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Secretary General

HOTEL ASSOCIATION OF INDIA

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Founder Corporate Member - HAI

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President & Corporate Member, HAI &
Managing Director & CEO
Indian Hotels Co. Ltd.

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Radisson Hotel Group

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Hony. Secretary, HAI &
Chairman & Managing Director,
Swosti Premium Ltd., Bhubaneswar

Patu Keswani
Hony. Treasurer & Corporate Member, HAI &
Chairman & Managing Director
Lemon Tree Hotels Ltd.

M. P. Bezbaruah
Secretary-General-cum-
Member Executive Committee
Hotel Association of India

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Managing Director & Chief Executive Officer
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Vivek Nair
Chairman & Managing Director
Hotel Leelaventure Ltd.

FELLOW MEMBER

Anil Madhok
Executive Chairman
Sarovar Hotels Pvt. Ltd.

No. 2020/HAI/600/58

July 13, 2020

Shri Yogendra Tripathi,
Secretary (Tourism)
Government of India
New Delhi.
sectour@nic.in

Dear Shri Tripathi,

Sub: Re-opening of Hotels across the country with uniformity of relaxations across States

I take this opportunity to inform you that I have taken over as Secretary General of Hotel Association of India (HAI) and look forward to join hands with you all in your untiring efforts to help the industry that contributes 9% to India's GDP employing nearly 4.5 crore people and providing livelihood to around 16 crore people, at this time of unprecedented stress.

While as you are aware, Covid 19 which has led to a demand decline in excess of 90% for the tourism sector Hotels have been the worst impacted sector with around 75% output decline in Q1 FY21 vs. Q4 FY20. Hotel sector also features in the list of strained sectors on Debt Service Coverage Ratio.

HAI conveys its deep gratitude to the Ministry of Tourism for constant support and for allowing the hotel industry to resume operations in a calibrated manner, strictly adhering to the Standard Operating Procedure laid down by the Government and of course keeping health and safety considerations as the topmost priority. HAI members have put in place strict measures to ensure the safety and well being of guests to instill confidence among travellers. The industry has fully joined hands with the government in its commitments to fight Covid-19.

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However, the implementation of the Ministry's guidelines has not been uniform in all the States and Union Territories. Only some States have permitted hotels to re-commence operations but the guidelines w.r.t different aspects of hotel operations like guest rooms, dining and banquets vary across regions. The quarantine rules too vary from State to State.

The Industry therefore finds itself constrained in its ability to contribute to the revival of the economy and are looking at the grim reality of unviable business and prospects of job loss. We appreciate government's emphasis on domestic tourism to kick start the recovery process but promotion of domestic tourism has to be synchronised with opening of hotels in a calibrated manner as envisaged by MOT.

On behalf of the Indian hospitality industry therefore, we humbly request you to consider the following:

- Advising the state governments on the importance of reopening hotels, strictly following the SOPs issued, at least in the core areas: guest rooms, dining, bars and banquets consistent with the health safety norms and adhering to rules of social distancing. All classified hotels under Government of India, Ministry of Tourism should be allowed to offer full services.*
- Formulate uniform guidelines w.r.t operations of all aspects of hotel operations and requesting the States to adopt the same.*

We are confident of your support to the Industry and look forward to a timely intervention of the Ministry.

On behalf of HAI and on my personal behalf, would like convey our fullest commitment to the Ministry's efforts for revival and growth of tourism.

With warm personal regards,

Yours sincerely,



(M. P. Bezbaruah)