets					
Separate gents and ladies toilets	N	N	N	N	N
Access to the toilets not through kitchen/restaurant	N	N	N	N	N
Minimum number of Gents W.C	1	1	2	2	2
Minimum number of Ladies W.C	1	1	2	2	2
Minimum number of Gents urinal	1	1	2	2	2
Cleaning of the area in every	2 hrs	2 hrs	2 hrs	1 hr	1 hr
A wash-basin with running water, a mirror, a sanitary bin with lid-separate for gents and ladies with hand towels	4	4	4	4	4
Minimum size of W.C in sq.ft	12	12	15	15	15
One W.C. brush per toilet seat	N	N	N	N	N
Guest toiletries including liquid soap to be provided	D	D	N	N	N
Floors and walls to have non-porous surfaces	N	N	N	N	N
Energy saving lighting	N	N	N	N	N
A Notice showing staff should wash their hands every time they visit bathroom (in Malayalam & English)	N	N	N	N	N
Safety & Security					
Staff trained in fire fighting drill	N	N	N	N	N
Security arrangements for all entrances	N	N	N	N	N
Smoke detectors	D	D	N	N	N
Fire and emergency procedure notices displayed	D	D	N	N	N
Staff trained in first aid	D	D	N	N	N
First-aid kit with over the counter medicines with front desk	D	D	N	N	N
Eco-friendly Practices					
Waste management	N	N	N	N	N
Water harvesting and conservation	N	N	N	N	N
Water Recycling	D	D	N	N	N
Energy saving lights	N	N	N	N	N
Alternate energy use	D	D	D	D	D
Pollution Control Measures	D	D	N	N	N

**Note: D=Desirable, N=Necessary, NA=Not Applicable. There is no relaxation in the necessary criteria.**

• **General terms and conditions**