

GOVERNMENT OF INDIA
MINISTRY OF TOURISM

RAJYA SABHA
UNSTARRED QUESTION NO.3341
ANSWERED ON 21.08.2025

NATIONAL TOURISM CERTIFICATION SYSTEM

3341 SHRI KESRIDEVSINH JHALA:

Will the Minister of **TOURISM** be pleased to state:

- (a) the key objectives of the National Tourism Certification system and the manner in which Government proposes to ensure its effective implementation across diverse tourism sectors;
- (b) specific standards and criteria proposed for certifying tourism businesses such as hotels, tour operators and attractions along with the process adopted for developing these standards;
- (c) the mechanisms put in place to monitor and enforce compliance with certification standards and steps proposed to address instances of non-compliance; and
- (d) the likely economic impact of the certification system on the tourism industry particularly in terms of job creation and revenue generation?

ANSWER

THE MINISTER OF TOURISM

(SHRI GAJENDRA SINGH SHEKHAWAT)

(a): To ensure the quality of services and experience for different classes of both domestic and international tourists, Ministry of Tourism, under its voluntary scheme of classification and approval, classifies accommodation units, as well as Travel agents, Tour Operators, Tourist Transport Operators. This is implemented through NIDHI+ portal (nidhi.tourism.gov.in) of the Ministry.

Under this system, the hotels are given a rating, from One Star to Three Star, Four and Five Star with or without alcohol, Five Star Deluxe, Heritage (Basic), Heritage (Classic), Heritage (Grand), Legacy Vintage (Basic), Legacy Vintage (Classic), Legacy Vintage (Grand) and Apartment Hotels. The Ministry also has voluntary schemes for approval/registration in categories such as Timeshare Resorts, Operational Motels, Guest Houses, Bed & Breakfast / Homestay Establishments, Tented Accommodation, as well as Online Travel Aggregators, Stand-alone Air Catering Units, Convention Centres, Standalone Restaurants. The approval/classification/registration of these units received from the Ministry give them more credibility and their services are preferred by travellers, including international tourists.

(b): The standards and criteria for the various categories are prescribed in the form of Checklists detailed in respective Guidelines. These checklists include number of rooms, size of the rooms, guest service amenities, provision for differently abled guests, sustainability, standards of kitchen and restaurants, skilled staff, paid up capital, etc. These standards are reviewed regularly.

(c): As per guidelines for Classification / Re- classification of Hotels the units are expected to maintain required standards at all times. The Classification Committee may inspect a unit at any time. Detailed mechanism to monitor and enforce compliance with certification standards are provided in Guidelines. In case of non-compliance under this voluntary scheme, de-recognition is applied.

(d): For tourism service providers desiring certification from the Ministry, units with annual turnover up to INR 10 Crore are required to have minimum of 1 staff with a degree/diploma in

tourism/travel management from a recognized institute. Units with annual turnover over INR 10 Crore are required to have a minimum of 2 staffs with a degree/diploma in tourism/travel management from recognized institute. Similarly, for hotels, various parameters are required for having skilled manpower.

Through these certifications, formalisation of the sector is encouraged leading to better outcomes in term of contribution to GDP and employment.

In general, the tourism and hospitality sector creates jobs directly, indirectly and induced. The contribution of the tourism sector in employment generation at the national level in recent years is as follows:

Year	*Direct job in Tourism	*Indirect Job in Tourism
2019-20	30.28	39.16
2020-21	29.68	38.38
2021-22	30.55	39.49
2022-23	33.22	42.95
2023-24	36.9	47.73

*in millions
