

GOVERNMENT OF INDIA  
MINISTRY OF TOURISM

**RAJYA SABHA**  
**UNSTARRED QUESTION NO.3342**  
ANSWERED ON 21.08.2025

**IMPLEMENTING LEGISLATION FOR HOTELS**

3342 DR. AJEET MADHAVRAO GOPCHADE:

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

- (a) the action taken on the representation submitted to explore options for implementing specific legislation for hotels, with a view to enhancing the growth of tourism sector;
- (b) the steps taken to ensure that hotels maintain service and facility standards in accordance with their ratings;
- (c) whether Government is aware that in many cases, guests, particularly international tourists, face difficulties in presenting legal claims when hotel fails to meet expected standards and if so, the measures proposed to address this challenge; and
- (d) whether Government proposes to introduce mandatory periodic audits for hotels and guest houses to ensure compliance with the prescribed standards?

**ANSWER**

THE MINISTER OF TOURISM

(SHRI GAJENDRA SINGH SHEKHAWAT)

(a): The mandate of Ministry of Tourism is for development and promotion of Tourism. The matter of regulations and legislations for hotels is under the purview of the State Governments/UT Administrations. Many State Governments/UT Administrations have enacted legislations and regulations for promoting growth of hotels and tourism sector.

(b): As per guidelines for Classification / Re- classification of Hotels classified hotels are expected to maintain required standards at all times. The Classification Committee may inspect a hotel at any time. Detailed mechanism to monitor and enforce compliance with certification standards are provided in the Guidelines.

(c): Ministry of Tourism through the Centralised Public Grievance Redress and Monitoring system (CPGRAMS) portal receives complaints/grievances/suggestions related to service delivery deficiency, cheating etc. The CPGRAMS portal is available to the citizens 24\*7 to lodge their grievances related to inappropriate trade practices by Tourism & hospitality service providers.

The Department of Consumer Affairs has put in place a system to enable consumers to make informed choices; ensure fair, equitable and consistent outcomes for consumers; and facilitate timely and effective grievance redressal.

(d): No such proposal is under consideration presently.

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