



Guidelines to Request Online for Classification of Hotels located in Uttar Pradesh

Step 1- Register on the Portal

- To register on the Portal, fill Full Name, Designation, Company/Organization Name, and other basic information in respective fields and click on **Register** button.
- Thereafter, entered Mobile No. & Email ID will be verified through One Time Password. Once the verification is done, Login Credentials will be sent on the registered Mobile No. & Email ID.

Step 2- Login to the Portal

- Enter the registered Email ID, Password and Captcha in the respective fields, and click on **Login** button. Thereafter, user will be redirected to their dashboard.

*To reset the login password, if user forgets the same, click on **Forgot Password?** link and submit the registered Email ID. Thereafter, registered Mobile No./Email ID will be verified through OTP. Once the verification is done, user can create their New Password.*

Step 3- Submit Online Request for Classification of Hotel

For your own convenience, we advise you to collect the information mentioned below before starting to fill out the online Application Form.

- After successful login, click on **New Application** button appearing on the dashboard.

A. Submit Mandatory Amenities

- Subsequently, a checklist of **Mandatory Amenities** will appear on the screen of the user against which they have to answer **YES**. Following are the particulars under which checklist will be available:
 - General
 - Guest Room
 - Bathroom
 - Public Areas
 - Food and Beverage Outlets
 - Kitchen/Food Production Area
 - Staff
 - Guest Services
 - Safety and Security
 - Communication Facilities
 - Eco Friendly Practices
- Once all the questions are answered correctly, click on **Save & Continue** button.



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B. Submit Optional Amenities

- After submitting Mandatory Amenities details, a checklist of **Optional Amenities** will appear on the user's screen. User will need to select their answer as 'YES' or 'NO'. The following are the criteria under which the checklist will be available:
 - General
 - Guest Room
 - Bathroom
 - Public Areas
 - Kitchen/Food Production Area
 - Staff
 - Guest Services
 - Safety and Security
 - Communication Facilities
 - Eco Friendly Practices
- Once all the questions are answered correctly, click on **Save & Continue** button.

C. Submit Form

- After submitting Optional Amenities details, a form will open on the screen of user consisting of 06 sections in which they have to submit following details:

C.1. Submit General Details

- **Basic Details**
 - Name of the Hotel/Resort
 - Name of the Promoter/Owner
 - Status of the Promoter/Owner
 - Operational Date of the Hotel/Resort
 - Mobile No.
 - Email ID
 - Star Category for which applying for
- **Complete Postal Address of the Hotel/Resort**
 - District
 - Full Address
 - PIN Code
 - Telephone Number (with STD code)
 - Mobile Number of Hotel/Resort
 - Email ID of Hotel/Resort
 - Distance from Airport (in KM)
 - Distance from Railway Station (in KM)
 - Distance from Bus Terminus (in KM)
- Once all the details are filled correctly, click on **Save & Continue** button.

C.2. Submit Infrastructure Details

- **Details of the Public Areas**
 - Total Area of Hotel (in Sq. Mtr.)
 - Total Build-up Area (in Sq. Mtr.)
 - Open Space Area (in Sq. Mtr.)



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- Property Ownership Status
 - Number of Floors
- **Details of Lettable Rooms**
 - Number of AC Rooms
 - Number of Non AC Rooms
- **Details of Rooms & Bathrooms**
 - Room Type
 - Ordinary
 - Deluxe
 - Suite
 - Number of Units
 - Size of Room (in Sq. ft.)
 - Cooling Facility
 - AC
 - Non-AC
 - Is Bathroom attached with Room?
 - Yes
 - No
 - Size of Bathroom (in Sq. ft.)
To add details of multiple Room Type, click on + button
- **Guest Rooms**
 - Number of Guest Rooms (AC)
 - Number of Guest Rooms (Non-AC)
- **Number of Beds**
 - Number of Single Beds
 - Number of Double Beds
- **Main Hall**
 - Area (in Sq. Mtr.)
 - Seating Capacity (Count)
- **Other Halls**
 - Hall Type
 - General
 - Banquet
 - Conference
 - Other
 - Number of Units
 - Area (in Sq. Mtr.)
 - AC/Non-AC
 - Seating Capacity
To add details of multiple Hall Type, click on + button
- **Meeting Rooms**
 - Description
 - Number of Units



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- Area (in Sq. Mtr.)
 - AC/Non-AC
 - Seating Capacity
- To add details of multiple Meeting Rooms, click on + button*

- **Kitchens**

- Description
 - Number of Units
 - Area (in Sq. Mtr.)
- To add details of multiple Kitchens, click on + button*

- **Restaurants**

- Description
 - Number of Unit
 - Area (in Sq. Mtr.)
 - AC/Non-AC
 - Seating Capacity
- To add details of multiple Restaurants, click on + button*

- **Stores**

- Description
 - Number of Units
 - Area (in Sq. Mtr.)
 - Storage Capacity
- To add details of multiple Stores, click on + button*

- **Swimming Pools**

- Description
 - Number of Units
 - Area (in Sq. Mt.)
- To add details of multiple Swimming Pool, click on + button*

- **Vehicle Parking**

- Description
 - Number of Units
 - Area (in Sq. Mtr.)
 - Parking Capacity
- To add details of multiple Vehicle Parking, click on + button*

- **Other Infrastructures**

- Description
 - Number of Units
 - Area (in Sq. Mtr.)
 - Utilization
 - Purpose
 - Capacity
- To add details of multiple Infrastructures, click on + button*



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- **Details of Plant, Machinery & Apparatus Installed, which is necessary to run and operate the Hotel**
 - Description
 - Number of Units
 - Utilization
 - Purpose
 - Capacity

To add details of multiple Units, click on + button
- **Details of Common Infrastructure, like Road/Power/Water/Sewerage, etc. on land where ownership is with the tourism unit**
 - Description
 - Area (in Sq. Mtr.)
 - Utilization
 - Purpose
 - Capacity

To add details of multiple Units, click on + button
- Once all the details are filled correctly, click on **Save & Continue** button.

C.3. Submit Details of Public Areas

- **Details of Public Areas**
 - **Is Lobby/Lounge available?**
 - If Yes then fill
 - Area (in Sq. Mtr.)
 - Seating Capacity
 - Number of Units

To add details of multiple Lobby/Lounge, click on + button
 - **Is Bar available?**
 - If Yes then fill
 - Area (in Sq. Mtr.)
 - Seating Capacity
 - Number of Units

To add details of multiple Bars, click on + button
 - **Is Shopping Area available?**
 - If Yes then fill
 - Area (in Sq. Mtr.)
 - Seating Capacity
 - Number of Units

To add details of multiple Shopping Areas, click on + button
 - **Is Health Club/Business Centre/Swimming Pool available?**
 - If Yes then fill
 - Area (in Sq. Mtr.)
 - Seating Capacity
 - Number of Units

To add details of multiple Shopping Areas, click on + button



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- **Facilities for the differently abled guests**
 - Is dedicated Room with attached Bathroom available? (Yes/No)
 - Are Designated Parking and Ramps available? (Yes/No)
 - Is free accessibility in public areas and at least to one restaurant, designated toilet (unisex) at the lobby level etc. available? (Yes/No)
- **Eco-friendly Practices**
 - Is Sewage Treatment Plant available? (Yes/No)
 - Is Rainwater Harvesting System available? (Yes/No)
 - Is Waste Management System available? (Yes/No)
 - Is Pollution control method for Air, Water and Light available? (Yes/No)
 - Is Non-CFC equipment for Refrigeration and Air Conditioning and other eco-friendly measures and initiatives are taken? (Yes/No)
- **Measures for Energy and Water Conservation and Water Harvesting**
 - Are CFL lamps being used? (Yes/No)
 - Is Solar Energy being used? (Yes/No)
 - Is Water Saving Devices/Taps etc. being used? (Yes/No)
- **Details of Fire Fighting Measures**
 - Number of Fire Extinguishers Installed
 - Fire Extinguishers Last Checked On
- **Details of Security Measures**
 - Does CCTVs cover and capture major public areas like Lobby, Reception, Entrance, Exit points, etc.? (Yes/No)
 - Is X-Ray Check feature available? (Yes/No)
 - Is staff verification done on a regular interval? (Yes/No)
 - Upload Architectural Map of Hotel/Resort **(The architecture of the hotel 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)**
- **Are there any additional facilities being provided by the hotel?**
 - Facility Name
 - Description
 - Upload Relevant Document justifying the facility
To add details of multiple additional facilities, click on + button
- Once all the details are filled correctly, click on **Save & Continue** button.

C.4. Upload Documents

For your own convenience, we advise you to get the following documents scanned, and keep them ready in PDF format whose file size should not exceed 01 MB each, before starting to upload the documents in the online Application Form.

- **General Documents**
 - Memorandum/Articles of Association (for Public/Private Limited Company)
 - Partnership Deed (in case of Partnership)
 - Certificate of Registration (in case of Proprietary)



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- PAN Card (Company/Firm/Promoter/Authorized Signatory)
- GST Registration Certificate (Uttar Pradesh)
- MSME Udyam Certificate (if applicable)
- Turnover details (3 Years) / Audited Balance Sheets
- Proof of Address
- Geo-tagged Photograph of the Tourism Unit

- **Certificates/No Objection Certificates (documents should be latest/valid and duly self-attested/certified by an authorized representative of the Hotel)**
 - Certificate/License issued from Nagar Nigam/Nagar Palika/Nagar Panchayat to show that the establishment is registered as a Hotel/Resort
 - No Objection Certificate from the Fire Service Department (Local Fire Brigade Authority)
 - Bar License (if the hotel is applying for Diamond Category with Alcohol Service, Platinum Category with Alcohol Service)
 - If classified earlier, a copy of the Classification Order issued by the Ministry of Tourism, GOI
 - SARAI Act License
 - Trade License to operate as Hotel
 - License from Municipal Health Officer/Sanitary Inspector (Health NOC)-Nagar Nigam/Nagar Panchayat/Nagar Palika License
 - NOC from Police Department
 - Consent to operate from the State Pollution Control Board
 - Copy of Sanctioned Building Plans/Permits duly Signed by the competent authority
 - Sewage Treatment Plant (if applicable)

- **Other Important Documents**
 - Undertaking by Applicant (To be on official Company's Letterhead)
 - Affidavit for Classification/Re-classification of new and operational hotels on Stamp Paper of Rs. 100.00
 - Pledge for commitment towards safe & honourable tourism and sustainable tourism

- Once all the documents are uploaded, click on **Preview the Application** button.

C.5. Preview and Final Submission of Application

- Once all the above details are submitted in the online application form, applicant will be redirected to review the submitted details and do the final submission of the application.
- On this page, read the declaration, select the declaration checkbox and then click on **Final Submit** button.
- If any changes are required in the submitted details, click on **Edit** button, and do the required changes in the application. No changes will be allowed in the application after its final submission.



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C.6. Payment of Registration Fee

- Once the Final Submission of the application is done, applicant will be redirected to pay the Registration Fee online.
- To pay the fee, click on **Proceed to Pay** button, and pay the fee from the options available.
- Once the fee is paid, applicant can download the Fee Payment Receipt for their record purpose.

Step 4 - Application Escalation

- After the fee payment, application will be escalated to the designated authority of UP Tourism Department.
- If the Authority approves the application, the status, along with the remark, will be notified to the applicant through SMS, Email and Dashboard Notification. Applicant can download the Classification Certificate from their login.
- If the Authority raises any query in relation to the submitted application, the form will open for editing in Applicant Login. Applicant has to edit the form, as per the query remark, and resubmit the form. Notification will be received to applicant via SMS, Email and Dashboard.
- Whereas if the Authority rejects the Application, the application will be terminated, and notification will be sent to the applicant through SMS, Email and Dashboard.